



# Feedback from Jurisdictional Listening Sessions: Strategies for Reaching Populations with Limited Access to COVID-19 Vaccines

One of the seven goals of the National Strategy for the COVID-19 Response and Pandemic Preparedness is to protect groups at higher risk for COVID-19 and advance health equity: <https://www.whitehouse.gov/wp-content/uploads/2021/01/National-Strategy-for-the-COVID-19-Response-and-Pandemic-Preparedness.pdf>. This document outlines practices that were reported during jurisdictional listening sessions conducted in February and March 2021 with the Centers for Disease Control and Prevention’s (CDC) Vaccine Task Force. These listening sessions focused on how to leverage relationships with existing systems to reach populations who might need help accessing COVID-19 vaccination. The strategies outlined in this document are not formal recommendations from CDC but strategies used by jurisdictions to schedule appointments, arrange transportation, vaccinate caregivers, address vaccine hesitancy, identify people who are homebound, and reach people who are homebound for in-home vaccination. Strategies reported by jurisdictions are listed as broad considerations so jurisdictions can consider adaptations that could work in their communities. Contact CDC at [eoevent417@cdc.gov](mailto:eoevent417@cdc.gov) for more information.

## Scheduling COVID-19 vaccination appointments for people who need help accessing vaccination

Existing System	Strategies Reported by Jurisdictions
Case managers	Have case managers contact people who receive disability or social services and help them register for vaccination appointments.
Community organizations	Work with organizations that already provide services within the community to assist with scheduling vaccination appointments, such as community centers and adult day centers.
Dedicated call-lines	Establish a dedicated call-line for people or their caregivers to call if they need help scheduling a vaccination appointment.
Faith-based organizations	Work with faith-based leaders to help schedule vaccination appointments for people in their congregations.
Medicaid/Medicare	Work with Medicaid/Medicare and state aging, behavioral health, and developmental disabilities offices to help schedule a vaccination appointment for anyone receiving their services.
Pharmacies	Develop partnerships with pharmacies that can schedule vaccination appointments for older adults, people with disabilities, and others who need help accessing vaccination.
Residential facilities	Coordinate with health departments or other providers to register anyone living in a residential facility for focused vaccination events.



[www.cdc.gov/coronavirus/vaccines](http://www.cdc.gov/coronavirus/vaccines)

**Arranging transportation to a COVID-19 vaccination appointment for people who need help accessing vaccination services**

Existing System	Strategies Reported by Jurisdictions
Case managers	Discuss ways to allow caregiver reimbursement for transporting people with disabilities to vaccination appointments.
Community organizations	Work with organizations that already provide accessible transportation to take people to vaccination appointments.
Department of Transportation	Work with the Department of Transportation to offer free public transportation to vaccination sites.
Faith-based organizations	Partner with faith-based leaders to arrange transportation for people in their congregations to vaccination sites.
Medicaid/Medicare	Remind eligible recipients about the non-emergency medical transportation benefit to arrange transportation to a vaccination appointment.
Non-emergency services	Partner with non-emergency medical units to provide accessible transportation to vaccination sites.
Personal transport companies	Connect with personal transport companies to develop a program to transport people in wheelchairs to vaccination sites.
Ride-share services	Collaborate with ride-share services to transport people who might need help accessing vaccination sites.

**Vaccinating paid and unpaid caregivers, including family members, who care for older adults and people with disabilities**

Existing System	Strategies Reported by Jurisdictions
In-home vaccination	Consider vaccinating family members and other caregivers at the same time when vaccinating people who are homebound or isolated.
Vaccination events	Partner with providers to host focused vaccination events conveniently located for people who might need help accessing vaccination and their paid and unpaid caregivers.
Vaccination plans	Consider approaches to facilitate vaccinations of paid and unpaid caregivers who care for older adults and people with disabilities in jurisdictional plans.
Vaccination waivers	Offer state authorized vaccination waivers for providers to be able to vaccinate caregivers at the same time they vaccinate older adults and people with disabilities.

**Addressing COVID-19 vaccine hesitancy among people who need help accessing vaccination**

Existing System	Strategies Reported by Jurisdictions
Community town halls	Schedule community town halls to present COVID-19 vaccine information and respond to community questions and concerns.
Faith-based leaders	Ask faith-based leaders to discuss COVID-19 vaccination with their congregations, including importance, safety, and efficacy.
Healthcare providers	Provide healthcare providers with accessible resources to help encourage dialogue with patients about COVID-19 vaccination.
Peer-to-peer messages	Engage people who might need help accessing vaccination and their caregivers to share their COVID-19 vaccination experience with peers in the community.
Vaccine ambassadors	Recruit vaccine ambassadors who are trusted messengers to advocate for COVID-19 vaccination in the local community.

**Identifying people who are homebound or isolated for COVID-19 vaccination**

Existing System	Strategies Reported by Jurisdictions
Aging/disability service agencies	Work with local Area Agencies on Aging and Centers for Independent Living to identify people who are homebound.
Community organizations	Solicit Meals on Wheels and other organizations to work with local health departments to help identify people who are homebound.
Faith-based organizations	Work with leaders within faith-based organizations to identify people who are homebound within their congregations.
Medicaid/Medicare	Work with Medicaid/Medicare and state aging, behavioral health, and developmental disabilities offices to identify clients who need nursing home level of care, but who are living in the community.
Self-identification	Establish a dedicated call-line for people or their caregivers who identify as homebound if they need to schedule in-home vaccination.

**Reaching people who are homebound or isolated in order to provide COVID-19 vaccination**

Existing System	Strategies Reported by Jurisdictions
Community organizations	Work with home visiting programs and social or other health services to develop a plan to vaccinate people they serve.
Emergency medical services	Partner with the fire departments and other emergency units to facilitate in-home vaccination of people who are homebound or isolated.
Health providers and systems	Solicit independent providers and health systems to provide in-home vaccination services. Find ways to reimburse these providers.
Medicaid/Medicare	Utilize Medicaid/Medicare visiting home providers to assist with in-home vaccination.
Mobile units and strike teams	Secure mobile units or work with the national guard and in-home infusion companies to provide in-home vaccination to people who are homebound or isolated.

**CDC COVID-19 Resources that can be of assistance to state health officials:**

**Resources for vaccinating people who might have challenges with access**

Vaccine-Related Resources

- [Vaccine Considerations for People with Disabilities](#)
- [Clinical Considerations: Vaccinating Older Adults and People with Disabilities](#)
- [Clinical Considerations: Vaccinating homebound persons](#)

Guidance and Planning Documents

- [Guidance for Direct Service Providers for People with Disabilities](#)
- [Guidance for Vaccinating Older Adults and People with Disabilities](#)

Web Resources

- [People with Certain Medical Conditions](#)
- [American Sign Language \(ASL\) Video Series](#)
- [Easy to Read COVID-19 Materials](#)