

# Case Management Techniques

## Hesitancy about Covid-19 Vaccine

Housing Alliance Delaware

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# Vaccine Hesitancy: Definition

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- A term used to describe the range of feelings that patients have about vaccines and the concerns they experience around accepting them.
- WHO Expert Panel Definition<sup>1</sup>:  
“**Delay in acceptance or refusal of vaccines despite availability of vaccination services**” in which “**complacency, convenience and confidence**” play a role.

<sup>1</sup> MacDonald & the SAGE Working Group on Vaccine Hesitancy, 2015

# Making a Plan

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## Start in a staff meeting

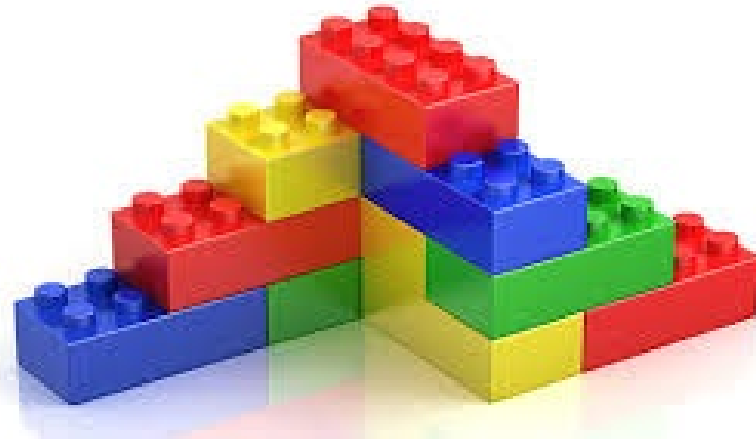
- Help people talk about it – give an update
- Make a plan for roll out
- Help make a plan for tap outs
- Be ready when the opportunity is presented

## People are scared, we are scared

- Know where you stand
- Do you have enough access to information?
- Are you prepared to discuss this with people?

## Remember what we do

- Hope
- Confidence
- Competence



# Hope vs. Complacency

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How will the vaccine make life better for this person?

Why is this important?

We will do this together; we are part of something bigger

We do this to protect ourselves and others – people we care about

Lend our trust and mentor

Talk about what is important to the person

- Remember people have been in crisis their whole lives.
- It affects peoples thinking.
- People need time and information to consider this change
- Start early - now

# Confidence

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Think about  
trusted staff taking  
the vaccine with  
the people you  
serve

# Confidence

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Do you have the information you need to have a conversation?

- It is fine if you can't answer the question, research it together

Will staff and residents/guests/tenants get the shots together?

- People trust you
- Be real about being afraid or worried
- Use outreach or trusted staff that worked before

Threats and consequences do not build confidence.

- In fact, they often make people more set in their ways

Use the tools you have – confidence ruler, decisional balance sheet

- Give it time, start early

What is the goal – it is not the vaccine why is it people don't want to get sick?

- Think about Harm Reduction Techniques

# Consider Mistrust of the Medical Establishment among Communities of Color



## Tuskegee Syphilis Study

- A forty-year study (1932-1972) which recruited African American men in Alabama, offering free healthcare for treatment of “bad blood”. By the Public Health Service and Tuskegee institute
- No informed consent was obtained for any participant.
- 600 men participated: 399 with syphilis and 201 without syphilis
- Penicillin became available and as established treatment for syphilis in 1947.
- No one in the study was offered the treatment.
- About 130 men died from syphilis or its complications; many more suffered.
- At least 40 spouses became infected; 19 children born with congenital syphilis.

# Consider and Discuss

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Treatment of Henrietta Lacks: Nobody asked Henrietta Lacks for consent to use her cells in research in 1951 — and, shockingly, consent is still not always required in the United States today. Those cells are still in use today with, so far, no compensation

Criminal Justice System and reform movements

How does this affect people's decisions



# Flu Shot Poll

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Did you get the flu shot this year?

Why?



# Competence

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## Listen to people's stories about bravery and trust

- How did they decide to come inside? Accept housing, Start a job, Work on reuniting with children

## Reinforce being in control

- Solving the problem together
- It is not over when people refuse

## Talk about justice and advocacy

- Help people to advocate for someone else
- Who is the person people help or care for in your program?

# Convenience

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Do you have a relationship with a medical provider to give the shots on-site?

Will they come to your program or office to give the vaccine? Insure they will come to shelters

- Can you provide info about locating people for the second shot?
- If there are extra shots, can you get some people to a facility

Though not all people have a reactions, how are you prepared for this?

Can you offer incentives for the two-part shots?

- What do people want?
- What is comforting to people, may be sitting at a table with others and talking

# Poll

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Would you take the Covid -19 Vaccine?

Discussion

If yes – why did you decide

If no –what would change your mind



# Support the Staff

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- People are tired and scared.
- Staff have lives that are affected and are still expected to be completely there when at work
- The work is frustrating and often does not follow a path we see so clearly
- Listening is the hardest thing we regularly do and sometimes the scariest
- People need to use their skills and relationship
- They work close in and often need perspective
- Supervision and peer support is essential
  - This is how we will get through this

# Wind up

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Start early and talk vaccine, safety and pre-cautions

- Build confidence
- Be ready

Make the decisions together

- Use the relationship, Use the structure of the program
- Build feelings of Competency

Make it easy and have a relationship with the FQHC

- Provide information and get help
- Honor the way your community gets information and gathers comfort

Hope

- We have respect for peoples concerns
- We will get through this together, we will figure it out together
- We will broaden the circle of trust; we are in this all the way through
- We will give people an opportunity to help people closest to them







# Info on COVID-19 Testing

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- On-site testing available to shelters and congregate programs
- Contact your local CoC to coordinate testing
- If someone tests positive, depending CoC, participant either isolates in shelter or uses a motel room.
- Providers should ensure that participants who test positive have access to the mainstream resources that should be coordinated by their local health department such as food and medical care.
- All test results should be entered into HMIS



# Vaccine Resources

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## HUD Office Hours

[COVID-19 Vaccination-Focused Office Hours for Homeless Assistance Providers](#)

Centers for Disease Control (CDC) COVID Vaccine FAQ  
[COVID-19 Vaccination for People Experiencing Homelessness: Frequently Asked Questions](#)