

FAQs FOR PUBLIC HEALTH AUTHORITIES AND OTHER TRAINING PROVIDERS

What is included in Making Contact: A Training for COVID-19 Case Investigators and Contact Tracers?

This training is an online, on-demand course for entry-level Case Investigators and Contact Tracers. The training covers four units, each with several lessons. These include:

- 1. Public Health and COVID-19**
 - a. Introduction to Public Health and Infectious Diseases
 - b. The Basics of Coronavirus Disease 2019 (COVID-19)
 - c. COVID-19 From a Public Health Perspective
- 2. Case Investigation and Contact Tracing**
 - a. Introduction to Case Investigation and Contact Tracing
 - b. COVID-19 Case Investigation
 - c. COVID-19 Contact Tracing
- 3. Conducting Effective Interviews**
 - a. An Introduction to Communication and Culture
 - b. Conducting Effective Case and Contact Interviews
- 4. Monitoring and Support Services**
 - a. Monitoring and Following up with Cases and Contacts
 - b. Support Services and Communication During the Follow-up Period

Lessons currently included in the course are geared toward instructing learners on conducting case investigation and contact tracing in a remote environment (e.g., over phone or video calls). View the [course syllabus](#) for more information.

What jurisdiction-specific trainings might be needed to supplement this course?

Making Contact: A Training for COVID-19 Case Investigators and Contact Tracers provides a foundation for entry-level Case Investigators and Contact Tracers learning how to identify, assess, and support people who have been exposed to COVID-19. This course should be supplemented by jurisdiction-specific training on state and local systems, processes, and forms. Learn more about considerations for jurisdiction-specific training [here](#).

Is the course available on TRAIN?

Yes. [State TRAIN affiliates](#) can direct their learners to the course on TRAIN (ID [1091302](#)). This will enable state TRAIN affiliates to track and report who is taking the training. Organizations that are not state TRAIN affiliates can request course provider access on TRAIN, which will allow you to create a training curriculum. For more information, see the “*How can we integrate this course into jurisdiction-specific trainings?*” section below.

How can we integrate this course into jurisdiction-specific trainings?

There are several options for incorporating this course into your jurisdiction's training:

1. **Incorporate the course as pre-work for your jurisdiction-specific training.** Instruct your learners to register for the course through ASTHO's website or on TRAIN. Learners can move through the ASTHO/NCSD course individually to obtain a certificate of completion. Following the completion of each lesson or the full course, training providers can provide supplementary instruction that builds on the concepts introduced in the ASTHO/NCSD course to orient learners to jurisdiction-specific protocols and systems.
2. **Create a training curriculum on TRAIN.** Through the [TRAIN Learning Network](#), the Public Health Foundation can help you combine the ASTHO/NCSD training with your jurisdiction-specific content into a single curriculum. This option will allow you to direct your learners to one learning management system where they can complete all the training requirements for your jurisdiction. This platform also provides you with the ability to track and report who is taking the training. If interested in creating a training curriculum on TRAIN, please contact Ilya Plotkin at iplotkin@phf.org for this no-cost assistance.
3. **Incorporate discrete elements of the course into your training.** This option is available to health departments and other select training providers. Training providers interested in incorporating portions of the ASTHO/NCSD training into synchronous learning events can contact support@astho.freshdesk.com to request lesson PDFs and other course materials. Requests will be evaluated by ASTHO and NCSD on a case-by-case basis.
4. **Customize the training directly in your own authoring tools.** This option is available to ASTHO and NCSD member jurisdictions only (i.e., state and territorial health agencies and [PS19-1901](#) directly funded city/county health departments). Upon request, ASTHO and NCSD can provide the course files to member health agencies to be edited directly. Health agencies interested in exploring this option should contact support@astho.freshdesk.com to inquire about the conditions upon which use and adaptation of the ASTHO/NCSD source files are contingent.

What should we communicate to learners before directing them to the course?

If your organization is directing learners to the training, please consider sharing the following information with them:

1. [Technical FAQs page](#) for instructions on how to register, system requirements, and other troubleshooting information. For further technical support, learners can be directed to support@astho.freshdesk.com.
2. Next steps on additional training, hiring, and job requirements.
3. Contact information for your agency's lead training staff.

