

## **Steps a Community Action Agency Can Take Toward Establishing a COVID-19 Contact Tracing and Resource Coordination Program**

### **1. Develop Leadership Team Agreement and Proposal for the Project**

- a. Have full leadership team review existing research on Contact Tracing and the use of community-based organizations, public health, etc.
  - i. [Johns Hopkins](#)
  - ii. [Partners in Health](#)
  - iii. [ASTHO](#)
- b. Assess internal agency capacity
  - i. Existing case management staff. Assess current capacity to take on additional work
  - ii. Other staff who may not be engaged at the moment in regular work given COVID-related shutdowns, travel restrictions, etc. but who could be trained to do contact tracing and Resource Coordination
  - iii. Potential to hire and train new staff to become contact tracers and resource coordinators and provide jobs to community residents e.g. (recently laid off, cut back hours, college students without summer jobs, etc.).
  - iv. Potential CAA customers who can be trained and hired to become contact tracers and/or resource coordinators to provide community-level support for these efforts.
  - v. Current and needed technology-new tablets, laptops, case management systems, referral systems, software, etc. (public health department may have MIS they are or plan to use)
  - vi. Current programming depth and availability of funds for services-food, utilities, rental assistance, emergency housing etc.
  - vii. New linkages needed to help families and individuals quarantine in place if needed for 14+ days.
- c. Develop short, clear statement tying contact tracing and resource coordination efforts to mission/purpose of CAA
  - i. See Partnership document for examples
  - ii. Tie possible outcomes to NPI for tracking and reporting data.
  - iii. Describe why your CAA is nimbler, able to respond more quickly, lacks the challenges of hiring at public health (civil service, contracts, etc.), has community trust.
  - iv. Identify the community/area looking to provide services-keeping to core program areas and customer base.
- d. Develop program budget and need for funding from local public health
- e. Develop full proposal (short) to take to Public Health Department

### **2. Secure Board Agreement and Support**

- a. Work with Board Chair/Executive Committee to share and get support for new CAA opportunity to help re-open the economy and support families in your community.
- b. Obtain board sign off (if needed) to develop concept and approach Public Health Department

- c. Use board contacts, if applicable, to persuade local public health/county commissioners/mayors that the CAA is a critical partner in contact tracing and resource coordination efforts as well as in local communities to expand the trust factor of tracing efforts.

**3. Executive Director/Public Health Commissioner Outreach and Meeting**

- a. Request phone call/video meeting
- b. Use Partnership documents to create case for support
- c. Expand written documents to document Agency support and justification, include cost/funding needs. The approach should not be for this to be done with CAAs existing funding.
- d. Make the pitch (perhaps engage your board chair or other relevant/well connected board member)

**4. Deployment or Wait**

- a. If positive results-take next steps as with any new initiative
- b. If negative or no response, this may take some time.
  - i. Contact tracing will be new in most communities
  - ii. Trust factor in having a CBO conduct what might be perceived to be a public health role
  - iii. May not see need yet given the number of cases
  - iv. May be making incorrect assumptions about how to reach the full community
  - v. Circle back after one week with an additional ask-time is of the essence here. Narrow proposal if needed, expand on reasons why Community Action is well suited, use board and other connections to make the case.
  - vi. Consider community foundations and others who may be willing to make investments and or connections.