







Community Health Worker and Social Determinants of Health Approach to COVID-19 Vaccination

## ALIGNMENT WITH NATIONAL WORK AND BEST PRACTICE





"Community-based organizations have been a pivotal piece of the COVID-19 response effort by providing social support to families in need (food, housing, and legal support, etc.), addressing barriers to accessing quality care (through Medicaid enrollment and community health worker services), and providing vaccine educational material through culturally competent outreach. More recently, these organizations have successfully led community outreach and engagement strategies to increase vaccine acceptance and access."

Access, Data, Power, and Resources: A Roadmap to Health Equity
National Association of CHWs, Vaccine Equity Cooperative, Partners in
Health, Social Current and Health Leads, January 2022



## **BACKGROUND**





- Initiative funded by Erie County
   Department of Health beginning June
   '21
- Working in and with neighborhoods and populations with low vaccination rates
- Community Health Workers central to approach along with focus on partner collaboration



#### **INITIAL STAGES**





- Co-creation of strategy with CHWs and frontline organizations in various social determinants of health, ECDOH, City of Buffalo, Buffalo Public Schools and academics
- Training more CHWs and outreach workers in CHW core competencies, vaccine education and neighborhood outreach



#### OUTCOMES

#### Inputs PARENTS, STUDENTS, & TRUSTED COMMUNITY MEMBERS **FUNDING AND** OTHER RESOURCES CONECT/CHWNB AND CAI/REACH STAFF & TRAINERS COVID-19 RESEARCH

COVID-19
RESEARCH
COLLAB,
ACADEMIA &
HEALTHCARE
CHW
EMPLOYERS
COMMUNITY &
FAITH-BASED

ERIE COUNTY
CITY OF
BUFFALO &
BUFFALO
PUBLIC
SCHOOLS

FRONTLINE

#### Strategies

TRAINING & UTILIZATION OF CHWs & OTHER OUTREACH WORKERS

NEIGHBORHOOD, STREET, DOOR TO DOOR OUTREACH & VACCINATION

COMMUNITY & CULTURALLY RESPONSIVE EDUCATION PROCESS & MATERIALS

PUBLIC HEALTH & PUBLIC EDUCATION ALIGNMENT/ COORDINATION WITH BPS-BASED CLINICS & SERVICES

ADDRESS SOCIAL
DETERMINANTS OF HEALTH

DATA-DRIVEN DECISION MAKING (QUANTITATIVE & QUALATATIVE/CBPR)

COLLABORATIVE COMMUNICATION PLAN

ASSET MAPPING & MOBILIZING ACROSS INSTITUTIONS, ORGANIZATIONS, SECTORS AND SYSTEMS

#### **Sample Outputs**

# OF NEW CHWs TRAINED/ RECERTIFIED

# OF WORKING CHWs & CHW EMPLOYER ORGANIZATIONS

# OF INDIVIDUALS PARTICIPATING IN VACCINE EDUCATION

# OF SUPPORTIVE/SDOH SERVICES PROVIDED

# OF VACCINES ADMINISTERED

# COORDINATED MESSAGES (MEDIA &/OR SOCIAL MEDIA

#### Short & mid-term

DECREASE VACCINE HESITANCY

> INCREASE CONFIDENCE IN VACCINE

INCREASE VACCINE
UPTAKE AMONG
ELIGIBLE
RECIPIENTS

INCREASE UNDERSTANDING OF COVID TRANSMISSION & VARIANTS

INCREASE ACCESSIBILTY OF INFORMATION RE: VACCINES

INCREASE ACCESS
TO VACCINES

#### Long-term

GETTING ALL
POSSIBLE
RECIPIENTS
VACCINATED (12+
YRS)

SCHOOLS FULLY OPEN IN FALL 2021

OF COVID
TRANSMISSION
& INFECTION

SUSTAINABLE COLLABORATION BETWEEN COMMUNITY PARTNERS

SUSTAINABLE CHW WORKFORCE

version 8.5.21

## **IMPLEMENTATION**





- Vaccine clinic as part of a larger community event with other wellness supports
- Pre-event/clinic door-knocking and neighborhood canvassing
- Bringing targeted supports based on community assets and needs (healthy food, housing support, mental health, etc.)



## **IMPLEMENTATION**





- Fall/winter focused on clinics and events in Buffalo Public Schools
- Multiple formats- School day, Saturday, sports events and Parent Center/evening clinics
- Working in "whole school, whole community, whole child" model



























## **SUCCESSES TO DATE**





- 20+ COVID-19 vaccine clinics/community health events were held in vaccine hesitant/historically marginalized communities, with 1000+ individuals receiving a vaccine
- 50+ CHWs/outreach workers were trained on how to talk about vaccination, effective community outreach and engagement, and neighborhood canvassing
- 2000+ contacts were made with community members, parents/caregivers and students providing education and assistance with multiple social determinants of health (bags of produce, mental health peer counseling, housing linkage, etc.)





## BUILDING COMMUNITY HEALTH CAPACITY





- Breaking down siloes between institutions, systems and community to improve communication, coordination and collaboration
- Community empowerment through shared decision making and support for grassroots partners
- Equity focused approach- trauma-informed, culturally and linguistically responsive, working to create access for historically marginalized communities



### **COMMUNICATION IS KEY!**





#### 20+ stories on TV, radio and print media

Getting students vaccinated: high turnout reported for COVID clinic

**WGRZ** 

- Vaccine outreach easier 'when it's somebody that they can relate to'
   The Buffalo News
- <u>Erie County partnering with Buffalo Public Schools to get more people vaccinated against COVID 19</u>

**WGRZ** 

• <u>Erie County, BPS, and health workers partner to combat vaccine hesitancy</u>

Spectrum News

Pop-up clinic brings vaccines to Bennett High School football game
 Spectrum News



Khadijah Hussein, a Community Health Worker, talks with vaccine hesitant patients about the vaccines before and after they may get vaccinated at a Covid-19 vaccine clinic at Lafayette High School in Buffalo on Saturday, Oct. 2, 2021

John Hickey / Buffalo News









### **COMMUNICATION IS KEY!**





- Use of social media and institutional and organizational communication infrastructure (e.g. BPS ability to call/email/text all families)
- "Trusted messengers" having 1:1 and small group interactions in a culturally and linguistic responsive manner
- Positive and affirming narrative offering support and encouraging wellness, health and safety



### **CHALLENGES**





- Volatile and uncertain environment- COVID-19 surges and restrictions, supply chain issues with PPE, vaccines, etc.
- Communication, coordination and collaboration between multiple systems and between institutions/community
- Capacity of both systems and community- staff shortages, CHWs dealing with the same challenges the community is and trauma, burnout, etc.



# PARTNERSHIP IS KEY TO SUCCESS











# FEEDBACK AND NEXT STEPS





**Questions or comments?** 

What lessons did we learn in the past year?

What are your recommendations for how we move forward?

