

# Contact Tracing

Scale quickly. Engage effectively. Adapt as COVID evolves.

Few private-sector partners have done more to help governments at all levels respond to COVID-19 with the speed and agility that Maximus has. We continue to demonstrate our ability to recruit, screen, hire, train, and deploy contract tracers, disease investigators, and other agents in weeks or even days. More importantly, we do so with solutions that scale up, adapt, and scale down in response to your needs.

## The emerging leader in Contact Tracing and Public Health

Maximus recently formed the Center for Public Health Administration under the leadership of Dr. Andrew Sommers, Vice President for Public Health. This team of public health experts, epidemiologists, disease surveillance experts, geographic information specialists, and academics will ensure our approaches for administering programs address the rapidly evolving needs of state and local governments. This Center for Public Health Administration will combine their expertise with Maximus best practices and insights for administering a wide range of government programs and engaging a more comprehensive range of populations. We intend to be an invaluable resource to you as you guide your Contact Tracing and broader public health initiatives through all stages of development.

## Fill the unprecedented demand for Contact Tracers

Since mid-March, Maximus has recruited, hired, trained, and **deployed more than 4,500 agents to support program surges related to COVID-19** – with most programs serving the public within weeks or even days of our initial engagement. This includes **more than 1,100 contact tracers** and disease investigators.

With more than 7,800 interested candidates in our pipeline and 2,000 cleared professionals ready to work, we can meet your demand – and your timeline. Our training program combines both Association of State and Territorial Health Officials (ASTHO) and Johns Hopkins University coursework with our own curriculum for customer service, empathy, and engagement to optimize our contact rates. While we are system agnostic, MAXIMUS can partner with leading organizations to provide you the best possible contact tracing platform for your requirements.

## Exceptional COVID-19 experience

- **State of Indiana Contact Tracing** – Maximus has managed and run the State of Indiana's Contact Tracing program since late April. Operating with 500 tracers, **we achieve a contact rate of 75%** of positive cases – reaching most contacts within 24 hours.
- **State of Florida Contact Tracing** – The Florida Department of Health contacted Maximus in May to provide a statewide contact tracing program. Initially, this includes 400 contact tracers and 200 disease investigators. Maximus also provides a telecommunications platform that supports our tracers as well as all 400 of the state's tracing personnel. Orange and Miami-Dade Counties recently engaged us to further augment tracing resources in their communities.
- **Commonwealth of Kentucky Contact Tracing** – The Commonwealth engaged Maximus as part of a competitive Master Services Agreement (MSA) to supply up to 600 contact tracers, disease investigators, and social service coordinators to local county-based public health departments.

- **State of North Carolina Contact Tracing** – As part of a competitive MSA, Maximus supplies contact tracers to local health departments on behalf of the State of North Carolina. Our remote workers function as a force multiplier to local jurisdictions in their contact tracing efforts.
- **Pima County, Arizona** – Recently selected as part of a competitive procurement, Maximus will provide full-service contact tracing to Pima County. This will include personnel, telephony, and systems support. Our scope includes both remote and in-person contact tracing services.
- **State of New York COVID-19 Screening and Scheduling** – In the early days of New York’s COVID-19 outbreak, Maximus launched an information hotline in just three days to screen callers for COVID-19 symptoms. If symptomatic, our staff schedules the caller’s test appointment directly into a unified test scheduling system.
- **State of California COVID-19 Hotline** – In March, the State of California Department of Public Health asked Maximus to begin fielding information calls related to the COVID-19 pandemic. We deployed more than 100 agents in less than a week.
- **State of Indiana COVID-19 Hotline** – In March, Maximus launched a COVID-19 hotline to field general inquiry calls related to the pandemic. In less than a week, our team began answering calls about resources, testing locations, and public health inquiries.
- **Office of the Assistant Secretary for Health (OASH) COVID-19 Testing Call Center** – In just four days, MAXIMUS launched an outbound call center for the U.S. Department of Health and Human Services (HHS). This center receives test results from 47 federally facilitated COVID-19 testing sites across 12 states. More than 260 onsite and home-based agents notify individuals of their COVID-19 test results, and we provide HHS staff with real-time reports of test results by area and age.
- **Centers for Disease Control and Prevention (CDC):**
  - **CDC-INFO** – Maximus agents respond to calls and emails from healthcare providers and the public. At the beginning of the pandemic, the CDC requested additional agents to expanded operations to 24/7 coverage. When call volumes peaked in April, **500 agents responded to more than 16,000 calls and 2,000 emails per day.**
  - **Vaccine Order Management Contact Center (VOMCC)** – Maximus operates the VOMCC, which is the helpdesk that supports users of the CDC’s Vaccine Tracking System (VTrckS). **This system connects 64 immunization programs**, more than 44,000 provider sites, six vaccine manufacturers, and CDC’s centralized distributor. Its users are participating state, local and territorial health and healthcare providers who use the system to order, track, and manage vaccine supplies in their communities.

### Trusted When it Matters Most

Helping government serve the people has been our sole mission for more than 40 years. Our contact and service centers support more than 100 state and federal government programs in the United States – crossing more programs and engaging populations than any other vendor. Since every engagement is different, we offer flexible solutions to accommodate individual program needs and objectives.

Responding to COVID-19 demands agility. Whether your contact tracing program is to backstop local health departments, or you are developing a statewide approach, Maximus can support the short- and long-term needs of your public health initiatives.