

Memorandum



CITY OF DALLAS

DATE January 29, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Responses to Questions from the January 25 Special Called City Council Meeting to Discuss COVID-19**

1. What vaccine information is available for residents who do not have internet access or smart phones?

The 24/7 self-service phone number (214) 670-INFO has information in English and Spanish about all City of Dallas COVID-19 resources, including the phone number to register for the Dallas County vaccine waiting list.

COM has also printed bilingual English & Spanish COVID-19 resource cards and rack cards, yard signs, and vehicle decals with the (214) 670-INFO and [DallasCityHall.com/covid19](https://www.dallascityhall.com/covid19) website, and bilingual English/Spanish direct mail pieces which are available for pickup from the City Store.

COM also created [Stay On Guard Dallas](#) PPE for distribution at community events including MCC vaccine registration events in the community.

2. For people who register for the Dallas County vaccine waiting list who do not have an email address or device able to receive text messages, how will their appointments be confirmed?

DFR will robocall eligible registered residents, using the phone number provided during the initial registration, with information on how to schedule appointments at the Kay Bailey Hutchison Convention Center Dallas (KBHCCD). ITS has established a dedicated phone number which will be provided when confirming appointments and managed by trained Customer Service Agents to schedule appointments by phone for any residents unable to receive an email or text message to confirm their COVID-19 vaccine appointment.

3. How have multicultural media and nonprofit partners been engaged to share information about vaccine availability?

COM informed media outlets who participated in Chairman Thomas' Black COVID-19 Task Force meeting Tuesday, Jan. 26, including *Texas Metro News*, *Dallas Examiner*, and *Elite News*, about the resources available for their readers, including video of the Jan. 7 Black COVID forum moderated by Chair Thomas. Additionally, 44 subscribers to COM's Spanish-language updates were invited to La Alianza DFW's Thursday, Jan. 27 Spanish language forum to discuss the COVID-19 vaccine with moderator Councilman Jaime Resendez and panelists from Dallas County, the Mexican Consulate, UT-Southwestern, Los Barrios Unidos, and Catholic Charities, which will be broadcast in Spanish with English subtitles on the City's cable and digital channels and archived on YouTube for on-demand viewing.

The CMO has advised nonprofit community partners of their ability to register their clients, friends, fans and neighbors for the Dallas County vaccine waiting list via [DallasCountyCovid.org](https://www.dallascounty.gov/covid19). OEM

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continues to support MCC community vaccine registration sites with computers and PPE, which COM is posting to [DallasCityHall.com/covid19](https://dallascityhall.com/covid19).

On Wednesday, Jan. 27, OEM and DFR officials also addressed members of the media at the KBHCCD prior to the opening of the drive-thru vaccination site.

4. May 311 be used instead of (214) 670-INFO (4636) for COVID-19 vaccine information?

No. Residents are advised against using 311 for COVID-19 vaccine waiting list registrations. 311 does not have access to Dallas County's vaccine scheduling information or software, though 311 can still assist with reporting suspected Code violations of the Governor's emergency orders limiting public gatherings to reduce the spread of COVID-19. 311's current staff are not equipped to handle or process medical information or County Vaccine waiting list registrations; do not have HIPPA-certified computers for medical information; and, with registrations growing by 25,000 a day, 311 could not equitably manage this process with excellence even with needed hardware and functioning perfectly software – which they lack. For residents needing phone assistance COM and 311 instead recommend the following options:

2-1-1 by phone and 211texas.org operated by Texas Health and Human Services has vaccine information.

Dallas County can also register residents for their vaccine waiting list by phone at (469) 749-9900 Monday through Friday from 8 a.m. to 5 p.m.

Staff at Dallas Public Library locations are available by phone to assist the public in registering for the Dallas County vaccine waiting list. Residents may call (214) 670-1400 Tuesday through Saturday between 10:30 a.m. and 5:30 p.m.

Dallas Park and Recreation Department staff at five service centers will be available by phone beginning February 2, 2021, Tuesday through Thursday from 12 noon to 7 p.m., to assist the public in registering for the Dallas County vaccine waiting list.

- Anita Martinez Recreation Center (214) 670-7773
- Beckley-Saner Recreation Center (214) 670-7595
- Campbell Green Recreation Center (214) 670-6314
- Martin Luther King Jr. Recreation Center (214) 670-8363
- Samuell Grand Recreation Center (214) 670-1383

(214) 670-INFO is built on the 311 system and is entirely automated in Spanish and English. Additionally, specially trained Customer Service Agents will manage calls to the dedicated phone number for questions about vaccine appointment confirmation.

5. How are people being chosen for vaccination?

The City of Dallas will receive names in the Vaccine Priority Group Phase 1A and 1B groups from the Dallas County vaccine registration list that has been prioritized by Parkland Center for Clinical Innovation (PCCI) based on equity criteria, subject to vaccine doses available.

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6. Who is in a Vaccine Priority Phase 1A or 1B Group?

1A First Tier

- Paid and unpaid workers in hospital settings working directly with patients who are positive or at high risk for COVID-19, such as but not limited to:
 - Physicians, nurses, respiratory therapists and other support staff (custodial staff, etc.)
 - Additional clinical staff providing supporting laboratory, pharmacy, diagnostic and/or rehabilitation services.
 - Others having direct contact with patients or infectious materials.
- Long-term care staff working directly with vulnerable residents. Includes:
 - Direct care providers at nursing homes, assisted living facilities, and state supported living centers.
 - Physicians, nurses, personal care assistants, custodial, food service staff
- EMS providers who engage in 9-1-1 emergency services like pre-hospital care and transport
- Home health care workers, including hospice care, who directly interface with vulnerable and high-risk patients.
- Residents of long-term care facilities

1A Second Tier

Staff in outpatient care settings who interact with symptomatic patients, such as but not limited to:

- Physicians, nurses, and other support staff (custodial staff, etc.)
- Clinical staff providing diagnostic, laboratory, and/or rehabilitation services
- Non-9-1-1 transport for routine care
- Healthcare workers in corrections and detention facilities
- Direct care staff in freestanding emergency medical care facilities and urgent care clinics
- Community pharmacy staff who may provide direct services to clients, including vaccination or testing for individuals who may have COVID
- Public health and emergency response staff directly involved in administration of COVID testing and vaccinations
- Last responders who provide mortuary or death services to decedents with COVID-19. Includes:
 - Embalmers and funeral home workers who have direct contact with decedents.
 - Medical examiners and other medical certifiers who have direct contact with decedents.
- School nurses who provide health care to students and teachers

1B

- People 65 years of age and older
- People 16 years of age and older with at least one chronic medical condition that puts them at increased risk for severe illness from the virus that causes COVID-19, such as but not limited to:
 - Cancer
 - Chronic kidney disease
 - COPD (chronic obstructive pulmonary disease)

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- Heart conditions, such as heart failure, coronary artery disease or cardiomyopathies
- Solid organ transplantation
- Obesity and severe obesity (body mass index of 30 kg/m² or higher)
- Pregnancy
- Sickle cell disease
- Type 2 diabetes mellitus

7. What is the process for picking who gets appointments?

Appointments are extremely limited due to low supply of vaccine doses. The City of Dallas is scheduling appointments for the vaccine based on risk criteria determined by the State of Texas and the COVID Vaccine Vulnerability Index and Proximity Index.

- The Vulnerability Index calculates priority based on age, area deprivation, chronic medical conditions, and other dynamic factors.
- The Proximity Index calculates based on geographic proximity to positive COVID cases adjusted for density and radius.

8. What is the appointment scheduling process?

The City of Dallas has a process for scheduling a vaccination appointment for members of the public registered with our contract health authority, Dallas County.

- **Please do not come to a vaccination site without a confirmed appointment.**
- Once vaccines become available, eligible recipients will be contacted via email, text message, and/or robocall to schedule an appointment to receive the vaccine.
- The City of Dallas will send confirmed vaccine recipients a link to schedule an appointment through the Blockit application for scheduling. Blockit is web-based and mobile-friendly allowing scheduling using a computer, tablet, or cell phone. For those who did not register with an email address or unable to receive text messages, DFR will robocall.
- Approximately 186 vaccinations will be administered per hour while supplies last.
- As the City receives more doses of vaccine, more dates and times will be added to the scheduling process.

9. What is the process for being vaccinated?

This is how the process should flow for people with confirmed appointments.

- If selected based on vaccine availability, residents will receive a robocall, email and text notification from the City of Dallas' Vesta notification system advising of eligibility to schedule an appointment to receive available vaccine. The message will include a link to the Blockit scheduling application. Residents who did not register with an email address or device able to receive text messages can schedule by phone.
- Once in the Blockit application, a series of questions are required to confirm an appointment. Insurance is not required and vaccines are free; if the app asks it may be skipped or residents may respond "No insurance"
- Upon completion, the Blockit app will send a link to the City of Dallas COVID-19 Landing Page for information on what to expect and the ImmTrac2 Consent Forms to complete and

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print prior to arrival. Paper forms will be available on-site for patients unable to access in advance.

10. If residents have questions about the City of Dallas vaccination process, who should they contact?

A dedicated email box has been established to receive resident questions which cannot be answered via (214) 670-INFO or [DallasCityHall.com/covid19](https://dallascityhall.com/covid19):
VaccineAppointment@dallascityhall.com.

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