

VACCINE/BOOSTER ACCESS

- technology barrier for many seniors to sign up online for vaccine/booster
- this requires a lot of extra staff time to assist with outreach and scheduling

“Appointment on-line scheduling and language are big barriers. For those who know about in-person events they come out, but many don’t know.”

--Winnie Yu, Self-Help for the Elderly

“We created a hotline connected to our phone system, but now we’re averaging more than 25 calls an hour – we had to onboard 3 additional people to call people back and help them self-register.”

--Felisia Thibodeaux, Southwest Community Corp @ IT Bookman Senior Center

“We try to reach as many participants as possible; all the seniors still living in loneliness, not able to come to the center, not able to connect to the internet. We remind them during wellness calls about the booster shot. Once we hear what the issue is, we can provide information and education.”

--Aurora Alvarado, Mission Neighborhood Centers

“We need additional resources: more people to help connect our seniors to what they need. The challenge will look different for different people. Some don’t have the technology to schedule; others don’t have the transportation to get to the appointment.”

--Michelle Lopez, On Lok 30th Street

“We were known for the walk-ins; however, it was a transition as well to put everything online. The way we are trying to approach that is to assist them as they walk-in; we try to make the appointment for them.”

--Joyce Cheng, Chinese Community Health Resource Center

MESSAGING ABOUT BOOSTERS

- challenging to get message out about boosters and why they are important
- there is still a lot of mis-information to combat, and a lot of outreach to be done

“We had a booster education session – only had 5 people arrive. Its beyond sending an email blast. Its phone calls, its flyers.”

--Michelle Lopez, On Lok 30th Street

“[some people say:] I already received two, I’m complete, I don’t need another one. A lot of misinformation. This is a time to educate our people. Its been a challenge.”

--Aurora Alvarado, Mission Neighborhood Centers

“Whole notion of boosters brings about the hesitancy about the initial vaccination...because it appears that there are so many shots, it makes people question further the efficacy of the shot.”

--Felisia Thibodeaux, Southwest Community Corp @ IT Bookman Senior Center

“Some apathy in the community among those still not vaccinated – variant [and news about breakthrough infections] now reinforcing lack of faith that vaccines are really working.”

--Winnie Yu, Self-Help for the Elderly

“A lot of the community engagement work is focused on finding the best way to deliver this message. Who is an influential change agent, what is it [the message], and when is it, and how [is it best delivered]?”

--Joyce Cheng, Chinese Community Health Resource Center