

# Improved Program Performance Over Time

## *Program Goals*

**90%**

*of all cases reached*

**75%**

*of all cases  
complete intake*

**75%**

*of all contacts  
complete intake*

## *Cumulative Results*

**90%**

*of all cases reached*

**66%**

*of all cases  
complete intake*

**54%**

*of all contacts  
complete intake*

## *Last 2 Weeks*

**92.5%**

*of all cases reached*

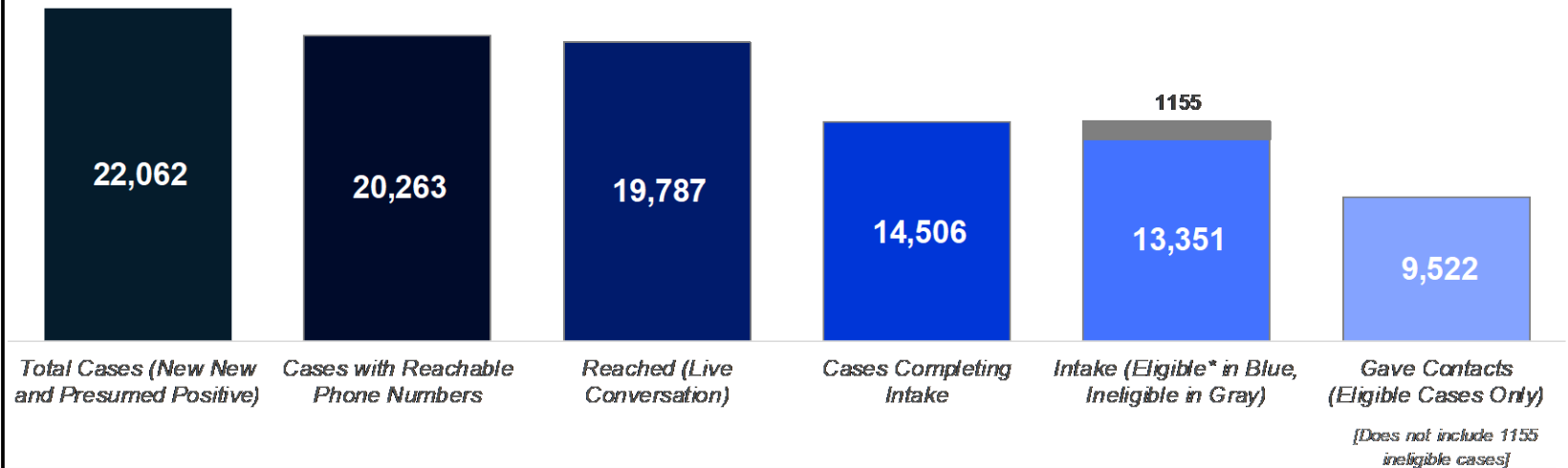
**75.0%**

*of all cases  
complete intake*

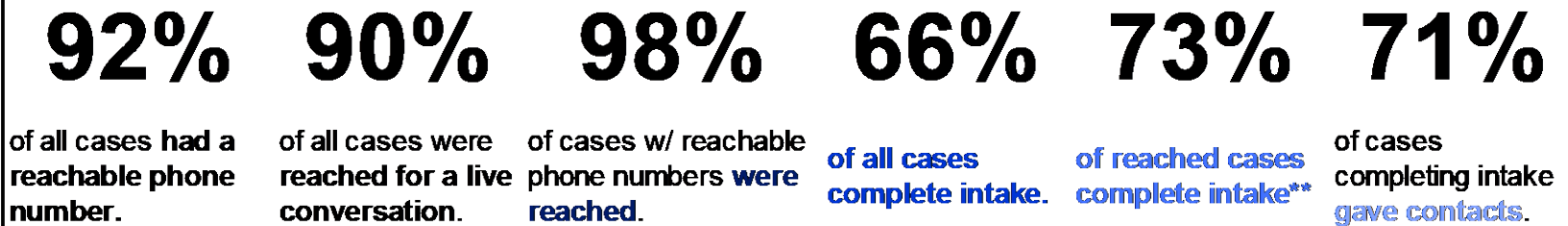
**59.7%**

*of all contacts  
complete intake*

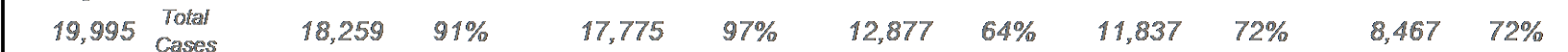
# Cumulative Progress through New COVID-19 Cases



Among cumulative cases as of this week...



Among cumulative cases as of last week...



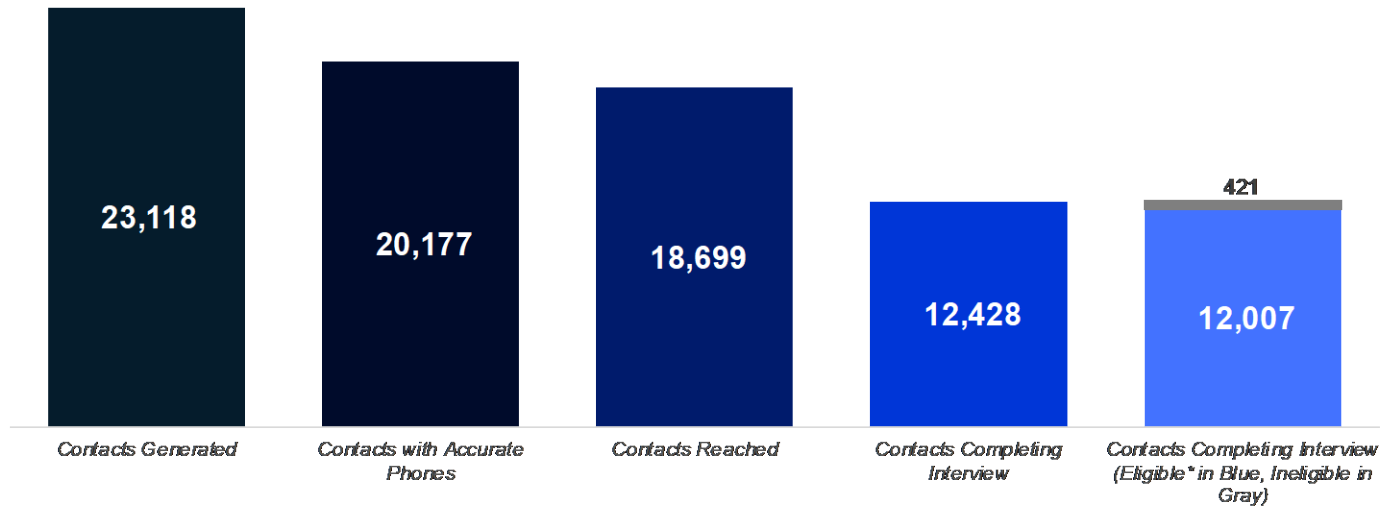
## Detailed Statistics on New Cases

Total	22,062	Reachable Phone Numbers	20,263	Reached by Phone	19,787	Completed Intake	14,506	Eligible for Trace	13,351	Providing Contacts	9,522
Net New	18,978	No Reachable Phone Number	1,799	Not Yet Reached	476	Did Not Complete Intake	5,281	Ineligible (Out of jurisdiction, referred, deceased)	1,155	Not Providing Contacts	3,829
Symptomatic Contacts	3,084										

\* Ineligible: Out of Jurisdiction, Referred to NYC Dept of Health congregational care, Potentially Deceased

\*\* Includes all eligible and ineligible cases

# Cumulative Progress through New COVID-19 Contacts



Among cumulative contacts as of this week...

**87%**

of contacts had a reachable phone number.

**81%**

of all contacts were reached for a live conversation.

**93%**

of cases w/ reachable phone numbers were reached.

**54%**

of all contacts completed intake.

**66%**

of reached contacts completed intake\*\*.

Among cumulative contacts as of last week...

20,298	Total Contacts	17,530	86%	16,087	92%	10,582	52%	10,222	66%
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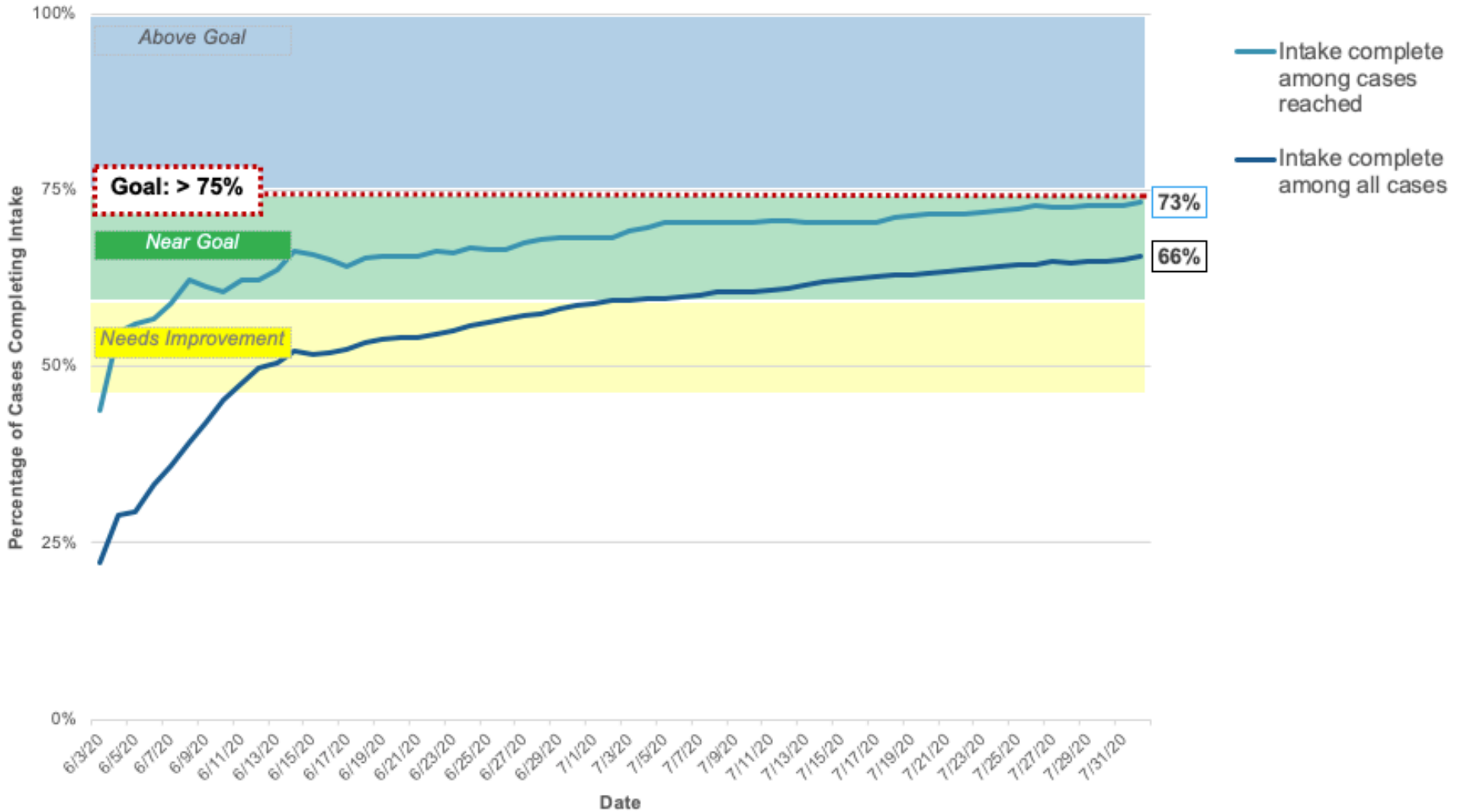
## Detailed Statistics on New Contacts

Total	23,118	Potentially Good Phones	20,177	Reached by Phone	18,699	Completed Intake Interview	12,428	In Scope	12,007
		No Good Phone Number	2,941	Not Yet Reached	1,478	Did Not Complete Interview	6,271	Not In Scope (Out of jurisdiction, referred, deceased)	421

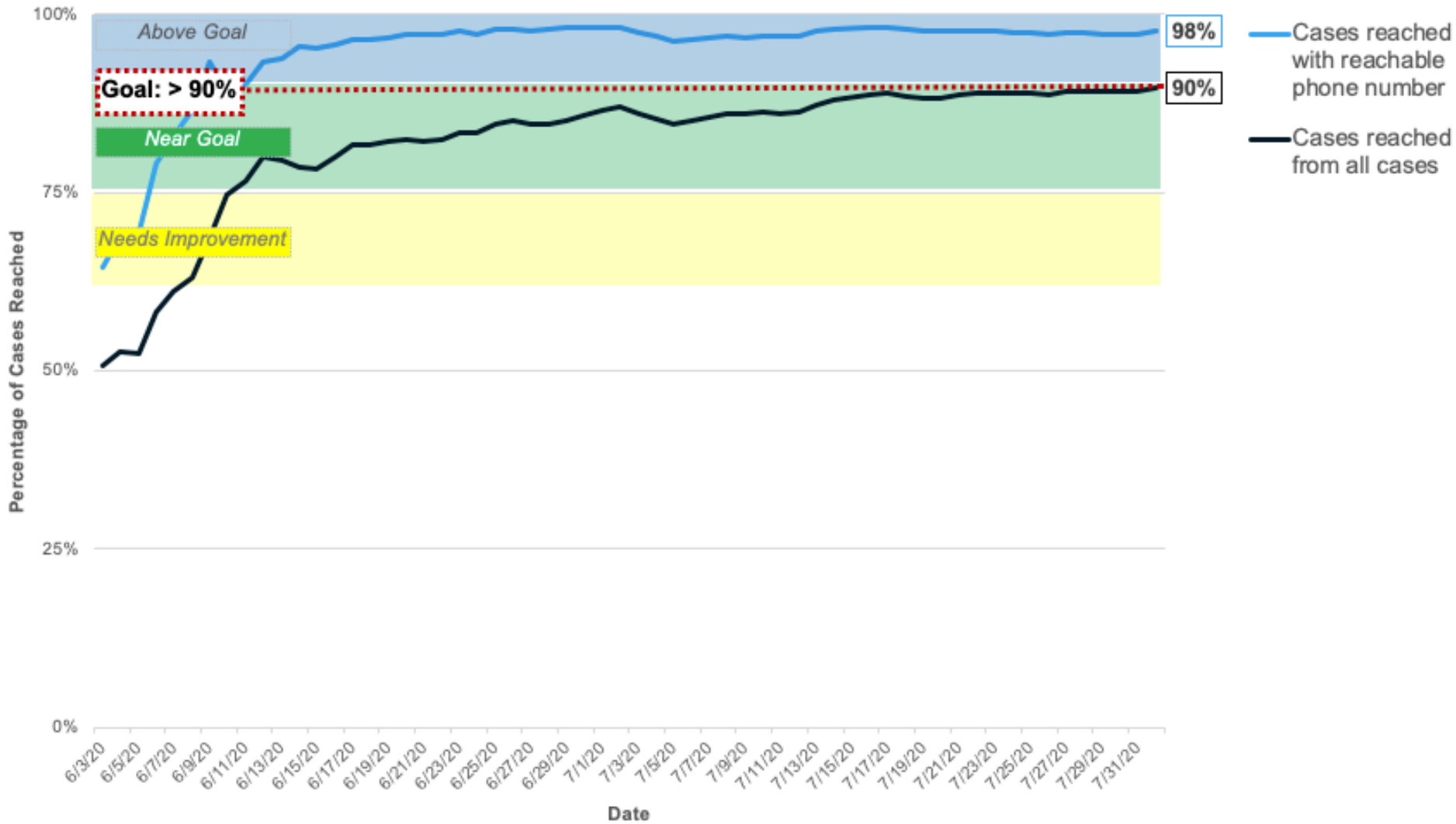
\* Ineligible: Out of Jurisdiction, Referred to NYC Dept of Health congregant care, Potentially Deceased

\*\* Includes all eligible and ineligible cases.

# Cases Completing Intake within Trace Program

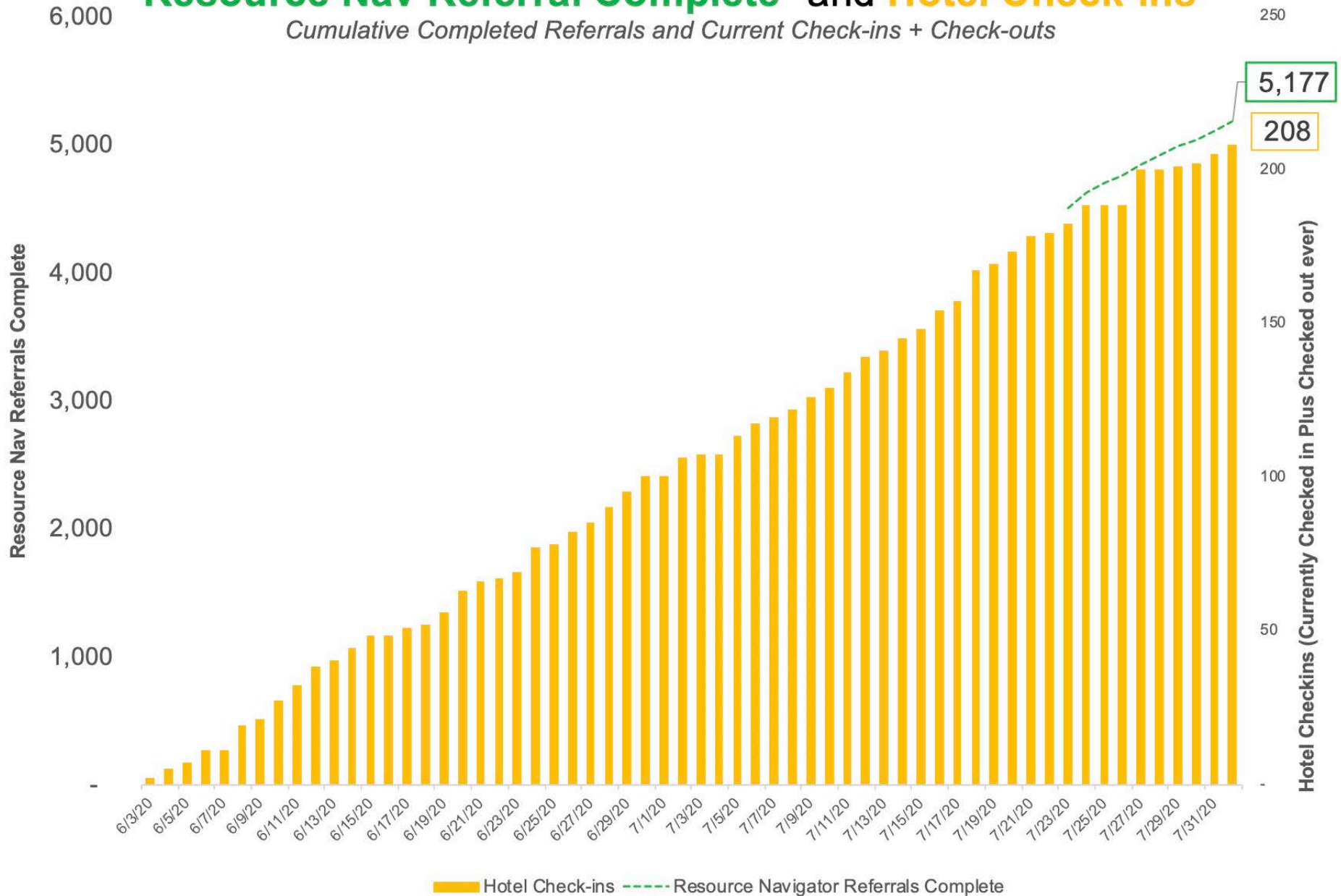


# Cases Reached through Trace Program



# Resource Nav Referral Complete\* and Hotel Check-ins

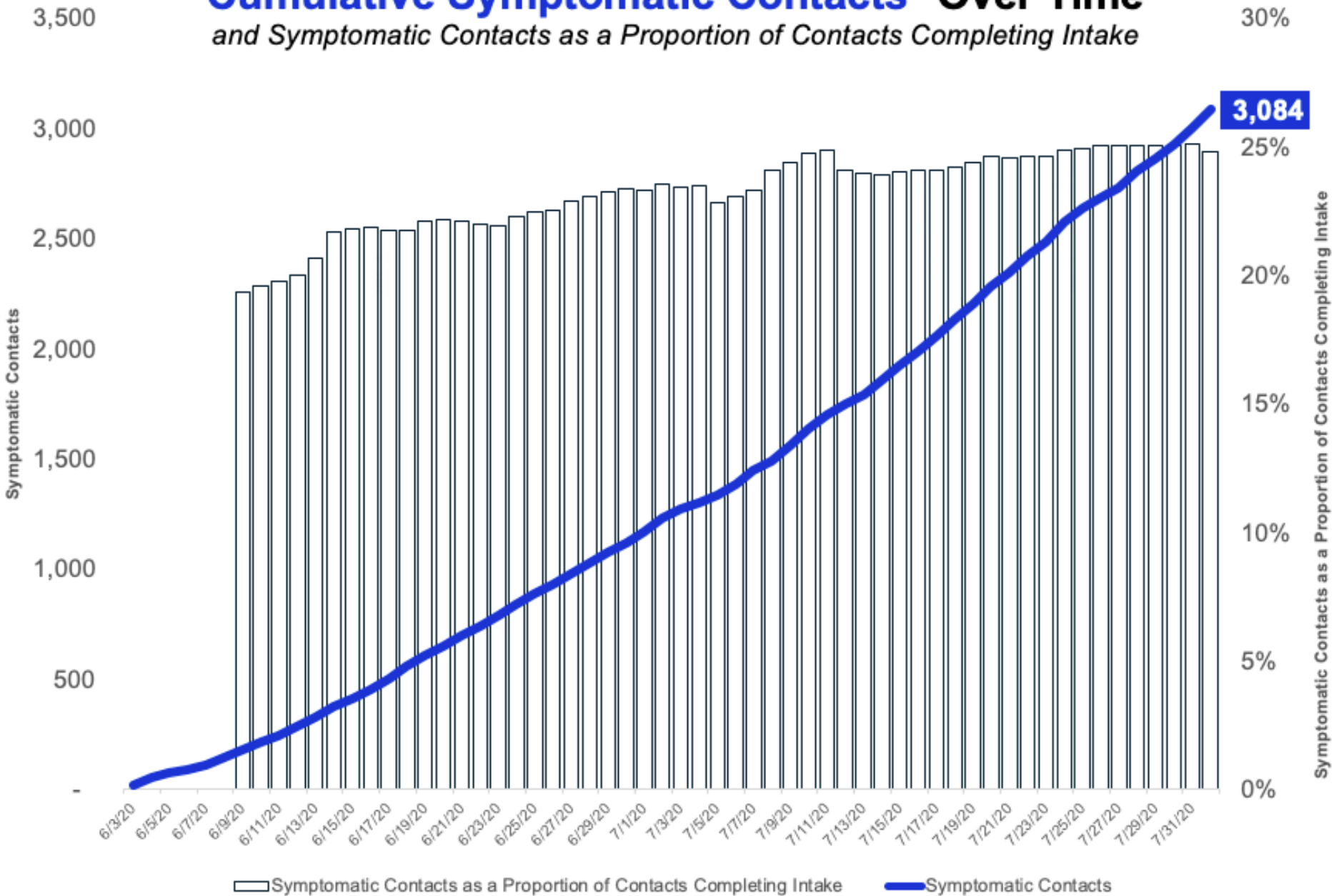
Cumulative Completed Referrals and Current Check-ins + Check-outs



\* Resource Nav Referral Complete counts unique people, as opposed to total referrals. Tracking began on 7/23/2020.

# Cumulative Symptomatic Contacts\* Over Time

*and Symptomatic Contacts as a Proportion of Contacts Completing Intake*



Symptomatic Contacts as a Proportion of Contacts Completing Intake
  Symptomatic Contacts

\* Symptomatic cases are identified through the process of following up on contacts, as opposed to regular testing.