



# COVID-19 Vaccination Provider Health Equity Standards and Toolkit

Updated: April 12th, 2021



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## 1. Letter from the Acting Health Secretary

Thank you for your commitment to partnering with your community to ensure equitable COVID-19 vaccine access.

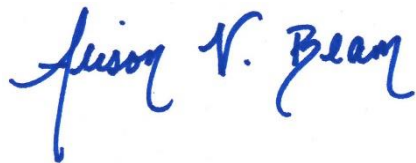
Our marginalized and under resourced communities have been disproportionately impacted by the pandemic. As vaccines begin to roll out, we must work together to provide equitable access and outcomes.

We hope this toolkit will serve as a “how-to” guide for working with your community, running equity clinics, documenting your progress, and more. It is intended to supplement the Office of Health Equity’s [CLAS Standards Toolkit](#), which guides health equity efforts more broadly. And, it includes a set of helpful resources to ensure that the population you are vaccinating is reflective of the demographics of the community.

The distribution of the COVID-19 vaccine gives us hope, and a path back to our lives. The COVID-19 pandemic has been tough, but Pennsylvanians have proven that together, we are tougher.

Thank you for doing your part to ensure vaccine equity among our neighbors. United, we can defeat the virus.

Regards,



**Alison Beam**

*Acting Secretary, Pennsylvania Department of Health*

## 2. General Principles for Equity

There are several general principles that providers may consider while driving vaccination operations. We encourage all providers to pursue these principles as they plan and administer vaccine to our communities.

- **Maximize benefits and minimize harms** — Respect and care for people using the best available data to promote public health and minimize death and severe illness.
- **Mitigate health inequities** — Reduce health disparities in the burden of COVID-19 disease and death, and make sure everyone can be as healthy as possible.
- **Promote justice** — Treat affected groups, populations, and communities fairly. Remove unfair, unjust, and avoidable barriers to COVID-19 vaccination.
- **Promote transparency** — Support DOH and the community to make decisions that are clear, understandable, and open for review. Collect and provide the data that will support equitable and transparent decisions, and post information that helps the public to make their own.

## 3. Working with the community: Partnership resources

### 3.1 Partnerships

Several health care providers have partnered with local community groups (local non-profits, faith-based organizations, etc.) to bolster relationships and build trust. Many providers have found success in connecting with local non-profit organizations to assist with outreach and public education. **A comprehensive database of local partners that provide various resources for healthcare providers is located at the end of this document.**

These partners bring support such as outreach capability and volunteers to vaccination sites. We encourage you to reach out to these community groups and work together to bring vaccine to the most vulnerable Pennsylvanians.

### 3.2 Local Resources

Several essential resources are coordinated through municipal and county websites. The full list can be found [here](#). Additional resources and information can be found on County and Municipal Health Department websites.

- [Allegheny](#) County
- [Bucks](#) County
- [Chester](#) County
- [Erie](#) County
- [Montgomery](#) County
- City of [Philadelphia](#)

## 4. Operational resources for equitable vaccine allocation and distribution

### 4.1 Logistical Resources:

- Vaccine allocation decisions are made weekly based on provider requests.
  - Please make sure you understand how far in advance to order if you wish to host a specific event focused on improving equitable access to vaccine. An illustrative vaccine request timeline to assist planning is located [here](#).
  - The provider vaccine request form can be found [here](#). Please ensure that you highlight specific plans to vaccinate vulnerable populations to the DOH team in the comments section.
- Further logistical and operational resources are included in the Equity Checklist located in [Section 7](#) of this document.

### 4.2 Best practices for collection of patients' demographic information

- Demographic information must be self-reported by the patient.
- Ask patients the race(s) or ethnicity with which they identify. Never assume a person's race or ethnicity from observation, language spoken, or their name.
- Allow patients to self-select race & ethnicity directly on the consent form and in private.
- If process does not allow for self-reporting, ask these questions to determine a patient's race and ethnicity.
  - **“Which race or races do you identify?”**
    - Let the patient know they can identify more than one race - or whether they do not identify with any options provided.

- If a patient selects "other," ask them to write-in the race(s) with which they identify.
- **“Do you identify as either Hispanic or Latino?”**
  - If patients do not understand the terms Hispanic or Latino, share with the patient the United States Office of Management and Budget definition of an “Hispanic or Latino” person: a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- Providers should indicate "prefer not to answer" when a patient chooses to not disclose their race or ethnicity, rather than leaving the response blank.

### 4.3 Strategies to improve collection of patient demographic information

- Ensure all patient-facing staff are trained in best practices for collecting race & ethnicity data in a consistent way and are prepared to answer frequently asked patient questions.
- Explain why the data is being requested and how it will be used; for example, explain that "your answers to these questions will help ensure we are serving everyone equitably, especially those hardest hit by the pandemic".
- Let patients know that the same demographic questions are asked of every patient.
- Reassure the patient that their information is entirely confidential. Everyone's demographic information is combined when shared publicly and is never used to track or identify an individual or stigmatize a community.
- Create safe and trusted spaces to answer demographic questions, being thoughtful about:

- Allowing patients to answer questions through written means rather than verbally.
- The presence of others (e.g. staff, law enforcement, etc.) can affect how comfortable patients are disclosing personal information.
- Acknowledge that some patients may be reluctant to share personal demographic information due to experiences with racism, racist practices and policies, or other traumatic experiences; do not apply pressure to share this information.
- Practice empathy and cultural sensitivity; address language barriers through appropriate translation.
- Provide consent forms in multiple languages commonly spoken in your county.
- Partner with community groups for trusted translations and community champions.
- Reassure patients that **immigration status** is never asked and will never be used to prevent patients from receiving immunization.
- Assure patients that they can choose to not share identification or insurance if they so choose, and they will not be denied immunization as a result.



## 5. Communicating with the Public

### 5.1 PA Unites Against COVID Resources

**PA Unites Against COVID** is Pennsylvania's marketing campaign that educates the public about COVID-10 safety and vaccination efforts. The campaign includes a weekly newsletter, informational one-pagers, posters, social media graphics, and additional information. Several materials have already been translated into the following languages: Arabic, Burmese, Chinese – Simplified, Chinese – Traditional, French, Haitian-Creole, Korean, Nepali, Russian, Swahili, and Vietnamese. The campaign website ([www.pa.gov/covid](http://www.pa.gov/covid)) is updated frequently with new materials and information.

**Sign up for the weekly PA Unites newsletter and find past newsletters in English and Spanish [here](#).**

### 5.2 Materials for Download:

There are several resources on vaccine administration and additional general information, including educational materials, available in each of the languages listed above. Several commonly used resources are included below.

The [PA COVID Resource Library](#) includes several COVID-19 resource materials in English and other languages. Please use this page to find up-to-date materials (including downloadable and printable PDFs). The available materials include:

- **Vaccine Facts Half-sheet** – This one-page informational sheet shares facts about vaccine safety and where Pennsylvanians can find a vaccine provider.
- **How to Talk to Friends & Family About COVID-19 Vaccines** – This two-page document provides guidance on how to speak to friends and family who may be hesitant or skeptical about getting the vaccine. It encourages the user to keep an open-mind when speaking with others and links to resources that could be useful in supplying others with additional information.

- **Vaccine Safety FAQs** – These FAQs address common concerns about vaccine safety, including whether the vaccine will give you COVID-19, information about the vaccine approval process, and expected side effects from receiving the vaccine.
- **Vaccine Scams FAQs** – These FAQs contain information related to COVID-19 vaccine scams, including what type of information patient should share with providers, what to expect when signing up for a vaccine, and what to do if you think that if someone believes they are a scam victim.
- Order form for printed and/or translated materials: [link](#)

### **5.3 Additional resources from the Department of Health and Commonwealth of Pennsylvania:**

- *Your Turn* eligibility tool to determine a nearby location to receive a vaccine: [link](#)
- PA COVID Vaccine Provider Map to locate providers throughout the Commonwealth: [link](#)
- PA Department of Health FAQs for providers: [link](#)
- PA Department of Health FAQs on COVID vaccine for general public: [link](#)
- PA Department of Health Vaccination Plan: [link](#)
- CDC Overview of COVID Vaccine safety: [link](#)

## 6. Documenting equitable progress

Data on race and ethnicity is a critical step to measuring the equitable distribution of vaccines. Providers are required to report race and ethnicity data in accordance with the Pennsylvania Secretary of Health's [December 15<sup>th</sup> Order](#).

The data collected is utilized:

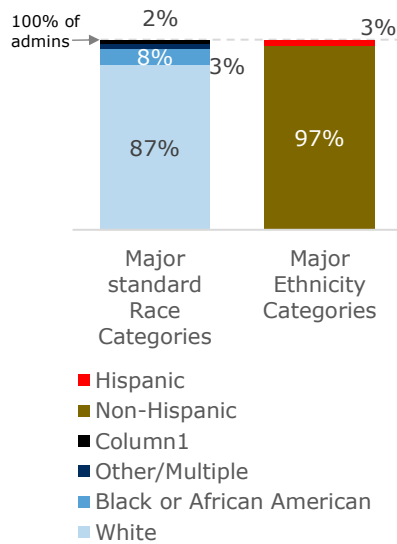
- To analyze and identify racial disparities in vaccine administration.
- To identify regions that might need further support from local or state health officials.
- To understand where there are data integrity issues that are negatively impacting our ability to understand any race/ethnicity gaps in vaccine administrations.

The below image further illustrates the value of race and ethnicity data.

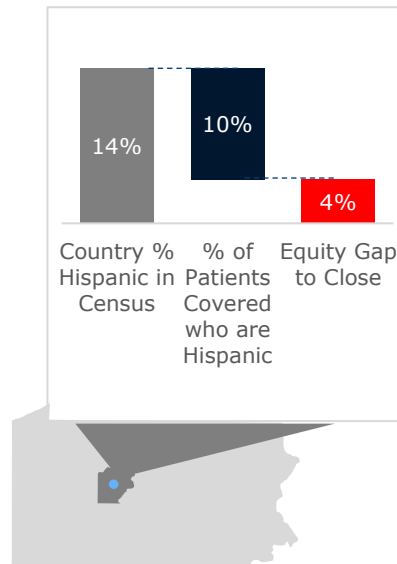
DOH uses race and ethnicity data to ensure equity of the COVID-19 rollout

**ILLUSTRATIVE**

Monitor overall aggregated and non-identifiable race/ethnicity administration data

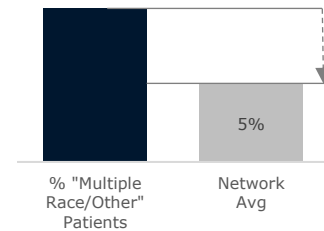


Understand performance relative to region demographics and work to close gaps



Identify data integrity issues skewing equity picture and work with providers to fix it

Sample potential mapping issue between EMR and SIIS:



Similarly, data on sexual orientation and gender identity can help the DOH collect accurate, reliable data on vaccine administration disparities, and measure vaccine hesitancy and barriers for the LGBTQ community. However, it is important to ensure that such data collection does not create a barrier to vaccine access. Therefore, it is important to reassure patients that **data is not used to determine access to the vaccine, and that the vaccine remains free to all eligible Pennsylvanians.**

## 7. Equity Checklist

The below “Equity Checklist” is a set of tangible starting points for providers to bolster their ability to vaccinate vulnerable or underserved populations in their community.

### 7.1 General

- Establish a separate “vaccine team” to develop effective tactics.
- Visit the [PA Health Equity website](#) for up-to-date information on COVID-19 and health equity.

### 7.2 Partnering with the local community and implementing strategies to connect with hard to reach communities

- Print and utilize materials from PA Unites Against COVID in your clinic in several languages: Arabic, Burmese, Chinese – Simplified, Chinese – Traditional, French, Haitian-Creole, Korean, Nepali, Russian, Swahili, and Vietnamese.
- Request COVID-19 printed materials on the Pennsylvania order form [here](#).
- Leverage the PA Unites [Community Resources](#) for “I got vaccinated” stickers, posters, directional signage, floor decals, etc. (PA Unites can customize these for your site/location).
- Identify local partners from the partner database and share relevant information about scheduling vaccines.
- Engage local partners in active dialogue; set up a weekly meeting with key community groups (faith-based groups, etc.) to listen to their input, share more information and collaborate closely.
- Maintain a list of key stakeholders in the community requiring proactive outreach; send out email blasts with information to register, information about vaccines, etc.

- ❑ Sign up for the PA Unites Against COVID-19 [weekly newsletter](#).
- ❑ Speak slowly and clearly, in an agreeable tone.
- ❑ Avoid asking questions about immigration status.
- ❑ Review this [language map](#) to determine languages spoken in specific zip codes, including in your catchment area.

### **7.3 Implement logistical/operational best practices**

- ❑ Offer drive-through and walk-up vaccine preregistration sign-up events.
- ❑ Co-host registration events with community leaders, faith leaders, community organizations, and non-profits working with populations disproportionately impacted by COVID-19.
- ❑ Ensure vaccination appointment availability outside of regular business hours (e.g. on evenings and weekends).
- ❑ Provide dedicated walk-in times, extended hours, or priority dosage scheduling to vulnerable populations.
- ❑ Hold vaccination clinics at locations community members will go to (faith-based centers, community centers, etc.).
- ❑ Provide in-home vaccination opportunities for those who are homebound or are not able to visit the clinic in-person
- ❑ Offer preregistration and appointments available online and by phone.
- ❑ Request additional vaccine doses at least one week in advance for equity initiatives in weekly vaccine request forms. Remember: doses are not guaranteed and are typically delivered on Monday or Tuesday the following week after your request.
- ❑ Ensure that your space is ADA compliant and wheelchair accessible; keep wheelchairs on-site in case patients get fatigued.
- ❑ Use an alternative entrance to accommodate individuals in wheelchairs or who may need assistance.

- Identify staff with bright vests and official badges; ensure staff have an agreeable, friendly, and professional tone when engaging with community members.
- Use the observation period after the vaccine dose to share more written information about COVID-19, safety, etc.
- Ensure consistent data reporting on race and ethnicity.

## 8. References

Secretary of Health Feb. 12, 2021 Order: [Link](#)

Secretary of Health Dec. 15<sup>th</sup>, 2020 Order: [Requiring Reporting of Data Related to Each Administration of an Immunization for COVID-19](#)

Tharp-Gilliam, S.T., Gadson, T.M., Gilliam, J.T., Tyler, C., Hunt, T. M., Poskin, L., Shields, T., Hoesch, K. (2021) Community Orgs Bridge the Gap: Best Practices to Staging Community Vaccine Clinics.



## 9. Community Partner Database

Organization(s) Name	Full Name	What is your role?	Email Address	ZIP
AARP	Angela Foreshaw Rouse	State Community Outreach Manager	aforeshaw@aarp.org	Statewide
ACCESS Transportation Systems	Karen Hoesch	Executive Director	khoesch@accesstransys.com	Statewide
ACLAMO	Nelly Jimenez	ED and CEO	nellja@aclamo.org	Statewide
Aging Grace Services	Ketty Pointe-Jour	Director	admin@aginggracesupports.com	19xxx 18xxx
Albert Gallatin Human Services Agency Inc.	Kristin Dunham	Director	aghsa@atlanticbbn.net	15401, 15410, 15435, 15436, 15443, 15451, 15454, 15458, 15460, 15461, 15467, 15468, 15474, 15476, 15478
All Care Home Care	Alma Sirkot	Administrator	asirkot@achchazleton.com	Luzerne, Carbon, Schuylkill counties
Allegheny Center Alliance Church	Rock Dillaman	Lead Pastor	cathy.sigmund@acac.net	15212
ANC Home Health Services, INC.	Alex Kungu	Chief Operating Officer	akungu@anchomehealth.com	Statewide
Angels Are Us Home Health Agency	Danielle Stanton	Administrator	Danielle.stanton@angelsareuspa.com	19104
Barclay Friends	Mark Quinlan, NHA	Administrator	mquinlan@bf.kendal.oeg	19380
Bayfront NATO Inc., Martin Luther King Memorial Center	James Sherrod	Executive Director	jsherrod@mlkcentererie.org	16501 16502 16507

Berks Community Health Center	Mary Kargbo	President/CEO	mkargbo@berkschc.org	19601, 19602, 19604, 19605, 19607, 19611
Beth Hamedrash Hagodol-Beth Jacob	Ira Frank		Natfabira@juno.com	15219
Bidwell Presbyterian Church	Rev. Dr. Denise Welch	Sr.	revdrjcwelch@gmail.com bennettawelch@gmail.com	15233
Black Clergy of Philadelphia & Vicinity & Galilee Baptist Church	Rev. Robert Collier	President	maxcinesc32@aol.com	19002
Black Clergy of Philadelphia & Vicinity & Galilee Baptist Church	Rev. Maxcine Collier	Sec.	maxcinesc32@aol.com	19002
Black Equity Coalition			mailto:info@blackequitypgh.org	
Blair County Community Action Program	Carly Cunningham	Development Director	carly.cunningham@blaircap.org	16601, 16602, 16617, 16625, 16635, 16637, 16648, 16662, 16665, 16673, 16682, 16684, 16686, 16693
Boys & Girls Club of Lancaster	Karen Schloer	CEO	kschloer@bgclanc.org	17603, 17601, 17602, 17512
Bradbury-Sullivan LGBT Community Center	Kimberly Levitt	Health Programs and Supportive Services Manager	kimberly@bradburysullivancenter.org	18101
Bradbury-Sullivan LGBT Community Center	Adrian Shanker	Executive Director	Adrian@bradburysullivancenter.org	18103 18104 18102 18018 18015 18052 18049 18109 18080 18031 18032 18034 18069 18037 18106 18078 18066 18101 18051 18092 18105 18053

				18087 18059 18079 18065 18046 18068 18060 18099 18098 18025 18175 18195 18001. 18042 18017 18045 18064 18067 18020 18013 18040 18055 18014 18088 18072 18091 18343 18038 18016 18044 18085 18043 18002 18083 18351 18063 18035 18086 18050 18010 18003
Brandywine Health Foundation	Vanessa Briggs	President/CEO	vbriggs@brandywinefoundation.org	19320
Brighter Living Adult Day	Kate Hall	Director of Operations	Khall@abrighterliving.com	17111, 17112, 17110, 17109, 17036; Surrounding Harrisburg Area
Buhl Regional Health Foundation	Jennifer Barborak	Executive Director	jennifer@buhlrf.org	16113,16121,16137,16146,16148,16150, 16159, 16161, 44403, 44438, 16101, 16102, 16105, 16124, 16125, 16127, 16130, 16133, 16134, 16142, 16143, 16145, 16153, 16154, 16156, 44404, 44410, 44418, 44425, 44484, 44505
Buhl Regional Health Foundation	Angela Palumbo	Chair	apalumbo623@gmail.com	Mercer County, parts of Lawrence

				and Trumbull County, Ohio
Calvary Baptist Church	Rev Marie Kelly	Sr.	Pastoreileen@gmail.com	15219
Calvary Moravian Church	Rev. Janel Rice	Pastor	janelrice3616@gmail.com	18104
Capital BlueCross	Jennifer A. Chambers	Senior Vice President and Chief Medical Officer	Jennifer.chambers@capblucross.com	Central PA
CareFinders Total Care	Samantha Murphy	SVP, Strategic Initiatives	smurphy@carefinders.org	19102-19151, 17101-17113, 17601-17543; Eastern PA.
Caring Way Home Care, LLC.	Tyrone A. Frazier	Owner	1619 S. 31st Street. Philadelphia, PA. 19145	19145
Carrone Baptist Church	Rev Alonzo Murphy	Sr Pastor	alonzom08@yahoo.com	15208
Casa del Pueblo Latino Ministry, the United Methodist Church	Rev. Lilian L Cotto		Llcotto@epaumc.org	18976
Cedarbrook Senior Care & Rehabilitation	Karen Strohl	RN Infection Preventionist	karenstrohl@rcn.com	18102
Center for Community Action	Wendy Melius	Executive Director	wmelius@ccaofpa.org	15537 17233 16652
Central Susquehanna Opportunities, Inc.	Gale Zalar	Chief Executive Officer	gzalar@censop.com	17872
Christ the King at Home	Mary Kay Bolam	Director	mkbolam@christthekingmanor.org	15801 15767 16830
Church in the Round	Bishop Melvin Clark	Sr. Pastor		15001
Community Care Behavioral Health	Duncan Bruce	Director of MCO Integration	brucedj@ccbh.com	Community Care is the BH-MCO for 41 counties across Pennsylvania
Community Data Roundtable	Dan Warner	Executive Director	Dwarner@communitydataroundtable.org	Statewide

COMMUNITY HEALTH CLINIC, INC.	RAJI JAYAKRISHNAN	EXECUTIVE DIRECTOR	raji@communityhealthclinic.org	15068, 15613, 15690, 15601
Community Living and Supports Services	Bill McMahon	Compliance Coordinator	bcmahon@classcommunity.org	152xx, 151xx
Community Partnership	Sandra Curry	Manager	scurry@yourcapinfo.org	Statewide
Cornerstone Baptist Church	Mark Kearse	Pastor Cynthia Layton Assist Pastor Karen Crosby Member	Pastorkearse@cbcofyork.org	17403
Delaware Valley Community Health, Inc.	Brenda Robles Cooke	Senior Vice-President and Chief Administrative Officer	roblesb@dvch.org	Statewide
Department of Health	Beth Zakutney	Rape Prevention and Education Program Administrator	bzakutney@pa.gov	Statewide
Destiny of Faith	Rev Dr Brenda j Gregg	Sr Pastor	gregg.brenda@gmail.com; moe246@hotmail.com	15212
Dille Parish United Church of Christ	Rev. Barbara Rowlett	Pastor	Pastor@DilleParishUCC.org	18829, 18848, 18854, 18853, 18831, 18832, 18833, 18837, 18840-54
DOH-Division of HIV Disease	Kyle Fait	Planning, Community Liaison and Special Projects Coordinator	c-kyfait@pa.gov	
DuringConsult	Donna Cole	Principal Consultant	info@donnacolecreative.com	19032
East Stroudsburg Presbyterian Church	Jennifer Carmella	Financial Secretary	espresbyterian@gmail.com	18301

Easton COVID Vaccine Equity Project	Margie DeRenzis	Founder/Coordinator	mjderenzis@gmail.com	18040, 18042
Epilepsy Association Western and Central PA	Peggy Jelley	CEO	Pbeem@eawcp.org	Statewide
Episcopal Diocese of Pennsylvania	Rev Toneh Smyth		tsmyth@diopa.org	17527 18901 18912 18927 18938 18940 18940 18951 18963 18966 19001 19002 19003 19003 19004 19006 19007 19010 19013 19014 19016 19018 19020 19026 19026 19027 19029 19034 19035 19038 19040 19046 19047 19047 19050 19054 19054 19061 19063 19064 19067 19067 19073 19074 19076 19078 19081 19085 19087 19087 19087 19095 19096 19096 19096 19103 19103 19103 19104 19104 19104 19106 19106 19107 19107 19111 19111 19114 19115 19116 19118 19118 19119 19120 19121 19124 19127 19128

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Erie County Department of Health	Laura Luther	Health Equity Supervisor	LLuther@eriecountypa.gov	Statewide
Esperanza Health Center	Susan Post	Chief Executive Officer	susan.post@esperanzahhealth.com	19140, 19133, 19134
Everest Urgent Care	Xiaobin Li	President	silvercare@emgcare.org	Statewide
FACCI	David Idun		facc141@gmail.com	19082
First Baptist Church of Bethlehem	David Hardin	Pastor	hardin.david@hotmail.com	18017, 18018, 18019, 18020
First Pentecostal Holy Church/City of Chester	Elder Rosetta Carter		rosettacarter598@yahoo.com	19013
First Presbyterian Church of Allentown	Jan Nolting Carter	Transitional Pastor/Head of Staff	jan.noltingcarter@fpcallentown.org	18104 and surrounding
First United Church of Christ	Rev. J. Michael Dowd	Minister	mikedowd1948@gmail.com	18040, 18042, 18043, 18045
First United Presbyterian	David Carter	Pastor	dave@chup.org	15205

Church of Crafton Heights				
Fresh Anointing Christian Center International	Dr. Ja'Ola Walker	Pastor	sherran.grey@yahoo.com	19082
Fresh Anointing Christian Center International	Sherran Grey	Minister Marty Shubert	sherran.grey@yahoo.com	19082
Garvey Manor	Laura Bankert	Quality Services Director	lbankert@garveymanor.org	16648
Gateway Mobile Medical	Bernadine Lewis	Clinical Director	pablewis@gmail.com	19140, 19050, 19132
Geisinger	Arthur Breese	Human Resources	awbreese@geisinger.edu	17821
Geisinger Medical Center	Jonathan Spahr	Physician	jespahr@geisinger.edu	17821
Glendale Area Medical Association, Inc.	Scott Vinglas	CEO	scott.vinglas@glendale-medical.com	16627
Goodwin Memorial Baptist Church	Rev. Barry D. Chambers		ReverendChambers@gmail.com	17110
Greater Easton Development Partnership	Jared Mast	Executive Director	jared@eastonpartnership.org	18042
Greater Easton Development Partnership	Amy Boccadoro	Manager, West Ward Community Initiative	amy@eastonpartnership.org	18042
Greater Susquehanna Valley United Way	Joanne Troutman	President & CEO	jtroutman@gsvuw.org	17801, 17870, 17837, 17844
Hamilton Health Center	Jeannine Peterson	President & CEO	jpeterson@hamiltonhealthcenter.com	17104, 17103, 17102, 17109, 17111, 17110, 17112, 17061, 17113, 17032, 17057, 17055, 17011, 17048, 17074
Harford First Congregational UCC	William Hagenbuch	Pastor	wrh@nep.net	18826, 18834, 18813



Harrisburg Area YMCA Healthy Living	Susan Jacobs	Executive Director	susan.jacobs@ymcaharrisburg.org	Statewide
Harrisburg University	Michael Seavers	Program Lead (Dept. Chair) and professor for the Masters of Healthcare Informatics.	MSeavers@HarrisburgU.Edu	17101
Harrisburg University	Nancy Mimm	Professor	Nmimm@harrisburgu.edu	17101
Health1st LLC	Rita K Adeniean	Administrator	Info@health1stcares.com	19026
Homelink, Inc.	Lori B. Shmukler		lshmukler@homelinkinc.org	19121 and surrounding
Housing Authority of the County of Dauphin	Leah Eppinger	Executive Director	leppinger@dauphinhousing.org	17112 17111 17110 17109 17036 17078 17057 17104 17033 17103 17113 17020 17032 17043 17061 17018 17048 17028 17980 17023 17034 17098 17106 17030 17097 17978 17108 17005 17080 17105 17128 17122 17123 17124 17125 17126 17127 17129 17130 17140 17177 17121 17120
ICNA Relief SHAMS Clinic	Maaz Baqai	Development Director	mbaqai1992@gmail.com	19136
it's Your Home Care	Margo Wright	Ex. Director	Margo@itsyourhomecare.com	17101
Jerusalem Baptist Church	Eric Johnson	Pastor	truckj90@gmail.com	15110

Keystone Rural Health Center	Joanne Cochran	President and CEO	jcochran@keystonehealth.org	15522, 15533, 15536, 15537, 15559, 17007, 17011, 17013, 17015, 17019, 17021, 17046, 17047, 17050, 17052, 17055, 17065, 17066, 17090, 17201, 17202, 17210, 17214, 17215, 17217, 17219, 17220, 17221, 17222, 17223, 17224, 17225, 17228, 17229, 17231, 17232, 17233, 17235, 17236, 17237, 17238, 17239, 17240, 17241, 17243, 17244, 17246, 17247, 17249, 17250, 17251, 17252, 17254, 17255, 17257, 17260, 17261, 17262, 17263, 17264, 17265, 17266, 17267, 17268, 17271, 17304, 17307, 17320, 17324, 17325, 17331, 17340, 17350, 17353, 17372, 17543, 17552, 17563, 17566, 18069, 19311, 19348, 19350, 19363, 19374, 19390, 19506, 19512, 19560, 19601, 19603, 19604, 21719, 21740,
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				21742, 21783, 31795
Keystone Rural Health Consortia, Inc.	Kristie Bennardi	CEO	kriben@keystoneruralhealth.com	15853, 15834, 16735, 16801
Kingdom Embassy	Jeffrey Snead		pastor@kingdomembassy.net; paulette20972@icloud.com	17110
Kingdom Embassy	Jeffrey Snead Sr	Pastor	mailto:pastor@kingdomembassy.net	17110
Kinkora Pythian Home	Stephen L. Diffenderfer	Nursing Home Administrator	sdiffenderfer@kinkorahome.org	17020
Latino Connection	George Fernandez		mailto:info@latinoconnection.org	
Latino Hispanic American Community Center of the Greater Harrisburg Region	Gloria Merrick	Executive Director	Gmerrick@lhacc.org	17101-17105 namely 17103 and 17104 & 17209-17112; varies from surrounding areas
LCBC Harrisburg	Jason Keener	Campus Pastor	jasonkeener@lcbcchurch.com	17111
Legacy Church				15219
Legacy International Worship Center	Michael Day	Sr. Pastor		15214
Lehman Memorial United Methodist Church	Karen Douglass RN	Parish Nurse	Karenfdoug@hotmail.com	19040, 19044, 19090, 18974, 18976
Let's End Covid	Barbara Hemmendinger	Member who provides a twice weekly update to the health, human service professionals, and the public about Covid vaccines and where to get them in a four-county region in northcentral PA. Our organization	bhemmend@aol.com, lycoletsendcovid@gmail.com	Many and primarily 17701, 17702, 17754, 17744, 17756, 17728, 17740, 17745

		also leverages expertise in policy-making, public administration, healthcare, academia, and the media. Our co-chairpersons are Joseph Smith and Michael Gross.		
Lewisburg Neighborhoods	Samantha Pearson	Director	elmstreet@windstream.net	17837
Liberty Community Connections	Hannah Barnes	LTSS Service Coordinator	hannahbarnes@lcconnections.org	18102, 18018
Linglestown Life at Rockville Campus	Taylor Pfaff	Pastor	tpfaff@susumc.org	17110, 17111, 17112
Living Branches	Jill Arroyo	Director of health care services	jill.arroyo@livingbranches.org	18964
Lycoming-Clinton Counties Commission for Community Action (STEP), Inc.	James Plankenhorn	President & CEO	jdplankenhorn@stepcorp.org	17701, 17745 17740, 17754 17756, 17702 17737, 17728 17724, 17752 17771, 17744 17810, 16930 17765, 17774 16938, 17751 17764, 17747 16822, 17721 17760, 17748 16848, 17779 17729, 15861 17750, 17726 17738, 17773 17767, 17703 17762, 17776 18619, 17763 17720, 17723 17742, 17769 17739, 17727, 17705

Macedonia Missionary Baptist Church	Rodney Smalls	Pastor	Revdrrodney@gmail.com	17110
Macedonia Missionary Baptist Church	Dr. Rodney D. Smalls	Pastor	Revdrrodney@gmail.com	17109, 17110, 17111, 17112
Macedonia Missionary Baptist Church	Cassandra Scott	Administrative Assistant	cassandrajscott@comcast.net	17110
Macedonia SDA Church	Dr Ronald D Williams	Pastor	rwilliams@aecsda.com	19013
Main Street Hanover, Inc.	Justine Trucksess	Executive Director	jtrucksess@mainstreethanover.org	17331
Manna Faith Community	Deanna Blackwell	Pastor		15208
Maple Winds Healthcare and Rehab Center	Brad Norris	Administrator	bnorris@maplewindsherehab.com	15946
Merakey Pennsylvania	Lori Harvey	Executive Director MLTSS program	lharvey@merakey.org	Southwestern PA counties
Mercer County Area Agency on Aging, Inc.	Sandra Swogger	CEO	sswogger@mercercountyaging.org	Mercer County Zip Codes
Metro Community Health Center	Michael Mingrone	CEO	mmingrone@metrofamilypractice.org	we treat patients from 127 different zip codes
Metropolitan Baptist Church	Rev Dr Lacy Richardson	Sr Pastor	nmcllens@aol.com	15212
Montgomery Adult Daily Living Center, INC	Jung Soe	Director	jsoe@verizon.net	19446
Montgomery County Animal Response Team (MCART)	Melee Jameson	Co-Coordinator	melee.jameson@internationalalsos.com	Montgomery County
Mount Zion AME Church, Atglen, PA	Linwood Smith	Pastor	lsmithrev@gmail.com	19310

Mount Zion AME Church, Atglen, PA	Rev. Dr. Linwood M. Smith	Jr.	lsmithrev@gmail.com	19310
Mt Ararat Baptist Church	Dr William H Curtis	Sr Pastor	4u2inspire@gmail.com	15206
Mt Olive Baptist Church	Rev Peterson		rev.peterson@outlook.com	15108
Mt Olive First Baptist Church	William C. Callaway	Pastor	ellisdorothy@comcast.net	15025
Multi-Cultural Health Evaluation Delivery System	Patricia Stubber	Chief Executive Officer	pstubber@mheds.org	16501, 16502, 16503, 16504, 16506, 16507, 16509, 16508, 16510, 16511
NAACP LANCASTER	Blanding Watson	President	Bwedu.lnaacp@gmail.com	17601
New Beginnings Sanctuary of Praise COGIC	Dr. Joseph A. Conner	Sr.	Rabbicogic21@aol.com	19131
New Hope Church	Rev Andrew Cooper		pastoracoop@aol.com	15212
New Life Baptist Church	Rev June Jeffrey		jjeffries339@aol.com	15613
New Zion Baptist Church	Rev Elton Allen		Eltonallen62@yahoo.com	
Norristown State Hospital	Mushtaq Ahmad, MD, CMO	Chief Medical Officer	mahmad@pa.gov	19401
North Penn Comprehensive Health Services	James Nobles	President & CEO	noblesj@upmc.ede	17771, 17765, 17740, 17728, 17724, 17705, 17701, 16950, 16948, 16947, 16946, 16943, 16942, 16941, 16940, 16939, 16938, 16937, 16936, 16935, 16933, 16932, 16930, 16929, 16928, 16927,

				16925, 16923, 16922, 16921, 16920, 16917, 16915, 16914, 16912, 16911, 16901, 14905, 14898, 14885, 14870, 14858, 14830, 14801
North Side Christian Health Center	Cynthia Loughman	CEO	Cloughman@nschc.org	15212
Northeast Adult Day Care	Vlada Rubarkh	President/Program Director	vlada_rubarkh@yahoo.com	19115, 19116, 19114, 19152, 19046, 19074, 19053, 19111, 19120, 19124, 19131, 19134, 19135, 19136, 19149, 19154, 18940, 18966, 18974, 18976, 19006, 19020
Northside Christian Health Center	Cathy Sigmund	Director, behavioral health and community wellness	Csigmund@nschc.org	15212
Office of Performance Through Excellence	Laurene Baker	Director of Transformation	laubaker@pa.gov	17120
Office of the LTC Ombudsman	Becky Fortenbaugh	Program Manager	rfortenbau@pa.gov	Statewide
Open Hearts Home Care	Jessica Scott	RN, MSN, OWNER	Openhearts@ohhcs.org	19464, 19601, 19403, 19401, 19606, 19123, 19082, 19465, 19602
PA Board of Pardons	Brandon Flood	Secretary/Chief Administrator	bflood@pa.gov	Statewide
PA Department of Aging	Maria Dispenziere	Deputy Policy Director	mdispenzie@pa.gov	Statewide

PA Dept of Health Bureau of Epidemiology	Heather Doyle	Epidemiology Program Specialist	hedoyle@pa.gov	Statewide
PA Dept. of Agriculture	Caryn Earl	Director, Bureau of Food Assistance	cearl@pa.gov	Statewide
PA DHS	Ceena Jenkins	Disaster Disability Integration Advisor	cejenkins@pa.gov	statewide
PA Voluntary Organizations Active in Disaster	Karl Jones	Secretary / Communications Lead	pavoad3@gmail.com	Statewide
PathStone Corporation	Nita DAgostino	Senior Vice- President - Direct Services overseeing Pennsylvania, New Jersey and Virginia Operations	ndagostino@pathstone.o rg	We are in 25 counties in PA
Paxinosa Elementary School	Jeanine Stanilious	Community School Coordinator	staniliousj@easatonsd.or g	18042
Penn State	Raeven Chandler	Director, Pennsylvania Population Network	rfc134@psu.edu	16802
Penn State Health	Ashley Visco	Community Health Director	avisco@pennstatehealth. psu.edu	We cover all of Berks, Cumberland, Dauphin, Lebanon, Lancaster and Perry Counties
Pennside Presbyterian Church	David Duquette	Pastor	pastordave@pennsidepre sby.org	19606
Pennsylvania Area Health Education Center	Ben Fredrick	Director of PA AHEC	nfredrick@pennstateheal th.psu.edu	Statewide
Pennsylvania Association of Community Health Centers (PACHC)	Eric Kiehl	Director of Policy	eric@pachc.org	Statewide



Pennsylvania Council of Churches/PA United Church Center	Rev. Sandra L. Strauss	Director of Advocacy & Ecumenical Outreach	s.strauss@pachurches.org	Our zip code is 17109, but we are accessible to a wide area of zip codes in Dauphin County.
Pennsylvania Housing Finance Agency	Clay Lambert	Policy Officer	clambert@phfa.org	Statewide
Pennsylvania Human Relations Commission	Chad Lassiter	Executive Director	classiter@pa.gov	Statewide
Pennsylvania Medical Society	Robin Rothermel	Senior Director, Physician Support	rrothermel@pamedsoc.org	statewide
Pentecostal Temple Church of God in Christ	Bishop Loren Mann	Pastor	epaggello@verizon.net; ptemplecogic@aol.com	15207
Petra International Ministries	Bishop Donald Clay		Woodsmattie7733@gmail.com	15235
Philadelphia Department of Health	Gail Hamilton	Pediatric Partnerships Manager	gail.carter-hamilton@phila.gov	Philadelphia
Philadelphia Department of Public Health Division of COVID Containment	Lola Al-uqdah	Case Investigation Manager	lola.al-uqdah@phila.gov	Philadelphia
Philip Jaisohn Memorial Foundation Jaisohn Medical Center-Lansdale (VFC PIN#: PAA46038) Jaisohn Medical Center-Philadelphia (VFC PIN#: PU0132)	Jung Soo (George) Choe	VFC & COVID Vaccine Providers; Primary care (10,000 annual visits) for Asian Americans (85%) and African Americans (15%); Home Health Care; Home Care; Community Social services; Asian-American Coalition for Healthcare lead	george.choe@jaisohn.org	Phila Center in 19126 and Lansdale Center in 19446; serve A-A residents in Philadelphia/Montgomery/Delaware/Bucks/Chester counties and African American neighbors around Phila office

		(for Phila/MontCo/BucksCo)		
Pilgrim Baptist	Rev Lisa Richbourg		pbcstrong1@gmail.com	15233
Pittsburgh Schweitzer Fellows Program	Rebecca Brown	Executive Director	Rebeccatyersbrown@pittsburghschweitzer.org	Statewide
Preferred Home Health Care & Nursing Services	Stephanie Kulak	Corporate Clinical Director	skulak@preferredcares.com	Allegheny, Philadelphia, Montgomery, Bucks, Chester, Delaware, Lehigh counties
Primary Health Network	George Garrow	Chief Medical Officer	ggarrow@primary-health.net	44003, 15001, 15010, 15074, 15650, 16502, 15701, 15725, 16601, 16050, 15931, 15724, 16214, 16028, 16354, 16424, 15767, 16117, 16101, 16105, 16148, 16146, 16121, 16125, 17954, 16301, 16137, 16145, 16151, 16154, 17099, 17872, 17976
Primary Healthy Network (Corporate Office) 63 Pitt Street Sharon, PA 16146	Thomas Burich	Acting CEO	tburich@primary-health.net	PHN's Offices are in 16 Counties - Beaver, Blair, Butler, Cambria, Clarion, Crawford, Erie, Indiana, Jefferson, Lawrence, Mercer, Mifflin, Northumberland, Schuylkill, Venango and Westmorland

Quality Angels Home Care Agency	Michaeline James	Director	Qualityangelsdirector@gmail.com	19026, 19143, 19120, 19018, 19023, 19050
R&N Healthcare, Inc	Rodney Hicks	CEO	randnhealthcare@aol.com	19119
Red Land Senior Center	Jen Washburn	Executive Director	rlscdirector@gmail.com	17070 17339 17319 17370
Relative Care LLC	Erin Dungan	RN/Administrator	edungan@myrelativescare.com	19335 19320 19380 19382
Resources for Human Development/Family Practice & Counseling Network	emily nichols	Executive Director	enichols@fpcn.com	19104, 19107, 19111, 19114, 19115, 19116, 19119, 19120, 19121, 19123, 19124, 19125, 19126, 19128, 19129, 19130, 19131, 19132, 19133, 19134, 19135, 19136, 19138, 19139, 19140, 19141, 19142, 19143, 19144, 19145, 19146, 19149, 19150, 19151, 19153,
Rest Haven - York	Meghan Schrom	NHA	mschrom@resthavenyork.com	17403
Roads to Freedom Center for Independent Living	Jodie Baney	Director of LTSS	Jbaney@cilncp.org	17701 17745
RoseJ Home Care Agency	Yves Rose Josselin	Executive Director	rosejhomecare@gmail.com	19115-19046- 19001-19038- 19006-19027
Rural Health Corporation of NEPA	Tiffany Tankalavage	President & CEO	ttankalavage@rhc1084.com	18210, 18201, 18234, 18224, 18248, 18237, 18221, 18702, 18661, 18216, 18249, 18222, 18603, 18707,

				18202, 18621, 18201, 18237, 18240, 15851, 18202, 18254, 18231, 18216, 18255, 18230, 18232, 18239, 18223, 18218, 18250, 18241, 18229, 18234,, 18704, 18709, 18706, 18703, 18702, 18651, 18641, 18707, 18634, 18618, 18644, 18655, 19708, 18643, 18705, 18656, 18657, 18642, 18617, 18201, 18640, 18612, 18701, 18636, 18618, 18701, 18708, 18654, 18706, 18630, 18419, 18703, 18801, 18844, 18651, 18702, 18643, 18704, 18615, 18644, 18709, 18629, 18705, 18621, 18640, 18627, 18634, 18612, 18617, 18656, 18657, 18655,
Safeguard Transportation LLC	Raymond Xiang	Manager	safeguardtransportationllc@gmail.com	Statewide
Saint John XXIII Home	Kirk Hawthorne	Administrator / CEO	klhawthorne@stjohn23home.org	16148
Saint John's United Church of Christ	Reverend Teresa A Martin	Pastor	RevTeresaMartin@outlook.com	18036, 18034, 18951, 18073

scranton lackawanna human development agency	lindsay Matuszewski	health services manager	lmatuszewski@headstart slhda.org	18503, 18431, 18337, 18328, 18834
Second Baptist Church	Rev Bryan Crawl	Sr Pastor	bryancrawl@yahoo.com	15074
Second Baptist Church	Rev Bernard Tench Jr	Sr Pastor		15010
SEIU Healthcare PA / United Homecare Workers of PA	Leigh Carroll	Organizer	leigh.carroll@seiuhcpa.org	Statewide
SEIU Healthcare PA/ United Home Care Workers of PA	Ali Kronley	Director	ali.kronley@seiuhcpa.org	Statewide
Senior LIFE York, Inc.	Jordan Hantz	Executive Director	jhantz@seniorlifeyork.com	Statewide
Shiloh Church of God in CHRIST (COGIC)	Kevin Scott	Pastor	pmpastor1@comcast.net	17111
SisTers PGH, BroThers PGH, Grow to Succeed, TGNC Youth Collective	Mischa Frazier	Executive Assistant	info@sisterspgh.org	Allegheny County: 15237 15108 15068 15235 15221 15206 15212 15236 15146 15227 15102 15217 15213 15205 15044 15216 15210 15136 15101 15202 15090 15106 15143 15122 15120 15239 15132 15220 15241 15147 15017 15228 15025 16046 15201 15218 15234 15232 15229 15226

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				15203 15219
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				15064 15230
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Spectrum Health Services, Inc.	Veronica Hill-Milbourne	President & CEO	vmilbourne@spectrumhs.org	19139, 19138, 19131, 19104, 19122, 19121, 19146, 19150
Squirrel Hill Health Center	Susan Friedberg Kalson	CEO	sfkalson@squirrelhillhealthcenter.org	Allegheny County
St Andrew's, Lewisburg PA	Sarah Weedon	Rector/Priest	sarahlweedon13@gmail.com	17836
St James Episcopal Church	Father Eric McIntosh	Sr Pastor	stjamesecpgh@gmail.com	15235
St John's UCC Mickley's 2918 MacArthur Rd Whitehall PA 18052	Rev Virginia Schlegel	Senior Pastor	pastorvee13@gmail.com	18052, 18032, 18102, 18104, 18018, 18067, 18017, 18079, 18080
St Paul AME Church	Rev Cheryl Ruffin	Sr Pastor	ruffin.cheryl@gmail.com	15210
St Paul's Episcopal Church	Rev Canon Kate Harrigan	Priest/Rector	kglharrigan@gmail.com; francesjackson@verizon.net	17110, 17102, 17103, 17109, 17112, 17111,
St. Andrew's Episcopal Church, Shippensburg, PA	The Reverend Barbara Anne Hutchinson	clergy	rector@standrewsshippensburg.org	17257, 17201, 17222
St. Paul A.M.E. Zion Church	Rev. Austin J. Young	Senior Pastor	pastoraj@stpaulamez.org	19094, 19063, 19013, 19803, 19701, 19022, 19015
Tabernacle Baptist Church	Rev Dwight Banks	Sr Pastor		15010
The Journey (United Methodist Church)	Deb Port	Pastor	dport@thejourneyhbg.org	17111

The Journey Church	Rev. Kristopher R. Sledge	Lead Pastor	ksledge@thejourneyhbg.org	17111; 17104; 17102; 17103; 17109; 17110
The Midwife Center for Birth and Women's Health	Ann McCarthy	Clinical Director	a.mccarthy@midwifecenter.org	many!
The Redeemed Christian Church of God	Isaiah Adio	Church Pastor	isaiahadio@gmail.com	19604
The Salvation Army - Harrisburg Capital City Region	Jenny Gallagher Blom	Programs and Operations Director	jenny.gallagherblom@usa.salvationarmy.org	17104
The Women and Girls Foundation of Southwest Pennsylvania	Heather Arnet	Chief Executive Officer	heather@wgfpa.org	15201 + 724 other zip codes
The Wright Center	Laura Fassbender	Vice President of Primary Care and Public Health & Chief Primary Care and Public Health Policy Officer	fassbenderl@thewrightcenter.org	18201 18202 18222 18224 18301 18337 18403 18405 18407 18411 18414 18419 18421 18424 18426 18434 18436 18438 18441 18444 18445 18518 18519 18603 18612 18615 18617 18618 18621 18634 18640 18641 18642 18643 18644 18651 18655 18656 18657 18660 18661 18701 18702 18703 18704 18705 18706 18707 18708 18709 18801 18824 18826 18834 18360 18413 18420 18428 18431 18433 18844 18847 18458 18630 18636
TLR Insurance	Debra Roberts	Executive Vice President	debra@tlrbsi.com	Statewide



Trans Advocacy Pennsylvania	Joanne Carroll	Executive Director	joannem2009@gmail.com	Statewide
Trinity Church of God in Christ	Bishop James Foster		prec472@gmail.com elderguyjohnson@comcast.net	15132
Trinity Church of God in Christ	Jenny Lind Street		prec472@gmail.com elderguyjohnson@comcast.net	15132
Trinity Reformed UCC	Rev. Trista Jovette Lucas	Pastor	Pastor@lovestrucc.org	15683
Tri-State Community Health Center	Sheila DeShong	COO/CFO	sdeshong@tschc.com	17233,15533,15536,16674,16689,16691,21750,17201,17202,17212,17215,17223,17224,17225,17228,17229,17236,17238,17239,17243,17255,17252,17264,17267
Triumph Baptist Church	Rev Craig Giles	Sr pastor	tsimmonstriumph@gmail.com	15237
Turner Memorial Missionary Baptist Church	Richard James Hampton	Pastor	Pastor_hampton@yahoo.com	17113,17110,17111
UFCW Local 1776	Michele Kessler	Secretary Treasurer	mkessler@ufcw1776.org	Statewide
Union-Snyder Community Action Agency	Sue Auman	Executive Director	sauman@union-snydercaa.org	17837 17870 (Union and Snyder Counties, so more than those two zip codes, actually)
United Church of Christ, Eastern PA	Karl Jones	Disaster Coordinator	kjones275@comcast.net	17735, 17814, 17815, 17820, 17846, 17878, 17888, 17901-19612
Unity Baptist Church	Rev Dr Richard Wingfield	Sr Pastor	Rww823@gmail.com	15104
University of Pittsburgh	Mario Browne	Associate Dean for Equity,	mcb77@pitt.edu	Statewide

		Engagement, and Justice		
UPMC Children's Hospital of Pittsburgh	Cheryl Hillery	Physician	cheryl.hillery@chp.edu	Western PA
UPMC Pinnacle	Tina Nixon	VP Mission Effectiveness, Diversity and Inclusion	Nixontl2@upmc.edu	1710x
Vintage, a service of Familylinks	Ann Truxell	Executive Director	atruxell@familylinks.orh	15206
Westmoreland Community Action	Mandy Zalich	CEO	mzalich@westmorelandc a.org	Westmoreland County
William Penn care center	Heather Fello	NHA	administrator @williampenncc.com	15650