

County of Santa Clara

Office of the County Executive

County Government Center, East Wing
70 West Hedding Street
San Jose, California 95110
(408) 299-5105



May 7, 2020

Dear Government and Community Partners,

The County of Santa Clara is in the process of rapidly expanding infrastructure for Case Investigation and Contact Tracing, designed to identify people who have COVID-19 or who have been exposed to COVID-19. This work will ensure that we can interrupt chains of transmission, slowing the spread of the virus through our county. When we identify cases and contacts, we will be working with our partners in the cities where those community members live to ensure they can safely isolate or quarantine with housing, food, or financial assistance that they may need to so.

To ensure we have the workforce needed to conduct case and contact investigations, the County is seeking your help in identifying a large pool of people who can commit to this work. Team members will interview cases, call potential contacts, enter and manage data, and identify resources needed to ensure appropriate follow up and compliance with isolation and quarantine. We are asking you and other partners to identify any individuals that your organization is willing to send to be volunteer members of the team we are building. Individuals must be willing to serve as a Disaster Service Worker with the County for 32 to 40 hours a week for a minimum of six months, ideally one year.

Qualifications and Skills:

- Able to work 32-40 hours per week for a minimum of 6 months, and ideally one year;
- Access to reliable high speed internet and a computer;
- Knowledge of health coaching and medical terminology is preferred;
 - Ideal candidates will have health related experience (RNs, LVNs, medical assistants, nursing students, MDs, medical students, paramedics, health coaches or health educators, EMTs);
- Excellent customer service/interpersonal skills;
- Strong typing and word processing skills;
- Data entry skills;
- Strong written and verbal communication;
 - We particularly need individuals who are fluent in Spanish, Vietnamese, and Chinese;
- Excellent attention to detail; and
- Able to work independently and remotely with minimal direct supervision.

If you have current employees who may meet these qualifications, and you are willing to reassign them to this effort for at least six months, please provide an aggregated list of employees willing, available, and approved to be redirected. Please use the attached Excel template to provide the following information:

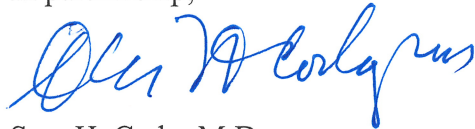
- Organization Name:
- Organization Point of Contact (Name, Position, Phone, E-mail):

Detailed Table of Available Individuals Approved to be Redeployed to the County's Contact Tracing Effort:

- Last Name
- First Name
- Current Position
- Email Address
- Y/N Available for a minimum of 6 months for at least 32 hours/week
- Y/N Meets all other requirements listed above
- Y/N Medical- or health-related experience
- Qualified bilingual, and which language
- Date available to begin training

Please send this information and any questions to ContactTracing@eoc.sccgov.org. As a community, we can together achieve the goal of expanding this critical infrastructure. While this effort is unprecedented, we are fully confident that we can find the workforce needed to take on this critical task. Thank you all so much for your assistance.

In partnership,



Sara H. Cody, M.D.
Health Officer and Public Health Director



Jeffrey V. Smith, M.D., J.D.
County Executive