

LETTER TO FAMILIES

MARCH 15, 2021



Dear Families,

The State of Delaware is preparing to begin vaccinating individuals with serious health conditions, which will allow our full DDDS network access to the COVID-19 vaccine. Final planning is underway to ensure all DDDS service recipients, wherever they reside, will have access. We will share additional details on the plans with you soon.

The next group of persons eligible for vaccination is a large category and will expand access to many individuals across the state. However, DDDS is working across divisions to develop specific opportunities to ensure DDDS service recipients can gain access to the vaccine more quickly and easily.

Our efforts are focused on three methods of distribution:

First, we are planning drive thru vaccination events, in each county, with prescheduled appointments for DDDS service recipients and their caregivers. These events will all be by appointment only. As we finalize the details, your loved one's Columbus Community Navigator or LTSS MCO Care Coordinator will reach out to you directly to get you scheduled for your appointment time. Please allow them time to get through the phone calls first. I assure you - you will be contacted via telephone by your loved one's case manager. Those who live in a provider-managed setting will have appointments set up by the provider agency.

Second, for those individuals who cannot attend the drive thru vaccination events, we are also planning to have community-based providers offering walk-in vaccine appointments in the coming weeks.

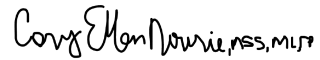
Third, for those individuals who cannot physically leave their home, options will be available and could include the Paratransit at-home delivery model that is being tested now.

As the rollout continues, and more vaccine becomes available, additional opportunities for vaccination in your community from primary care doctors and local pharmacies will continue to expand.

Be on the look out for contact from your loved one's Community Navigator and/or Care Coordinator in the coming weeks. Please do not reach out to them about getting an appointment. This process takes time and we will be in touch with you.

I hope this letter finds you well and that you see a light at the end of the tunnel. The vaccine is not the cure-all for managing COVID-19, but it is a critical tool in our ability to manage and mitigate the spread of this virus as we continue to use the tools already available to us – masks, social distancing, and enhanced hygiene.

Be well,

A handwritten signature in black ink that reads "Cory Ellen Nourie, MSS, MLSP". The signature is written in a cursive, flowing style.

Cory Ellen Nourie, MSS, MLSP

Director of Community Services