Training Overview

Massachusetts Community Tracing Collaborative – April 2020

Training

Pre-service training (immediately upon hire)

Inservice training – this list grows as systems and processes evolve

Training Element	Content	Hours	Delivery Mode
Web-based Training (Day 1)	Security, Privacy, Confidentiality; Customer Service; COVID-19 Overview; early IT training	4-6	Self-paced review of online modules and recorded webinars
Live Training Webinar (Day 2)	Detailed review of contact tracing processes, including scripts and FAQs; Introduction to partners; systems demonstration	2.5	Live webinar (presentation and demo)
Live Systems Practice (Day 2)	Detailed review and practice in CRM training sandbox for case investigation and contact tracing	2	Live practice with trainers
Additional Guided Practice (Day 3)	Additional practice opportunity in CRM sandbox + troubleshooting for permanent system	2	Live practice with trainers
Supervisor workshops	Topic dependent on new system functionality, particularly reporting.	1	Live presentation (weekly)
Case Investigator Skill-Up	Systems walkthrough and role play focused on CI processes in CRM	2	Presentation and role play; live or recording
Psychosocial First Aid	Intensive on how to best support clients and care for self amidst pandemic	2 (1x)	Presentation + discussion
Home Assessment + Referral to social assistance	Deep dive into script and procedures for referral to this key cadre of resource coordinators	1	Recorded session
Follow-up & Monitoring	Deep dive into follow-up systems for people in isolation and quarantine	1	Recorded session