
CLEVELAND COUNTY

PUBLIC HEALTH CENTER

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Cleveland County Government Releases New Plan for Scheduling COVID-19 Vaccine Appointments for Group 2 – Adults 65+

SHELBY, NC – Since vaccine rollout began, vaccine allocation from the State of North Carolina has been extremely unpredictable which has caused Cleveland County Government to have to shift and adjust on an almost daily basis. This week, counties across North Carolina had a call with North Carolina Secretary of Health and Human Services Mandy Cohen who apologized to counties for not being transparent with the dose allocation disbursement model. They committed to counties to give dose allocations three weeks in advance. However, during this call, counties were also told weekly dose allocations across the state will be limited with only 84,000 vaccine doses being shared amongst all approved providers in 100 counties based on population.

Due to this change, we anticipate Cleveland County only receiving a very limited number of vaccine doses moving forward. As a result, we have made the decision to transition from mailing letters to notify of appointments to scheduling appointments by phone call in an effort to get our limited doses to eligible individuals as quickly and efficiently as possible.

Effective Friday, January 29, 2021, the Cleveland County Public Health Center's COVID Vaccine Appointment Line (980-484-6019) will be open every Friday from 1:00 pm – 5:00 pm for the clinic(s) that will be held the following week based on our dosage allocation from the state.

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Every call is important to us. Call volumes are incredibly high. If you receive a busy signal, please continue to call back. Once all available appointments are filled for that week, the phone lines will be closed and you will receive an automated message stating all appointments have been filled.

We are only able to schedule as many appointments as our vaccine dosage allocation will allow, as we do not want to schedule appointments and then not have enough vaccine to cover them. We have received reports from a number of counties that had to call thousands of people to cancel their appointments because they did not receive the number of vaccines they hoped to receive.

We have had many people express the desire for us to place them on a waiting list. If we did this, the waiting list would very quickly grow to having thousands of people on it. With our current low weekly dose allocations, it would take us months to work our way through this list. We are aware that many residents are being vaccinated outside of Cleveland County. Scheduling weekly appointments based on vaccine dose allocations guarantees that those who sign up will attend the event. In addition, because many individuals sixty-five (65) and older do not have access to the Internet, making appointments by phone seems to be the most equitable way of scheduling appointments under our current circumstances.

Should the county be re-allocated additional vaccine doses from our partners at Atrium Health, we will also host pop-up clinics. We expect this to happen on a limited basis; however, please continue to follow the Cleveland County Public Health Center's and Cleveland County Government's Facebook page for information about these pop-up clinics.

We encourage residents who have access to transportation to also look for mass vaccination events across the state. We will be sharing these opportunities on our social media sites as we become aware of them.

Please be patient. With 19,000 residents 65 and older and weekly dosage allocations of less than 750, this will take time. Cleveland County is committed to ensuring that every dose received is given in a timely manner.

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