CONTACT TRACING PROGRAM

STATE OF DELAWARE

Overview

On Tuesday, May 12, 2020, the State of Delaware entered into an agreement with NORC at the University of Chicago to build a statewide contact tracing program in Delaware to contain COVID-19.

Building Delaware's Contact Tracing Workforce

Since the start of the pandemic, the Division of Public Health has been engaging in contact tracing to mitigate the spread of the virus. Delaware will hire approximately 200 Delawareans as contact tracers and support staff as a part of the expanded statewide contact tracing program. While the State partners with NORC to hire and train contact tracers and scale up technology, 100 members of the Delaware National Guard will embed with the Delaware Division of Public Health (DPH) to begin wide-scale, statewide contact tracing.

Applications for contact tracers and associated positions will be available in the coming weeks at de.gov/coronavirus.

Details - Contact Tracing

Under Delaware's contact tracing program, Delawareans who have tested positive for COVID-19 should expect a phone call from a case investigator asking for information which includes a list of the person's known contacts. Contact tracers will then reach out to each of those contacts to help them safely quarantine, to find alternate arrangements as necessary, and to help them get tested for COVID-19, if recommended.

Delawareans who need extra support to safely self-quarantine – such as grocery delivery or alternative housing – will be referred to a network of local community health workers. Healthy Communities Delaware will coordinate the community health worker effort, in partnership with community-based organizations.

About NORC

NORC at the University of Chicago is an objective non-partisan research institution that delivers reliable data and rigorous analysis to guide critical programmatic, business, and policy decisions. From 2015 to 2020, NORC has conducted more than 3 million hours of telephone interviews.

A significant portion of those interviews were in support of major public health-related studies such as the National Immunization Survey, which NORC conducts for the Centers for Disease Control and Prevention, the Medicare Current Beneficiary Survey, which NORC conducts for the Centers for Medicare & Medicaid Services, and the National Social Life, Health, and Aging Project, which NORC conducts for the National Institutes of Health.

Many of these studies involve nuanced, carefully scripted conversations about sensitive health issues, and interviewees are often members of underrepresented or difficult-to-reach demographic groups. Through these and similar studies, NORC has derived significant methodological expertise, including how best to deploy and integrate different modes of data collection and the technologies that support them.

NORC also has partnered with the State of Maryland to perform contact tracing. Delaware and Maryland will share information and technology development costs to more effectively monitor COVID-19's spread across state lines.