



Investigative Contact Tracers: Assisting in the CoVID-19 Response **TruView BSI, LLC**

The medical community recognizes the importance of "disease detectives"—to include contact tracers—as part of a holistic effort in effectively identifying, isolating, and mitigating viral outbreaks such as CoVID-19. The TruView Investigative Team can perform systematic identification, outreach and monitoring of persons who might have been exposed to a person diagnosed with COVID-19, along with daily monitoring of patients who are quarantined or isolated, to minimize risk to others.

Built-In Expertise: As an investigative company, our expert investigators have experience in building rapport, creating trust, and conducting interviews to elicit truthful responses from subjects—a key skill for CoVID-19 contact tracing. TruView is prepared to assist immediately in government CoVID-19 contact tracing efforts, with the "built-in" expertise and resources to provide immediate impact, as well as staff up to handle outbreaks and hotspots, if needed.

Fully Resourced, Multi-Level Contract Teams: With a corps of over 125 investigators, TruView can mobilize fully resourced teams, expeditiously. Providing three levels of investigators—Entry-Level, Experienced, and Supervisor/Manager—allows us to flex to the needs of the State and ensure every team of Contact Tracing Investigators is appropriately supervised.

Pre-Trained Employees: As a background screening company, *all* of our employees are trained in cybersecurity, social engineering, protection of personally identifiable information (PII), and compliance with HIPAA. Our team members are trained in speaking with the public and conducting verifications of data.

Contact Tracing Protocols: TruView understands the methods and protocols for performing contact traces through guided interviews, including contact methods; data collection; identifying initial contacts with potential exposure; identifying places of employment and other significant locations of potential exposure; educating subjects of their risks and measures for social distancing; support referrals; daily patient monitoring and screening for essential needs; and so forth.

Fully Remote: In keeping with social distancing requirements, TruView's contact tracers are fully remote and 100% accessible, with access to our secure, proprietary case management system and phone language interpretation software.

Secure Case Management and Reporting System: TruView uses a fully protected, proprietary electronic case management system. Servers are SOC2 Type II audited. We meet the highest government standards and industry best practices for protection and privacy of data and records.

Compliance with Government Laws and Regulations: TruView complies fully with all federal, state, and local laws and regulations, including the Health Insurance Portability and Accountability Act.

Strong Government Partner: TruView has a proven history of executing and delivering complex investigative and risk-based intelligence services programs for wide-ranging government-sector clients, including City of Phoenix, New York State Comptroller, City of Los Angeles, NY Metropolitan Transportation Authority, Florida Department of Highway Safety, City of Seattle, and New York Power Authority.

Established in 2005, TruView is a Service-Disabled Veteran-Owned Business that performs background screening and investigative services to nearly 1,000 client partners throughout the United States. For information on how we can assist you in providing safer, more secure workplaces, please contact: Nicholas M. Auletta, President, TruView BSI, LLC; 516.289.0273; nmauletta@truviewbsi.com.

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