Vaccine Equity Bright Spot Briefing: Breaking Down Access Barriers

Wednesday, April 21, 2021 | 10-11 AM PT/1-2 PM ET
The Vaccine Equity Cooperative

A collaboration to build vaccine confidence and support the rebuilding of community trust to address long-term health inequities and prepare for future crises.

- **Democratizing information, research and data**: Interactive vaccine info hub for community-based workforces/caregivers launching early May
- **Convening, collaborating and improvement**: Convene key national and local players; co-launching a Philanthropic Action Network with the Rockefeller Foundation
- **Advocating and capacity building locally**: Enable better uptake and building foundation for future crises.

Learn more and join us: [https://healthleadsusa.org/equitable-vaccine-distribution-project/](https://healthleadsusa.org/equitable-vaccine-distribution-project/)
Panelists

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Healthcare Network

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Saving Lives: Getting COVID Vaccines to Those Who Really Need Them

April 2021

Lauren Smith, MD, MPH
Chief Health Equity and Strategy Officer
CDC Foundation
Current vaccination data, as of April 20

<table>
<thead>
<tr>
<th>People Vaccinated</th>
<th>At Least One Dose</th>
<th>Fully Vaccinated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>133,266,995</td>
<td>86,223,506</td>
</tr>
<tr>
<td>% of Total Population</td>
<td>40.1%</td>
<td>26%</td>
</tr>
<tr>
<td>Population ≥ 18 Years of Age</td>
<td>131,891,158</td>
<td>85,905,969</td>
</tr>
<tr>
<td>% of Population ≥ 18 Years of Age</td>
<td>51.1%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Population ≥ 65 Years of Age</td>
<td>43,935,122</td>
<td>35,630,188</td>
</tr>
<tr>
<td>% of Population ≥ 65 Years of Age</td>
<td>80.3%</td>
<td>65.1%</td>
</tr>
</tbody>
</table>

Learn more about the distribution of vaccines.

About these data

CDC | Data as of: April 20, 2021 6:00am ET. Posted: Tuesday, April 20, 2021 7:05 PM ET
Race/Ethnicity of Fully Vaccinated People

- Data from > 86.2 M people who are fully vaccinated
- Race/ethnicity was available for only 58% or 49.9 M people

Pattern and Intensity of COVID Impact is Predictable

COVID-19 7-Day Death Rate per 100,000 Population in United States, by County Social Vulnerability Index Value

Social Vulnerability Index

**Socioeconomic Status**
- Less than poverty line
- Income
- Unemployment
- Less than high school education

**Household Composition**
- Single parent
- 64 yrs and older
- 17 yrs and younger
- 5 yrs and older w/ disability

**Housing/Transportation**
- Multifamily unit
- Mobile home
- Crowding
- Group quarters
- No car

**Race, Ethnicity, Language**
- Minority
- Limited English proficiency

How Inequity Gets Built Into America’s Vaccination System

People eligible for the coronavirus vaccine tell us they are running up against barriers that are designed into the very systems meant to serve those most at risk of dying of the disease. We plan to continue tracking these roadblocks.

by Maryam Jameel and Caroline Chen
March 1, 5 a.m. EST

In many regions of the U.S., it’s much more difficult to schedule a vaccine appointment if you do not have access to the internet. In some areas, drive-through vaccinations are the only option, excluding those who do not have cars or someone who can give them a ride. In other places, people who do not speak English are having trouble getting information from government hotlines and websites. One state is even flat-out refusing to allow undocumented workers with high-risk jobs to get prioritized for vaccination.
CDC Foundation roles & activities

- Convener
- Connector
- Influencer & Thought Leader
- Grantmaker/Program Implementer
- Narrative builder
- Catalyst & Activator

(CDC Foundation logo)
CDC Foundation Equity Principles

1. Commit to authentic **community inclusion** and engagement

2. Center understanding and **reckoning with historic and current systemic racism**

3. Promote of the **building blocks of health** – “vital community conditions”

4. Catalyze **cross-sector collaboration** for impact

5. Focus on **changing inequitable systems** and underlying structures

6. Harness **learning for maximum impact**
CDC Foundation seeks to build the capacity of CBOs to promote healthy & resilient communities

- CBOs have **deep and trusted connections** with community members and focus on conditions outside of public health and health care that are critical to overall wellbeing
- CBOs, especially those lead by and focused on people of color need **resources, infrastructure investments and information** to sustain engagement and partner effectively
How does CDC Foundation do this?

- **Building capacity and resiliency** through infrastructure grants to support training, operations, leadership, community advocacy.

- **Supporting development of sustained, inclusive partnerships** between local/state public health and historically marginalized populations.

- **Support direct-service CBOs to partner with advocacy, policy & organizing groups focused on systems change** to help constituents identify and participate in crafting solutions.

- **Galvanize support for CBOs** and persuasively convey the role they play in community wellbeing.
Recent RFP specifically focused on CBOs

- Support for **100 CBOs** across the country
- **$50,000 -100,000**
- Due date: **May 3, 2021**
- Grant period: **June 1, 2021 – April 14, 2022**

https://www.cdcfoundation.org/request-for-proposals
Tools and resources

- Posters
- Plain language fact sheets
- Drop-in articles/blogs
- “I got my COVID-19 vaccine!” button design
- Social media content and graphics
- Videos
What Older Adults Need to Know about COVID-19

Vaccines

The risk of severe illness from COVID-19 increases with age. This is why CDC recommends that adults 65 years and older are one of the first groups to receive COVID-19 vaccines. Getting a COVID-19 vaccine is an important step to help prevent getting sick from COVID-19. That said, it might take time before enough vaccines are made for everyone who wants to be vaccinated.

Tips for how to get a COVID-19 vaccine

- Contact your state or local health department for more information.
- Ask a family member or friend to help with scheduling an appointment.
- Ask your doctor, pharmacist, or community health center if they plan to provide vaccines and ask them to let you know when vaccines are available.

How Do I Get a Vaccine?

Search vaccine providers near you

OR

Check your state or territory’s health department

COVID-19

Health Equity Considerations and Racial and Ethnic Minority Groups

Long-standing systemic health and social inequalities have put many people from racial and ethnic minority groups at increased risk of getting sick and dying from COVID-19. This term “racial and ethnic minority groups” includes people of color with a wide variety of backgrounds and experiences. But some experiences are common to many people within these groups, and social determinants of health have historically prevented them from having fair opportunities for economic, physical, and emotional health.

Consideraciones para comunidades de fe

La cantidad de casos de COVID-19 es extremadamente alta. Evite asistir a congregaciones

Los CDC ofrecen las siguientes consideraciones generales para ayudar a las comunidades de fe a disminuir el riesgo de propagación del COVID-19:
In a real sense, all life is interrelated.

All men are caught in an inescapable network of mutuality, tied in a single garment of destiny.

Whatever affects one directly, affects all indirectly.

- Martin Luther King, Jr.
  
  *Letter from the Birmingham Jail*
Advancing Health Equity through Vaccination Systems in Immokalee, Florida

Healthcare Network
Partners In Health
April 21, 2021
Inequity stems from a history of **exploitation** in the **agricultural industry**, which was built on **slavery**. Disproportionately impacted by COVID-19.

**Crowded** living conditions enhance transmission.

Many individuals face **eviction** & **food insecurity** after missing work when sick.

Limited access to healthcare → **poor health outcomes**.

Residents face significant **barriers** to **vaccination**.

**Online** registration systems

Vaccine events hosted during work days

Lack of **transportation** to vaccine events

Lack of socially and linguistically accessible information

Vaccine inaccessibility should not be interpreted as vaccine hesitancy
Collier County DOH required individuals to **register** for **appointments** on Eventbrite for the 1st Immokalee vaccination event.

- Website in **English only**.
- Requires **technology + internet** access.
- Registration opens at **9 AM** during the work week.
Getting to the Last Mile by Augmenting Agency

- In Immokalee, last mile = “vulnerability,” not only distance
- Health Promoters serve as bridges between the healthcare system and the community
  - Recruited from the community and understand the social and structural context, which is important for building trust
- Serve as navigators to link individuals to social & clinical resources
- Facilitate conscientization: raise awareness of underlying structural causes of health inequities by engaging in conversations with each other and community
Building Equitable Vaccination Distribution Systems: Appointment-Based Approach

Health Promoters and partners identify eligible Immokalee residents interested in being vaccinated through visits to households, churches, radio, etc.

Health Promoters help call patients directly and schedule them for appointments with reminders. Visit households of patients with no phone number or no answer.

Health Promoters accompany patients throughout the vaccination events to build trust by providing socially, linguistically, and culturally accessible information.
Building Equitable Vaccination Distribution Systems: Walk-Up Approach

Health Promoters promote walk-up vaccination events to the community in advance.

Community partners host events in easy-to-reach locations at convenient times. No appointments or documentation necessary.

Health Promoters accompany community members through the vaccination process.
Building Equitable Vaccination Distribution Systems: Walk-Up and Appointment Hybrid Approach

HCN/CIW call Growers to schedule mass appointments for farm workers and packing house workers.

Growers transport workers by bus to the vaccination event.

HCN, CIW, and PIH help with additional paperwork and registration before vaccinations are administered.
Vaccination & Social Support: Going the “Extra Mile” to reach vulnerable individuals

Health Promoters help physically transport patients to vaccination sites.

While canvassing to register people for vaccination and during vaccination events, Health Promoters identify people with resource needs and connect to clinical care and social support.

Next Steps: Convert mobile testing unit to mobile vaccination unit to bring services to the community.
Leveraging 211 & Community Information Exchange for Vaccine Information & Access

Camey Christenson, MSW
Chief Business Development Officer
• Free, 24/7 service, 3-digit dialing code
• Access to community, health, social and disaster services
• Tailored programs take the client beyond just a referral—movement towards Navigation

• An ecosystem of partners that fosters collaboration across multi-disciplinary networks
• Connections to 104+ organizations through direct system access or data integration between systems
• Helps communities move from reactive system to proactive, person-centered system of care
COVID-19 Response

In partnership with the County of San Diego HHSA, 211 San Diego is providing support with:

• Navigation of COVID-19 related information: symptoms, how it spreads, Public Health Orders

• Navigation and connection to community, health and social services (CIE)

• Testing site and appointment support, outreach, results

• Vaccination appointment support for those without access to the internet or someone to help them.
  – Phases and Eligibility
  – Awareness of vaccination availability and sites
  – Navigation and advocacy with vaccination completion (2 doses)
  – Vaccine Triage Team (CIE)
  – Trend Reporting
Scheduling barriers included:

**Supply**
- Availability for first and second dose appointments
- 2nd Dose Online Form

**Location**
- Sites in communities with most need

**Appointment access, verification, rescheduling**
- Requirements of email and phone number
- Social Security #s

**Accessibility**
- Homebound Individuals
- Those without computers or Internet
- Language barriers
- Ability to check appointment availability
- Transportation assistance
- Set-aside appointments
In March, 40% of all client’s needs were for health care, representing the top most common need surpassing housing for the fourth month in a row. While the demand for health screening/diagnostics (e.g., COVID-19 testing) represented the top health care need between November and January, Specialized Treatment and Prevention, which includes vaccinations, continues to increase accounting for 66% of health care needs in March.

Compared to the overall population of callers, those in need of health care assistance are older (75% are 50 or older with health care needs, compared to 62% of overall clients), more likely to be Hispanic/Latino (66% with Health Care needs, compared to 48% overall population), and less likely to be African American (8% with Health Care needs, compared to 14% overall population).
211 SD Vaccine Surge

COUNTY T3: TESTING, TRACING, AND TREATMENT
June 12, 2020 - April 18, 2021

410,788 seeking assistance with COVID-19 related needs

COVlD-19 ASSISTANCE TRENDS

Total Callers Seeking Assistance with COVID-19 Testing, Vaccines and Health-Related Needs
This graph represents all callers selecting the COVID-19 automated assistance menu (VRE)

COUNTY T3: TESTING, TRACING, AND TREATMENT
November 9, 2020 - April 18, 2021

61,298 need help finding a testing location
35,405 need help with test results
118,458 calling for COVID-19 vaccine information

COVlD-19 ASSISTANCE TRENDS

Callers Seeking Assistance with COVID-19 Related Needs by Reason for Calling: New Test, Test Results and Vaccines
This graph represents the reason for calling indicated by callers in the COVID-19 automated assistance menu (VRE)
211SD Vaccine Call Trends
211SD Vaccine Call Trends – Triage Team/Set Asides

COVID-19 VACCINE APPOINTMENT ASSISTANCE TRENDS: VACCINE TRIAGE TEAM AND SET-ASIDE APPOINTMENTS

Clients in need of Vaccine Triage Team Support (Total: 3,166)

Vaccine Triage Team Support: Type Needed (Data shown for past week)

<table>
<thead>
<tr>
<th>Type</th>
<th>1/22</th>
<th>1/23</th>
<th>1/24</th>
<th>1/25</th>
<th>1/26</th>
<th>1/27</th>
<th>1/28</th>
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<tbody>
<tr>
<td>Homebound Senior Follow-Up</td>
<td>19</td>
<td>20</td>
<td>14</td>
<td>7</td>
<td>7</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Needs Transportation to Appointment</td>
<td>12</td>
<td>2</td>
<td>7</td>
<td>5</td>
<td>2</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Second Dose Follow Up</td>
<td>24</td>
<td>14</td>
<td>15</td>
<td>9</td>
<td>9</td>
<td>8</td>
<td>6</td>
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<tr>
<td>No Required Info</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

YTD Total

- Homebound Senior Follow-Up: 1,009
- Needs Transportation to Appointment: 1,574
- Second Dose Follow Up: 1,852
- Total: 4,635

Utilization of Set-Aside Appointments (Total: 4,044)

Notes: Automated assistance (IVR) for clients calling for COVID-19 vaccine information began on 1/7/2021. Beginning on 1/22, eligible clients were given the option to route to 2-1-1 agents for assistance with scheduling vaccination appointments. Client demographic and vaccine scheduling assistance detail data is only available for clients who connected with a 2-1-1 agent starting on 1/22. Additional questions are continuously being added and modified; therefore, certain data is only available on or after the dates they were added.

Source: 2-1-1 San Diego/Community Information Exchange Information Systems | Page 7 | Data last refreshed: April 18, 2021 at 11:59 pm | Report Published: April 19, 2021
Vaccine Appointment Barriers

Application requirements can place unintended barriers for individuals trying to schedule a vaccine appointment. Among eligible callers, 61% were not able to schedule an appointment, with up to a third lacking a requirement needed to schedule an appointment at some sites.

Among those that weren’t able to schedule an appointment:
- About 1 in 3 did not have an email
- About 1 in 7 did not have a cell phone
- About 1 in 11 did not have a Social Security Number

Communities most impacted by these requirements are more concentrated in parts of East County, South Bay and near the Border, as well as North County near Carlsbad, Oceanside and Escondido.

Note: Data from 1/22 to 4/18. Maps exclude zip code areas with less than 30 individual responses.
Progress

Latest Vaccination Progress Updates from San Diego County

- More than 821,000 County residents, or 30.6% of San Diegans 16 and older, are fully immunized.

- More than 1.29 million County residents have received at least one shot of the two-dose vaccine. That's 48.1% of those eligible.

- The goal is to fully vaccinate 75% of San Diego County residents 16 and older, or 2,017,011 people. To date, 64.1% of the goal population has received at least one vaccine and 40.7% are fully vaccinated.

Cumulative | 1/22/2021 to 4/18/2021:

*1/22 marks 211's launch date of vaccination appointment support

- 83,945 were answered with a 1 minute and 4 second average wait time
  - English: 69,660 answered, 1 minute and 7 second average wait time
  - Spanish: 14,288 answered, 51 second average wait time
- 9,072 appointments were made, which was about 13% of the vaccine calls
- 1,809 clients indicated they were a homebound San Diegan and were placed on the interest list
Recommendations

• Data: Collect, Monitor and Share Data (loudly)
• Leverage Existing Infrastructure, Providers, and Partnerships (Trusted Networks)
• Set Aside Appointments for target populations
• No Appointment Sites
• Population-friendly sites (senior,)
• Electronic Workaround (emails/cell #s)
• Confidential / Anonymous Answers
• Streamline Appointment-Setting softwares
• Transportation (signage)
• Transparency
• Be Nimble
THANK YOU

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Learn more about our panelists!

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