

BACKGROUND

To help ensure that individuals are met with the appropriate opportunities for their skillset, we have worked with ServPA to set up a “Contact Tracing” team on the site. This allows for:

- A consistent application for all volunteers, regardless of their background;
- Collection of all necessary paperwork and signed agreements from volunteers; and
- An easy-to-use collection of information for individuals on contact tracing teams to utilize when finding future volunteers.

QUALIFICATIONS OF CONTACT TRACING VOLUNTEERS

- Ability to exhibit a professional, positive attitude and work ethic
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress
- Ability to show empathy to distressed individuals
- Excellent organizational and communication skills
- Ability to speak, read, and write English
- Second or multiple languages a plus
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Proficiency with computers

PROCESS FOR INDIVIDUALS

- When an individual calls and inquires about getting involved with Contact Tracing, they are asked to register on ServPA. That is www.serv.pa.gov **Please note the spelling of serve**
- During this registration, they will be asked to join an organization. Please click on the + sign next to **Contact Tracing (PADOH)** to see the dropdown options. Please choose **SWPA**.

PROCESS FOR GROUPS

- Groups interested in getting involved with Contact Tracing should email RA-DHCONTACTTRACING@pa.gov. In their email they should include:
 - Name of the group or organization they represent
 - Inquiry or topic related to contact tracing
 - Contact Information for individual who we should contact
- This email is monitored by the Contact Tracing leadership team and these inquiries will be answered as quickly as possible.

RESOURCES FOR MORE INFORMATION

For more information, visit the department’s [website](#) and the [CDC website](#). Help is available, contact the Crisis Text Line by texting **PA to 741-741**.