**Contact Tracing Overview**

- Contact tracing is a fundamental element of public health when responding to infectious disease outbreaks.
- Contact tracing involves the voluntary participation of a person suspected or confirmed to have an infectious disease.
- DSHS and some local health departments employ contact tracing teams on a regular basis to respond to outbreaks.
- COVID-19 requires a systematic, statewide contact tracing response of an unprecedented scale.
- DSHS is establishing an infrastructure to scale up resources needed to respond to COVID-19 through contact tracing.
- Texas Health Trace, the statewide program, involves the cooperation of state and local health entities, institutions of higher education, and private partners to quickly and safely respond to COVID-19.
- Planned communications strategies will promote awareness, importance, and adoption of contact tracing to track and contain the spread of COVID-19.

**Contact Tracing Process**

- **Info Gathering from Case**
  - Person identified as suspected or confirmed case and asked to follow recommended course of action (e.g., self-isolation, monitor for symptoms/changes in symptoms).
  - If positive cases disregard the recommended course of action, they may be subject to a control order requiring self-isolation.

- **Informing Contacts**
  - Person voluntarily provides demographic and other information.
  - Person also may voluntarily provide information concerning movements and potential interactions with other people.

- **Symptom Monitoring**
  - Contact tracing team reaches out to potential other contacts identified to discuss potential exposure, symptoms, recommended course of action, etc.

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**Key Point**

Contact tracing is a private process. Personal information will not be shared with confirmed cases or other potential contacts. Positive COVID-19 cases will be required to self-isolate.

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**Texas Health Trace Initiative Components**

- Staffing
- IT Solution
- Call Center

For additional information, please visit [https://www.dshs.texas.gov/coronavirus/tracing.aspx](https://www.dshs.texas.gov/coronavirus/tracing.aspx)
### Texas Health Trace Deployment Phases

<table>
<thead>
<tr>
<th>Phase One</th>
<th>Phase Two</th>
<th>Phase Three</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staffing:</strong></td>
<td><strong>Staffing:</strong></td>
<td><strong>Staffing:</strong></td>
</tr>
<tr>
<td>• Initial contact tracing teams recruited, trained, mobilized</td>
<td>• Identify and train additional contact tracers from: universities, AmeriCorps, local health departments, HHSC</td>
<td>• Mobilize contact tracing workforce</td>
</tr>
<tr>
<td>• Initiate communication with local health entities</td>
<td>IT Solution:</td>
<td>• Identify and train additional workforce through call center vendor</td>
</tr>
<tr>
<td><strong>IT Solution:</strong></td>
<td>• Develop Texas Health Trace online self-checker/self-reporter</td>
<td><strong>Call Center:</strong></td>
</tr>
<tr>
<td>• Develop Texas Health Trace online self-checker/self-reporter</td>
<td>Call Center:</td>
<td>• Expand Texas Health Trace for use by local health entities</td>
</tr>
<tr>
<td><strong>Call Center:</strong></td>
<td>• Stand-up initial contact tracing call center</td>
<td>• Secure long-term call center solution</td>
</tr>
<tr>
<td>• Stand-up initial contact tracing call center</td>
<td><strong>Launch call center</strong></td>
<td>• Continued support of call center</td>
</tr>
</tbody>
</table>

**Completion Date:** April 27, 2020  
**Tracers Online:** 1,157  
**Start Date:** April 27, 2020  
**Tracers to Recruit:** add’l 1,000  
**Start Date:** May 11, 2020  
**Tracers to Recruit:** At least 4,000 total (2,004 currently in place)

### Texas Health Trace Milestones

**Week 1**

- Initial DSHS Contact Tracing Training (April 24th)

**Week 2**

- Texas Health Trace Self-Checker/Self-Reporter Launched (April 27th)

**Week 3**

- 1st Contact Tracing via Texas Health Trace (May 1)

**Week 4**

- 1st System Training and Q&A (May 7-8th)  
- Initial Public Health Region Integration (May 12th)  
- Level Two Hiring Goal (additional 1,000) Met (May 11th)

**Week 5 - Planned**

- Case Management System Enhancement (May 15th)  
- Statewide Public Health Region Integration Begins (May 15th)  
- Initial Local Health Department Integration Begins (May 15th)  
- Initiate Professional Call Center Operation (May 18th)

For additional information, please visit [https://www.dshs.texas.gov/coronavirus/tracing.aspx](https://www.dshs.texas.gov/coronavirus/tracing.aspx)
Active and Planned Texas Health Trace Workforce

<table>
<thead>
<tr>
<th>In Place on April 27, 2020</th>
<th>In Place as of May 11, 2020</th>
<th>Planned Workforce</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Baseline Public Health – state &amp; local: 800</td>
<td>• HHSC Staff: 204</td>
<td>• UT Rio Grande Valley</td>
</tr>
<tr>
<td>• Additional DSHS Staff: 300</td>
<td>• Additional Local Health Department Staff: 95</td>
<td>• Texas A&amp;M</td>
</tr>
<tr>
<td></td>
<td>• AmeriCorps: 405</td>
<td>• Epi Lead Temp Staff</td>
</tr>
<tr>
<td></td>
<td>• Texas A&amp;M: 200</td>
<td>• Call Center Operations</td>
</tr>
<tr>
<td>April 27 Subtotal: 1,100</td>
<td></td>
<td>• Anticipated Additional LHD staff</td>
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<tr>
<td></td>
<td></td>
<td>• Additional Universities</td>
</tr>
<tr>
<td>May 11 Subtotal: 904</td>
<td></td>
<td>Planned Workforce Subtotal: 1,996</td>
</tr>
</tbody>
</table>

Case Management Questions

Why Would Someone Be Contacted from Texas Health Trace?

**Scenario 1:** A person who self-reports symptoms on the Texas Health Trace portal (If someone is assessed to meet tracing criteria and provides their contact information, a Texas Health Tracer will reach out to the person).

**Scenario 2:** A person with a positive test result that is reported to the Texas Health Trace portal.

**Scenario 3:** A person was identified by a suspected/confirmed case as a potential contact.

What Happens When Someone is Contacted by Texas Health Trace?

**What We Will Ask:**

COVID-19 positive patients:
- You will be informed of next steps about your illness and asked about your symptoms, your needs, whether we can connect you with resources, and a list of people that you have been around to inform them of their potential exposure.

Potential Contacts:
- We will tell you that you were potentially exposed to the virus.
- We will ask how you are feeling. We will also see if there is anything you need and connect you with resources.
- We will determine the next steps you should take based on any symptoms you may have.

**What We Will Not Ask or Provide:**
- For you to verify your identity by providing a social security number, bank account, or credit card information. Contact tracing is a completely free service.
- We will not release patient names when contacting potential contacts.

How Will DSHS Ensure Patient and Contact Privacy?

- Information shared with Texas Health Trace – online and in conversations with staff – is completely private and only used for public health purposes.
- All public use of Texas Health Trace is opt-in, consistent with the voluntary nature of contact tracing. Users are provided privacy notices and ultimately consent to use of the application.
- We do not release confidential information to the public. DSHS is working with HHSC IT and the contractor developing the system to ensure data is protected when it is sent to, housed on, and accessed from Texas Health Trace by utilizing appropriate standardized security protocols.

For additional information, please visit [https://www.dshs.texas.gov/coronavirus/tracing.aspx](https://www.dshs.texas.gov/coronavirus/tracing.aspx)