
PROMOTORES PROGRAM

YEAR 2 UPDATE

City of South San Francisco

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Economic and Community Development Department

March 13, 2024



COMMUNITY CONTACT CASES

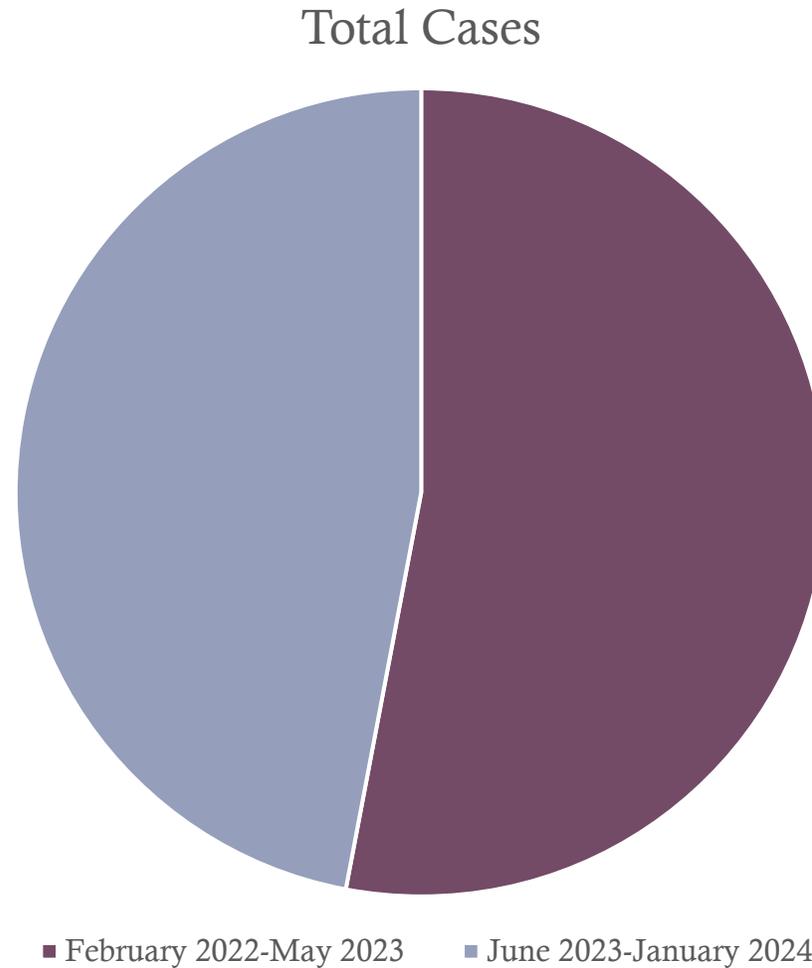
February 2022-May 2023 (Last Report to City Council): **169 Clients Served (53%)**

- Average of **11** Clients per Month

June 2023-January 2024: **150 Clients Served (47%)**

- Average of **19** Clients per Month

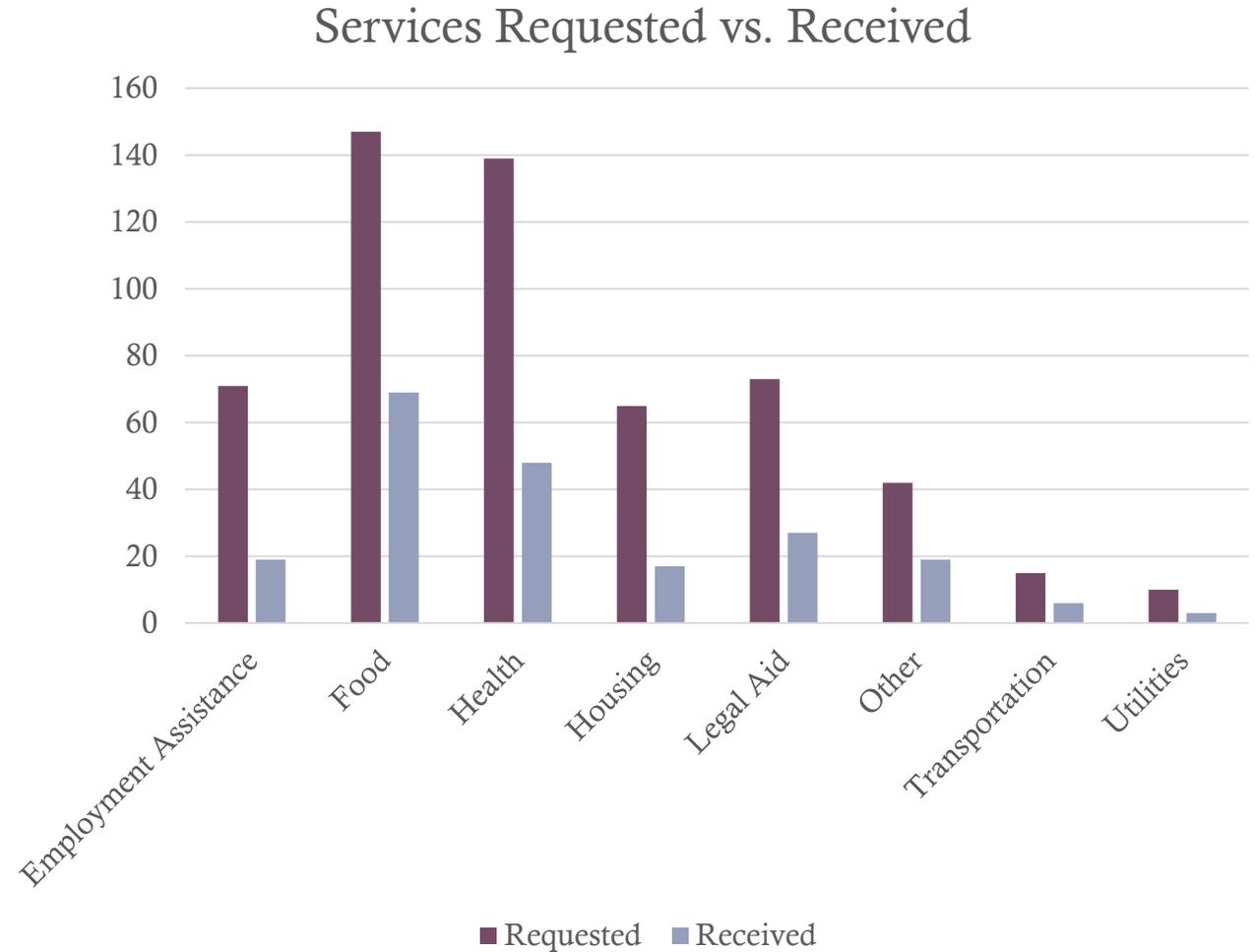
Total Cases: **319 Clients**



INITIAL SERVICES REQUESTED VS. ACTUAL SERVICES RECEIVED

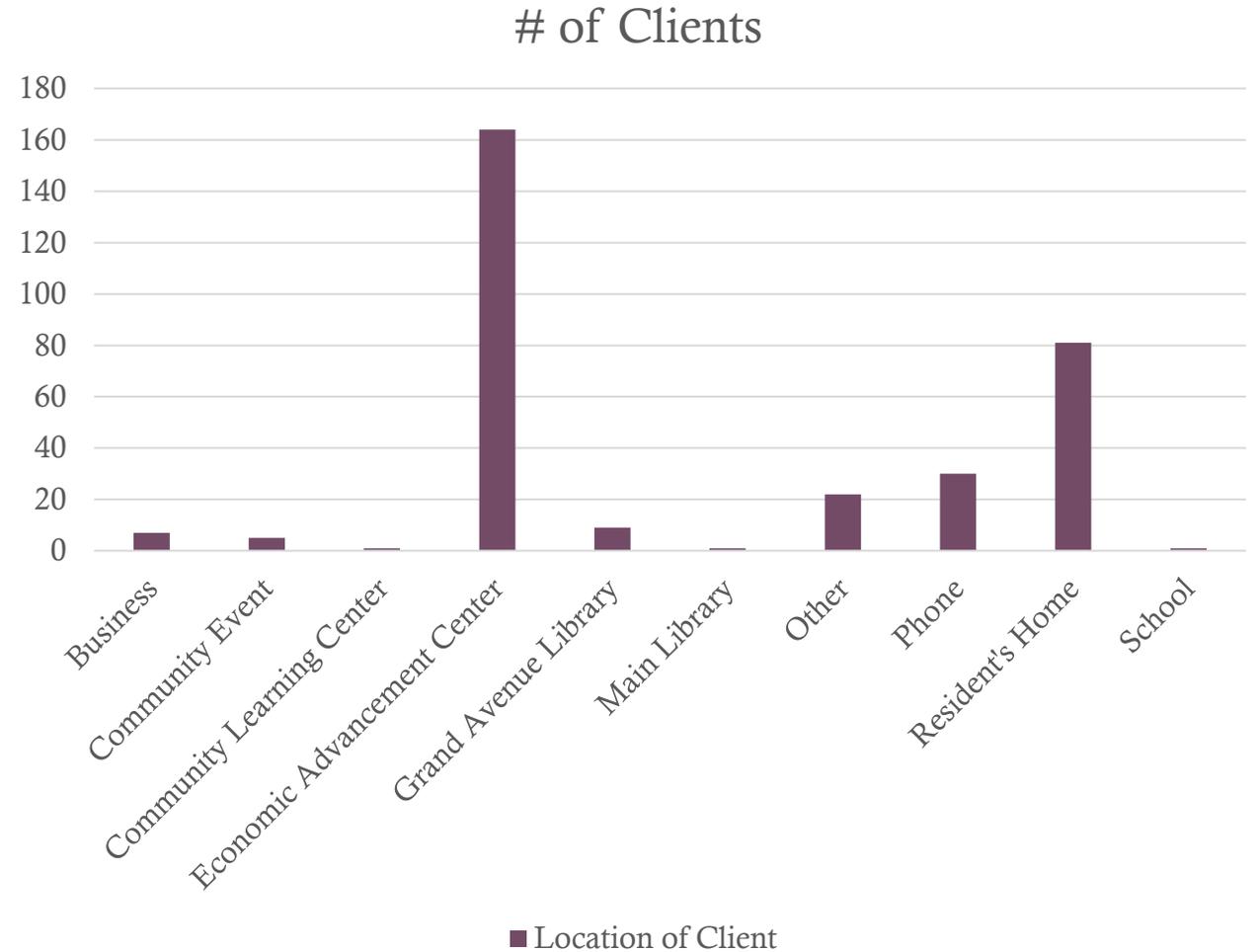
Requested/Received:

- Food – 147/69 (47%)
- Employment Assistance – 71/19 (27%)
- Health – 139/48 (35%)
- Housing – 65/17 (26%)
- Legal Aid – 73/27 (37%)
- Other – 42/19 (45%)
- Transportation – 15/6 (40%)
- Utilities – 10/3 (30%)



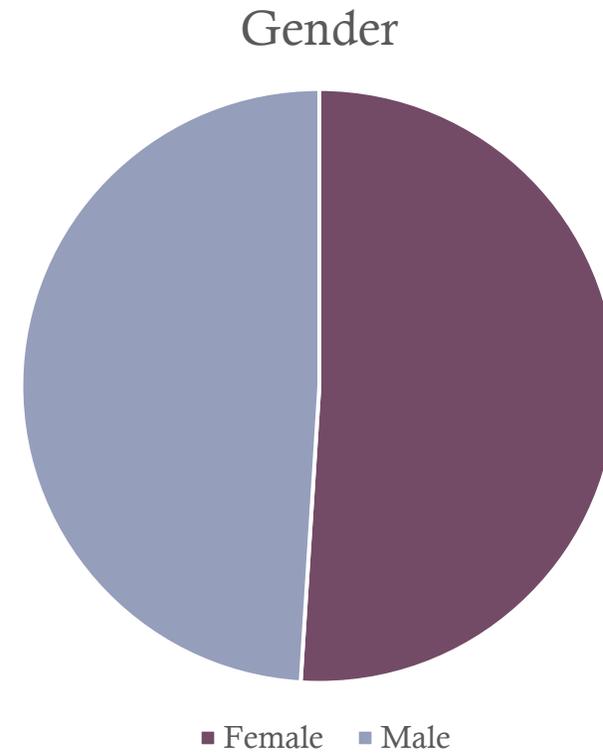
WHERE PROMOTORES MET CLIENTS

- Business – 7 (2%)
- Community Event – 5 (2%)
- Community Learning Center – 1 (<1%)
- Economic Advancement Center – 164 (51%)
- Grand Avenue Library – 9 (3%)
- Main Library – 1 (<1%)
- Other – 22 (7%)
- Phone – 30 (9%)
- Resident's Home – 81 (25%)
- School – 1 (<1%)



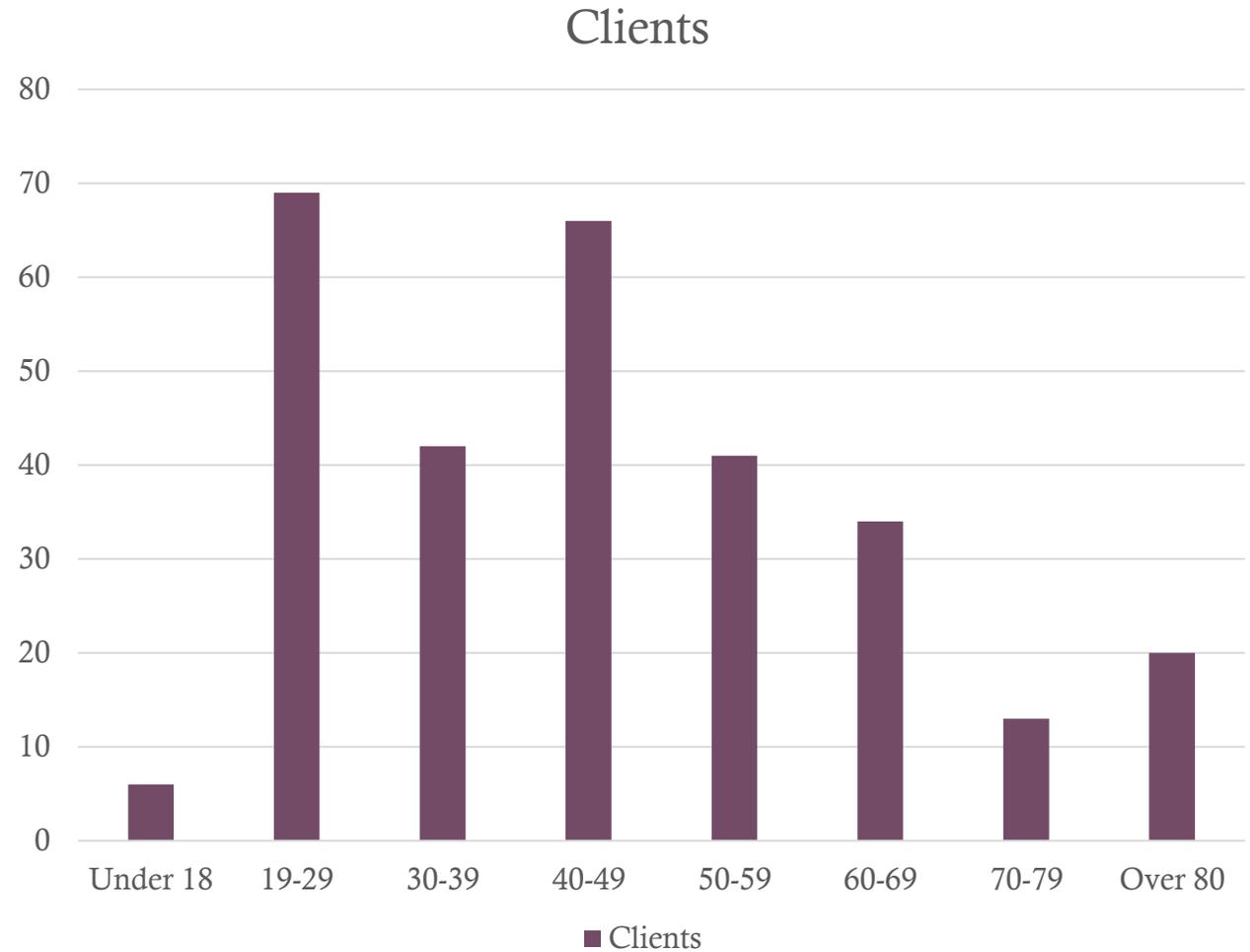
GENDER

- 163 (51%) FEMALE CLIENTS
- 157 (49%) MALE CLIENTS



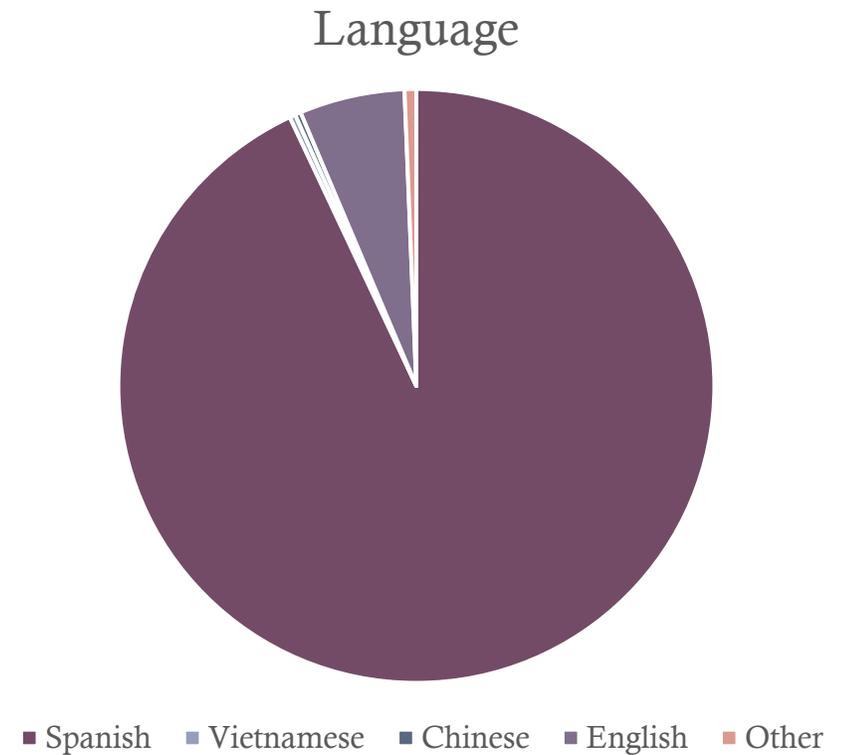
AGE OF CLIENTS

- Under 18 – 6 (2%)
- 19-29 – 69 (24%)
- 30-39 – 42 (14%)
- 40-49 – 66 (23%)
- 50-59 – 41 (14%)
- 60-69 – 34 (12%)
- 70-79 – 13 (4%)
- Over 80 – 20 (7%)



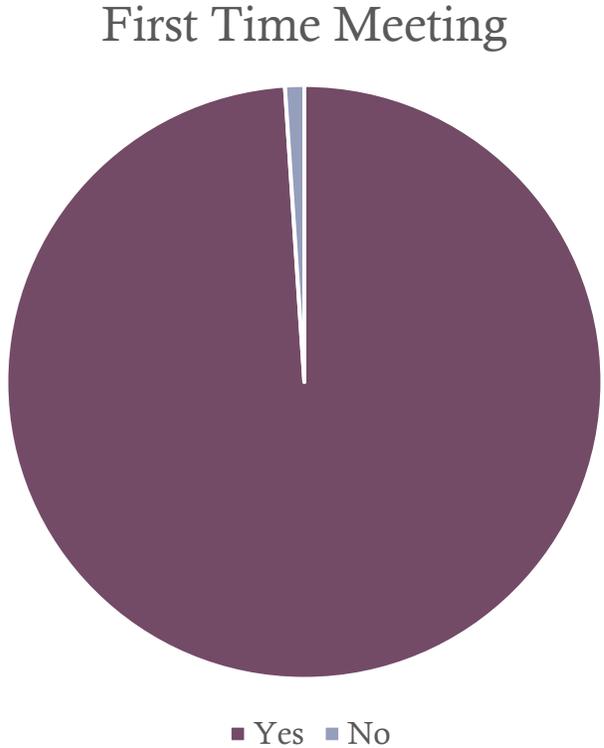
LANGUAGE

- Spanish – 293 (93%)
- English – 18 (6%)
- Other – 2 (1%)
- Vietnamese – 1 (0%)
- Chinese – 1 (0%)



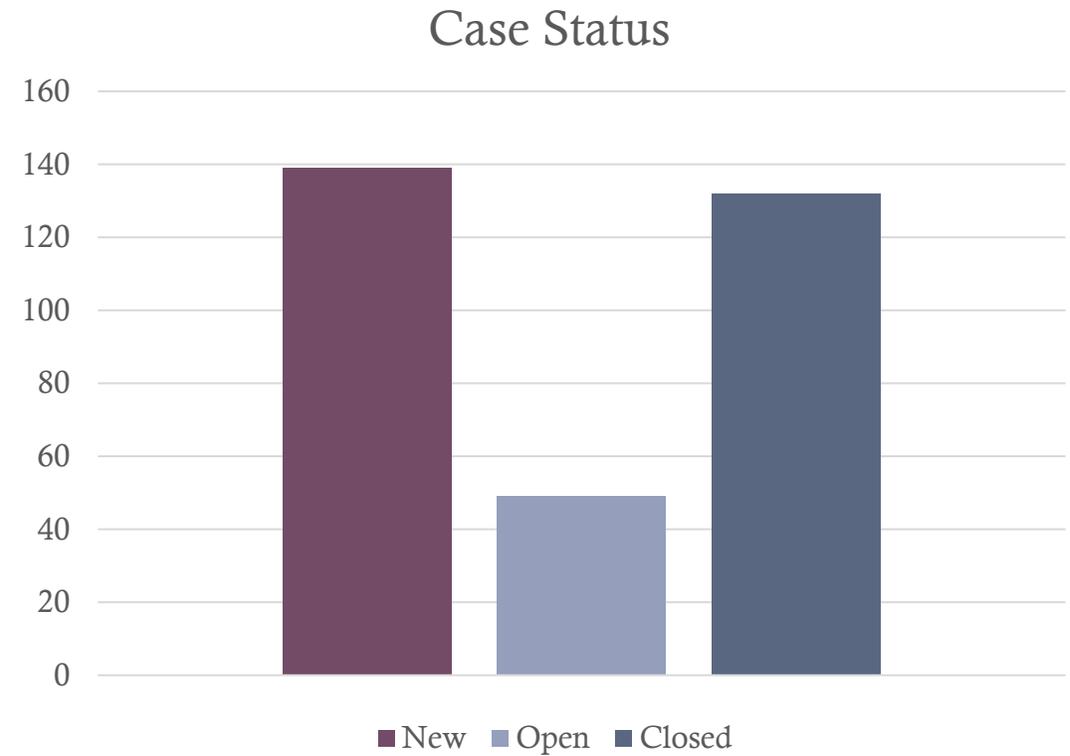
FIRST TIME MEETING

- Yes – 304 (96%)
- No – 14 (4%)



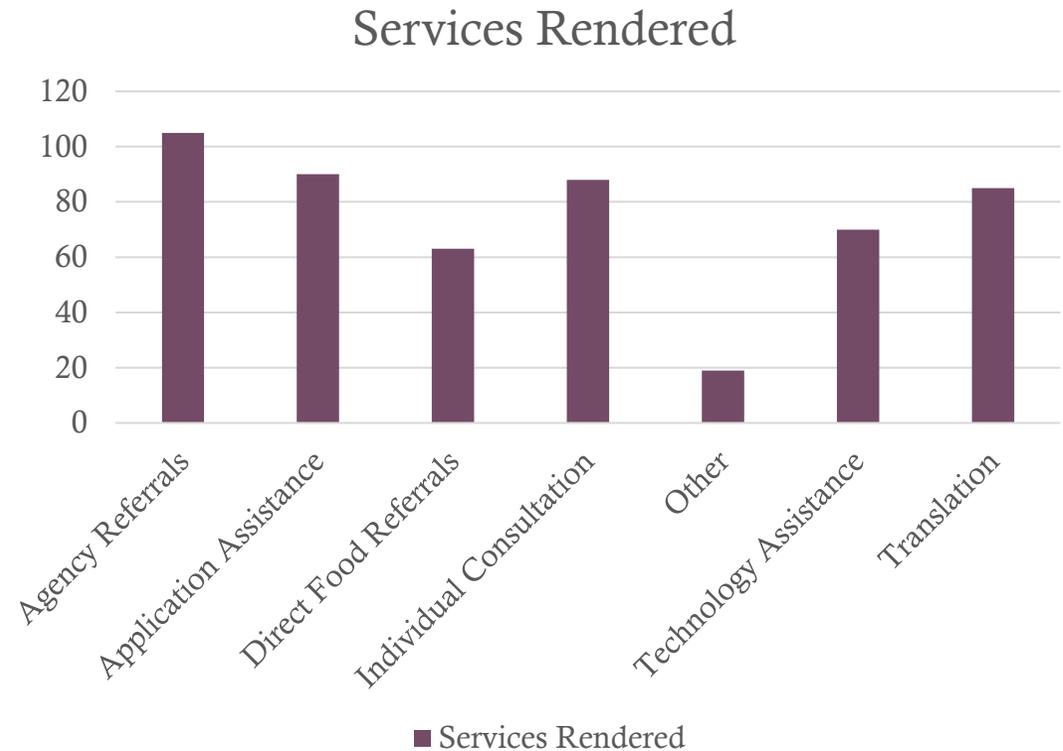
CASE STATUS

- New – 139 (43%)
- Open – 49 (15%)
- Closed – 132 (41%)



SERVICES RENDERED

- Agency Referrals – 105 (20%)
- Application Assistance – 90 (17%)
- Direct Food Referrals – 63 (12%)
- Individual Consultation – 88 (17%)
- Other – 19 (5%)
- Technology Assistance – 70 (13%)
- Translation – 85 (16%)



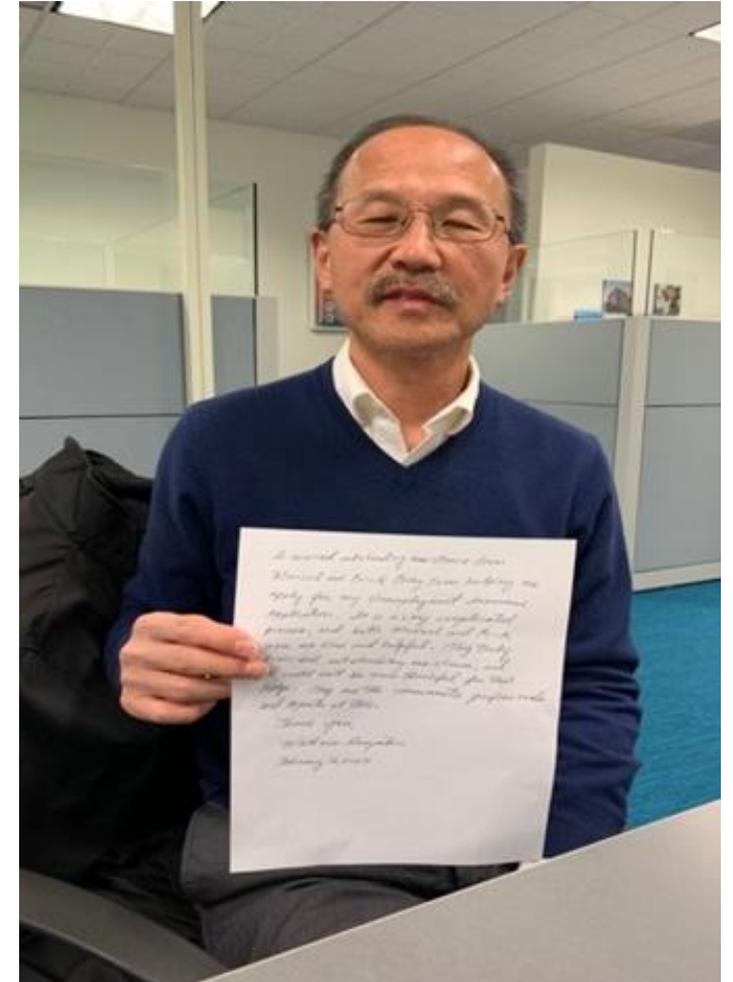
CLIENT TESTIMONIAL

I, Martha, a resident of South San Francisco, am so grateful for Marisol and Erick for helping me go through the extensive online process to obtain my work permit. They helped me and provided technical assistance and translation assistance for me. Today I received my work permit and my social security number, which will help me find work and obtain a better future. Thank you SSF Promotores program! - Martha Maribel Linares - South San Francisco



CLIENT TESTIMONIAL

I received outstanding assistance from Marisol and Erick today for helping me apply for my EDD unemployment insurance. It is a very complicated process, and both Marisol and Erick were so kind and helpful. They truly provided outstanding assistance, and I could not be more thankful for their help. They are the consummate professionals and experts at this. Thank you. -Wallace Rumjahn – San Francisco



CLIENT TESTIMONIAL

Hi Erick and Marisol, I want to thank you for helping me apply for Senior Living. You were both very patient and considerate and you had a great sense of humor. Your office even offered water and snacks, comfortable seating, and a nice atmosphere. We even discussed certain places and your office referred me to a nearby rental and I am now living in a home share. I am so grateful this agency is around for us Seniors. - Corrine Wong - San Bruno, CA



CLIENT TESTIMONIAL

For the present, I want to thank the Promotores for the help you have given us in looking for a job. I am extremely grateful to the Promotores of South San Francisco for helping us get a job at Embassy Suites. God bless Marisol Durand and Erick Colomer who have been a huge help to us. May God continue blessing the Promotores for the beautiful work and all the help and support that they provide. - Rosario Palacios – South San Francisco



CLIENT TESTIMONIAL

I want to express my gratitude for the Promotores program, especially Marisol Durand who helped me apply for my work permit. Thanks to Marisol and Erick also for assisting me with application assistance and language translation from English to Spanish, also assisting me with my job search and applying at different locations for work. Because of them, I now have a job at Sprouts. I am very grateful for the Promotores program of South San Francisco. God bless the program and Marisol and Erick for always being available to help those in need with a smile and great attitude. - Laura Cieza - South San Francisco, CA

