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State of California—Health and Human Services Agency
California Department of Public Health



GAVIN NEWSOM
Governor

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Dear All Vaccination Providers:

California needs to press forward in administering actual shots-in-arms as quickly as possible. To that end, we want to clarify our guidance, and ask for your help.

We want you to get your doses out.

Each week, you should plan to zero out your doses in the next seven days. We will track the run-rate of vaccines that you are putting into arms daily to ensure you are tracking to zero out your doses by the end of the week.

Manage your vaccine inventory normally: a dose is a dose.

Do not distinguish between vials designated as first and second doses. Manage the inventory you have to ensure you have the doses required to meet your second dose schedule, and then schedule the balance as first dose appointments.

We will begin to manage and approve future orders based on shots-in-arms.

Given the scarcity of supply, we want to minimize the volume of vaccines sitting in freezers. Instead, we will closely monitor the number of doses administered and changes in inventory at a provider and site level to better understand your burn rate.

We will begin to shift incremental future doses to higher throughput sites to maximize the number of shots we are getting into arms each week.

We need you to report your shots administered and your inventory. Every day.

Reporting is critical for the state to optimize allocations statewide. We need both your administration data entered into the Immunization Information Systems (IIS), and how much vaccine you are holding in inventory through the Federal VaccineFinder website (<https://vaccinefinder.org/>) on a daily basis.

We access VaccineFinder data to analyze the amount of vaccines held in inventory by each participating provider. It is imperative that every COVID-19 Vaccination Provider report on-hand vaccine inventory to VaccineFinder. Failure to report impacts our ability to track inventory, and will be considered in vaccine allocation and ordering decisions.



These daily vaccine inventory data are used to monitor the velocity of vaccinations. To that end, providers should target on-hand inventory of no more than one week of scheduled vaccinations. Vaccines for anything beyond one week of scheduled shots may be redirected to another provider that can complete those shots-in-arms in that week. First and second doses should be ordered for the next week of vaccinations remembering, as above, that “a dose is a dose.”

We recognize that reporting may be a challenge. To support you and your teams, we have prepared our help desk staffed by Accenture to provide support. You can reach this help desk at (833) 502-1245 Option #2 or Helpdesk.CalVax@calvax.accenture.com. This desk will be staffed from 8:00 AM – 8:00 PM PST, every day.

This desk will be able to help you with the following:

- General Questions and Inquiries
- Guidance on how to report to VaccineFinder
- General FAQ's for VaccineFinder

You may also receive a phone call from Accenture pro-actively reaching out to understand the status of your on-hand inventory. Please answer their calls, and work with them. If you have any concerns about their validity, call the helpdesk number. We are committed to helping you address your VaccineFinder reporting requirement.

Thank you for your partnership during this unprecedented time.

Sincerely,

A handwritten signature in blue ink that reads "Tomás Aragón". The signature is written in a cursive, flowing style.

Tomás J. Aragón, M.D., Dr.P.H.,
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