PHI is committed to building a workforce that has the tools and training to both respond to the COVID-19 pandemic and quickly integrate with other healthcare, public health, and community engagement efforts.

The Public Health Institute and the Oregon Public Health Institute created the Tracing Health program in the spring of 2020 to meet the needs of the COVID-19 pandemic and to mitigate the exacerbation of health inequities. Tracing Health combines best practices and an equity-driven approach to provide a comprehensive suite of COVID-19 support services to health departments and healthcare partners who are navigating COVID-19 response and recovery. We are currently working in Washington, Oregon, and California, and are available to assist efforts anywhere in the United States.

The Tracing Health Workforce

**Trainings and certifications.**
Our staff receives 100+ hours of training and certifications, including multiple cloud-based contact tracing databases, soft-skills such as mental health first aid, and communication techniques such as active listening and motivational interviewing.

**Remote work.**
Staff are practiced in strong audio, visual, written and communication strategies, remote data collection and reporting, and compliance with HIPPA. Microsoft Teams, OneDrive, SharePoint, Microsoft Office Suite, Zoom, and VOIP are used regularly in our workforce.

**Flexible and adaptable.**
All Tracing Health staff have been cross-trained and are fully equipped to adapt to the evolving priorities of the COVID-19 pandemic.

Turnkey Solutions for our Partners

**Robust Operational Infrastructure.**
PHI is a proven leader in providing HR and IT support for public health programs. This allows Tracing Health to quickly ramp up to the staffing levels recommended by industry experts (NACCHO and ASTHO) or as needed by our partners.

**A Culturally Competent Workforce.**
We prioritize hiring from communities hardest hit by COVID-19. 93% of our 500+ staff are bilingual or multilingual and experienced in providing public health services to community members in their primary language.

**A Well-Equipped Workforce.**
All staff are equipped with remote work office setups, including laptops, video conferencing software, and voice over internet protocol (VOIP) telephone calling capabilities.

We are an effective, experienced and equity-driven public health workforce solution. We are Tracing Health.

For more information about our services or on partnering with Tracing Health please contact us at: inquiries@tracinghealth.org