

# FAQs for COVID-19 Vaccine Inventory & Allocation Survey for February 1, 2021

## 1. What is my Organization CalVax Provider ID (COVID ID)? / Why won't it let me enter my full ID?

Your Organization CalVax Provider ID is a short combination of letters and numbers in the format of "CA" followed by 3-5 digits and ending in the letter "A." **In order to complete the survey, you *must* input your ID in this format.** The reason for this is using this number allows for us to match your survey responses to your organization. Please look below for more information on this topic:

a. Where do I find my ID?

You should be able to find your ID on CalVax. If you do not know your ID, or have no way of accessing it, please reach out to us and we can assist you.

b. Why can't I put in my full provider ID?

If you can't input your entire ID, you are likely trying to enter your location ID. When you encounter this issue, first try typing in the first part of your ID, ending with an "A" instead of a "B." So if your ID is CA138B1001, the ID you should be putting in is CA138A. Example:

Facility ID: CA138B1001

Organization ID: CA138A

## 2. What do I do once I fill out question 1? Why can't I see any other questions?

Once you put in question 1 please click anywhere on the screen and the rest of the questions will populate (tip: if you click the "next" button, you might receive an error message saying that the questions are required)

## 3. What do I do if I don't see my organization listed after I put in my ID?

If you don't see your name, please select "NO" for the question asking "Was your organization name listed above?" Once you've selected "NO," a field will appear that allows you to type in your organization name.

#### 4. How do I answer questions 12 and 13?

Our goal is to figure out whether our vaccination partners can increase their capacity for vaccination and scale their processes. We understand that many of our partners are not able to do so, and are currently at their maximum capacity, so their responses to #12 and #13 would be the same. For example, if I work at organization X, I'm receiving 200 vaccines a week and I only have the resources to vaccinate 200 a week, I would respond to both questions with "200." But, some facilities might be able to increase their capacity if we were able to provide more vaccine and resources. So if I was organization X and was only receiving 100 vaccines a week, but had the resources to administer 200, I would answer question 12 with "100" and question 13 with "200."

If your question was not addressed in this document, please reach out to Margaret O'Neil via email at [moneil@ph.lacounty.gov](mailto:moneil@ph.lacounty.gov) for any questions related to data-entry and filling out the survey.