



Senior Vaccination Project

San Bernardino County Area Agency on Aging (PSA 20) is pleased to announce the implementation of the San Bernardino County Senior Vaccination Project, a multi-pronged approach to increase access to the COVID-19 vaccine to older adults throughout the county. Immediately upon the State including adults age 65 and older in Tier I eligibility, San Bernardino County leadership engaged the Department of Aging and Adult Services – Public Guardian to play an integral role in developing a plan to prioritize senior vaccinations. With approval of the County Board of Supervisors and Chief Executive Office and through a strong collaboration between multiple agencies and departments, San Bernardino County has successfully cultivated a robust plan designed to expand access to the vaccine for seniors age 65 and older in all regions, with emphasis on reaching underserved, rural and mountain communities.

In response to California Governor Gavin Newsom's announcement in December 2020 regarding the State's COVID-19 Distribution Plan, the County began developing and implementing strategies to ensure expeditious and equitable allocation and administration of the vaccine. As the designated Area Agency on Aging (AAA) for the county, the Department of Aging and Adult Services – Public Guardian (DAAS-PG) has played an integral role in providing the County with the expertise and knowledge in developing a robust vaccination plan for the older adult population.

The vaccination plan is divided into several phases:

- Phase I(a) – One day vaccination sites throughout the county (operational).
- Phase I(b) – “Pop-up” clinics utilizing mobile units (operational).
- Phase II – In-home vaccinations for homebound seniors (coming soon).

Vaccination Plan - Phases

Phase I(a) of the Senior Vaccination Project mobilizes one-day vaccination clinics at sites throughout the county. Successfully launched on February 18, 2021, Phase I(a) provides 500-600 first dose vaccinations per week at twenty-five (25) clinic sites over a five-week period. Vaccination clinics are conveniently located within core community buildings, including community and senior centers, Elderly Nutrition Program sites, city civic centers and local schools. Clinics focus on inviting qualifying older adults, served by the AAA and local community-based partners, to participate in smaller-scale clinics located directly within their community. Scheduled Monday through Friday, these senior vaccination clinics provide 100-200 vaccinations per event, scheduled in a different Supervisorial District each day; Saturday clinics are also available in various areas of the county. Individuals receive their second dose appointment during the observation period immediately following administration of the vaccine.

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Launching on February 26, 2021, Phase I(b) will incorporate “pop-up” clinics throughout the County. Pop-up clinics introduce the use of the County’s Mobile Units, fully equipped transport van clinics. Introducing “pop-up” clinics provide another avenue in which the County will increase access to vaccines to seniors in underserved areas in an efficient and expeditious manner.

In Phase II, in final development, the County will provide in-home vaccinations to homebound residents unable to access the vaccine through a clinic-based approach. Approximately 2,000 homebound clients, age 65 and older, throughout the County of San Bernardino, identified by the Department, will have access to receive the COVID-19 vaccine in the safety of their home. The County anticipates the launch of Phase II in March.

PSA 20 Assists with Registrations and Clinic Operations

Recognizing that seniors may have difficulties in accessing and registering for vaccine appointments, the Department of Aging and Adult Services-Public Guardian has taken the lead in connecting with older adult residents and registering them for these events. With over 65,000 older adults served across all of its programs, the Department is reaching out to clients to offer appointments in their area and registering them through the vaccination appointment system. This enables eligible seniors to secure appointments telephonically in a quick and seamless process. During the registration process, staff identify any needed accommodations, such as transportation, translation and other services, ensuring the Department is able to provide resources to address client needs during vaccination clinic events.

Vaccination events in Phase I(a) and I(b) are staffed by members from various County departments, including Aging and Adult Services-Public Guardian. Employees serve in various roles, including check-in, second-dose registration and providing linkage to additional resources and information. The Department staff works in concert with members from various County departments, including but not limited to, Public Health, Office of Emergency Services, Behavioral Health and a team of State-deployed SnapNurses, to ensure older adults receive the vaccine in a socially distanced, healthy and safe environment with minimal wait time. The seamless collaboration and partnership of the diverse disciplines among these various agencies is a true testament to teamwork and the County’s commitment to expanding services to the most vulnerable population in our communities.

Conclusion

Through hard work, innovation and commitment, many County agencies and departments continue to collaborate to expand and improve access to critical services to eradicate COVID-19. Each of the Phase I(a) events completed to date have been extremely successful and well-received by the community. Individuals who have received the vaccine during Phase I(a) clinics have overwhelmingly expressed sincere gratitude and appreciation for vaccination events coming to them, in the community where they live.

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Senior-focused events have garnered the attention of multiple media outlets and has generated ongoing increased interest from additional community partners requesting to host future events. The exciting and successful implementation of the Senior Vaccination Project is an exemplary example of the County's dedication to excellence in providing person-centered customer service. The Senior Vaccine Project is a testament to developing innovative solutions to overcoming barriers in expanding our reach in serving the most vulnerable individuals in our communities.

The successful launch and continued expansion of this project is made possible by the partnership between the San Bernardino County Administrative Office, Departments of Aging and Adult Services – Public Guardian, Behavioral Health, Public Health, the Office of Emergency Services, other County partners and the steadfast support of the County's Board of Supervisors, Chief Executive Officer and Assistant Executive Officer.

Several examples of initial media coverage and a letter of appreciation received from the inaugural event follow below:

- [Channel 4 NBC News](#)
- [San Bernardino Sun](#)
- [Victorville Daily Press](#)
- [Crest Forest Senior Citizen Club](#)

February 22, 2021

Ms. Sharon Nevins
Director of Aging & Adult Services and Publican Guardian
784 East Hospitality Lane
San Bernardino, CA 92415

Dear Sharon,

It is with a very joyful heart that I write this letter to you in thanks for the outstanding work your staff has done in support of the Crest Forest Senior Citizens' Club's Senior Nutrition Luncheon Program and for bringing up the teams for dispensing the Covid-19 vaccine last Thursday.

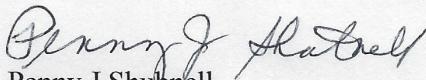
There were several departments who came up to assist including: DAAS, Public Health, Public Guardian, OES, the local Citizens on Patrol and many nurses. The organization of this team was nothing short of stellar. Under the management of Jennifer Edge-Ballantine and Claudia Harris any and all little challenges that came up during the day, were handled in a most expeditious manner and very professionally.

For a pilot program, you should feel very proud of your team and their coordination efforts. We are very grateful to have been selected as the SNL pilot for the County Nutrition sites. I believe the final count was 142 vaccines administered. Second appointments were made before the seniors left the building. All seemed to run so smoothly.

The comments and kudos came afterwards from the seniors. The praise I heard from so many were all stating how well the operation was run and how kind and courteous the staff were to all the seniors. I honestly did not hear one negative remark from anyone. In our opinion this was a well-run event which I am sure took many weeks to plan.

Please pass on my thanks and appreciation to all the teams – and I'm sure I missed some – they did an excellent job. Their efforts are reflective of a lot of hard work and coordination.

Sincerely,


Penny J Shubnell
Crest Forest Senior Citizens' Club, Inc.
Senior Nutrition Program Manager
909.553-0324

CFSCC, P. O. Box 0317 ~ Crestline, CA ~ 92325 ~ 909 338-5036 ~ Tax ID 95-3744052