

**COVID-19
Contact Tracing Interviews**




Who we are...
**OHA COVID Response & Recovery (CRRU)
 Training Team**

Values and experience:

- We are Public Health educators and practitioners
- We work in academia and in community settings
- We have harm reduction experience and are comfortable conversing about sensitive topics
- We prioritize supporting communities at risk for additional harm
- We value training and outreach as a tool for bridging

Who else is in the room?



CRRU Acknowledgements
The CRRU Training Team acknowledges the following:

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

We recognize community-engaged health improvement is a long-term and dynamic process. We are committed to continuous quality improvement, and to bring our best work in every way.



CRRU Values Statement

The CRRU Training Team is committed to:

- Bringing a trauma-informed approach with a lens of cultural humility to empower the public health workforce to effectively engage with communities, especially those marginalized communities that experience institutional, systemic, and structural barriers.
- Delivering trainings that equitably support and embrace access to quality services and programs, toward the progressive elimination of avoidable disparities.
- Establishing trust and a sustainable dialogue with all training partners and participants.
- Being a trusted and valued resource to support Oregon's public health workforce.
- Offering a safe physical and virtual space to all participants, facilitators, and staff.



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Guiding Group Agreements

- Ask questions
- Engage with curiosity
- Practice patience with yourself and others



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Transparency

This training is a collaborative effort:

- It draws on "best practices" and resources from the Oregon Health Authority (OHA) and the Centers for Disease Control and Prevention (CDC).
- We work closely with state, county and local public health officials as well as community-based partners to respond to changing needs, protocols and capacity.



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Learning Objectives

- Understanding of and respect for Contact confidentiality
- Empathetic interpersonal, cultural sensitivity, cultural competency skills
- Use Motivational Interviewing skills to build and maintain trust
- Engage people who might be reluctant
- Respect the scope of your role
- Practice situational awareness and understand when to refer to medical, social, or supervisory resources




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Training Schedule

Welcome!

- Module 1: Introduction
- Module 2: Demographics
- Break: 5 Minutes**
- Module 3: Quarantine
- Module 4: Needs and Resources
- Break: 5 Minutes**
- Module 5: REALD
- Module 6: Conclusion and Interview Tips
- Module 7: Next Steps

End 12:30p.m.



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1 Introduction



Topics

- COVID-19 Close Contact Definition
- Contact Tracing Steps
- Interview Preparation
- Summary



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Contact Tracing



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COVID-19 “Close Contact” Definition

Confirmed Case	Presumptive Case	Suspect Case	Close Contact
Tested positive	Contact with a confirmed case	No contact with a confirmed case	Contact with a confirmed case
	Compatible symptoms	Compatible symptoms	No symptoms



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Contact Tracing Steps

Inform, Support and Monitor

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Contact Tracing: Step One

- Contact tracers inform people (Contacts) of their potential exposure as rapidly and sensitively as possible
- To protect privacy, Contacts are only informed that they may have been exposed to a person who has COVID-19
- Contacts are provided with information to understand their risk and the possibility they could spread the infection to others even if they don't have symptoms (asymptomatic)
- Contacts are guided to quarantine at home for **7-14 days after the date of their last exposure** (even with a negative test) and to monitor themselves for symptoms

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Author

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Contact Tracing: Step Two

- Contacts are provided with information and when needed, referrals to resources that support staying home for the recommended quarantine duration
- Common concerns include:
 - Lost or reduced wages and risks to employment
 - Food Security
 - Energy Bills
 - Housing security

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Contact Tracing: Step Three

- For the quarantine duration, Contacts are asked to monitor themselves for symptoms. They should:
 - Check their temperature twice daily
 - Watch for cough, shortness of breath and other common symptoms
- Contact Tracers check-in with Contacts daily to assess if they have developed symptoms.**

** **Presumptive Cases** are guided to promptly isolate and are transferred to **case investigation**.



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Contact Tracing Review

- Call assigned list of contacts within 24 hours
 - If contact cannot be made, follow assigned workflow to send a letter
- Inform Contacts of their status and their risk of exposing others
- Guide Contacts to quarantine at home and monitor themselves for symptoms
- When needed, provide Contacts with information about testing and accessing care
- When needed, connect Contacts with programs and services that may support staying home for the recommended duration
- Monitor Contacts daily to assess if they have developed symptoms



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Interview Preparation



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Concerns/Vulnerabilities

- May feel afraid and vulnerable
- Might not understand how coronavirus is spread and feel blamed or judged
- May feel threatened by you (or any government representative)
- Worried about receiving health care—especially if they don't have health insurance or access to care
- Mental health status/issues
- Sick people and parents of ill children worry about loss of income if they take time off work
- Immigration proceedings or documentation status
- May be a participant in a criminal justice proceeding
- Penalty for not following the Governor's orders



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When making calls, remember to:

- Be empathetic
- Practice bridging - you and the person you are talking to might have very different lived experiences
- Know when to refer to additional resources
- Do not provide medical advice
- Say THANK YOU! They are doing themselves and their community a huge service




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Prepare To Call

- Find a quiet, private place to make your calls
- Open ARIAS data system and select assigned Contacts
- Practice Contact's name(s)
- Have your call back number, schedule, and resources prepared and accessible
- Make 3 attempts: try different times of the day—if all 3 attempts to contact the individual are unsuccessful within the 24-hour period, a letter will be sent
- Be prepared to work with an interpreter service to complete calls
- Make sure the Contact is in a private place, or a place that feels comfortable for them to answer personal questions
- Be willing to call back if Contact is busy



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ARIAS: Select Contact to Call

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Leave a Message

If you receive voicemail, leave the following message:

“Hi, this is [interviewer name]. I am calling on behalf of [agency name]. It is important that I talk with you. Please call me back at [contact number]. I will be in the office [dates and times]. If I don't answer, please leave a voicemail with the days and times that are best to reach you. I will get back to you as soon as possible. Again, this is [interviewer name] and my number is [contact number].”

If there is no answer or the person's voicemail is full:
Note this along with the day and time. After that, try again at different times. Please call three times

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ARIAS: Document Attempted Calls

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Summary



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Summary

- COVID-19 Close Contact Definition
- Contact Tracing Steps
- Interview Preparation



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Questions?



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2 Demographics



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Topics

- Opening the Conversation
- Mock Call Review
- Demographics
- Mock Call Review
- Interview Practice
- Summary

Oregon Health Authority

Opening the Conversation

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A Person Answers
Begin with the script:
 “Hi, this is [interviewer name] calling on behalf of [agency name]. May I speak with [contact name]?”
If the Contact is not the person who answered the phone:
 Repeat above introductory info when Contact is on the phone. Do not continue the conversation or provide information to someone other than the Contact without permission directly from the Contact. Exceptions include parents of children under 15 and adult guardians.
If you know contact is a child (less than 15 years old): “May I speak to the parent or guardian of [Contact name]?”
 “Is there something you need for us to communicate better (such as an interpreter or other accommodation)?”
If the person prefers a language other than English: “I will call you back with an interpreter.” *After you have an interpreter on the line proceed with interview.*



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Close Contact Status
Inform of Close Contact with a Case
 “I am calling you because you have come in close contact with a person with COVID-19. I am calling to talk about what that means for you and to check on your health.
 Are you available to talk with me right now? Our call will take about 30 minutes.”
If yes: Continue with the next portion.
If no: “I understand you are busy. It is important that I speak with you; is there a better time today that I could call you back?”
Note: Do *not* name the COVID Case the person was exposed to. If the contact is insistent, tell them that, “public health investigations are confidential, and we will also keep private any information you give us.”



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Disclosures
 “Before I begin, I want you to know that I will not be asking for any financial information or your social security number. I will ask you questions about how you are feeling and whether you have symptoms of COVID-19. I will also ask you to verify your contact information and your date of birth.
 Any information you share with me is private. It will be used by Public Health officials and will not be made public. I will not ask you about your immigration status and your information will not be shared with immigration authorities or other law enforcement. Getting tested or getting treatment for COVID-19 will not affect your ability to get permanent residency in the United States.”



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Disclosures

I am sure you have questions, and I will do my best to answer them. First, I need to gather some information from you to help stop the spread of the virus. I am also going to share some information about COVID-19 with you.

“Is there anything you need to help you remember or understand what we talk about?” (For example, written information will be provided after the call, a partner or friend can participate on the call.)



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Mock Call Review



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Introduction (01:57)



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Review

- **What went well?**
 - Contact’s identity was confirmed
 - Contact was quickly informed of their status
 - Contact Tracer explained why they couldn’t identify the Case
 - Date of exposure was provided
 - Anticipated length of the call confirmed
 - Disclosures were provided
- **What could have been done differently?**
 - Shouldn’t have used casual language.



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Demographics



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Verify Identity

[Yes, No (update the information), Declined]

- “Will you please verify your first and last name for me?
How is that spelled?”
- “What is your date of birth?”
- “What county do you live in?”

Thank you. Now I am going to ask you some questions about how you have been feeling.



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ARIAS: Demographics

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Assessment

Symptom Check:

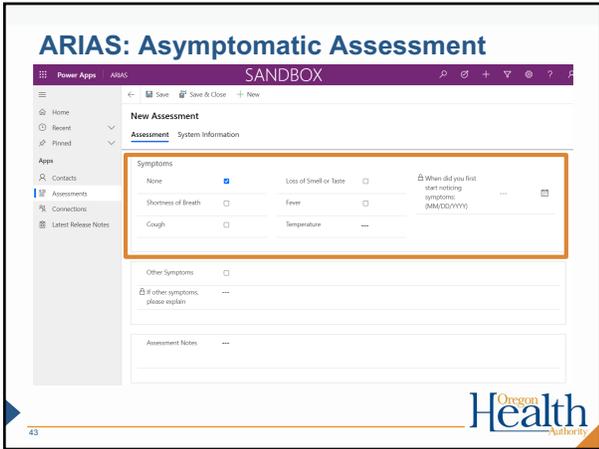
- “Will you tell me if you’ve noticed any of these specific symptoms since [date of contact with case]?”
 - Fever (100.4° or above is a fever): temp?
 - Cough Shortness of breath
 - Loss of sense of taste or smell Other:
- **If sick:** “When did you first start feeling sick? If you need to check a calendar, that’s fine. Are you currently sick?”
- “Have you been tested for COVID-19 and received a positive test result?”
- “Are you fully vaccinated, in that you complete a 2-dose or 1-dose series or 2 weeks ago?”

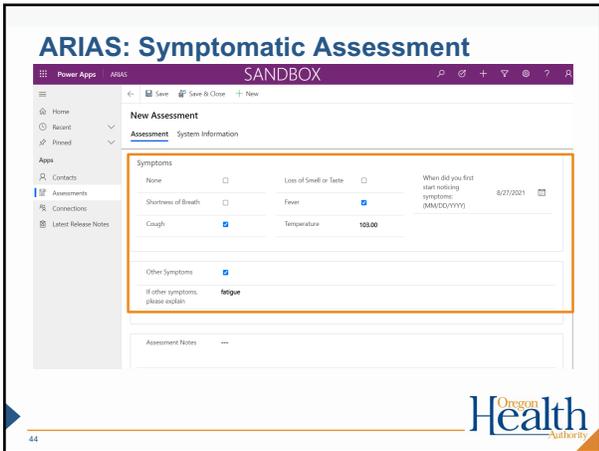
41

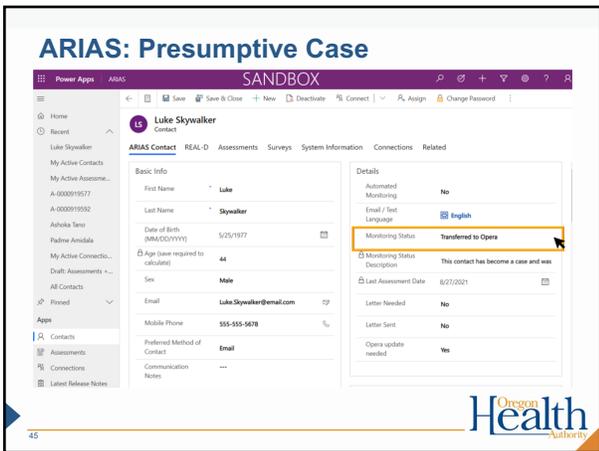
ARIAS: Assessments

Assessment ID	Contact	Assessment Type	Date of...	Completed
A-000019577	Luke Skywalker	Initial	8/26/2021	Completed	No	No	No	No
A-000019592	Luke Skywalker	Monitoring	8/27/2021	Completed	Yes	No	No	No
A-000019689	Luke Skywalker	Monitoring	8/26/2021	System Cr...	No	No	No	No

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Confirm Reported Information
Confirm Phone and Address/Collect Missing Information
[Yes, No (update the information), Declined]
 "Before I continue, I need to verify we have all the contact information needed to reach you."
 • "Is this the best phone number to reach you at or is there another number to call?"
 • "Do you have an email address that you check regularly?"
 • "Would you feel comfortable sharing your address?"
 • "What is your preferred method of contact?" phone email text
 • "Are you working right now?"
 • "Do you have someone we could call if we need to reach you?"
 • "Do you have a working thermometer?"
Thank you. I want to pause to check in. Are you feeling comfortable for me to continue? Do you have any questions I can answer before I move on the next piece of information?



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Mock Call Review



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Demographics (05:49)



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Review

- **What went well?**
 - Contact Tracer verified reported demographic information
 - Assessed Contact for symptoms
 - Directed Contact to quarantine
- **What could have been done differently?**
 - Asked a leading question.
 - Could have provided guidance that it's ok to leave quarantine for medical purposes.




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Interview Practice



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Interview Practice
10-15 Minutes



PART ONE – Demographics



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Summary



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Summary

- Interview Preparation
- Opening the Conversation
- Mock Call Review
- Demographics
- Mock Call Review
- Interview Practice



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Questions?



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3 Quarantine



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Topics

- Symptom Monitoring
- Quarantine Protocols
- Mock Call Review
- Interview Practice
- Summary

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Symptom Monitoring

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Symptom Monitoring
Monitoring Preferences

“Between now and [last date of recommended quarantine], please check yourself closely for symptoms.

- Take your temperature twice a day: once in the morning and once in the evening. If you don’t have a thermometer, please buy or borrow one. If you can’t get one, please make a note everyday of whether you feel feverish.
- Keep track of whether you notice any other symptoms.
- I, or another person from public health, will contact you once a day to check in on you and record your temperatures and whether you’ve had symptoms.”



Symptom Check-In via Email

“We can call you each day, or we can set up a daily survey that is sent by text or email. Which would you prefer?”

phone email text

If email: “Okay, you’ll receive an email from noreply.arias@dhs.ohs.state.or.us each morning until [last date of recommended quarantine]. It will include a link to a short survey where you can enter your symptoms. I’m going to send you an email right now to verify that it works. Can you check to make sure you received it?”

If yes: “Can you open it up to make sure it’s working? Thank you for checking. You’ll receive an email like this each morning.”

If no: “That’s okay. Next time you check your email you should see the survey. Please fill it out to test that it works. If you don’t see it, or it isn’t working, please call [LPHA phone number or other resource]. You’ll receive a new survey link each day and it’s important to fill it out every day.”



Symptom Check-In via Text

If text: “Okay, you’ll receive a text from 884-902-3260 each morning until [last date of recommended quarantine]. It will include a link to a short survey where you can enter your symptoms. I’m going to send you a text right now to verify that it works. Are you able to look at your texts while you’re on the phone with me?”

If yes: “Okay, please let me know when you receive it... Can you click on the link to make sure it is working correctly? Thank you for checking. You’ll receive a text like this each morning.”

If no: “That’s okay. Next time you check your texts you should see the survey. Please fill it out to test that it works. If you don’t see it, or it isn’t working, please call [LPHA phone number or other resource]. You’ll receive a new survey link each day and it’s important to fill it out every day.”

Note: If the survey link does not arrive, double check that the email or text number is correct. If it still doesn’t arrive or it doesn’t work, suggest another method of daily contact.



Symptom Check-In via Phone

If phone: "We will give you a phone call each day until [last date of recommended quarantine]. We will ask you a few simple questions about your symptoms and your temperature. It should take less than 15 minutes each day."



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Quarantine Protocols



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Quarantine Duration

Quarantine Timing

"As we discussed, you need to stay home from now through [last date of recommended quarantine]."

"If you do not have any symptoms by [last date of recommended quarantine], you can go back to your normal activities."

If your employer or school has questions about you having to stay home, we will send you a letter that you can share with them. There is more information about COVID-19 on the Oregon Health Authority's website."



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Quarantine Practices

“Here are some other ways you can keep others in your home from getting sick:

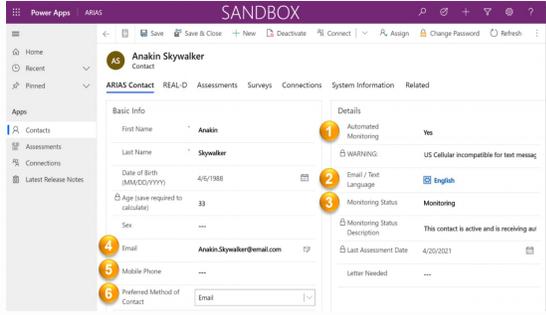
- **Wash your hands regularly:**
 - Use soap and water for at least 20 seconds.
 - If soap and water are not available, use an alcohol-based hand sanitizer.
- **Avoid sharing personal items:**
 - Don’t share plates, utensils, towels, or bedding without washing them thoroughly first.
- **Clean all “high-touch” surfaces every day:**
 - This includes counters, tabletops, doorknobs, bathroom fixtures, and phones.”

“I will send you more information on these strategies. You can also Google Oregon Public Health COVID-19.”



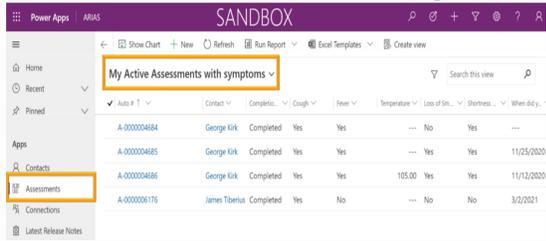
64

ARIAS: Monitoring Preferences




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ARIAS: Persons Under Monitoring



Assessment ID	Contact Name	Completed	Cough	Fever	Temperature	Loss of Sm.	Shortness of Br.	When did you last see the contact?
A-000004684	George Kirk	Completed	Yes	Yes	---	No	Yes	---
A-000004685	George Kirk	Completed	Yes	Yes	---	Yes	Yes	11/25/2020
A-000004686	George Kirk	Completed	Yes	Yes	105.00	Yes	Yes	11/12/2020
A-000006176	James Tiberius	Completed	Yes	No	---	No	No	3/2/2021

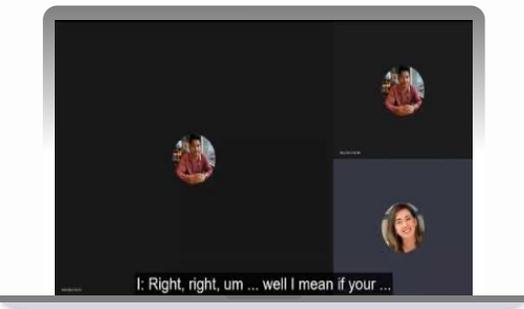


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Mock Call Review



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Quarantine (04:33)



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Review

- **What went well?**
 - Asked about living situation and household members.
 - Advised against sharing a bathroom.
 - Provided guidance about interacting with pets.
 - Offered multiple symptom monitoring options and confirmed contact information.
 - Provided education about hygiene and sanitation practices.
- **What could have been done differently?**
 - Everything went well!




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Interview Practice



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Interview Practice
10-15 Minutes



PART THREE – Quarantine



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Summary



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Summary

- Symptom Monitoring
- Quarantine Protocols
- Mock Call Review
- Interview Practice



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Questions?



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4 Needs and Resources



Topics

- Asymptomatic Guidance
- Symptomatic Guidance
- Mock Call Review
- Interview Practice
- Summary



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Asymptomatic Guidance



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Asymptomatic Guidance

"Since you have come in contact with someone who has tested positive for COVID-19, there are some steps you can take to avoid spreading the disease to others. We will **email or mail** you a letter with this information as well.

Do you need written materials in an alternate format (braille, large print, audio file, etc.)?

Please stay home until **last date of recommended quarantine**. This means you should not go to work or school, and someone else should complete your errands, like grocery shopping. For now, to avoid spreading disease to others, grocery shopping. You should not leave your home unless you need medical care. However you can go outside by yourself to get some exercise."



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Quarantine Needs

“Do you have what you need to stay at home until [last date of recommended quarantine]?”

- Do you have family or friends who can drop off groceries or medication, or can you or they order those things online or get groceries delivered?
- Do you have other concerns related to accessing supplies and services, safety, mental health, or other support for family members?

Note: although a 14-day quarantine is the safest option to prevent the spread of COVID-19 to others, the LPHA may consider ending quarantine early for close contacts who have not developed any symptoms. Refer to the LPHA for additional guidance.



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Quarantine Resources

If unmet needs: “I’m hearing that you need some help with a few things. 211 Info may be able to help you find resources. You can call them at 2-1-1 or find them online.”

If over 60 years, or a younger person with a disability: “Your local Aging and Disability Resource Connection may be able to help you find resources. You can find them online at ADRC.info@dhsosha.state.or.us or you can call 1-855-673-2372.”

If contact insists that they must work: Refer contact to the [health department warmline]. This may apply to health care worker or employee of Dept. of Corrections or Oregon Youth Authority.

If county resources available: “I’m hearing that you need help with a few things. You can call [health department warmline or other resource] for assistance with that. 211 Info may also be able to provide resources. You can call them at 2-1-1 or find them online.”



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Quarantine Medical Attention

“If you do need to leave home to get medical care, please wear a cloth or disposable face covering. At home, please try to stay away from other people in your home by staying in a specific part or room of your home. Limit contact with pets and other animals.”



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Symptomatic Guidance



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Symptomatic Guidance

"Thank you for sharing this information. I'm sorry to hear that you are not feeling well. Since you have symptoms, I am going to contact someone else from your local health department to let them know.

I also suggest that you notify your health care provider. The health department will call you back and ask some detailed questions, provide you with guidance, and answer any questions you have

For now, to avoid spreading disease to others, please plan to stay home and self-isolate. Do not go to work, school or public areas. As much as possible, stay in a specific room and away from other people in your home. If you need to be in shared spaces with other people, please put on a cloth or disposable face covering. Also limit contact with pets and other animals."



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Isolation Needs

"Do you have what you need to stay at home for now?"

- Do you have family or friends who can drop off groceries or medication, or can you or they order those things online or get groceries delivered?
- Do you have other concerns related to accessing supplies and services, safety, mental health, or other support for family members?



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Isolation Resources

If unmet needs: "I'm hearing that you need some help with a few things. 211 Info may be able to help you find resources. You can call them at 2-1-1 or find them online."

If over 60 years, or a younger person with a disability: "Your local Aging and Disability Resource Connection may be able to help you find resources. You can find them online at ADRC.info@dhsosha.state.or.us or you can call 1-855-673-2372."

If county resources available: "I'm hearing that you need help with a few things. You can call [health department warmline or other resource] for assistance with that. 211 Info may also be able to provide resources. You can call them at 2-1-1 or find them online."



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Isolation Medical Attention

- If you need medical care, call your health care provider before you go in. Tell them you have been in contact with someone with COVID-19 and you now have symptoms.
- If you need help finding a medical provider, call your local health department or 211.
- If you have a medical emergency, call 911. Tell them you may have been exposed to COVID-19. If possible, put on a cloth or disposable face covering before emergency medical services arrive.

"Someone will be in touch with you soon. Do you have any questions for me?"



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Mock Call Review



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C: Uh, yeah. I can just, order things on line and have it delivered, right?

Needs and Resources (00:33)

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Review

- **What went well?**
 - Asked, “Do you have everything you need to stay at home until then?”
 - Confirmed that they should not be in contact with anyone.
 - Encouraged delivery service to leave items at front door.
 - Informed contact that they can go outside to get exercise if they are by themselves. “You shouldn’t leave your house unless you need medical care. Okay?”
- **What could have been done differently?**
 - Could have reminded Contact about individual importance of wearing a mask.

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Interview Practice

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Interview Practice
10-15 Minutes



PART TWO – Needs and Resources



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Summary



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Summary

- Symptomatic Guidance
- Asymptomatic Guidance
- Mock Call Review
- Interview Practice



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Questions?



Oregon Health Authority

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5 REALD



Oregon Health Authority

Topics

- Disclosure
- Race and Ethnicity
- Language
- Disability
- Mock Call Review
- Interview Practice
- Summary

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Disclosure



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REALD Disclosure

"We would like to collect some additional information about your racial and ethnic identity, language preference and any functional limitations you may have. Answering these questions is optional and you may stop at any time. We are collecting this information to help us understand how COVID-19 is affecting different groups."

If contact remains uncertain:

"The Oregon Health Authority is committed to delivering the highest quality of care to all Oregonians. We ask everyone about their race, ethnicity, preferred language, interpreter needs, and disability. Your answers will be used to support our response to the coronavirus pandemic, improve health programs and services, and prevent further spread of the virus in every community."

DO NOT make assumptions!

- Don't try to interpret or guess the Contact's meaning.
- Ask follow-up questions to clarify responses.



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Race and Ethnicity



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REALD Race and Ethnicity

How do you identify your race, ethnicity, tribal affiliation, country of origin, or ancestry? You can use any words you like.
 Here are some more specific categories. Which of these describe your racial or ethnic identity? You can choose more than one answer.

American Indian or Alaska Native <input type="checkbox"/> American Indian <input type="checkbox"/> Alaska Native <input type="checkbox"/> Canadian Inuit, Metis, First Nation <input type="checkbox"/> Indigenous Mexican, Central American or South American	Black or African American <input type="checkbox"/> African American <input type="checkbox"/> Afro-Caribbean <input type="checkbox"/> Ethiopian <input type="checkbox"/> Somali <input type="checkbox"/> Other African (Black) <input type="checkbox"/> Other Black	White <input type="checkbox"/> Eastern European <input type="checkbox"/> Slavic <input type="checkbox"/> Western European <input type="checkbox"/> Other White
Asian <input type="checkbox"/> Asian Indian <input type="checkbox"/> Cambodian <input type="checkbox"/> Chinese <input type="checkbox"/> Filipino/a <input type="checkbox"/> Hmong <input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> Laotian <input type="checkbox"/> South Asian <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other Asian	Hispanic or Latino/a/x <input type="checkbox"/> Central American <input type="checkbox"/> Mexican <input type="checkbox"/> South American <input type="checkbox"/> Other Hispanic or Latinx	Other Categories <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Don't want to answer
Native Hawaiian or Pacific Islander <input type="checkbox"/> Chamorro <input type="checkbox"/> Communities of the Micronesian Region <input type="checkbox"/> Marshallese <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> Samoan <input type="checkbox"/> Tongan <input type="checkbox"/> Other Pacific Islander	Middle Eastern/North African <input type="checkbox"/> Middle Eastern <input type="checkbox"/> North African	If multiple races mentioned: Would you like to identify as multiracial or would you like to choose a primary race or ethnic category? <input type="checkbox"/> Multiracial <input type="checkbox"/> Primary race

Race and Ethnicity

Follow-up Questions

If multiple races mentioned: "Is there one race/ethnicity you think of as your primary racial or ethnic identity?"

If responses don't match existing categories or subcategories, probe for more details:

"Would you say [racial category(ies)] is/are the best description of your race or ethnicity?"

OR

"You've identified your race or ethnicity as [racial category(ies)], which of the following [sub-categories] would you say best describes your race or ethnicity?"

Thank you.

Language

Language and Communication

Language Preference:
[Specific Response, Yes, No]

- “What language or languages do you use at home?
 (If English only - skip other language and interpreter questions)
- In what language do you want us to communicate with you on the phone?
- In what language do you want us to write to you?
- Do you need or want an interpreter for us to communicate with you?
- If you need or want an interpreter, what type of interpreter is preferred?
- How well do you speak English?”

Thank you.



Disability



Disability

Functional Difficulties:
[Yes, No]

“I am now going to ask you some questions about disabilities. Your answers will help us find health and service differences among people with and without functional difficulties. Your answers are confidential.”

“Are you deaf or do you have serious difficulty hearing?”
If yes: “At what age did this condition begin?”

“Are you blind or do you have serious difficulty seeing, even when wearing glasses?”
If yes: “At what age did this condition begin?”

For persons above age 5:
 “Do you have serious difficulty walking or climbing stairs?”
If yes: “At what age did this condition begin?”



Disability
Functional Difficulties:
[Yes, No]

“Do you have difficulty dressing or bathing?”
If yes: “At what age did this condition begin?”

“Do you have serious difficulty learning how to do things most people your age can learn?”
If yes: “At what age did this condition begin?”

“Using your usual (customary) language, do you have serious difficulty communicating, for example, understanding or being understood by others?”
If yes: “At what age did this condition begin?”



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Disability
Functional Difficulties:
[Yes, No]

For persons above age 15:
“Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?”
If yes: “At what age did this condition begin?”

“Do you have serious difficulty with the following: mood, intense feelings, controlling your behavior or experiencing delusions or hallucinations?”
If yes: “At what age did this condition begin?”



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ARIAS: REALD

Power Apps | ARIAS | SANDBOX

Anakin Skywalker
Contact

ARIAS Contact | **REALD** | Assessments | Surveys | Connections | System Information | Related

1. How do you identify your race, ethnicity, tribal affiliation, country of origin, or ancestry?

2. Which of the following describes your racial or ethnic identity? Please check ALL that apply.

Hispanic or Latino/a/x	American Indian and Alaska Native	Asian
---	---	---
Native Hawaiian and Pacific Islander	Black or African American	Other Categories
---	---	---
White	Middle Eastern/North African	Other (please list below):
---	---	---

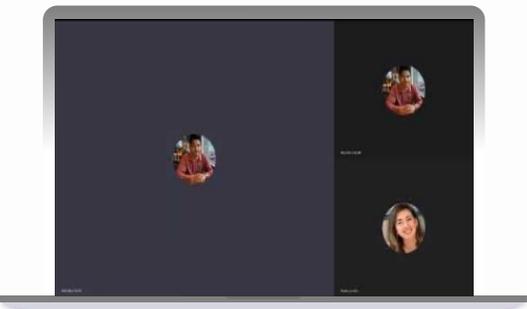


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Mock Call Review



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REALD (01:16)



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Review

- **What went well?**
 - Offered disclosures
 - Personable dialogue
 - Set the person at ease
- **What could have been done differently?**
 - Leading the Contact:
 - White Western European?
 - Do you only speak English at home?
 - Clarify when asking questions about functional difficulties.



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Interview Practice



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Interview Practice
10-15 Minutes



PART FOUR – REALD



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Summary



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Summary

- Disclosure
- Language
- Disability
- Race and Ethnicity
- Mock Call Review
- Interview Practice

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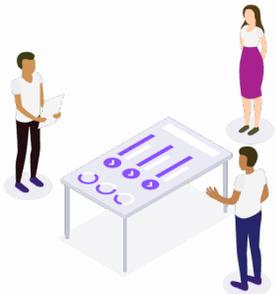
Questions?



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6 Conclusion



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Topics

- Closing
- Mock Call Review
- Interview Tips
- Summary

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Closing

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Closing Disclosure

“As I said earlier, public health investigations are private. Please do not share names or other information you may know about people who are being asked to stay home or other people who may have been in contact with them. We appreciate your help keeping others safe.”

“Do you have any questions for me?”

“Thank you for your time. Someone from the health department will contact you every day. It might be me or one of my co-workers. If you think of any questions, you can call the county health department at [LPHA contact number], or you can ask whoever contacts you.”

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Mock Call Review



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Conclusion (01:38)



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Review

- **What went well?**
 - Reiterated confidentiality disclosure
 - Contact was provided an opportunity to ask any questions that might have come up
 - Provided referral to 2-1-1 and described the types of resources available
 - Reinforced guidance to track symptoms until quarantine end date
- **What could have been done differently?**
 - Everything went well!



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Interview Tips



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Tip 1: Wrong Number
Ask if familiar with Contact:
 "Do you know how I can reach [contact's first name]?"

If Yes: Record the correct phone number and try to reach Contact there.

If No: "Thank for your time. I will note in our records that this isn't the correct phone number."



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Tip 2: Age of Consent
Contact Is Less than 15 Years Old:
 "May I speak to the parent or guardian of [contact's first name]?"
Contact's age 15-17 may opt for parent interview QR self-report.



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Summary



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Summary

- Closing
- Mock Call Review
- Interview Tips



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7 Next Steps



ARIAS Data System Access

- Request Access to ARIAS
 - Complete OHA Information Security and Privacy Training
 - Agree to the ARIAS Confidentiality Statement
 - Watch the Patient Confidentiality and Reportable Diseases Video
 - Submit the ARIAS Request Form
- For questions or assistance:
 - Contact Training.Support@dhsoha.state.or.us.



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Evaluation

Please complete the evaluation!

We can only improve with your feedback!

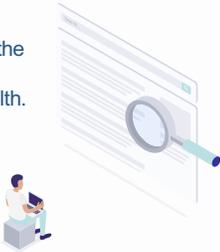
Contact: training.support@dhsoha.state.or.us



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THANK YOU!

- For your time and attention.
- For your commitment to reducing the spread of the COVID-19 virus and maintaining your community's health.



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