# Contact Tracing Program Performance

<table>
<thead>
<tr>
<th>Program Goals</th>
<th>Cumulative Results</th>
<th>This Reporting Period</th>
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</thead>
<tbody>
<tr>
<td>90%</td>
<td>88%</td>
<td>89%</td>
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<tr>
<td>of all cases reached</td>
<td>of all cases reached</td>
<td>of all cases reached</td>
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<tr>
<td>75%</td>
<td>78%</td>
<td>78%</td>
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<tr>
<td>of all cases complete intake</td>
<td>of all cases complete intake</td>
<td>of all cases complete intake</td>
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<tr>
<td>75%</td>
<td>62%</td>
<td>62%</td>
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<tr>
<td>of all contacts complete intake</td>
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<td>of all contacts complete intake</td>
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</tbody>
</table>

Data are subject to ongoing quality improvements that may result in changes of reported numbers over time.

*Calculations for recent weeks are preliminary as long as cases/contacts from those weeks are still being contacted.
Cases Reached

Goal: >90%

Includes symptomatic cases in reported total cases number

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*Calculations for recent weeks are preliminary as long as cases/contacts from those weeks are still being contacted.
Cases Completing Intake

Date


Goal: >75%

Includes symptomatic cases in reported total cases number

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Contacts Completing Intake

Contacts include only close contacts collected during the Contact Tracing process. Data are subject to ongoing quality improvements that may result in changes of reported numbers over time. *Calculations for recent weeks are preliminary as long as cases/contacts from those weeks are still being contacted.
Isolation and Quarantine Compliance

97%  
Cases who report having NOT left their home since last time they spoke with us

96%  
Contacts who report having NOT left their home since last time they spoke with us

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Cumulative Progress: COVID-19 Cases

- **Total Cases**: 831,032
- **Cases with Reachable Phone Numbers**: 792,531 (95%)
- **Cases Reached (Live Conversation)**: 729,393 (88%)
- **Cases Completing Intake**: 648,196 (78%)
- **Gave Contacts***: 372,291 (60%*)

Includes symptomatic cases in reported total cases number
*Eligible cases only

Data are subject to ongoing quality improvements that may result in changes of reported numbers over time.
Cumulative Progress: Contacts

- Total contacts: 926,044
- Contacts with reachable phone numbers: 838,834 (91%)
- Contacts reached (live conversation): 673,561 (73%)
- Contacts completing intake: 578,212 (62%)

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Cumulative Symptomatic Contacts

Symptomatic contacts are identified through the process of following up on contact, as opposed to regular testing. *Calculations for recent weeks are preliminary as long as cases/contacts from those weeks are still being contacted.
Resource Navigator Referrals

305,435

Referrals Received

276,360

Referrals Completed

From 06/01/20 to 07/24/21. A referral is marked completed if we reach a client or if we exhaust outreach to the client after three attempts.
Hotel Guests

21,734

Total guests

Total number of individuals from all sources who have safely separated in the hotel program, 06/01/20 to 07/24/21.
End Notes

1 Starting the week of June 27, 2021, data aggregation methodologies were updated to weekly time periods and percentage calculations are now based on the week of record creation instead of record completion. All prior data were updated to reflect this change.

2 Fully vaccinated residents, if validated by the Citywide Immunization Registry, are included in ‘Contacts Completing Intake’ as of Thursday, April 29, 2021.

3 All contacts generated by school closures in September and October 2020 are included.

4 Denominators for percentage calculations are the total counts of case/contact records created reported to T2 in a given week, and numerators are aggregated counts of those persons reached/interviewed.

5 The T2 program began Monday, June 1, 2020. The first complete week of data is the week starting June 7, 2020.