

Community Appointment Access Initiative: Increasing access to priority populations with appointment voucher code distribution

Overview: The Community Appointment Access Initiative aims to help vulnerable and high-risk individuals who have been disproportionately impacted by COVID-19 gain access to vaccination appointments. Participating state agencies and/or organizations will receive a set of unique booking codes that can be used to book vaccination appointments at partner sites.

Partner Sites

1. **Boston:** Hynes Convention Center
2. **Boston:** Reggie Lewis Center
3. **Foxborough:** Gillette Stadium
4. **Danvers:** Doubletree Hotel
5. **Dartmouth:** Former Circuit City
6. **Springfield:** Eastfield Mall
7. **Natick:** Natick Mall

Requirements: The state agency and/or organization receiving the appointment codes must:

1. Serve priority populations as defined in the table below
2. Have a designated project manager who is responsible for distributing the booking codes among eligible individuals.

Process: State agencies and/or organizations who support the priority populations (ex: DDS, DHCD, DMH, DPH, ELD, MCB, MCDHH, MRC, ORI, etc.) may request a batch of appointment voucher codes for priority booking through the [Appointment Voucher Code Request Google Form](#). Please include the organization name, priority/equity population serving, number of appointments, desired time frame of appointments, and preferred mass vaccination location in your request.

In addition, please indicate whether any particular accommodations (e.g., low sensory rooms, live ASL interpreter, wheelchairs, language translator, etc.) that may be needed on-site to serve the priority population. An overview of the existing accessibility services available at the mass vaccination sites can be found [here](#).

Requests will be reviewed and approved on a case by case basis. If a request is approved, the state agency's or organization's designated project manager will receive an Excel sheet with a list of booking links (dependent on the site requested, the Excel sheet will either contain individual booking links or a booking link with individual booking codes). These links/codes will not have an expiration date, but can only be used to book one appointment.

The codes will provide direct access to the site's preregistration or community calendar which usually has about 1 weeks' worth of appointments available at a time and additional appointments are added to it at the beginning of each week. If you'd like to request a block of appointments for a specific date and time, instead of a random assortment of times over range of days, please indicate so in your request submission.

Frequently Asked Questions:

What is the minimum appointment batch request? What is the maximum appointment batch request?

The minimum of appointment codes that can be requested is 5 per week. The maximum amount that can be requested is 100 per week. State agencies should estimate the maximum amount of appointments that may be needed when submitting their request. Additional appointment codes can be provided upon request.

Can I only request codes for one partner location?

Codes can be requested for and used across multiple partner locations.

Can community appointment codes be provided for regional collaboratives?

Reserved community appointments are typically only available at the mass vaccination sites, but may potentially be arranged at certain regional collaboratives, dependent upon availability.

Do individuals need to pre-register to book an appointment with the community booking link/codes?

Individuals do not need to pre-register to book an appointment with one of the booking links/codes. If an individual has already pre-registered, they should opt out of pre-registration once they have booked an appointment through this process.

What instructions will be provided to the designated project manager?

Detailed instructions on code distribution best practices will be included in each Excel sheet. The Excel sheet of codes **must not be distributed** to the code recipients directly. The project manager must individually distribute the codes and keep track of which codes have been sent and used. Please share the booking link/code directly with the individual who needs an appointment.

Of note, only one booking link/code can be used per individual. If the project manager would like to book an appointment on an individual's behalf because of a unique circumstance (like the individual doesn't have access to technology or the scheduling software isn't screen reader accessible), they are permitted to do so. The project manager should never share the entire sheet of booking codes/links. It should be stored securely.

Once a booking link or code is used to schedule an appointment it cannot be used again. Please mark the date that the booking link/code has either been shared with the individual or used to book an appointment on the individual's behalf.

How can additional booking codes be requested?

Once all booking links/codes have been used, additional codes can be requested through the [Appointment Voucher Code Request Google Form](#).

What accommodations are available at mass vaccination sites?

An overview of the existing accessibility services available at the mass vaccination sites can be found [here](#).

Please contact Tami Segal at tami.segal@mass.gov if you have any questions or issues arise.

Priority Populations Table:

COMMUNITIES OF COLOR	<ul style="list-style-type: none"> - Black, Indigenous, People of Color, Latinx individuals - Recent and/or undocumented immigrants/refugees/asylees, regardless of language spoke
DISABILITY COMMUNITIES	<ul style="list-style-type: none"> - Deaf/Hard of Hearing - Blind - DeafBlind - Mobility disabilities - Intellectual and Developmental disabilities - Individuals with mental health disorders - Individuals with substance use disorders - Individuals with complex medical needs
POPULATIONS WITH LANGUAGE BARRIERS	<ul style="list-style-type: none"> - Individuals who do not speak English, or who prefer to speak in another language - Immigrants - Refugees - Asylum seekers - Undocumented individuals
ELDERS (65+)	<ul style="list-style-type: none"> - Elders 65+
COMMUNITIES WITH ADDITIONAL BARRIERS TO ACCESS	<ul style="list-style-type: none"> - Individuals who do not have access to public transportation or who have barriers getting to a vaccination site. - Individuals who lack good access to internet and technology - Individuals who do not feel comfortable receiving the vaccine in a traditional healthcare setting - Individuals experiencing homelessness - Individuals who have work-related barriers to accessing vaccine (ex: fishermen, agricultural workers, those without paid leave, shift workers and those who have non-traditional hours) - Veterans - LGBTQ+ (including the transgender Community and LGBTQ+ youth) - Homeless Youth - Foster care Youth - Survivors of Domestic Violence and Youth - Congregate Care Settings <ul style="list-style-type: none"> • Group Homes • Residential Treatment Programs • Emergency Shelter programs including homeless shelters, domestic violence shelters, and veterans' shelters • Private special education schools which offer residential services approved by the Department of Elementary and Secondary Education • Staff members who fall into other priority areas, not as employees, but as individuals.