

STOP COVID CA-SF Practice and Policy Brief #1

Barriers and Facilitators to Equitable Vaccine Access

Between January and March 2021, UCSF researchers and Community Partners collaborating on the STOP COVID-19 CA program conducted focus groups and interviews with more than 75 Black/African American, Chicanx/Latinx/Indigena, and Chinese American community members in the San Francisco area to explore their perspectives about COVID-19 vaccination.

BARRIERS

Eligibility

- Difficulty navigating eligibility websites.
- Immigrants often assume they are ineligible.



"I think that's a big fear in my community about just access to finding, understanding how to actually make that appointment for the vaccine."

Logistical Access to Vax Sites

- Limited access to transportation.
- Limited appointment hours for low-wage workers.
- Safety concerns using public transportation.



"And I also know that some people are kind of homebound in the community and fear around not even having help or access to get to a vaccine site."

Health System Literacy

- System requires high-speed internet and general technological literacy
- Difficulties accessing appointments via local eligibility platform



"Truthfully, we went to a clinic in Berkeley and it was closed. Supposedly, one calls, because we're told we must, but no one answers. And honestly, it makes one more desperate."

RECOMMENDATIONS

Vaccine Allocation to CBOs

Allocate vaccines to community and faith-based organizations within impacted communities, staffed by trusted community leaders and workers.

Outreach

Conduct **door to door outreach** to assist with decision-making and scheduling; vaccinate in household for homebound.

Scheduling

Staff **multi-lingual phone hotlines**, hold **evening vaccine sessions**, and reserve slots for **drop-ins**.

Multi-lingual Vaccine Navigators

Train and deploy **multi-lingual vaccine navigators** for door-to-door outreach, direct calls, and vaccination site assistance.

Transportation

Provide **free transportation** to and from sites, including wheelchair accessible vehicles.

