### Improved Program Performance in July

<table>
<thead>
<tr>
<th>Program Goals</th>
<th>Cumulative Results</th>
<th>Last 2 Weeks Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>90%</td>
<td>89%</td>
<td>96.4%</td>
</tr>
<tr>
<td>of all cases reached</td>
<td>of all cases reached</td>
<td>of all cases reached</td>
</tr>
<tr>
<td>75%</td>
<td>64%</td>
<td>74.1%</td>
</tr>
<tr>
<td>of all cases complete intake</td>
<td>of all cases complete intake</td>
<td>of all cases complete intake</td>
</tr>
<tr>
<td>75%</td>
<td>52%</td>
<td>56.8%</td>
</tr>
<tr>
<td>of all contacts complete intake</td>
<td>of all contacts complete intake</td>
<td>of all contacts complete intake</td>
</tr>
</tbody>
</table>
Cumulative Progress through New COVID-19 Cases

Among cumulative cases as of this week...

- 91% of all cases had a reachable phone number.
- 89% of all cases were reached for a live conversation.
- 97% of cases w/ reachable phone numbers were reached.
- 64% of all cases complete intake.
- 72% of reached cases complete intake.
- 72% of cases completing intake gave contacts.

Among cumulative cases as of last week...

- Total Cases: 17,383
  - 15,723: 90%
  - 15,395: 98%
  - 10,945: 63%
  - 10,047: 71%
  - 7,173: 71%

Detailed Statistics on New Cases

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Reachable Phone Numbers</th>
<th>Reached by Phone</th>
<th>Reached (Live Conversation)</th>
<th>Completed Intake</th>
<th>Eligible for Trace</th>
<th>Providing Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total New</td>
<td>19,995</td>
<td>18,259</td>
<td>17,775</td>
<td>12,877</td>
<td>11,837</td>
<td>8,467</td>
<td></td>
</tr>
<tr>
<td>Net New</td>
<td>17,356</td>
<td>1,736</td>
<td>Not Yet Reached</td>
<td>Did Not Complete Intake</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Symptomatic Contacts</td>
<td>2,639</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Ineligible: Out of Jurisdiction, Referred to NYC Dept of Health congregate care, Potentially Deceased
** Includes all eligible and ineligible cases.
Cumulative Progress through New COVID-19 Contacts

**Contacts Generated**: 20,298

**Contacts with Accurate Phone Numbers**: 17,530

**Contacts Reached**: 16,087

**Contacts Completing Interview**: 10,582

**Contacts Completing Interview (Eligible in Blue, Ineligible in Gray)**: 10,222

Among cumulative contacts as of this week...

- **86%** of contacts had a reachable phone number.
- **79%** of all contacts were reached for a live conversation.
- **92%** of cases with reachable phone numbers were reached.
- **52%** of all contacts completed intake.
- **66%** of reached contacts completed intake**.

Among cumulative contacts as of last week...

**Total Contacts**: 17,137

- **Potentially Good Phones**: 17,530
- **Reached by Phone**: 16,087
- **Completed Interview**: 10,582
- **In Scope**: 10,222

- **Not In Scope (Out of jurisdiction, referred, deceased)**: 360

<table>
<thead>
<tr>
<th>Detailed Statistics on New Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
</tr>
<tr>
<td>No Good Phone Number</td>
</tr>
</tbody>
</table>

*Ineligible: Out of Jurisdiction, Referred to NYC Dept of Health, congestive care. Potentially Deceased

**Includes all eligible and ineligible cases.**
Cases Completing Intake within Trace Program

- **Goal:** > 75%
- **Near Goal:**
- **Needs Improvement:**

**Above Goal**

Intake complete among cases reached:

- 72%

Intake complete among all cases:

- 64%
Cumulative Symptomatic Contacts* Over Time

and Symptomatic Contacts as a Proportion of Contacts Completing Intake

* Symptomatic cases are identified through the process of following up on contacts, as opposed to regular testing.