

Promotores Program

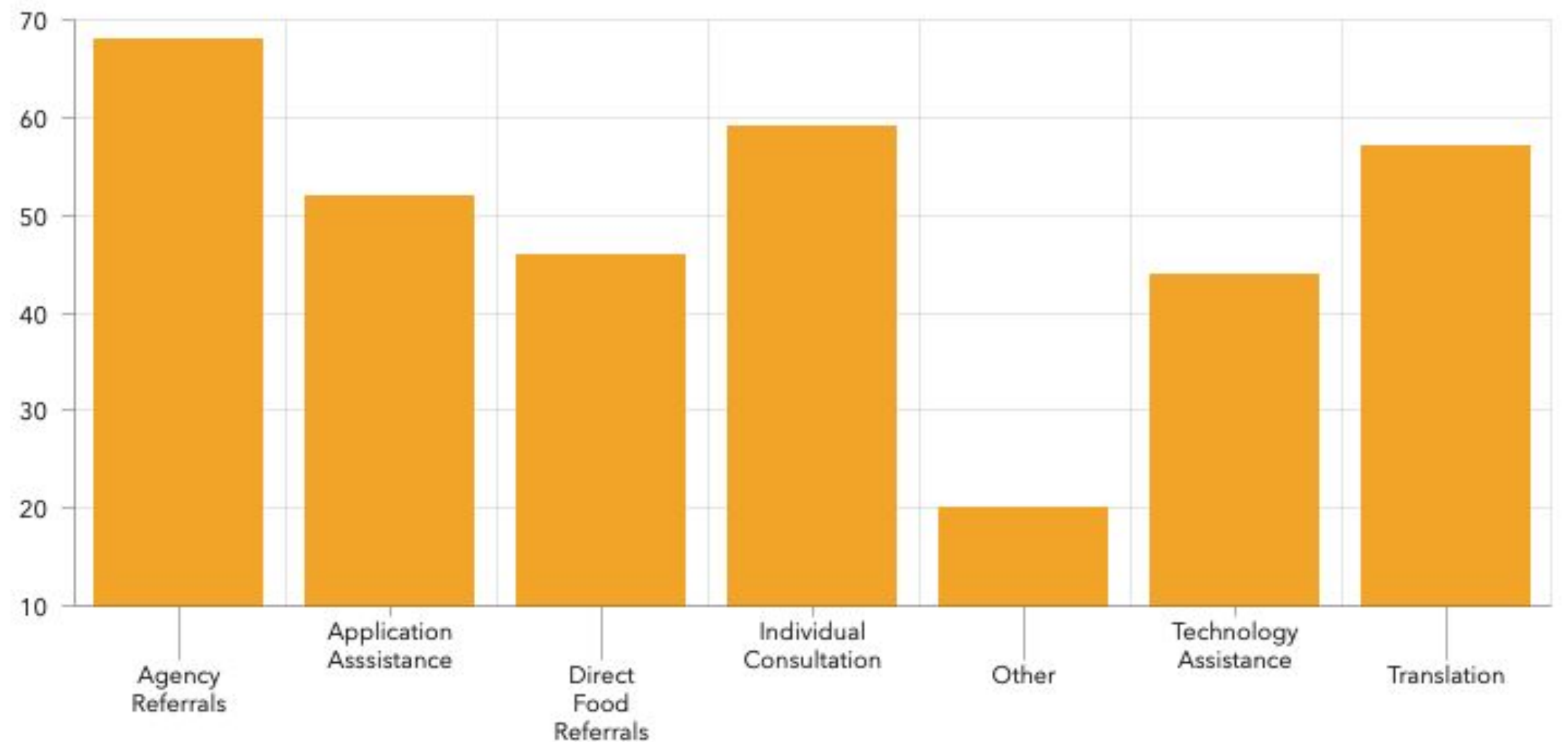
City of South San Francisco
Tamiko Huey, Management Analyst II
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2022



What the Promotores do

- 1 Agency Referrals:** More than just a handing out a contact
- 2 Individual Consultations:** Focused on whole person care
- 3 Translation:** Verbal and written between client and agency



106

Unique clients (not including businesses)

91%

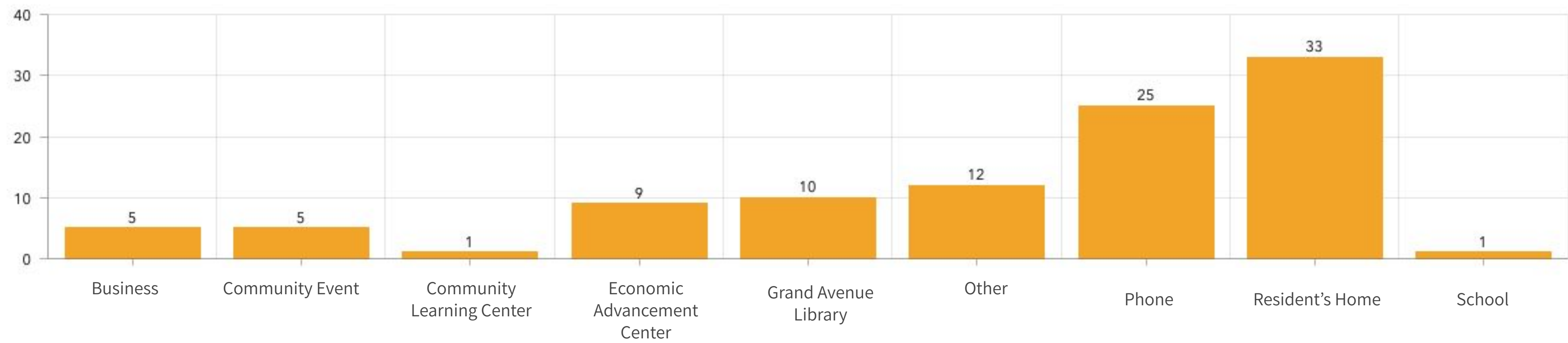
Clients indicate Spanish as their primary language

+1,600 hours

Over 1,600 hours of service to the community

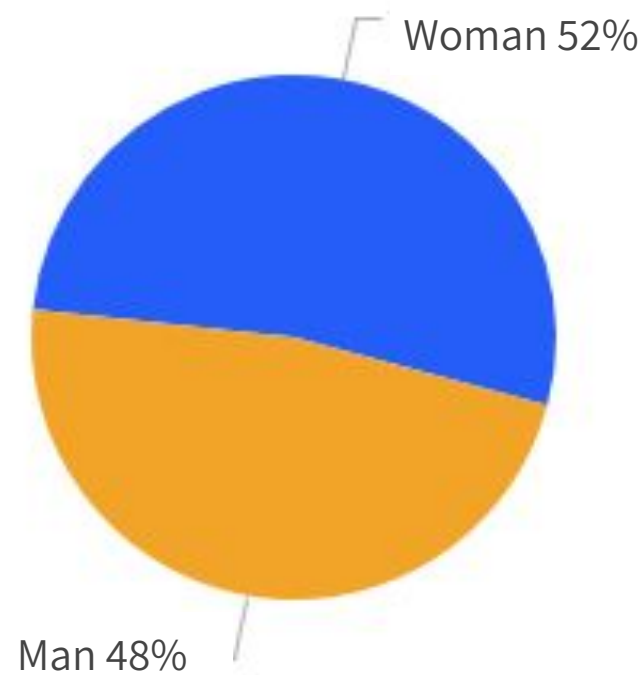


How Promotores meet clients

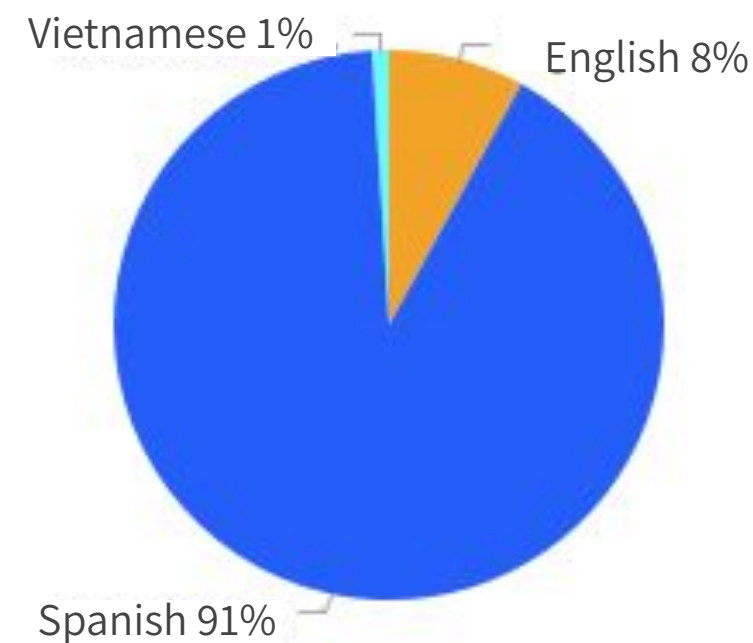


Client Demographics

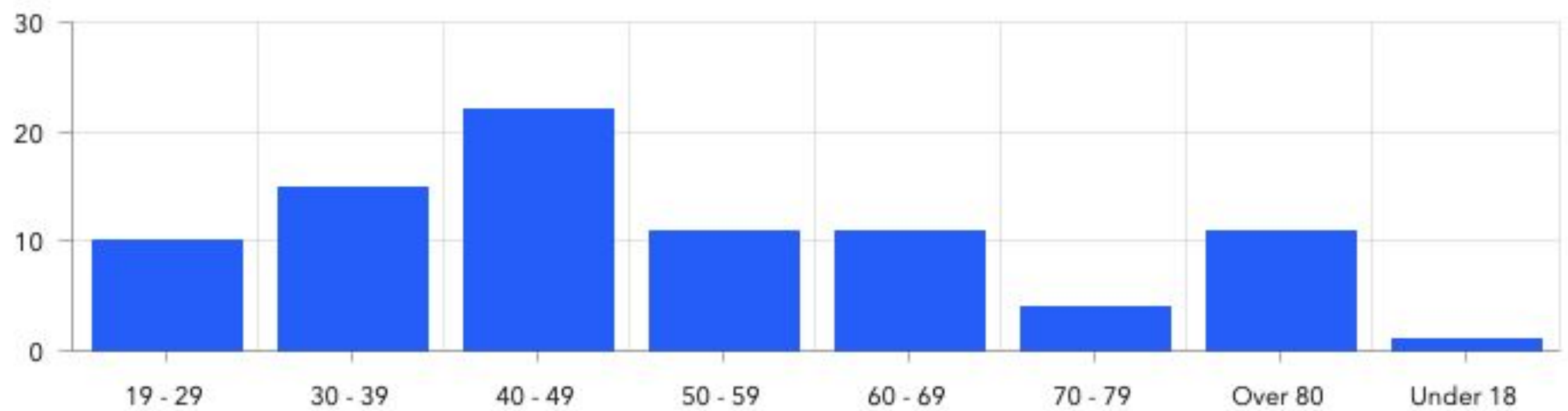
Gender



Language



Age



Top 3 Service Requests



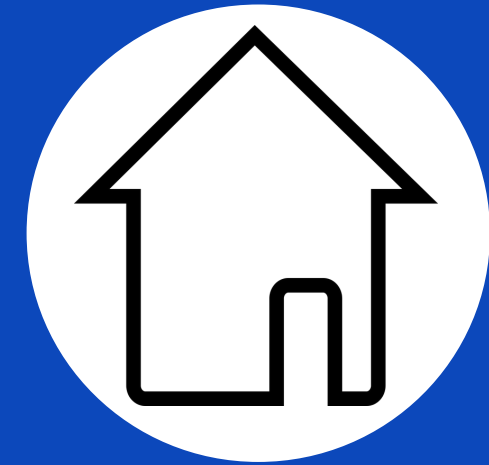
Food

One-time food pick-up, ongoing and long term support



Health

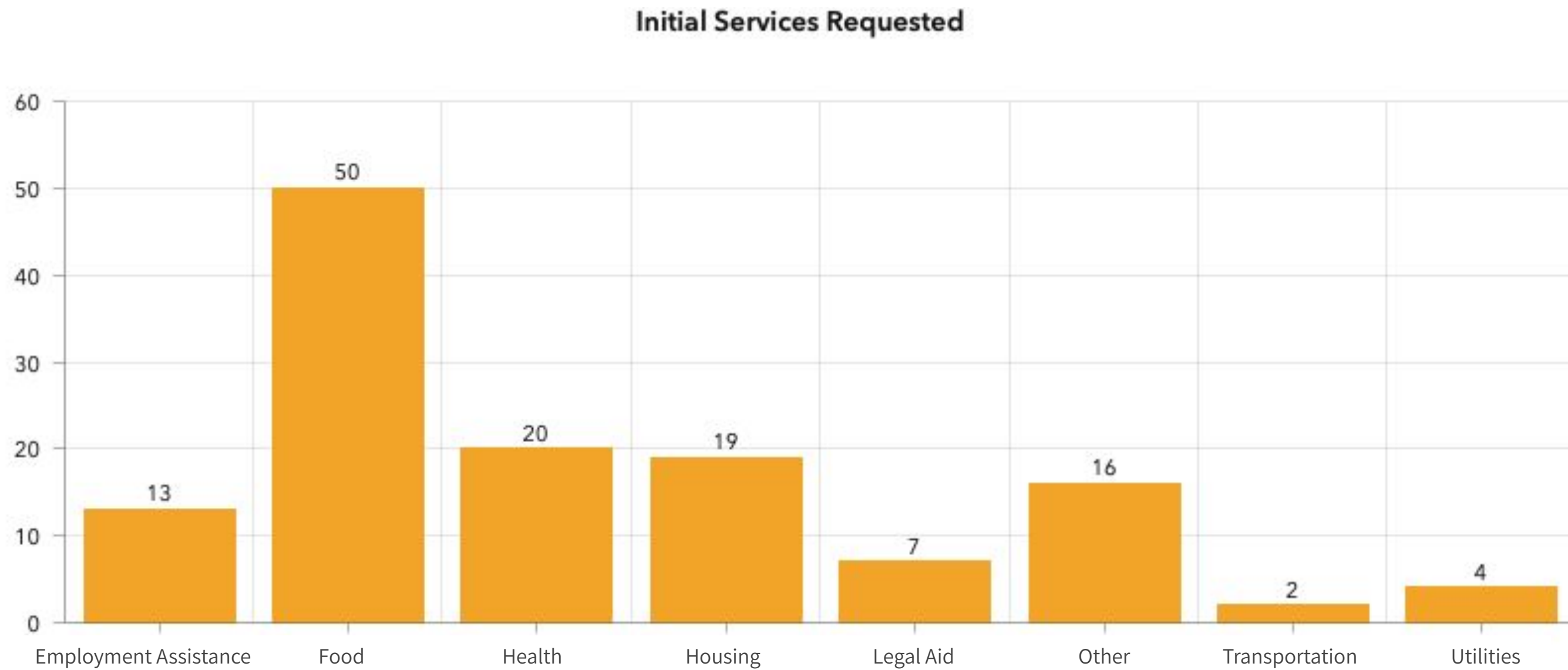
Health insurance, mental health, and immediate medical attention



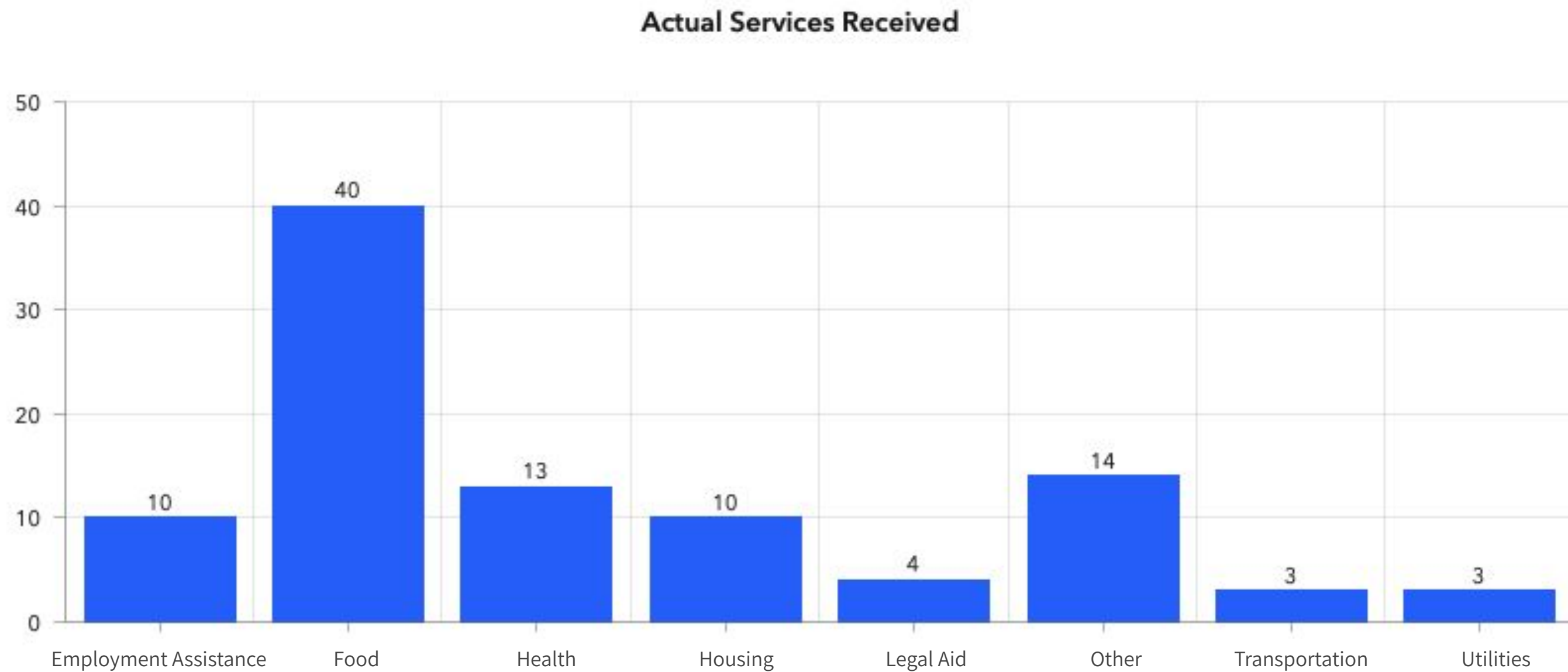
Housing

Rental assistance and seeking affordable housing

Initial Requests



Actual Services Received



Client Satisfaction Survey

9.03

Average satisfaction

Scaled 1-10


73%

Learned about a new service

53%

Increase in confidence

Clients reported feeling 53% more confident in seeking or using services provided by the Promotores.

A group of people, including a woman in a striped shirt, standing together with their hands clasped in a supportive gesture. The image is overlaid with a semi-transparent blue filter.


"I'm very thankful because even though we don't know each other I have received help in such a great manner. Thank you for your kindness, listening, and helping me to fill out the application and pick up the boxes of food. You will always be in my heart and mind. Thank you again for help with food, obtain medical help and the rent. Thank you very much."

— J.A



"First of all, I want to say thanks to the City of South San Francisco for the Promotores Program. Special thanks to Marisol Durand. Her support help me to receive information and benefits such as health, food, taxes, and rent. I'm very thankful to everyone. Thank you for having promotores and support our community "

— P.E



"I want to thank Mrs. Marisol Durand for all of the orientation help and support provided by her. It truly meant a lot for me and my family, we were facing a very difficult situation thanks to her and the program she represents, we were able to seek the help we needed. Me and my family are very appreciative of Mrs. Durand and wish her and this program the very best and hope it continues to help people and families"

— S. Family

Advocacy for the Community

- Bringing services closer to the community
- Breaking down language barriers
- Elevating community concerns



Thank you!

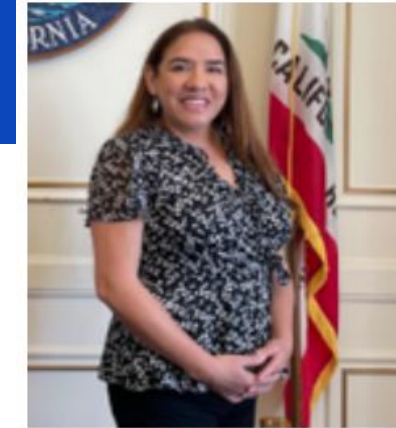
Questions?

Learn more about the Promotores Program at <https://www.ssf.net/home> or scan the QR code below



Contact us!

We are here to serve our community and we want to hear from you!



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