Improved Program Performance Over Time

Program Goals

- **90%** of all cases reached
- **75%** of all cases complete intake
- **75%** of all contacts complete intake

Cumulative Results

- **90%** of all cases reached
- **66%** of all cases complete intake
- **54%** of all contacts complete intake

Last 2 Weeks

- **92.5%** of all cases reached
- **75.0%** of all cases complete intake
- **59.7%** of all contacts complete intake
Cumulative Progress through New COVID-19 Cases

Among cumulative cases as of this week...

92% of all cases had a reachable phone number.
90% of all cases were reached for a live conversation.
98% of cases w/ reachable phone numbers were reached.
66% of all cases complete intake.
73% of reached cases complete intake**
71% of cases completing intake gave contacts.

Among cumulative cases as of last week...

19,995 Total Cases
18,259 91% 17,775 97% 12,877 64% 11,837 72% 8,467 72%

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>Completed Intake</th>
<th>Eligible for Trace</th>
<th>Providing Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net New</td>
<td>22,062</td>
<td>20,263</td>
<td>19,787</td>
<td>14,506</td>
<td>13,351</td>
<td>9,522</td>
</tr>
<tr>
<td>Symptomatic Contacts</td>
<td>18,978</td>
<td>1,799</td>
<td>476</td>
<td>5,281</td>
<td>1,155</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3,084</td>
<td>No Reachable Phone Number</td>
<td>Not Yet Reached</td>
<td>Did Not Complete Intake</td>
<td>Not Providing Contacts</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

Among cumulative contacts as of this week...

87% of contacts had a reachable phone number.
81% of all contacts were reached for a live conversation.
93% of cases w/ reachable phone numbers were reached.
54% of all contacts completed intake.
66% of reached contacts completed intake**.

Among cumulative contacts as of last week...

<table>
<thead>
<tr>
<th>Total Contacts</th>
<th>20,298</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>17,530</td>
</tr>
<tr>
<td>Reached</td>
<td>16,087</td>
</tr>
<tr>
<td>Completed</td>
<td>10,582</td>
</tr>
</tbody>
</table>

Detailed Statistics on New Contacts

<table>
<thead>
<tr>
<th>Total</th>
<th>23,118</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potentially Good Phones</td>
<td>20,177</td>
</tr>
<tr>
<td>Reached by Phone</td>
<td>18,699</td>
</tr>
<tr>
<td>Completed Interview</td>
<td>12,428</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total</th>
<th>2,941</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Good Phone Number</td>
<td>1,478</td>
</tr>
<tr>
<td>Did Not Complete Interview</td>
<td>6,271</td>
</tr>
</tbody>
</table>

* Indigible: Out of Jurisdiction, Relocated to NYC Dept of Health congregate care, Potentially Deceased
** Includes all eligible and ineligible cases
Cases Completing Intake within Trace Program

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

**Intake complete among cases reached:**
- 73%

**Intake complete among all cases:**
- 66%

Date:
- 6/3/20
- 6/5/20
- 6/8/20
- 6/11/20
- 6/14/20
- 6/15/20
- 6/16/20
- 6/19/20
- 6/21/20
- 6/23/20
- 6/26/20
- 6/27/20
- 7/1/20
- 7/3/20
- 7/5/20
- 7/8/20
- 7/11/20
- 7/13/20
- 7/15/20
- 7/17/20
- 7/19/20
- 7/21/20
- 7/23/20
- 7/27/20
- 7/29/20
- 7/31/20
Resource Nav Referral Complete* and Hotel Check-ins
Cumulative Completed Referrals and Current Check-ins + Check-outs

Hotel Checkins (Currently Checked in Plus Checked out ever)

Resource Nav Referrals Complete

* Resource Nav Referral Complete counts unique people, as opposed to total referrals. Tracking began on 7/23/2020.
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.