

MDHHS Case Investigation & Contact Tracing Support

The Michigan Department of Health and Human Services is able to provide case investigation and contact tracing support to Local Health Departments to assist with increased workloads due to COVID-19.

There are several types of assistance available. If you have any questions or would like to request support, please contact Joe Coyle (CoyleJ@michigan.gov) or Katie Macomber (MacomberK@michigan.gov).



Contact Tracing and 14-Day Monitoring: MDHHS can support LHDs with contact tracing and monitoring. A statewide pool of trained volunteers and staff make calls using remote call center and texting technology. Hybrid options are available, with MDHHS volunteers supporting LHD staff, enabled by the Traceforce technology system.



Tracing Technology: MDHHS has developed remote call center technology, known as "Traceforce," to expedite and simplify the contact tracing process. The platform integrates data from MDSS and supports automated daily contact monitoring via text message. This technology is available for free to all LHDs.



Temporary Staffing Contracts: MDHHS has temporary staffing contracts that can be leveraged by LHDs to bring in short-term staff with public health or healthcare experience through the Department of Management and Budget's MiDEAL Program.



Case Investigation: MDHHS is currently assisting several LHDs with case investigation and is quickly hiring new staff to provide additional support.



Text Messaging: MDHHS has developed text messaging technology to allow LHD staff to send text messages to residents from a web-based platform. The Department is also exploring a more sophisticated, flexible SMS solution to share with LHDs when available.



Quarantine and Isolation Supports: MDHHS has developed a partnership with Michigan 211 to help residents find resources to successfully quarantine/isolate at home to prevent the spread of COVID-19. Residents can call 844-587-2485 or call the main 211 line and select the prompt for COVID support resources.



Public Health Volunteers: LHDs can request volunteers from their local communities who have signed up to assist with the COVID-19 public health response. Many of these volunteers have a professional background in public health and have been trained on MDHHS contact tracing technology.



General Technical Assistance: The Department is also available to provide general technical assistance and training to LHDs for case investigations, contact tracing, and other COVID response efforts. MDHHS is able to assist with technology solutions, MDSS and OMS data analysis, and more.