

Ellen

From: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>
Sent: Thursday, April 15, 2021 6:05 PM
To: Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>; Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>
Cc: Burgos, Annette (Tulare) <aburgos@tularecounty.ca.gov>; Chastain, Staci@Tulare County <schastain@tularecounty.ca.gov>; Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>; Andrew G Lockman <ALockman@tularecounty.ca.gov>; Krissie A Leach <KLeach@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>
Subject: RE: Optum Conversation

EXTERNAL EMAIL. Links/attachments may not be safe. To report suspicious emails, click "Report Phish" button.

Good Evening,

What availability do you all have tomorrow to discuss? I will make myself available and if other team members from Tulare County can participate they will attend.

From: Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>
Sent: Monday, April 12, 2021 7:48 PM
To: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>
Subject: RE: Optum Conversation

Sure. Let us know when you have some availability.

From: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>
Sent: Monday, April 12, 2021 6:49 PM
To: Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>; Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>
Cc: Krissie A Leach <KLeach@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>; Burgos, Annette (Tulare) <aburgos@tularecounty.ca.gov>
Subject: RE: Optum Conversation

EXTERNAL EMAIL. Links/attachments may not be safe. To report suspicious emails, click "Report Phish" button.

Would it be possible for us to discuss without Optum Serve?

From: Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>
Sent: Monday, April 12, 2021 4:22 PM
To: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>; Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>
Cc: Krissie A Leach <KLeach@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>; Annette M Burgos <ABurgos@tularecounty.ca.gov>
Subject: RE: Optum Conversation

Tiffany,

Happy to schedule a call with OptumServe leadership. Can you provide some dates/times for your team and we can get it scheduled.

Thanks,

Ellen

From: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>
Sent: Monday, April 12, 2021 4:07 PM
To: Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>; Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>
Cc: Krissie A Leach <KLeach@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>; Burgos, Annette (Tulare) <aburgos@tularecounty.ca.gov>
Subject: Optum Conversation

EXTERNAL EMAIL. Links/attachments may not be safe. To report suspicious emails, click "Report Phish" button.

Good Afternoon,

We continue to have communication and operational concerns around Optum and the impacts to our team and community members. As we are analyzing our ongoing support and how to ensure the most effective response on behalf of our community, we are requesting a meeting without Optum leadership. To further elaborate on some of the issues we have continued to experience.

CDPH COVID-19 Vaccinate Logo

COVID-19 Vaccination Program

This message was sent to JRKEMPF@TULAREHHS.AORG from COVIDCallCenter@cdph.ca.gov

California Department of Public Health | Immunization Branch
850 Marina Bay Pkwy, Building P | Richmond, CA 94804



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From: [Tiffany M Swarthout](#)
To: [Jeremy R Kempf](#); [Krissie A Leach](#); [Cecilia A Herrera](#); [Kristi L Barnhart](#); [Timothy W Lutz](#); [Karen M Elliott](#); [Andrew G Lockman](#); [Terri A. Mejorado](#); [Patrick J Hamblin](#); [Sabrina L Bustamante](#); [Lisa L Avila](#); [Angelica R Medina](#); [Sjahari Pullom](#); [Staci L Chastain](#); [Nilsa H Gonzalez](#); [Jessica Gocke](#); [Jamie J Sharma](#); [Annette M Burgos](#)
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Subject: RE: POD Tactics: Vaccine Inventory
Date: Tuesday, May 4, 2021 3:05:03 PM

I am working to schedule a call with them on decommissioning tomorrow. The last site decommissioning date was provided today.

From: Jeremy R Kempf <JRKempf@tularecounty.ca.gov>
Sent: Tuesday, May 4, 2021 3:00 PM
To: Krissie A Leach <KLeach@tularecounty.ca.gov>; Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>; Kristi L Barnhart <KLBartha@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Karen M Elliott <KElliott@tularecounty.ca.gov>; Andrew G Lockman <ALockman@tularecounty.ca.gov>; Terri A. Mejorado <TMejorado@tularecounty.ca.gov>; Patrick J Hamblin <PHamblin@tularecounty.ca.gov>; Sabrina L Bustamante <SLBustamante@tularecounty.ca.gov>; Lisa L Avila <NAvila@tularecounty.ca.gov>; Angelica R Medina <ARMedina@tularecounty.ca.gov>; Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>; Sjahari Pullom <SPullom@tularecounty.ca.gov>; Staci L Chastain <SChastain@tularecounty.ca.gov>; Nilsa H Gonzalez <NGonzale@tularecounty.ca.gov>; Jessica Gocke <JGocke@tularecounty.ca.gov>; Jamie J Sharma <JSharma@tularecounty.ca.gov>; Annette M Burgos <ABurgos@tularecounty.ca.gov>
Cc: Monique E Spence <MSpence@tularecounty.ca.gov>; Lynn Gregory <LGregory@tularecounty.ca.gov>; Karen A Haught <KHaught@tularecounty.ca.gov>; Sharon L Minnick <SMinnick@tularecounty.ca.gov>; Jeff B Meader <JMeader@tularecounty.ca.gov>; Samantha Jimenez <SJimenez1@tularehhsa.org>; Samantha Velchansky <SVelchansky@tularecounty.ca.gov>; Cory D Silva <CSilva1@tularecounty.ca.gov>; Laura E Salcido <LSalcido@tularecounty.ca.gov>; Karl Kassner <KKassner@tularecounty.ca.gov>; Laura Flores <LFlores@tularecounty.ca.gov>; Michelle Alonso <MAlonso1@tularecounty.ca.gov>; Benjamin Mitchell <BenMitchell@tularecounty.ca.gov>; Ashley J Loftis <ALoftis@tularecounty.ca.gov>; Bertha C Lopez <BLopez1@tularecounty.ca.gov>; Megan M Fish <MFish@tularecounty.ca.gov>; Stephanie Ferreira <SFerreira@tularecounty.ca.gov>; Susie M Flores <SMFlores2@tularecounty.ca.gov>; Brian V Hampel <BHampel@tularecounty.ca.gov>
Subject: RE: POD Tactics: Vaccine Inventory

Thank you. The Optum account location coordinator will need to complete the redistribution transfer through their MyCaVax accounts. The information pertaining to our site needed to complete the record was previously provided. Once the transfer record is accepted, we will then need to update our own inventory records.

-jK.

From: Krissie A Leach <KLeach@tularecounty.ca.gov>
Sent: Tuesday, May 4, 2021 2:52 PM

To: Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>; Kristi L Barnhart <KLBarnha@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Karen M Elliott <KElliott@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>; Andrew G Lockman <ALockman@tularecounty.ca.gov>; Terri A. Mejorado <TMejorado@tularecounty.ca.gov>; Patrick J Hamblin <PHamblin@tularecounty.ca.gov>; Sabrina L Bustamante <SLBustamante@tularecounty.ca.gov>; Lisa L Avila <NAvila@tularecounty.ca.gov>; Angelica R Medina <ARMedina@tularecounty.ca.gov>; Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>; Sjahari Pullom <SPullom@tularecounty.ca.gov>; Staci L Chastain <SChastain@tularecounty.ca.gov>; Nilsa H Gonzalez <NGonzale@tularecounty.ca.gov>; Jessica Gocke <JGocke@tularecounty.ca.gov>; Jamie J Sharma <JSharma@tularecounty.ca.gov>; Annette M Burgos <ABurgos@tularecounty.ca.gov>

Cc: Monique E Spence <MSpence@tularecounty.ca.gov>; Lynn Gregory <LGregory@tularecounty.ca.gov>; Karen A Haight <KHaight@tularecounty.ca.gov>; Sharon L Minnick <SMinnick@tularecounty.ca.gov>; Jeff B Meader <JMeader@tularecounty.ca.gov>; Samantha Jimenez <SJimenez1@tularehhsa.org>; Samantha Velchansky <SVelchansky@tularecounty.ca.gov>; Cory D Silva <CSilva1@tularecounty.ca.gov>; Laura E Salcido <LSalcido@tularecounty.ca.gov>; Karl Kassner <KKassner@tularecounty.ca.gov>; Laura Flores <LFlores@tularecounty.ca.gov>; Michelle Alonso <MALonso1@tularecounty.ca.gov>; Benjamin Mitchell <BenMitchell@tularecounty.ca.gov>; Ashley J Loftis <ALoftis@tularecounty.ca.gov>; Bertha C Lopez <BLopez1@tularecounty.ca.gov>; Megan M Fish <MFish@tularecounty.ca.gov>; Stephanie Ferreira <[SFerreira@tularecounty.ca.gov](mailto:SFERreira@tularecounty.ca.gov)>; Susie M Flores <SMFlores2@tularecounty.ca.gov>; Brian V Hampel <BHampel@tularecounty.ca.gov>

Subject: RE: POD Tactics: Vaccine Inventory

With Optum transitioning out this month, what steps do we need to redistribute their inventory to us?

From: Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>

Sent: Tuesday, May 4, 2021 2:50 PM

To: Kristi L Barnhart <KLBarnha@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Karen M Elliott <KElliott@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>; Andrew G Lockman <ALockman@tularecounty.ca.gov>; Terri A. Mejorado <TMejorado@tularecounty.ca.gov>; Patrick J Hamblin <PHamblin@tularecounty.ca.gov>; Krissie A Leach <KLeach@tularecounty.ca.gov>; Sabrina L Bustamante <SLBustamante@tularecounty.ca.gov>; Lisa L Avila <NAvila@tularecounty.ca.gov>; Angelica R Medina <ARMedina@tularecounty.ca.gov>; Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>; Sjahari Pullom <SPullom@tularecounty.ca.gov>; Staci L Chastain <SChastain@tularecounty.ca.gov>; Nilsa H Gonzalez <NGonzale@tularecounty.ca.gov>; Jessica Gocke <JGocke@tularecounty.ca.gov>; Jamie J Sharma <JSharma@tularecounty.ca.gov>; Annette M Burgos <ABurgos@tularecounty.ca.gov>

Cc: Monique E Spence <MSpence@tularecounty.ca.gov>; Lynn Gregory <LGregory@tularecounty.ca.gov>; Karen A Haight <KHaight@tularecounty.ca.gov>; Sharon L Minnick <SMinnick@tularecounty.ca.gov>; Jeff B Meader <JMeader@tularecounty.ca.gov>; Samantha Jimenez <SJimenez1@tularehhsa.org>; Samantha Velchansky <SVelchansky@tularecounty.ca.gov>; Cory D Silva <CSilva1@tularecounty.ca.gov>; Laura E Salcido

From: Badley, Ellen@CDPH
To: [Tiffany M Swarthout](mailto:Tiffany.M.Swarthout); Elliott, Karen; [Andrew G Lockman](mailto:Andrew.G.Lockman); BenMitchell; kleach@tularecounty.ca.gov; tlutz@tularecounty.ca.gov; [Burgos, Annette \(TULARE\)](mailto:Burgos, Annette (TULARE))
Cc: Picinich, Nick@DHCS; Emery, Nathaniel@DHCS
Subject: FW: OptumServe Vaccine Inventory-Tulare
Date: Monday, April 12, 2021 4:19:27 PM

Dear LHJ Colleagues,

Some counties have advised the TPA that they have excess inventory in storage for OptumServe. If you have any doses on hand beyond what is needed to operate the fixed sites in your county, could you provide an estimate of the total doses on hand in the table below?

Many thanks for your assistance.

Excess Vaccine Inventory

Type	Doses
J&J	
Moderna	
Pfizer	

Coronavirus Pandemic Response
Ellen Badley, MHA- Lead,
Testing Taskforce Operations Workstream
Mobile: 916-340-5824

From: [LaShanda Cobbs](#)
To: [Tiffany M Swarthout](#); [Krissie A Leach](#); [Picinich, Nick@DHCS](#); [Badley, Ellen@CDPH](#); [Frederick Hinz](#); [Heather Gerleman](#)
Cc: [Timothy W Lutz](#); [Karen A Haught](#); [Jeremy R Kempf](#); [Cecilia A Herrera](#)
Subject: RE: [External]Optum in Tulare County
Date: Wednesday, March 31, 2021 5:49:38 PM

Tiffany,

Optum will be available at the convenience of the group.

LaShanda

From: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>
Sent: Wednesday, March 31, 2021 8:05 PM
To: Krissie A Leach <KLeach@tularecounty.ca.gov>; Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>; Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>; Frederick Hinz <fhinz@Logisticshealth.com>; Heather Gerleman <hgerleman@Logisticshealth.com>; LaShanda Cobbs <lacobbs@Logisticshealth.com>
Cc: Timothy W Lutz <TLutz@tularecounty.ca.gov>; Karen A Haught <KHaught@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>; Cecilia A Herrera <CAHerrera1@tularecounty.ca.gov>
Subject: RE: [External]Optum in Tulare County

Good Afternoon,

I apologize, I had been out of the office. Are we available to further discuss this topic?

There are some other challenges we are now facing relating to storage of vaccines as we are reaching our capacity. Also, there are issues with the TPA allocating directly to Optum Serve by site that you all should be made aware of. We are receiving J&J on behalf of Optum but are not receiving communication regarding where/when these vaccines will be sent. This further impacts our capacity to store our own (or our health partners vaccines).

We appreciate the continued collaborating and the opportunity to discuss the challenges we are facing.

From: Krissie A Leach <KLeach@tularecounty.ca.gov>
Sent: Friday, March 26, 2021 2:26 PM
To: Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>; Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>; Frederick Hinz <fhinz@Logisticshealth.com>; hgerleman@logisticshealth.com; LaShanda Cobbs <lacobbs@Logisticshealth.com>
Cc: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Karen A Haught <KHaught@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>
Subject: Re: [External]Optum in Tulare County

Hi Nick

Thanks fir the quick response. Monday 10-11 would be best.

Thanks
Krissie

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From: Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>
Sent: Friday, March 26, 2021 1:19:22 PM
To: Krissie A Leach <KLeach@tularecounty.ca.gov>; Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>; Frederick Hinz <fhinz@Logisticshealth.com>; hgerleman@logisticshealth.com <hgerleman@logisticshealth.com>; LaShanda Cobbs <lacobbs@Logisticshealth.com>
Cc: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Karen A Haught <KHaught@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>
Subject: RE: [External]Optum in Tulare County

Hi Krissie,

I've added Heather Gerleman and LaShanda Cobbs with OtumServe to this thread.

Thank you for addressing these concerns via email.

Tulare County, please identify availability for Monday:

10:00 AM – 11:00 AM

12:00 PM – 12:30 PM

2:00 PM – 3:30 PM

Regards,

Nick

From: Krissie A Leach <KLeach@tularecounty.ca.gov>
Sent: Friday, March 26, 2021 12:48 PM
To: Picinich, Nick@DHCS <Nick.Picinich@dhcs.ca.gov>; Badley, Ellen@CDPH <Ellen.Badley@cdph.ca.gov>; Frederick Hinz <fhinz@Logisticshealth.com>
Cc: Tiffany M Swarthout <TSwartho@tularecounty.ca.gov>; Timothy W Lutz <TLutz@tularecounty.ca.gov>; Karen A Haught <KHaught@tularecounty.ca.gov>; Jeremy R Kempf <JRKempf@tularecounty.ca.gov>
Subject: [External]Optum in Tulare County

Good Afternoon,

Unfortunately, I missed a good portion of the meeting this afternoon, however Tiffany has filled me in on the options we have with Optum Serve in Tulare County. I have a great deal of concerns on what you're asking of us. It's my understanding the other counties in this meeting do not have the concerns we have, but those counties have a lot more resources than we have and it doesn't seem they're experiencing the same challenges with Optum that Tulare County is experiencing. I'm not comfortable moving forward without further conversations with you. At this time, we are overwhelmed with everything that we're having to do to make these sites work. While 17,000 doses have been administered through Optum, it has created a great deal of work for our staff, impeding on our ability to do our part in vaccinating the community as we vaccinate more community members than any entity in the county at this time.

Please let us know of your availability to meet. Monday would be preferable.

Thank You,

Krissie Leach
Deputy Director, Administrative Programs
Tulare County Health and Human Services Agency
559-624-8089
kleach@tularecounty.ca.gov

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From: [Picinich, Nick@DHCS](mailto:Picinich,Nick@DHCS)
To: Badley, Ellen@CDPH; Bow, Tim@CDPH; Emery, Nathaniel@DHCS; Frederick Hinz; Heather Gerleman; Michael Nester; Travis Grubbs; rvohra@fresnocountyca.gov; dpomaville@fresnocountyca.gov; jprado@fresnocountyca.gov; rrahn@fresnocountyca.gov; Blanks, Scotti; Gaona Rodriguez, Claudia; brynn@kerncounty.com; corsonm@kerncounty.com; matt@kerncounty.com; lyonk@kerncounty.com; hernankim@kerncounty.com; devlinm@kerncounty.com; tbeck@kerncounty.com; milton.teske@co.kings.ca.us; nichole.fisher@co.kings.ca.us; Edward.Hill@co.Kings.ca.us; darcy.pickens@co.kings.ca.us; heather.silva@co.kings.ca.us; tiffany.westover@co.kings.ca.us; Robin.Siminoff@maderacounty.com; simon.paul@maderacounty.com; marisol.torres@maderacounty.com; Tula.Mendoza@maderacounty.com; terrance.carter@maderacounty.com; mosur@ruhealth.org; BTisdale@rivco.org; MBaxter@RIVCO.ORG; ksaruwatari@rivco.org; jtsmith@rivco.org; bboyd@rivco.org; CDAEL; mpark@sjcphs.org; klarian@sjcphs.org; sbarfjani@sjcphs.org; jlabadie@sjcphs.org; Abettis@schsa.org; cvaught@schsa.org; tswartho@tulareCounty.ca.gov; alockman@tularehhsa.org; BenMitchell@tularehhsa.org; kleach@tularecounty.ca.gov; tlutz@tularecounty.ca.gov; aburgos@tularehhsa.org; Richelle Garlow; Tasheema Irvin; Ashley.Kokotaylo@cchealth.org; joshua.sullivan@cchealth.org; Sue.Crosby@cchealth.org; Ori.Tzvieli@cchealth.org; deborah.fillpot@sbcounty.gov; Corwin.Porter@dph.sbcounty.gov; Mayra.Barceñas@dph.sbcounty.gov; jacqueline.falcon@dph.sbcounty.gov; gail.newel@santacruzcounty.us; jennifer.herrera@santacruzcounty.us; Emily.Chung@santacruzcounty.us; courtney.kilgore@santacruzcounty.us; jennifer.phan@santacruzcounty.us; sundari.mase@sonoma-county.org; Ken.Tasseff@sonoma-county.org; paul.gullixson@sonoma-county.org; kismet.baldwin@sonoma-county.org; barbie.robinson@sonoma-county.org; urmila.shende@sonoma-county.org; ray.leonard@sonoma-county.org; EOCVaccineLeadership@Logisticshealth.com; rigoberto.vargas@ventura.org; Brittany.Romane@ventura.org; Seleta.Dobrosky@ventura.org; Michele.Guzman@ventura.org
Cc: Andrew G Lockman; Benjamin Mitchell; Annette M Burgos; Miller, Scott D.; Jason Roberts; Arkelian, Derek; Anna Sutton; Neha Harlalka; Courtney Meagher; Angela Butters; Ileen Steiner; Isamar Najera; Derek Logan; Danielle Solick; Myriam Alvarez; Miller, Debbie; Reyna Gomez; Williams, Tim; Baker, Terri; Dugas, Joshua; Julie Falkenstein; Clark, Jim; Ramirez, Michael; Stephen Munday,MD; Richard Murdock; [Miller, Christopher \[OES\]](mailto:Miller, Christopher [OES]); Waite, Scott; [Lima, Shellie \[OES\]](mailto:Lima, Shellie [OES]); Kamlesh Khushvir Kaur; Cheong, Tiffany; George Gellert; Anderson, Danette; Kalavakolanu, V.; Leonard Williams; Chiang, Kristie J.; [Robinson, Michael \(Fresno\)](mailto:Robinson, Michael (Fresno)); Jessica Durham; Brooklyn Benjamin; Alisha Crawley; Brad Shapiro; Don Turner
Subject: Canceled: Tues/Thurs Touchpoint: OptumServe Vaccination Sites
Attachments: [OptumServe COVID-19 Testing Contacts 4.29.21 np.pdf](#)
Importance: High

Resending for those that received bounce-backs. Apologies for the multiple emails.

All,

This Tues/Thurs touchpoint will be reserved to exchange information and develop best practices across all OptumServe vaccination sites. The Account Managers (AMs) for your County have been updated and can be viewed in the last attachment (NOTE: This is our document used for OptumServe testing sites, but is aligned with vaccine AMs). Action Items will be updated prior to each meeting with items that remain unresolved:

County

Date Reported

Item

Owner

OS Action

OS Timeline

Resolved?

All Counties

4/13/2021

4/20/21 - Vaccine Coordinators needed for: Fresno, Kings, Santa Cruz, Stanislaus

Fred

4/22/2021

No

All Counties

4/15/2021

List roles and responsibilities for account managers designated for each county

Nick

4/23/2021

No

All Counties

4/20/2021

4/20/21 - Cold Chain Management - End-to-End (Allocation -> Distribution Center -> Transport to site -> Onsite cold storage) - 4/29/21 - Follow-Up for Sonoma, Glenn, Madera, Santa Cruz

Fred

Devise a timeline/plan for all counties

4/30/2021

No

All Counties

4/22/2021

4/22/21 - OptumServe to confirm sites can handle amount of storage necessary

Fred

Verify sites that cannot outfit cold chain and include additional supplies in shipment

4/26/2021

No

All Counties

4/22/2021

4/22/21 - Predictability of per site, per week allocation is difficult due to variability

All

Define reasons behind variability with TPA and MyTurn teams

4/30/2021

No

All Counties

4/27/2021

4/27/21 - Marketing of sites to increase vaccine throughput across all OptumServe sites to help mitigate unused doses; 4/29/21 - Sites seeing under 50% appointments from normal capacity - Over how many weeks at this rate should OptumServe reduce capacity?; This may be a more regional issue within each county; Non-MyTurn sites do not have the same drop-off with appointments; Sonoma is pointing CBO's toward OptumServe to assist with backfilling;

Nick

OS identified this with TPA on 4/28/21; More solutioning with MyTurn to help drive appointments via SMS and other outreach efforts; We will be somewhat reliant on LHJs for CBO outreach efforts

5/3/2021

No

Santa Cruz

4/15/2021

4/20/21 - Site Request Form filled in via OptumServe Account Manager; Goal date: 4/29/21; Would like to expand to 420 doses per day. Request from TPA to increase doses

TPA

Enter into MyCAVax

4/22/2021

No

Stanislaus

4/15/2021

Would like to schedule a call with CDPH

Nick

4/20/2021

No

Sonoma

4/29/2021

4/29/21 - Someone to pick-up tray of Pfizer that has been sitting onsite;

Santa Cruz

4/20/2021

4/20/21 - Scott Miller identified that OptumServe will need to work with MyTurn representative for a manual work-around; Geo-fencing for radius of miles surrounding the Watsonville site to include neighboring counties (San Benito and Monterey); Jennifer's understanding is that they are able to group counties together

Maria

Work with MyTurn rep to manually update request

4/29/2021

No

Stanislaus

4/20/2021

4/20/21 - Low-turnout at site; Decision to remove geofencing; MyTurn shows Moderna and Pfizer; Moderna shows no appointments once clicked on - Can we remove Moderna from MyTurn?

Scott Miller

4/20/2021

No

Ventura

4/28/2021

Onsite staff members have a lack of understanding for cold chain process: 20 vials of Pfizer thawed and sitting out on a table with no patients (4/23/21); Staff unaware of durations that Pfizer can be out of refrigeration; Staff unaware of how long vials had actually been out of refrigeration; Staff unaware of how to monitor temperatures or the EZIZ requirements; Staff unaware of CDC EUA storage & handling requirements; Staff leaving vaccine onsite - unattended; Staff not practicing first-in, first-out practices to run through inventory and not allow vaccine to expire

Fred

Schedule call with Ventura to address each item

4/30/2021

No

All Counties

4/13/2021

Vaccine appointment visibility (Requested follow-up on 4/20 by Ashley with Contra Costa)

OS

4/20/2021

Yes

Contra Costa

4/13/2021

4/27/21 - Decided not to double capacity at this time; Would like to double vaccine capacity; Need vaccine Coordinator; Shipping address needs to be updated - Would like to get Shipping updates and confirmations going

TPA , OS

4/15/2021

Yes

Madera

4/13/2021

Want to go to 630 vaccines

My Turn issue: Capacity has been low because slots are opening up late

OS & My Turn

4/15/2021

Yes

Sonoma

4/13/2021

Need updated spreadsheets to confirm 2nd doses and to see if we have enough allocation

Richelle

4/21/2021

Yes

Contra Costa

4/15/2021

4/20/21 - Received vaccine coordinator; Would like to confirm vax coordinator

Richelle G.

4/15/2021

Yes

Riverside

4/20/2021

4/20/21 - Staff calling out sick week-over-week, yet not reprimanded

Fred

Yes

Riverside

4/20/2021

4/20/21 - Courier services from OptumServe are still requested (tying to cold-storage)

Fred

Develop plan for full cold chain management

4/30/2021

Yes

-- Do not delete or change any of the following text. --

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Join meeting <<https://dhcs.webex.com/dhcs/j.php?MTID=m83df5f8375fcc2cd677fadd5dbab2aa4>>

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Join from the meeting link

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Global call-in numbers <<https://dhcs.webex.com/dhcs/globalcallin.php?MTID=mfbbd92ffdcada646cea3137913692136>>

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From: [Novelli, Bret@CDPH](mailto:Novelli,Bret@CDPH)
To: [Raymundo, Trudy@CDPH](mailto:Raymundo,Trudy@CDPH); [Elliott, Karen](mailto:Elliott,Karen); [Haught, Karen](mailto:Haught,Karen); [Burgos, Annette \(TULARE\)](mailto:Burgos,Annette(TULARE)); [Monique Spence](mailto:Monique,Spence); [Gonzalez, Nilsa@TULARE COUNTY](mailto:Gonzalez,Nilsa(TULARECOUNTY)); SMinnick@tularehhsa.org; [Staci Chastain](mailto:Staci,Chastain); [Noble-Delap, Erin \(CDPH-OOA\)](mailto:Noble-Delap,Erin(CDPH-OOA)); KHAUGHT@TULARECOUNTY.CA.GOV; KLARNHA@TULARECOUNTY.CA.GOV; MSPENCE@TULARECOUNTY.CA.GOV; [Sharon L Minnick](mailto:Sharon,L,Minnick); TLUTZ@TULARECOUNTY.CA.GOV; [Krissie A Leach](mailto:Krissie,A,Leach)
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Subject: 4/20 Meeting Notes: Tulare County - LCT (County Data Monitoring) calls and Unified Support Team calls
Date: Tuesday, April 20, 2021 3:42:26 PM

Good afternoon – please find today’s meeting notes below and reach out to @Raymundo.Trudy@CDPH this week if you have any questions. As a reminder, Trudy will be out next week.

- Indoor Sports: If not competing and just doing practice, still required to do testing?
 - Trudy: testing applies to competition and practice if not in orange/yellow
- Began getting event sign-off requests from ABC for temporary alcohol licenses including approval from local law enforcement
 - Organizers planning to do live-events with outdoor seating, private events, gatherings
 - That did not come from CDPH guidance and was a surprise to both CDPH and Tulare county
 - Post-covid Tulare believes it will be nice to have
 - Requires signature from LHD
 - Approval form states contingency upon compliance with tier restrictions
 - Tulare is giving all information but not doing compliance/enforcement
 - Tulare feels it puts them in difficult position even if they sign since they cannot state objection
 - CDPH is following up on this with ABC
 - Tulare: seems like an easy way to put on the locals what should be done by ABC
 - ABC has received something and is circling back with leadership
- Guidance:
 - Many requests for community events due to nicer weather
 - More people not wearing masks
 - Goal over next two weeks to release
 - Waterpark guidance
 - Overnight camps
 - Community events (marathons/endurance races/fun runs/5k runs) not inclusive of home & garden or auto shows
 - Potentially coming up with something in addition to gathering guidance for those types of events to include capacity limitations etc. but may stick with gathering guidance for now until June 15
 -
- Vaccines/Hospitals/Schools & Testing
 - Continuing to see downward trend for interest in vaccine
 - Had allocated 1k/day doses, only hit 300 doses in first day and continued to decrease
 - General trend across state of people who wanted vaccine rushing and leftover population is mostly vaccine hesitant group waiting until later
 - Tulare is working with high-schools
 - 38% have at least one shot

- May be that younger folks found a way to already get vaccine prior to opening up to 16+ group
- Stronger than hesitancy - many are adverse to vaccine
- PIO survey was received
 - Has not tried to open it yet
- TPA/Myturn
 - Has anything improved with responsiveness/knowledgeability
 - Tulare has had difficulty with optumserve including:
 - Lack of communications
 - Lack of knowledge of vaccine rollout
 - Met with nick, ellen and nathanial this morning and let them know that they would elevate to TPA and want to come up with transition plan to offboard optum serve because of amount of resources being directed to that, they have partners willing to take that on
 - Nick is very aware of how much hand holding has had to do with very little follow-up
 - Provided page and half of issues/instances documenting difficulty with optumserve due to their own lack of knowledge
 - Response from Nick and Ellen: acknowledged awareness of how much county has done and length of time they have gone without responses; reaffirmed that this was beyond an ultimatum and county has already begun outreach to partners
 - Asked for them to clue in dates etc. and Tulare provided details/dates to provide specific examples
 - AG event that was hosted did not include county, did not receive response on second-dose information, communication was not sent to partners/counties/patients who were due for second dose
 - People still showed up for second-doses at previously scheduled site which impacted the community and made the county look bad
 - County has partners willing to step in and are known to provide greater consistency for the community

-----Original Appointment-----

From: Novelli, Bret@CDPH

Sent: Tuesday, September 22, 2020 4:49 PM

To: Novelli, Bret@CDPH; Raymundo, Trudy@CDPH; Elliott, Karen; Haught, Karen; Burgos, Annette (TULARE); Monique Spence; Gonzalez, Nilsa@(TULARE COUNTY); SMinnick@tularehhsa.org; Staci Chastain; Noble-Delap, Erin (CDPH-OOA); KHAUGHT@TULARECOUNTY.CA.GOV; KLBARNHA@TULARECOUNTY.CA.GOV; MSPENCE@TULARECOUNTY.CA.GOV; SMINNICK@TULARECOUNTY.CA.GOV; TLUTZ@TULARECOUNTY.CA.GOV; Krissie A Leach

Cc: Lutz, Timothy@Tulare; Shamonda, Kemi@CDPH; Spencer, Stephanie@CDPH; Cialino, Betsie@CDPH; Gray, Thomas@CDPH; Dana.Ellis@caloes.ca.gov; Tran, Patti@CalOES; Burgos,