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# Community Based Organization

## Onboarding for Contact Tracing Training

The logo for the Oregon Health Authority. It features the word "Oregon" in a smaller, orange, serif font above the word "Health" in a larger, blue, serif font. Below "Health" is the word "Authority" in a smaller, orange, serif font. A thin blue horizontal line is positioned between "Health" and "Authority".

Oregon  
Health  
Authority

# Carina Guzmán (she/her/they)

Community  
Engagement  
Coordinator

Region 2



# Dani Galvez (she/her/hers)

Community  
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Coordinator

Asian and  
Pacific Islander  
(API)/ Statewide



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Community  
Engagement  
Coordinator

Region 3



# Here's what we're going to talk about:

- OHA's Acknowledgement to Community
- Introductions, and meet your Community

## Engagement Team

- Contact Tracing Terms and Overview
- Confidentiality and Privacy
- Fundamentals Contact Tracing Training

# OHA's Acknowledgement to Community

We acknowledge there are institutional, systemic and structural barriers that perpetuate inequity that have silenced the voices of communities over time.

# OHA's Acknowledgement to Community

We are committed to partnerships, co-creation and co-ownership of solutions with communities disproportionately affected by health issues so that groups can actively participate in planning, implementing and evaluating efforts to address the COVID-19 response and other health issues.

# OHA's Acknowledgement to Community

We recognize community-engaged health improvement is a long-term and adapting process.

We are striving to engage with communities through deliberate, structured, emerging and best practice processes.

# OHA's Acknowledgment to Community

We are striving to make engagement with public health effective for communities, especially those communities that experience institutional, systemic and structural barriers.

# Co-creation and Collaboration

- COVID-19 has impacted the health of Oregonians.
- None of us can address these challenges alone.
- We hear you loud and clear: you're the expert of your community.
- CARES Act Funding to support community efforts

# Who We Serve

- Black, Indigenous, and People of Color
- People with disabilities
- Families



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- Families
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- Individuals with substance use disorder
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- Immigrant and refugee communities
- Faith communities
- Undocumented communities
- Farmworkers
- People experiencing mental health issues
- Older adults
- LGBTQIA+ communities



# Community Engagement Team



Carina Guzman



Dolly England



Jameela Norton



Larry Hill



Josillia Johnson



Dani Galvez



Christine Rankin



Vanessa Cardona



Palmira Veloz



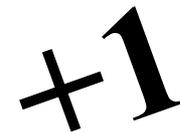
Charina Walker



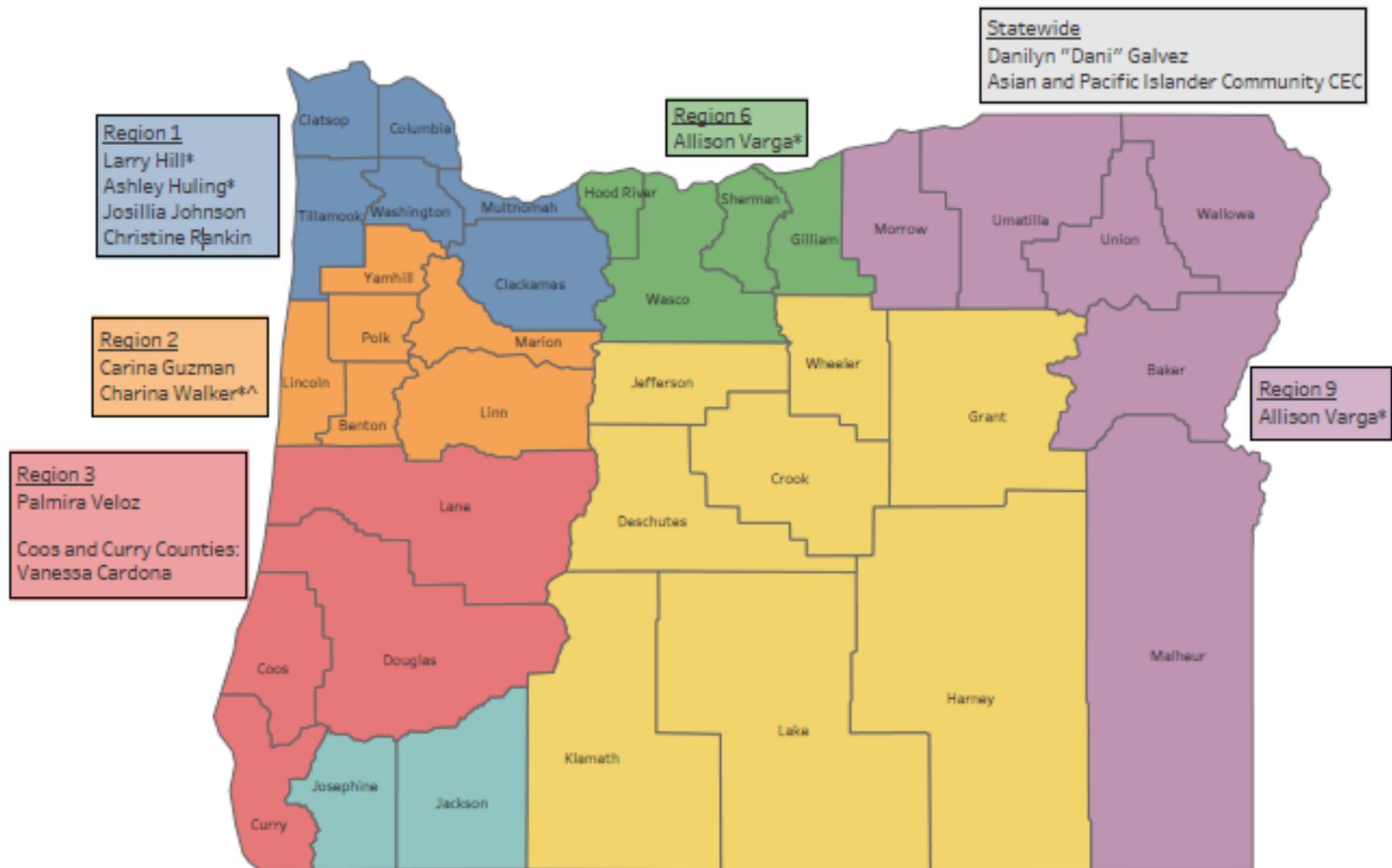
Allison Varga



Ashley Huling



# Oregon Community Engagement Coordinators by Region



# Objectives

1. Understand general contact tracing terms
2. Become familiar with how contact tracing is structured in Oregon (high level)
3. Introduction to the format and registration process for taking the Fundamentals Contact Tracing Training

# Contact Tracing Overview

**A COORDINATED CONTACT TRACING**



# Contact Tracing Terms

- LPHA (Local Public Health Authority)
- Case investigators
- Contact tracers
- Isolation
- Quarantine
- ARIAS (At Risk Identification Alerting System)

# Local Public Health Authorities (LPHAs)

- **LPHAs** are the **county-level** agencies carrying out public health programs and services.
- Public health services in Oregon are carried out through a collaborative system of:
  - federal
  - state and local agencies
  - private organizations
  - and communities

# Case Investigation

- **Case investigation** happens when:
  - Someone tests positive for COVID-19
  - Positive case goes into **isolation**
- Completed by the **LPHAs**

# Contact Tracing

- **Contact Tracing** happens when:
  - Someone has been in close contact with someone who tested positive, BUT
  - Have not tested positive themselves
  - May or may not be showing symptoms
  - Contacts go into **quarantine**
- Completed by the LPHAs or CBOs

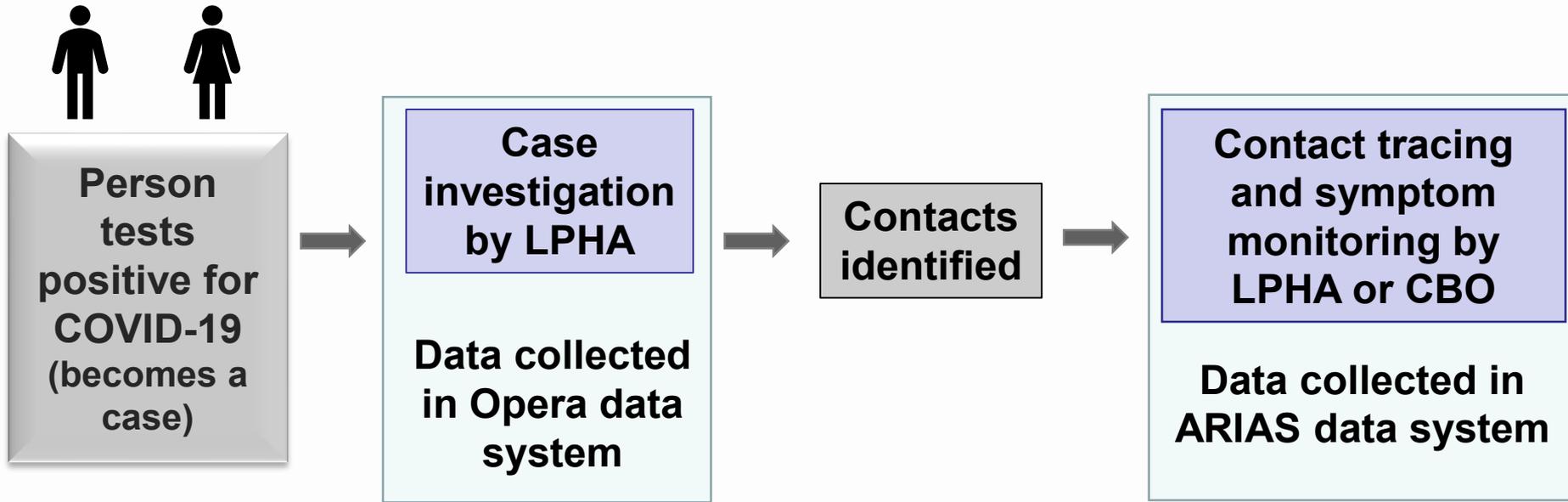
# Isolation

- **Isolation** is used to separate sick people from healthy people.
  - People who are in isolation should separate themselves from others by staying in a separate bedroom or space, and using a different bathroom, when possible.

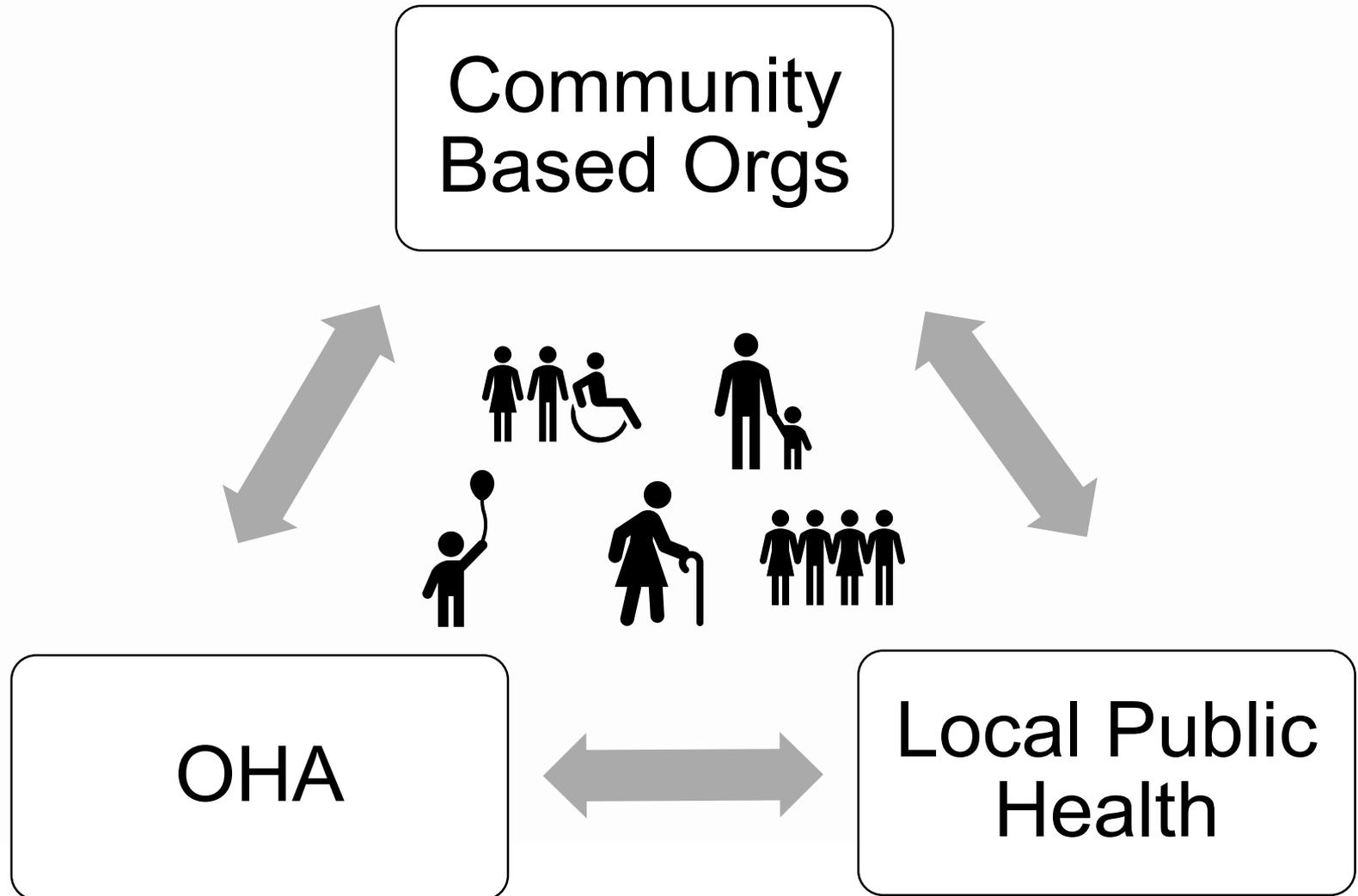
# Quarantine

- **Quarantine** is for people who may have been in close contact with someone that has COVID-19
  - It is used to keep someone who *might* have been exposed to COVID-19 away from others.
  - Someone in self-quarantine stays separated from others, limiting movement outside of the home or facility where they are staying.

# How does contact tracing start?



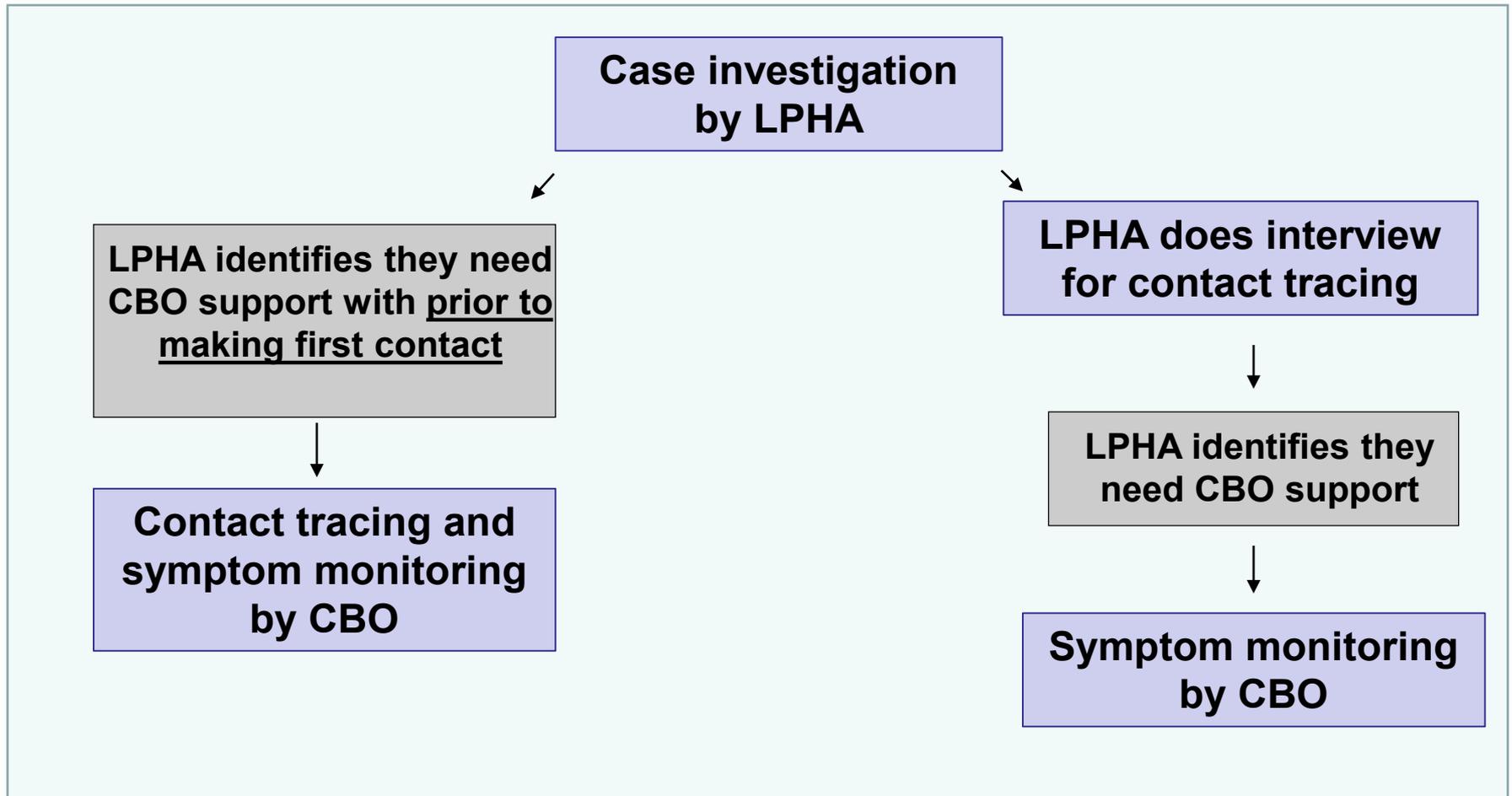
# Collaboration is Key!



# Why CBOs?

- You are the experts in your community
- You have community trust
- Relationship building

# How will it work?



# COVID-19 Data Systems

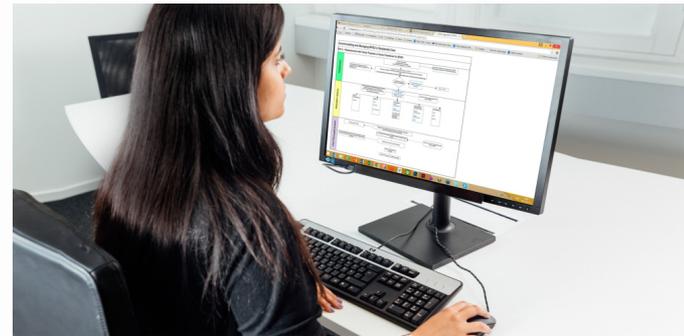
## Opera

- Used for case investigation by LPHAs

# COVID-19 Data Systems

## ARIAS (At Risk Identification Alerting System)

- Web-based platform designed for COVID-19 contact tracing
- OHA has ARIAS training and protocols in place for users
- ARIAS use is pending for CBOs



# Contact Tracing Forms

- Paper/PDF forms
- To be in English, Spanish, Russian and more!
- More information coming soon!

# HIPAA & Confidentiality

- What is HIPAA?
  - Privacy and security standards are required to use or maintain personal health information
- Memorandum of Understanding (MOU)
- Required Online HIPAA and Confidentiality training and Privacy Videos

# Break out activity

- What are some examples of potential privacy breaches?
- What do you do if you know the person who has been identified as a contact?
- What are some concerns you have regarding privacy/confidentiality?

# CBO Privacy Requirements

- No personal devices are allowed
- Keep files in a secure place
- Lock computers/phones
- Use secure data systems behind firewalls; don't use google docs or google sheets
- Do not share anyone's personal information with anyone outside of the public health effort

# Some concerns: what if you know the person?

- Talk to your supervisor or your contact tracing lead
  - Your Community Engagement Coordinator (CEC) is here to support you.
- We encourage CBOs to establish an internal protocol around Confidentiality and Privacy
- Trust and communication

# What happens if there's a privacy breach?

- Contact your Contact Tracing Lead or supervisor immediately
- They will need to contact the LPHA and CEC as soon as possible

# Contact Tracing Staffing Needs

*This may look different for each CBO*

- Contact Tracing Team Lead or Coordinator
- Contact Tracers
- Once ARIAS access is provided to CBOS, a Data Entry person(s), if needed.

Have a staff on call 7 days a week

# Fundamentals Contact Tracing Training

- Conducted by OHA Active Surveillance Training Team
- 9:00 am – 4:00 pm
- Weekly Schedule (subject to change):
  - English: Wednesdays and Fridays
  - Spanish: Wednesday
- Zoom: Mix of presentations and interactive practice sessions

# Technology Needs

- Stable internet for 7 hours approx.
- Online platform: Zoom
  - Download Zoom ahead of the time
  - Camera encouraged for group work
  - Microphone/headset best for audio and voice
- Test computer's compatibility: <http://zoom.us/test>

# Fundamentals Contact Tracing Registration

- CBO will send your CEC a list of staff who will take the training:
  - Date of training, Name, Email, Language (English or Spanish), Accommodations (ADA)
- You will receive a registration link.
  - Registration closes **3:00pm** the day before
  - Once you registered you will get the Zoom link and training materials.
- Seating is limited.

## Contact Tracing Checklist

- CBO General Onboarding Video

Community Engagement Website Under *Training Resources*

<https://www.oregon.gov/oha/PH/ABOUT/Pages/Community-Engagement.aspx>

- CBO Contact Tracing Onboarding

- OHA Fundamentals Contact Tracing Training

Trainings are held weekly on Wednesdays and Fridays from 9:00 – 4:00pm. Seating is limited!

Registration Instructions:

- CBOs will send a list of participants to your CEC with the information below. Please send this list by 3pm 2 days before the training date. This time is needed to go the registration links out and time for participants to register:
  - Date of training (Wednesday or Friday)
  - Name
  - Email
  - Accessibility accommodations needed
- Participant will receive a registration link from [active\\_surveillancetrainings@dhsoha.state.or.us](mailto:active_surveillancetrainings@dhsoha.state.or.us). NOTE: Each link is unique, so they can't be forwarded to others because of tracking purposes.
- Participant will register for the training. Registration closes 3pm the day before the training.
- After registration, participant will get the training link and training materials emailed to them

- Privacy & Security Recording – TBD (more information coming soon)

- DHSOHA – 2020 Information Security and Awareness Privacy Training

Note: currently this is only available in English. Spanish training is TBD.

- Webpage: <https://ilearn.oregon.gov>
- Click "Create Account"
- Create account
- Search for "ISPA"

# Resources

- Association of State and Territorial Health Officials (ASTHO)  
Online training
  - Making Contact: A Training for COVID-19 Contact Tracers
- OHA Resource Webpages:
  - Oregon COVID-19 Contact Collaborative
  - COVID-19 Updates
- CDC Website “If You Are Sick”
  - Quarantine and Isolation
  - Disinfecting Your Home If Someone Is Sick
  - Caring for Someone at Home

# Making Contact: A Training for COVID-19 Contact Tracers



ASSOCIATION OF STATE AND TERRITORIAL HEALTH OFFICIALS

PROGRAMS +

RESOURCES +

GOVERNMENT AFFAIRS +

RESEARCH +

MEMBERS +



## Making Contact: A Training for COVID-19 Contact Tracers

*A Free Introductory Online Course for Entry-Level COVID-19 Contact Tracers*

[Access the Training »](#)

Overview

Training Resources

The nation's ability to quickly contain infectious disease outbreaks is more important than ever, and an expanded contact tracing workforce is critical for this effort. ASTHO and the National Coalition of STD Directors (NCSD) are pleased to offer this free online course to support the rapid training and scale-up



# Need help?

- Your Community Engagement Coordinator is there for you!

# Thank you!

