



Get the Facts: Contact Tracing

Contact tracing is critical to help slow transmission of COVID-19 in our communities. More information can be found at: chicago.gov/contacttracing.

Contact tracing for COVID-19 works best with everyday preventive actions such as washing your hands often, avoiding close contact, and wearing a face covering when around others.

What Contact Tracing Is

Contact tracing is a phone interview with someone who has recently tested positive for COVID-19 and their close contacts.

Discussions are strictly confidential. This means that:

- Personal and medical information will be kept private
- Your name will not be shared with those you came in contact with, even if they ask
- Information will not be shared with any other agencies, like law enforcement or immigration

The health department staff **will not** ask you for

- Money
- Social Security number
- Bank account information
- Salary information
- Credit card numbers

Why contact tracing is important

Contact tracing is key to slowing the spread of COVID-19 by:

- **Letting people know** they may have been exposed to COVID-19 and should monitor their health for signs and [symptoms](#) of COVID-19.
- **Helping people** who may have been exposed to COVID-19 get tested.
- **Connecting people** to resources and support during their time of [self-isolation](#) if they have COVID-19 or [self-quarantine](#) if they are a close contact.

Chicago COVID Contact Tracing Corps and Resource Coordination Hub

The Chicago COVID-19 Contact Tracing Corps (Corps) are a diverse and professionally trained public health workforce that reflects our City's residents. The Corps is staffed by certified



contact tracers, specially training in health data security and confidentiality.

In addition to contact tracing, the Corps connects individuals to the Resource Coordination Hub for support services such as testing, treatment, social services, housing, food assistance, and other resources to improve the ability to reduce potential spread and/or exposure to COVID-19.

How contact tracing works

Step 1: If you are diagnosed with COVID-19, the contact tracer will call you to check on your health and ask where you have spent time and may have exposed others to COVID-19. You will be asked to stay at home and away from others.

~ You'll receive a phone call from **312-74-COVID** (312-742-6843). This is the contact tracer who will conduct your interview.

- **Information discussed will not be shared with any other agencies, such as law enforcement or immigration.**
- Your name will not be shared with those you came in contact with, even if they ask.

Step 2: The contact tracer will call the people you have been around to tell them they have been exposed to COVID-19 and will ask them to stay at home, away from others and self-quarantine. They will also help them get tested. They will NOT identify you.

Step 3: If you or your close contacts need support or assistance, the contact tracer will connect you to support services through the Resource Coordination Hub and help you successfully isolate or self-quarantine to protect you, your family, and your community.

Step 4: The contact tracer will regularly follow-up with you to check on your symptoms and provide additional assistance as needed.

What you can do

We all need to work together to help slow the spread of COVID-19. Making the choice to participate in contact tracing helps protect you, your family, and your community.

- Answer the Chicago COVID-19 Contact Tracing Corps call.
- Provide as much detail as possible to the contact tracer.



FAQs

How do I know the person calling me is really a contact tracer from the Corps and not a scammer?

You can verify the person calling you is a Corps contact tracer a few ways.

- The phone call you received will come from 312-74-COVID (312-742-6843). You can also call back to this number to verify it is a Corps contact tracer.
- Corps contact tracers will never ask for money, social security number, bank account information, salary information, or credit card numbers

What communities does the Chicago COVID-19 Contact Tracer Corps serve?

- The Corps serves ALL positive cases and contacts in Chicago, regardless of where they live.

Is there a fee for contact tracing?

- There is no fee for participating in contact tracing. Corps contact tracers will never ask for money, social security number, bank account information, salary information, or credit card numbers

Am I required to participate in contact tracing?

- Participation in contact tracing is not required by law. However, your participation supports the health and well-being of your family, friends, and community.

Who has access to the information I gave during my contact tracing interview?

- The information you provide is **only used for the public health departments contact tracing** efforts. Information is not shared with other government agencies, law-enforcement, immigration authorities, or individuals you identify as close contacts.

How do I apply to become a contact tracer?

- The positive response to the contract tracer, resource coordinator, and supervisor opportunities has been remarkable, with over 20,000 inquiries – far exceeding the number of positions available. Therefore, at this time, **the program is no longer accepting applicant information**. If you are interested in receiving regular communications about job opportunities from the Chicago Cook Workforce Partnership, such as informational emails and newsletters about the services and programs we provide, please sign up here: chitracing.org. Additionally, visit <https://chicookworks.org> for more information about additional job training and employment opportunities Available through the Chicago Cook Workforce Partnership.