Between January and March 2021, UCSF researchers and Community Partners collaborating on the STOP COVID-19 CA program conducted focus groups and interviews with more than 75 Black/African American, Chicano/Latinx/Indigena, and Chinese American community members in the San Francisco area to explore their perspectives about COVID-19 vaccination.

**BARRIERS**

**Eligibility**
- Difficulty navigating eligibility websites.
- Immigrants often assume they are ineligible.

> “I think that’s a big fear in my community about just access to finding, understanding how to actually make that appointment for the vaccine.”

**Logistical Access to Vax Sites**
- Limited access to transportation.
- Limited appointment hours for low-wage workers.
- Safety concerns using public transportation.

> “And I also know that some people are kind of homebound in the community and fear around not even having help or access to get to a vaccine site.”

**Health System Literacy**
- System requires high-speed internet and general technological literacy
- Difficulties accessing appointments via local eligibility platform

> “Truthfully, we went to a clinic in Berkeley and it was closed. Supposedly, one calls, because we’re told we must, but no one answers. And honestly, it makes one more desperate.”

**RECOMMENDATIONS**

**Vaccine Allocation to CBOs**
Allocate vaccines to community and faith-based organizations within impacted communities, staffed by trusted community leaders and workers.

**Outreach**
Conduct door to door outreach to assist with decision-making and scheduling; vaccinate in household for homebound.

**Scheduling**
Stuff multi-lingual phone hotlines, hold evening vaccine sessions, and reserve slots for drop-ins.

**Multi-lingual Vaccine Navigators**
Train and deploy multi-lingual vaccine navigators for door-to-door outreach, direct calls, and vaccination site assistance.

**Transportation**
Provide free transportation to and from sites, including wheelchair accessible vehicles.