When COVID-19 arrived in the United States, health departments needed fast, scalable, and flexible support to slow the spread of the virus in their communities and mitigate the exacerbation of health inequities. The Public Health Institute and the Oregon Public Health Institute created the Tracing Health program in the spring 2020 to meet these needs and respond to the public health crisis. Tracing Health combines best practices and equity-driven approaches 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.

Who We Are

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Our Services

Tracing Health supports health departments (state and local) and other partners in quickly launching and sustaining COVID-19 response efforts. Language access and cultural responsiveness is a key element of our services.

With a robust operational infrastructure, we are able to recruit, train, and deploy highly qualified staff much faster than what is normally possible for public sector recruitments. Tracing Health can quickly ramp up to the staffing levels recommended by industry experts (NACCHO and ASTHO) or needed by our health department partners.

93% of Tracing Health staff are bilingual or multilingual

Our specific services include:

- Contact tracing and case investigation
- Wraparound support, including referrals and case management
- Epidemiology and data analysis
- Vaccine call centers: including general inquiry lines, appointment assistance, and outreach
- Field-based vaccine outreach and POD staffing (non-clinical)
- Consulting on ongoing COVID-19 pandemic response
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We know health departments need custom-built COVID-19 support. Tracing Health works closely with our clients and partners to design and implement services that fit their unique needs. We prioritize flexibility: depending on health department needs, our teams can integrate deeply into existing systems or function independently. All Tracing Health services are supported by the Public Health Institute’s administrative, management, and IT infrastructure.

Tracing Health prioritizes hiring from communities most impacted by COVID-19. That means the majority of our staff are bilingual, bicultural, and/or bring lived experience as a member of a community that experiences health inequity. When they join our team, staff receive over 100 hours of training, from contact tracing and mental health first aid certification to customer service and training on state and county data platforms. To ensure we meet the evolving needs of our health department partners, we cross-train staff in contact tracing, case investigation, vaccine access, and other activities needed for dynamic pandemic response efforts.

We are an effective, experienced and equity-driven contact tracing solution. We are Tracing Health.

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