



Con Amor y Dignidad With Love and Dignity

A Visión y Compromiso Promotora Navigator Program

LEARNING REPORT 2022–2025

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Appreciations

Visión y Compromiso expresses its gratitude to the Stupski Foundation for their generous funding of the Con Amor y Dignidad program as well as the SCAN Foundation for their support, which allowed Visión y Compromiso to enhance outreach efforts.

Acknowledgement is also extended to the Visión y Compromiso staff and partners who meticulously developed and administered this project from its inception, demonstrating unwavering dedication and compassion. We would like to thank Angela Gallegos-Castillo, the initial evaluator who conducted the original assessment, Dr. Miriam Hernandez who created the Aging with Dignity curriculum, Maria Lemus who had the vision for the importance of aging with dignity and the executive team who lent counsel and support for the implementation of the program. The staff who coordinated and guided this project include Karla Fabiola Armas Barmejo, Project Coordinator, Martina P. Rivera, Lead Promotora, and Flor Mendez, Promotora.

Visión y Compromiso would also like to recognize the promotoras in Alameda and San Francisco Counties (below), who cultivated enduring relationships with families and individuals amidst challenging circumstances. Their tireless efforts ensured that those facing illness were afforded care with love and dignity throughout their care and end-of-life journey.

PROMOTORAS IN ALAMEDA COUNTY



Diana Cruz

Promotora and Community Facilitator



Josefita Maldonado

Promotora and Community Facilitator



Reyna Martinez

Promotora and Community Facilitator

PROMOTORAS IN SAN FRANCISCO COUNTY



Johanna Fabiola Hércules

Promotora and Community Facilitator



Maria Dolores Valenzuela

Promotora and Community Facilitator



Ana Ballinas

Promotora and Community Facilitator



Esmeralda Valdes

Promotora and Community Facilitator

Most importantly, Visión y Compromiso conveys its deepest appreciation to the community members and families who actively participated in the program, without whom this work would not have been possible.

Visión y Compromiso further recognizes the community organizations and partners who provided invaluable support to this project, and whose contributions will be elaborated upon within this report.

Message from Visión y Compromiso

Dear Colleagues, Partners, Caregivers, and Friends:

I am pleased to share with you the key findings from our community-based family caregiver support program, Con Amor y Dignidad (With Love and Dignity). Truly a labor of love, Con Amor y Dignidad leverages relationships with promotoras, trusted and respected community leaders known for their *servicio de corazón*—service from the heart—that is the essence of their work. I want to express my deep gratitude for our incredible Con Amor y Dignidad team: trainers, managers, coordinators, and especially promotora leaders in Alameda and San Francisco Counties who gave their wisdom, compassion, kindness and guidance to the community through this promotora navigator project dedicated to increasing access to quality community-based serious illness care for Latino families.

Visión y Compromiso's model offers a holistic and culturally and linguistically relevant approach that encourages family conversations and reflections on end-of-life care and decision making as a normal stage of human life. Our well-trained promotoras are local community experts who serve families through one-on-one attention and communication. They are the backbone of this program compassionately navigating caregivers through challenging times that can arise at the end of a loved one's life. During 2022–2025, they touched the lives of 419 unique families and 199 individuals living with a severe illness. They conducted outreach and education, built connections, delivered one-on-one support, facilitated difficult family conversations, hosted 67 workshops attended by 571 family member caregivers, referred families to over 543 community services, and advocated to close health gaps and address systemic inequity for the most underserved residents in our communities.

I am grateful to The Stupski Foundation who believed in the Promotora Model as a model for community transformation and committed the resources to develop, innovate, deliver, and evaluate this three-year project. Thank you also to Alejandra Portillo and her team at Lighthouse Consulting for their thoughtful stewardship of this report that has enabled us to share the key findings from our three-year project with you.

I am proud to share that Con Amor y Dignidad:

- » Increased knowledge of and access to community resources for caregivers, individuals experiencing a severe illness, and promotoras;
- » Supported the emotional health of caregivers and individuals living with a severe illness;
- » Elevated the Promotora Model for Community Transformation as key to the holistic and comprehensive support given to caregivers and individuals facing a severe illness;
- » Strengthened the network of resources for family member caregivers and supported them to recognize that self-care and their own wellness matter;
- » Fostered a sense of community among caregivers where they felt heard and grounded in their roles that helped them gain empathy towards their loved ones receiving care; and
- » Increased the leadership and professional capacity of promotoras in the workforce and in their communities.

Please share this report with your communities and do not hesitate to reach out to us to ask questions and learn more. At Visión y Compromiso, we look forward to bringing this important program to your community too.

Warmly,

Maria Lemus

Executive Director, Visión y Compromiso

Executive Summary

BACKGROUND

In 2022, Visión y Compromiso, received funding from the Stipski Foundation to implement the Con Amor y Dignidad Promotora Navigator Program. The program's goal was to increase access to community-based serious illness care among Latino residents in Alameda and San Francisco Counties. For this project, Visión y Compromiso focused on the Latino population recognizing that many older or seriously ill Latino adults have not had the opportunity to engage in advance care planning, end-of-life decisions, or preventative screenings due to limited health literacy, financial resources, immigration status, and lack of access to health care. Visión y Compromiso focused on supporting Latino residents living with a serious illness and receiving care at home from family caregivers in key cities within Alameda and San Francisco Counties, including Oakland, Hayward, San Leandro, and San Lorenzo. Through this work, Visión y Compromiso supported Latino residents facing complications related to chronic conditions such as heart disease, diabetes, stroke, cancer, Alzheimer's, and other forms of dementia.

Con Amor y Dignidad's primary objective was to increase access to information and end-of-life care among seriously ill Latino residents in Alameda and San Francisco Counties. Visión y Compromiso aimed to achieve this through through:

1. **Offering culturally and linguistically relevant information** about advance care planning (ACP) including health agent, advance directive, POLST, palliative care, hospice, wills, financial planning, planning funerals/memorials/transportation to a home country.
2. **Aiding program participants in systems navigation** including patient advocacy, health literacy, assistance with technology and telehealth, accompaniment, and support to improve provider communication.
3. **Providing family caregiver supports** including nutrition education, Caring for the Caregiver workshops, information about self-care/respite care, and referrals to support groups or other emotional wellness supports.

4. **Facilitating warm hand-offs to local community resources** to improve quality of life or reduce the impact of the social determinants such as food and housing assistance, spiritual guidance assistance with insurance enrollment or access to preventive services, movement, etc.
5. **Providing community education** using holistic and cultural approaches to share information and encourage family conversations about end-of-life care and reflections on death and dying as a normal stage of human life.

EVALUATION ACTIVITIES

Visión y Compromiso collected and tracked data across the entire lifespan of the project via an initial needs assessment and service and participant demographic data tracking. At the conclusion of the project, Visión y Compromiso hired an external consultant, to identify the reach and supports provided during the program and to gather key findings related to the program impact on participating Latino residents and promotoras. The consultant engaged in a document review, facilitated three focus groups, analyzed participant testimonials and existing program data.

REACH AND SUPPORTS PROVIDED

- » Visión y Compromiso promotoras supported a total of **419** unique families, with the majority (79%) receiving services between 2023 and 2024.
- » Visión y Compromiso implemented **76** trainings, serving a total of **348** unduplicated promotoras. Most promotoras (85%) received trainings between 2023 and 2024.
- » Over the course of the project, a total of **240** individuals living with a severe illness and/or their family caregivers received individualized assessments and support. Of these, **199** (83%) completed the entire two to three months or eight sessions of education, assessment, navigational support, patient advocacy, and referrals.
- » In a span of three years, Visión y Compromiso made **543** referrals to community services, including food banks, housing supports, affordable health care

supports, and financial assistance to offset essential living expenses such as rent and utilities.

- » Through this project, Visión y Compromiso facilitated approximately **67** virtual caregiver workshops, which were attended by **571** individuals.
- » Visión y Compromiso developed and facilitated **50** educational sessions via social media.
- » Con Amor y Dignidad was supported by a total of **63** community partners. Most community partners were located across California, with a few (n=12) located outside of California in Chicago, New York, Texas, Kansas, and Washington D.C.

KEY FINDINGS

Con Amor y Dignidad sought to increase access to information and end-of-life care among seriously ill Latino community members in Alameda and San Francisco Counties. The findings shared below shed light into Visión y Compromiso's key accomplishments as it concludes this three year project. The findings are based on evaluation activities conducted at the conclusion of the program, including document reviews, focus groups with promotoras, caregivers, and individuals facing illness, as well as analysis of letters and video testimonials from program participants and community partners. The findings also reflect the collective experience and wisdom of the Visión y Compromiso project coordinator and promotoras who led and designed the project.

- » **The Promotora Model for Community Transformation** was key to providing holistic and comprehensive support to caregivers and individuals facing a severe illness.
- » **The Individualized Assessments and Support Services** were key to providing individualized supports and to identify other core needs of caregivers and individuals living with a severe illness.
- » **Con Amor y Dignidad:**
 - Increased knowledge of and access to community resources among caregivers, individuals experiencing a severe illness, and promotoras.
 - Strengthened the organizational and resource network of support available for caregivers.
 - Aided caregivers and individuals living with serious illness in navigating and accessing formal systems of care.

- Enabled caregivers to recognize that their wellness matters, leading them to feel more empathetic towards the individuals they cared for.
- Fostered a sense of community among caregivers, enabling participants to feel grounded in their roles, feel heard, and empathetic towards their loved ones receiving care.
- Supported the emotional and mental health of caregivers and individuals living with a severe illness.
- Expanded knowledge and access to training for caregivers and people living with severe illness regarding key health topics.
- Increased the professional capacity of promotoras further preparing them to participate in the workforce and serve communities.
- Affirmed for promotoras the value of their role, allowing them to forge emotional, spiritual, and lifelong bonds with the community members they served.

LESSONS LEARNED

Visión y Compromiso offers the following lessons learned with the aim of informing other nonprofits, foundations, and government entities undertaking similar work.

1. Integrate and prioritize self-care for promotoras providing individualized supports.
2. Uplift the role of promotoras as co-designers and subject matter experts.
3. Integrate bioethics trainings as a core component for program designers and implementers.
4. Foster diverse external partnerships and build their capacity to serve vulnerable populations.
5. Proactively maintain program credibility through consistent professional practices and continuous capacity building.
6. Sustain meaningful, trust-based relationships with program participants through follow-up and validation of their needs.
7. Develop skills in identifying critical community needs, including non-verbal cues.
8. Engage in a process evaluation to examine and strengthen program implementation and quality.

Introduction

About Visión y Compromiso

Visión y Compromiso, a California-based non-profit organization, began its work in 2000 with a deep commitment to cultivating and maintaining community well-being. Visión y Compromiso has been instrumental in pioneering and leading the integration and development of community health workers, hereby referred to as promotoras, within communities by supporting and building their capacity to enter the workforce and take on leadership roles within their own communities. The vision of Visión y Compromiso is to ensure a life of health and dignity for all communities (*hacia una vida digna y sana*). Guided by its Promotora Model for Community Transformation, Visión y Compromiso has implemented numerous community initiatives across California focused on fostering the health and well-being of vulnerable populations. Visión y Compromiso specializes in reaching predominantly Spanish-speaking Latino communities across urban, suburban, and rural regions of California, including immigrant, undocumented, mixed-status, and low-income households and families. These communities are served by Visión y Compromiso's promotoras, who not only speak the same language as the residents they support, but also share similar life experiences, cultural backgrounds, and everyday challenges. Visión y Compromiso's promotoras operate with a sincere, service-oriented approach that facilitates trust-building and genuine connection with community residents. This allows promotoras to deliver localized and tailored supports and programming to diverse communities.

Note on the Language Used In this Report:

Promotora: This report will use the term Promotora (female) in place of Community Health Worker or Community Promoter.

Program participants: Refers to caregivers and individuals living through a serious illness.



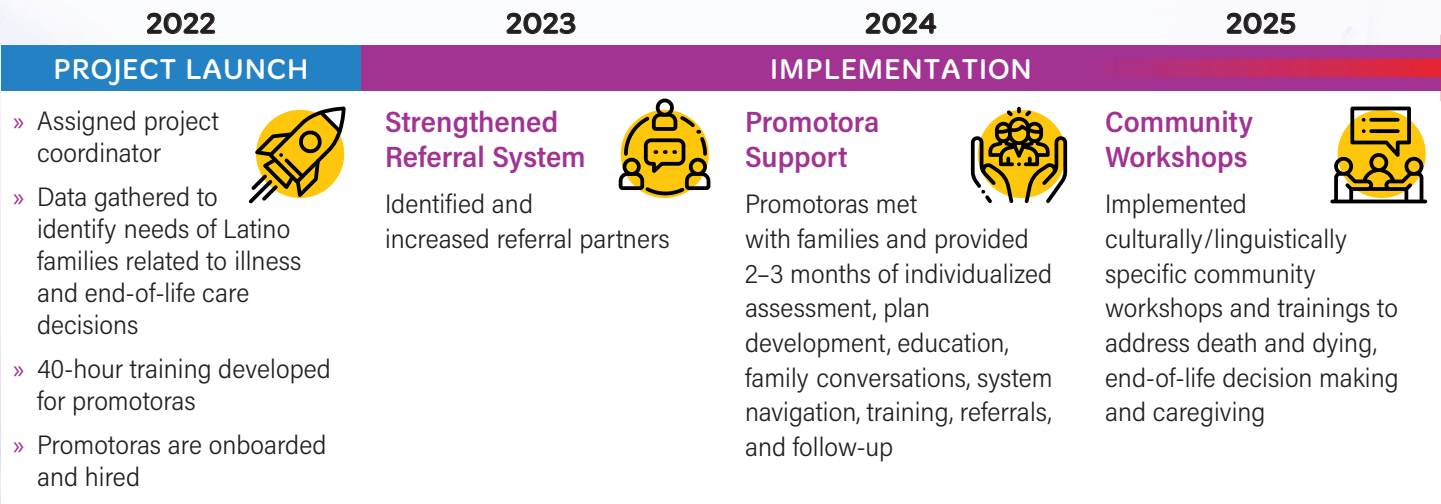
Project Background

In 2022, Visión y Compromiso received funding from the Stupski Foundation to implement the Con Amor y Dignidad Promotoras Navigator Program. The program's goal was to increase access to community-based serious illness care among Latino residents in Alameda and San Francisco Counties. For this project, Visión y Compromiso focused on the Latino population recognizing that many older or seriously ill Latino adults have not had the opportunity to engage in advance care planning, end-of-life decisions, or preventative screenings due to limited health literacy, financial resources, immigration status, and lack of access to health care. Additionally, the COVID-19 pandemic had long-lasting impacts and exacerbated the pre-existing health conditions of minority communities, particularly the Latino population, causing higher rates of morbidity and mortality, decreased compliance with medical recommendations, and limited access to healthcare services.¹ In the face of this reality, Visión y Compromiso focused on supporting Latino residents living with a serious illness and receiving care at home from family caregivers in key cities within Alameda and San Francisco Counties, including Oakland, Hayward, San Leandro, and San Lorenzo. Through this work, Visión y Compromiso supported Latino residents facing complications related to chronic conditions such as heart disease, diabetes, stroke, cancer, Alzheimer's, and other forms of dementia.

The primary goal of Con Amor y Dignidad is to increase access to information and end-of-life care among seriously ill Latino residents in Alameda and San Francisco Counties. Visión y Compromiso aimed to achieve this through through:

- 1. **Offering culturally and linguistically relevant information** about advance care planning (ACP) including health agent, advance directive, POLST, palliative care, hospice, wills,financial planning, planning funerals/ memorials/transportation to a home country.
- 2. **Aiding program participants in systems navigation** including patient advocacy, health literacy, assistance with technology and telehealth, accompaniment, and support to improve provider communication.
- 3. **Providing family caregiver supports** including nutrition education, Caring for the Caregiver workshops, information about self-care/respite care, and referrals to support groups or other emotional wellness supports.
- 4. **Facilitating warm hand-offs to local community resources** to improve quality of life or reduce the impact of the social determinants such as food and housing assistance, spiritual guidance assistance with insurance enrollment or access to preventive services, movement, etc.
- 5. **Providing community education** using holistic and cultural approaches to share information and encourage family conversations about end-of-life care and reflections on death and dying as a normal stage of human life.

Project Timeline with Key Events



1 Pedraza L, Villela R, Kamatgi V, Cocuzzo K, Correa R, Lisigurski MZ. The Impact of COVID-19 in the Latinx Community. HCA Healthc J Med. 2022 Jun 28;3(3):97-104. doi: 10.36518/2689-0216.1387. PMID: 37424622; PMCID: PMC10324846.

Evaluation and Data Tracking Methods

Visión y Compromiso collected and tracked data across the entire lifespan of the project via an initial needs assessment and service and participant demographic data tracking. At the conclusion of the project, Visión y Compromiso hired an external consultant, to identify the reach and supports provided during the program and to gather key findings related to the program impact on participating Latino residents and promotoras. The external consultant engaged in the following evaluation methods:



DOCUMENT REVIEW

A comprehensive document review was conducted, which included program materials and resources, quarterly reports, and grant documents. The goal of the review was to gain a thorough understanding of the program's goals and objectives. This in-depth analysis not only informed the development of focus group protocols but also supported the analysis of existing data (see below).



FOCUS GROUPS

Three focus groups were conducted: two with promotoras who provided outreach, engagement, navigation, and support to the program, caregivers, and individuals facing illness; and one with caregivers who received navigation, care management, and support. The focus groups aimed to gather qualitative data and personal stories about the program's benefits, challenges, and areas for improvement. A total of nineteen individuals participated in the focus groups. A thematic analysis approach was used to analyze the data, with themes developed inductively based on participant experiences and accounts.



ANALYSIS OF PARTICIPANT LETTERS AND VIDEO TESTIMONIALS

Twenty program participant letters and twenty video testimonials, totaling forty items, were analyzed using a thematic analysis approach. The letter and video testimonials were collected from typical program participants, defined as individuals who participated in eight caregiving accompaniment sessions, engaged in capacity building, and received ongoing support from promotoras. Letters were also collected from community partners, including non-profit organizations and agencies who supported the project.



ANALYSIS AND SUMMARY OF EXISTING DEMOGRAPHIC AND SERVICE DATA

To supplement the qualitative data from focus groups and participant testimonials, existing quantitative service data was also analyzed.

About This Report

The first section of this report shares and summarizes key service and reach data from 2022 to 2025 for the Con Amor y Dignidad program. It then presents key findings from focus groups and participant testimonials, highlighting the key benefits and impact of this program on community members and promotoras. Then, it outlines key lessons learned from Visión y Compromiso staff and program participants regarding the necessary approaches needed to engage in this work. Finally, the report offers the next steps in this work for Visión y Compromiso and offers recommendations to public and private entities on how to support the continued sustainability of vital programs like Con Amor y Dignidad.



Reach and Supports Provided

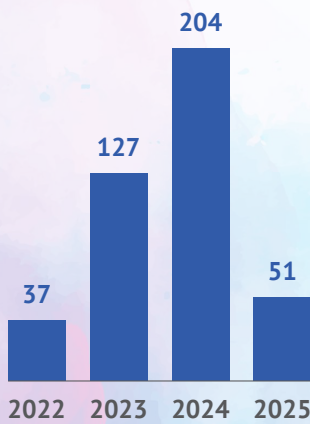
From 2022 to 2025, Visión y Compromiso provided an array of holistic supports and services to promotoras, individuals experiencing severe illness, and to caregivers in San Francisco and Alameda Counties. The following section of this report summarizes data concerning the program's reach and the specific services that Visión y Compromiso delivered to the community through the Con Amor y Dignidad program. This includes the services provided to the core group of promotoras (n=7) who specifically supported this program and received capacity-building and self-care strategies, as well as the services provided to the broader group or network of promotoras across both counties who participated in capacity-building and other program offerings.

Numbers Served

Families & Community Members

Visión y Compromiso promotoras supported a total of **419** unique families, with the majority (79%) receiving services between 2023 and 2024. Promotoras served these families by engaging in community outreach, providing in-depth orientations to the Con Amor y Dignidad program, and making check-in phone calls to families. Through these individualized services, promotoras addressed families' needs and concerns, connected them with community resources, and increased their awareness of local community programs. Additionally, **109** community members received support navigating and connecting to programs, including assistance completing complicated paperwork to access local financial and medical resources.

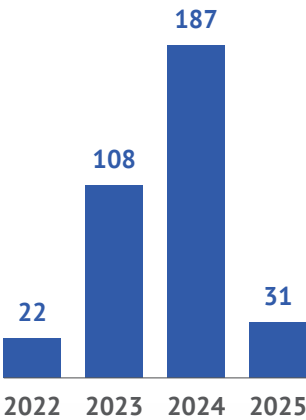
Figure 1. Families Served by Year (n=419)



Promotoras

An unduplicated total of **348** promotoras received trainings from Con Amor y Dignidad, with most (85%) receiving trainings between 2023 and 2024, as depicted in Figure 2. These trainings encompassed diverse topics, including various types of cancer, home care provision, and mental and emotional health. (See page 17 and Appendix C for further details on training.)

Figure 2. Number of Promotoras Who Received Training (n=348)



Caregivers and Individuals Experiencing Severe Illness

At the start of the project, a total of **240** participants, including **124** caregivers and **116** individuals living with a critical illness, began participating in the individualized assessments and support services. At the conclusion of the project, **199** individuals completed the entire two to three months or eight sessions of education, assessment, navigational support, patient advocacy, and referrals.

Services Provided to Caregivers and Individuals Experiencing Illness

Visión y Compromiso offered key services to caregivers and individuals facing severe illnesses through a culturally and linguistically relevant and holistic approach. Services were provided in Spanish, and promotoras worked to expand and leverage existing resources in local communities. Additionally, the promotoras who carried out the work honored the lived experiences of participants and tailored their service approach to meet the individual needs of caregivers and families. Below is a comprehensive summary of the key services provided from 2022 to 2025.

Individualized Assessments and Support Services

Over the course of the project, a total of **240** individuals living with a severe illness and/or their family caregivers received individualized assessments and support. As noted previously, of these, **199** (83%) completed the entire two to three months or eight sessions of education, assessment, navigational support, patient advocacy, and referrals. The remaining 17% of participants were not able to complete the individualized support services due to deteriorating health, limited physical mobility, or mortality. As described in Table 1, of the 163 participants who shared their or their family members' diagnosis, 25% were experiencing or caring for someone who had diabetes and 20% were experiencing or providing care to someone diagnosed with cancer.

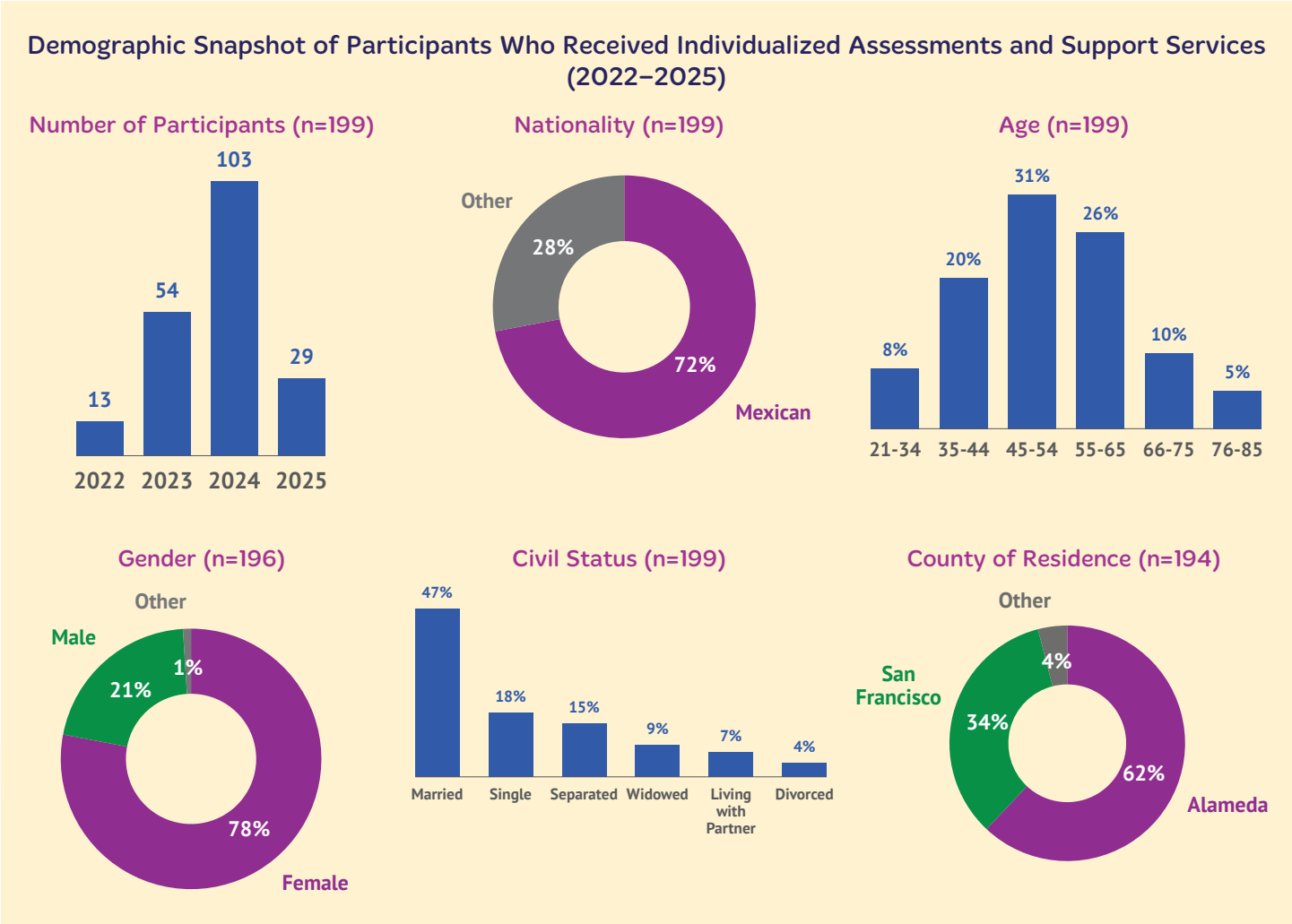
Table 1. Diagnosis of Participants—Direct or Family Member (n=163)²

DIAGNOSIS	n	%
Diabetes	43	25%
Cancer	34	20%
Mental/Psychiatric illness	15	9%
Alzheimer's and other dementias	14	9%
Hypertension/Cardiovascular diseases	14	9%
Cerebrovascular disease	12	7%
Osteoporosis	8	5%
Dialysis/Kidney disease	6	4%
Arthritis	3	2%
Diseases of the immune system	2	1%
Fatty liver disease	1	1%
Metabolic complications resulting from obesity and thyroid	1	1%
Transverse myelitis	1	1%
Tumor	1	1%
Other	8	5%
Total	163	100%

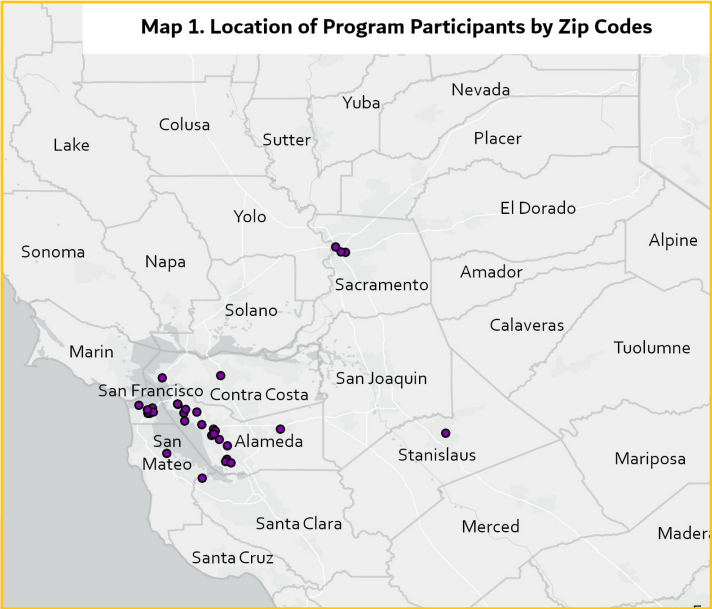
As the core service of Con Amor y Dignidad, the individualized assessments and support services began with a Visión y Compromiso promotora conducting an in-depth assessment to identify the key needs of individuals facing a severe illness and/or their family members, including physical, emotional, mental and social needs. The promotora then collaborated with program participants to design a plan with SMART goals and provided supports to achieve these goals. Throughout the individualized support services, promotoras provided education around key health conditions, supported participants in navigating health care systems, and connected participants with local resources.

² Data is only available for 163 of the 199 individuals who completed the individualized assessment and supports.

Key demographic data for the 199 participants who completed the individualized support sessions from 2022 to 2025 indicate that most participants were women (78%), Mexican (72%), married (47%), and between 45 and 65 years old (57%).



As displayed in Map 1,³ the majority of program participants resided in Alameda County (62%), and roughly one-third (34%) in San Francisco County. A few participants who received individualized support lived in Contra Costa (2%), Sacramento (0.5%), Los Angeles (0.5%), San Mateo 0.5%), and Santa Clara (0.5%).



³ A total of 132 valid zip codes of program participants who completed the individualized assessments and support services were used to create Map 1.

Community Outreach

Promotoras engaged in in-person community outreach in localized settings and at community events where they provided information on various health and disease topics including Alzheimer’s disease and disease progression; serious illness, advanced care planning (ACP), family decision making, caregiver supports and resources.

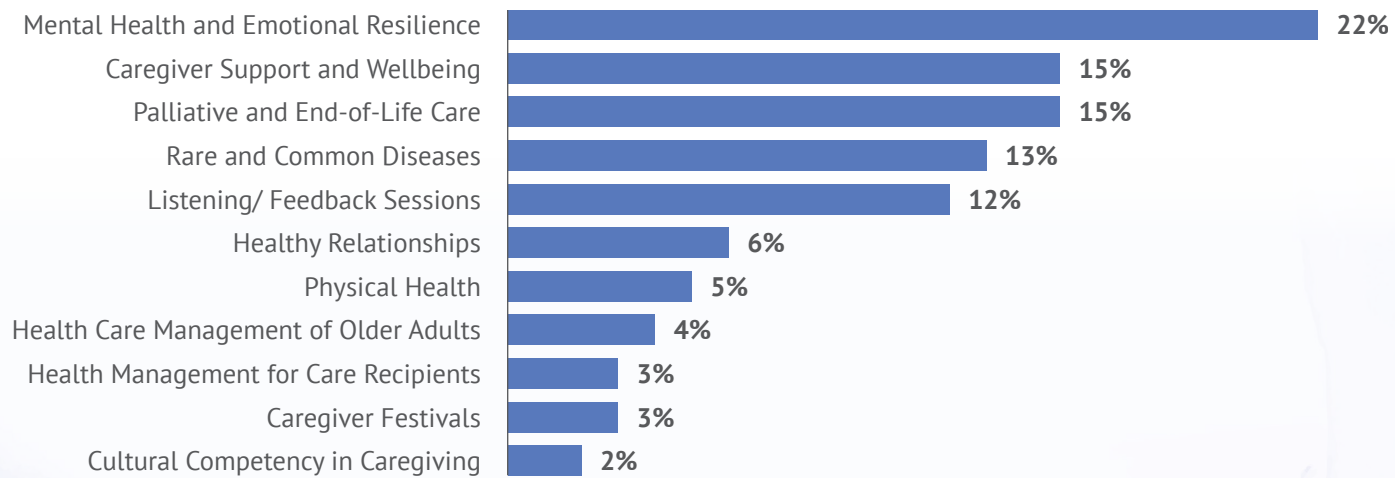
Referrals

In a span of three years, Visión y Compromiso made **543** referrals to community services, including food banks, housing supports, affordable health care supports, and financial assistance to offset essential living expenses such as rent and utilities. Additionally, promotoras also connected program participants with mobility assistance resources to access free or low cost wheelchairs, adjustable shower sets, and walking canes.

Caregiver Workshops and Listening Sessions

Through this project, Visión y Compromiso facilitated approximately **67** virtual caregiver workshops, which were attended by **571** individuals. These workshops also incorporated community listening and feedback sessions. Facilitated by a Visión y Compromiso project coordinator, the workshops provided a safe space for promotoras, caregivers, and individuals facing a serious illness to learn about critical health topics, share their experiences, challenges, concerns, and receive culturally and linguistically sensitive support and guidance from the group to navigate these issues. As depicted in Figure 3 below, the caregiver workshops covered various topics, including mental and emotional resilience (22%), palliative and end-of-life care (15%), caregiver support and well-being (15%), rare and common diseases (13%). (See Appendix A for the full list of workshop topics.)

Figure 3. Caregiver Workshops and Listening Sessions (n=67)

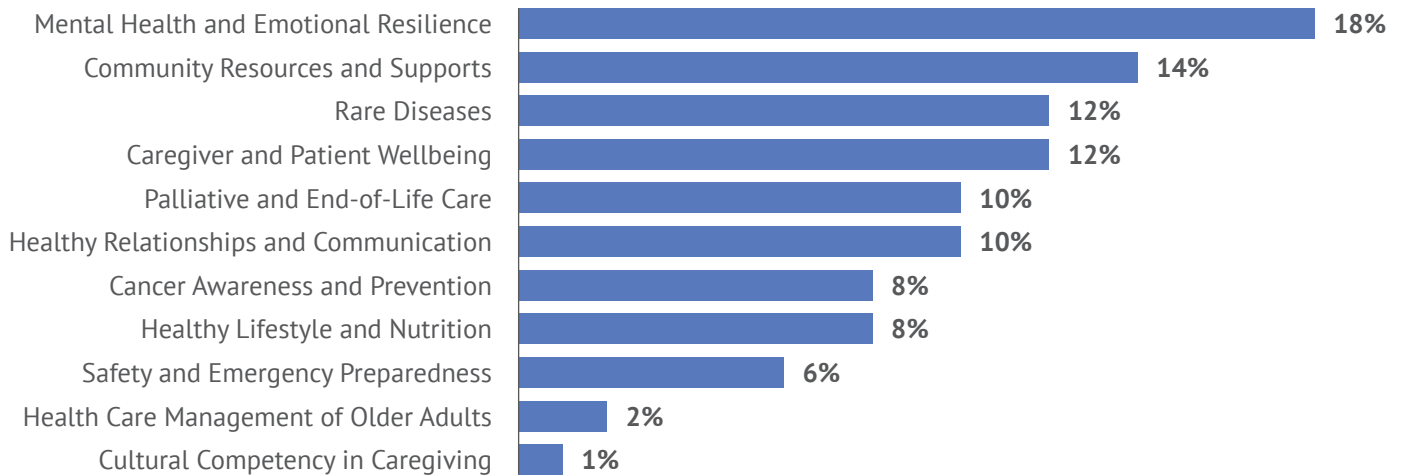


(Totals may not equal 100% due to rounding adjustments.)

Education via Social Media

To expand the reach of the educational content aimed for caregivers, Visión y Compromiso developed and facilitated **50** educational sessions via social media. These sessions aimed to build caregiver and the general public's capacity around key health topics and promote the Con Amor y Dignidad program. Key topics covered through social media included mental health and emotional resilience (18%), community resources and supports (14%), and caregiver and patient well-being (12%). Through this effort, Visión y Compromiso published **46** educational videos, which resulted in **8,045** views. (See Appendix B for the full list of social media topics.)

Figure 4. Social Media Education Topics (n=50)



(Totals may not equal 100% due to rounding adjustments.)

Supports Provided to Promotoras

Capacity Building

Visión y Compromiso provided comprehensive training and professional development opportunities for the promotoras supporting Con Amor y Dignidad, the broader Visión y Compromiso Promotora Network, and for partner organizations. In the three years of the project, Visión y Compromiso implemented **76** trainings, with a total of **348** unduplicated participants. As displayed in Figure 5, top training topics included mental health and emotional support (29%), general health and medical concepts (21%), and caregiving techniques and skills (16%). (See Appendix C for the full list of training topics.)

Figure 5. Promotora Training Topics (n=76)



(Totals may not equal 100% due to rounding adjustments.)

Self-Care for Promotoras

As the core implementers of Con Amor y Dignidad, Visión y Compromiso prioritized the self-care and well-being of promotoras who throughout this project provided care and support to family members and community members who were experiencing trauma, stress, and severe illness. To support their well-being and workload, Visión y Compromiso provided various tools to promotoras via an online portal, including suggested readings, a list of community partners, and general project resources for caregivers. Additionally, promotoras were encouraged to schedule reflection time to process emotions and their experiences in the field. The Con Amor y Dignidad project coordinator also incorporated regular check-ins with promotoras to provide ongoing support.

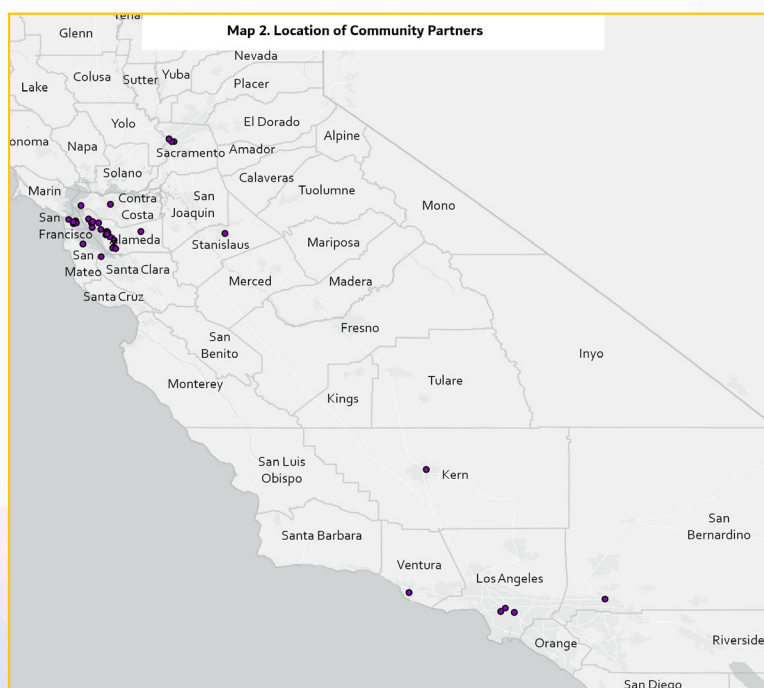
Key Community Partners

Throughout this project, Visión y Compromiso continued to cultivate robust partnerships with a wide range of community organizations and institutions across the state and even nationwide. Con Amor y Dignidad was supported by a total of **63** community partners. As seen in Table 2, the list of partners included a range of organizations, with the highest representation coming from non-profit organizations (36%), followed by health care organizations (12%), government organizations (7%), and universities (7%). These partnerships were rooted in a shared commitment to community well-being and a collective effort to offer culturally responsive support to caregivers and individuals facing serious illness. Collaboration typically involved creating a valid and reliable referral system, maintaining regular communication through county-specific resource navigator meetings, providing updates on resources offered at each organization, participating in outreach events, and event planning. This ensured that program participants were not only connected to services but also received care and attention from trusted individuals across organizations.

The map displays the geographic spread of the community partners located in California who supported the Con Amor y Dignidad project. A total of 12 community partners were located outside of California in Chicago, New York, Texas, Kansas, and Washington D.C.

Table 2. Type of Community Partners (n=63)

COMMUNITY PARTNER	n	%
Non-profit organization	23	36%
Health care organization	8	12%
Government organization	5	7%
University	5	7%
Foundation	4	6%
Individual provider	4	6%
Community group	2	3%
Coalition	2	3%
Civic media organization	1	2%
Community center	1	2%
County program	1	2%
Film festival	1	2%
Medicare/Medicaid Program	1	2%
Public library	1	2%
Public policy and advocacy organization	1	2%
Social media page	1	2%
State agency	1	2%
Visión y Compromiso Promotora Network	1	2%
Total	63	100%



Key Findings

Con Amor y Dignidad sought to increase access to information and end-of-life care among seriously ill Latino community members in Alameda and San Francisco Counties. The findings shared in this section of the report shed light into Visión y Compromiso's key accomplishments as it concludes this three year project. The findings are based on evaluation activities conducted at the conclusion of the program, including document reviews, focus groups with promotoras, caregivers, and individuals facing illness, as well as analysis of letters and video testimonials from program participants and community partners. It is important to note, that the data collection activities were primarily conducted with typical program participants, defined as individuals who participated in eight caregiving accompaniment sessions, engaged in capacity building, and received ongoing support from promotoras. In addition, throughout this section, program participant stories are highlighted to contextualize the findings. The findings also reflect the collective experience and wisdom of the Visión y Compromiso project coordinator and other key staff who led and designed the project.

Program Model

 **KEY FINDING: The Promotor Model for Community Transformation was key to providing holistic and comprehensive support to caregivers and individuals facing a severe illness.**

The Promotor Model for Community Transformation played a critical role in this work, allowing program participants to receive holistic care and treatment. This model, positions the promotora as a key social change agent, respected partner, expert, and valuable community asset. As described in Visión y Compromiso's *The Promotor Model: A Model for Community Transformation*,⁴ this approach also emphasizes the use of a "multidisciplinary team of people committed to social justice and health equity including directors, administrators, evaluators, clinical providers, volunteers, and promotores." Con Amor y Dignidad leaned into this model with promotoras dedicated to health equity and with prior experience in the health field, occupying key roles in the project design and implementation. Program coordinators and leads were themselves promotoras who co-designed and implemented the project and also supported the promotoras in the field who were engaging with community residents. Additionally, key community organizations were vetted and strategically sought out to ensure that community residents were being referred to trusted community partners. This fidelity to the Promotor Model for Community Transformation was repeatedly uplifted by program participants. They reported that



promotoras and the Visión y Compromiso team fostered safe and trusting environments, which allowed them to confidently access community resources. Additionally, program participants consistently uplifted the dedication of promotoras and praised their caring, respectful, and compassionate strategies for sharing information and with community members. Overall, Con Amor y Dignidad, successfully integrated promotoras as culturally and linguistically appropriate experts, navigators, and who leveraged their experience, trust, and relationships with community members to bring care and support to families and individuals diagnosed with a serious illness.

⁴ Visión y Compromiso, [The Promotor Model: A Model for Community Transformation](#)

Community Resources

✓ **KEY FINDING: Con Amor y Dignidad increased knowledge of and access to community resources among caregivers, individuals experiencing a severe illness, and promotoras.**

Program participants and promotoras reported having increased knowledge of local resources, community services, and other critical supports as a result of participating in Con Amor y Dignidad. As noted previously in this report, Con Amor y Dignidad made over 500 referrals in the lifespan of the project, effectively connecting caregivers and individuals experiencing a severe illness with local food banks, financial resources, and health care resources. Additionally, between 2022 to 2025, Con Amor y Dignidad established 63 new referral partners with agencies and non-profit organizations, expanding the range of referrals promotoras could offer. Promotoras who implemented the Con Amor y Dignidad program also reported greater awareness of community resources, which they considered vital to their own professional growth and for enhancing the services their supports to community members. As one promotora noted, "This program was very beneficial [to me] just knowing that there are tools, support groups, [and resources] ready to provide information to people living with illness and their families is beneficial."



✓ **KEY FINDING: Con Amor y Dignidad strengthened the organizational and resource network of support available for caregivers.**

Community partners, caregivers, and promotoras expressed that Con Amor y Dignidad strengthened the organizational and resource network of support available for community residents, particularly, for those who are most vulnerable including immigrant and undocumented community members. The program coordinator and promotoras leading the work intentionally fostered collaboration and built the capacity of partner organizations to meet the needs of caregivers and individuals experiencing a severe illness who were referred to their programs. This strategy, termed *transferencia de calidad* or "quality hand off", prioritized connecting community members with key individuals or

service providers within partner organizations, rather than just providing a connection to a resource this approach ensured that program participants would be seen and heard by a human being. This human-centered approach ensured that program participants were treated with compassion, dignity, and respect. As result, Con Amor y Dignidad strengthened the network of community organizations and fostered greater empathy towards vulnerable populations among service providers. This work extended to a partnership with UCSF's Neuroscience Department to host an in-person convening focused on self-care for caregivers through therapy and the arts, resulting in exposing program participants to vital community resources and partners.

"Transferencia de calidad/Quality hand off is when you know who is behind the agency or organization. You refer a person to another human being not just a resource. It's from human being to human being. We searched [and identified] a person at each agency to make sure they had the resources needed to support our community members. In this way, we created allies that empathized with communities."

—PROGRAM COORDINATOR

Participant Voices: Caring for the Caregiver

Celia, a caregiver feeling overwhelmed with caring for two individuals living with Alzheimer's disease, one of which was her mother, decided to participate in the Individualized Assessments and Support Services and in educational workshops offered by Con Amor y Dignidad so she could provide better care for her family members. In the first Individualized Assessments and Support Services session, her promotora, Josefita, was able to identify that Celia had digestive problems, changes in bowel habits, constipation and sleeping problems. Additionally, Celia could not express what she felt, nor did she know how to handle her emotions. Further, Celia had lost interest in attending social gatherings and family meetings. Celia was continuously worried about taking care of her mother, especially because she refused to eat and had no time to participate in religious groups, which impacted her faith and led her to seek answers in popular beliefs such as witchcraft to understand what was happening to her mother. To address these various needs, her promotora, Josefita co-designed a plan focused on decreasing Celia's stress levels by supporting Celia in completing the In-Home Supportive Services (IHSS) application, reducing workload, and prioritizing self-care. The Visión y Compromiso promotora, Josefita, worked with Celia to recognize the importance of her role as a caregiver, the limitations and boundaries of her role, as well as the self-care physical and recreational activities that Celia could practice. Additionally, Josefita provided Celia with information about Advanced Care Planning. As Celia progressed through the Individualized Assessments and Support Services, her stress level decreased as she deepened her understanding of what it means to be a caregiver, which allowed her to engage in physical and mental rest. Ultimately, the support Celia received from Josefita allowed her to identify short-term goals like managing her weight and eating better. Further, learning about Alzheimer's disease allowed Celia to empathize and understand her mother and identify when her mother needed care from specialist and medical attention. Towards the end of the individualized support, Celia regained her faith, increased her understanding of Alzheimer's, improved her mood, and was able to prioritize herself and her future projects.

Caregivers and Individuals Experiencing Severe Illness

✓ **KEY FINDING: Con Amor y Dignidad aided caregivers and individuals living with serious illness in navigating and accessing formal systems of care.**

Caregivers and individuals experiencing severe illness were able to access local and state based systems of care, including advanced care planning, in-home supportive services, medical services, legal support, and financial planning. As previously detailed in this report, a total of 109 program participants received targeted support in completing essential forms and applications, facilitating their access to crucial formal systems of care often inaccessible to monolingual Spanish speakers due to language barriers. Additionally, through guidance and education provided by promotoras, caregivers developed enhanced advocacy skills for their loved ones, gained a clearer understanding of medical procedures and processes, and proactively prepared for potential emergencies and long-term care for their family members.

✓ **KEY FINDING: Con Amor y Dignidad enabled caregivers to recognize that their wellness matters, leading them to feel more empathetic towards the individuals they cared for.**

Caregivers reported increased self-awareness and self-compassion, and understood that in order to provide effective care to others, they also had to take care of themselves. The promotoras and caregiver workshops as well as listening sessions motivated caregivers to practice self-care and to re-engage in activities they previously neglected like walking, socializing, and developing personal goals. Caregivers also emphasized that the promotoras and the program made them feel less alone and supported their overall emotional and spiritual wellness. Some caregivers also reported that participating in Con Amor y Dignidad helped them become more patient and understanding toward the loved ones they cared for. As one caregiver expressed, "I learned empathy, compassion, and care. My mother feels supported by me. [I am] patient and it makes all the difference so that people feel better." Altogether, these experiences reflect how Con Amor y Dignidad not only supported caregivers in their role but also helped them reconnect with themselves and

their own well-being.

✓ **KEY FINDING: Con Amor y Dignidad fostered a sense of community among caregivers, enabling participants to feel grounded in their roles, feel heard, and empathetic towards their loved ones receiving care.**

Program participants emphasized that Con Amor y Dignidad supported them in building a strong connection and shared purpose with a larger community of caregivers, making them feel less alone. Caregivers felt encouraged, validated, and more grounded in their roles. Through the caregiver educational workshops and listening sessions, participants were able to better understand the struggles of their loved ones, share challenges, and common experiences, which led to more empathy and patience. As one participant shared, "[through the program,] I learned to understand my husband who had four surgeries. I learned to empathize with him."

"I want to thank [the promotora] who accompanied me in this process. Her support has made me stronger and her kind attentions make me rise up in a positive way to keep fighting to get ahead in life. She transmits her love and joy and has been a blessing. She encourages me and allows me to share my feelings. Her words are a balm to my pain."

✓ **KEY FINDING: Con Amor y Dignidad supported the emotional and mental health of caregivers and individuals living with a severe illness.**

Program participants reported that receiving individualized support from promotoras helped them to reduce their stress levels, foster self-love, and boosted their self-esteem. Caregivers and individuals experiencing a critical illness perceived that promotoras conveyed positivity, care, and happiness, which encouraged participants to have a more balanced outlook on life. As one participant shared, "I want to thank [the promotora] who accompanied me in this process. Her support has made me stronger and her kind attentions make me rise up in a positive way to keep fighting to get ahead in life. She transmits her love and joy and has been a blessing. She encourages me and allows me to share my feelings. Her words are a balm to my pain."



✓ **KEY FINDING: Con Amor y Dignidad expanded knowledge and access to training for caregivers and people living with severe illness regarding key health topics.**

The program expanded access to education by providing free culturally and linguistically relevant workshops for caregivers and individuals facing a critical illness. Program participants emphasized that the educational workshops increased their knowledge in areas such as health maintenance, self-care, mental health, rare and serious illnesses, leading to greater understanding and empathy towards their ill family members. As one caregiver noted, "[the program] taught me about topics I didn't know about. Learning about dance therapy helped me be more conscious of how to take care of my body. We also learned about foods that help keep us healthy. We learned about the importance of maintaining a healthy blood pressure and how deep breathing is helpful. [This is important for me] because my husband is a cancer survivor."

✓ **KEY FINDING: The Individualized Assessments and Support Services were key to providing individualized supports and to identify other core needs of caregivers and individuals living with a severe illness.**

The central service of Con Amor y Dignidad involved the individualized assessments and support services, or accompaniments, provided by promotoras. Through this one-on-one support promotoras offered direct care to individuals facing life-threatening illnesses or to family caregivers. This personalized approach allowed promotoras to identify immediate needs and developed customized support plans. Through this work promotoras prioritized the mental, physical, social, emotional, spiritual health of participants and also ensured a seamless and quality transition to community resources and partners. As stated earlier, 199 individuals were supported through the individualized assessments and support services. Feedback from program participants highlighted this aspect of the program as a crucial support system to community members. Program participants reported more positive family dynamics, improved mental health and emotional wellbeing, increased caregiving confidence, and access to practical, culturally relevant strategies and advice they could apply to their circumstances.

Participant Voices: Finding Optimism and Strengthening Faith as End-of-Life Approaches

Rigoberto came to Con Amor y Dignidad with an immediate need: to cover part of the rent of the place where he lived with his sisters, because when he lost his job, he stopped contributing to the household, so he wanted to contribute financially to feel useful. During the Individualized Assessment and Support Services sessions other needs were detected that were covered one at a time with the support of Reyna, a Visión y Compromiso promotora. First Reyna supported Rigoberto in completing the In-Home Supportive Services (IHSS) application so that his niece, who was about to turn 18, could take care of him in exchange for utility payments so that the burden would be lighter for his family. In terms of physical health, through his promotora Reyna he learned to do exercises that allowed him to strengthen the muscles in his hands and lessen the pain; he learned to enjoy walks in the park and the tranquility of going out and breathing the outside air, and although his illness was advancing rapidly, the care of his mother, who was now closer to him, as well as her encouragement to share with others, helped him a lot to remain optimistic and strengthen his faith in a Supreme Being who is with him, providing shelter when he needs it most. Through Reyna, he was also able to learn more about his rights at the end of life, talk to his family members about his wishes and make his end-of-life Advanced Care Planning (ACP), in which he designated his sister Erika as the person who would take care of fulfilling his wishes. His Visión y Compromiso promotora connected with several community resources to obtain a bathing chair, a critical mobility equipment for Rigoberto due to his declining health, which facilitated his personal hygiene and thus increased his self-esteem and self-care.



Promotoras

✓ **KEY FINDING: Con Amor y Dignidad increased the professional capacity of promotoras further preparing them to participate in the workforce and serve communities.**

Con Amor y Dignidad played a vital role in increasing the professional expertise and field experience of the seven core promotoras who implemented the program in community settings. Beyond this group, Con Amor y Dignidad also extended trainings to a broader network of promotoras, building the capacity of over 300 unique promotoras statewide. These training opportunities focused on critical areas of work for promotoras including mental health, community resources, caregiving, patient well-being, rare diseases, and healthy relationships, among others. Promotoras who participated in trainings provided by Con Amor y Dignidad, expressed their gratitude for the opportunity to continue learning, reflecting and increasing their knowledge and skill set. In this regard, a promotora shared, "I would like to thank you for the wonderful trainings and capacity building opportunities. They were excellent and [I was] able to continue building my knowledge since as a community promotora I need [access] to more trainings so that I can share it with my community."

These efforts demonstrate that Visión y Compromiso leveraged this program to increase the professional knowledge and skills of promotoras. As a result, promotoras are now better equipped to service communities and more prepared to continue contributing meaningfully to their field and workforce.

✓ **KEY FINDING: Con Amor y Dignidad affirmed for promotoras the value of their role, allowing them to forge emotional, spiritual, and lifelong bonds with the community members they served.**

For the seven core promotoras who provided individualized supports to caregivers and individuals facing severe illness, the project left a profound lifelong impact on their life and professional trajectory. Often, these promotoras cared for individuals who passed or faced severe deteriorating health conditions, motivating them to not simply fulfill a role, but to serve from the heart and through a lens of compassion, humility, and love. Promotoras shared that through this project they were able to support families and care for community members as they experienced some of their most dire and vulnerable circumstances and who often did not feel comfortable or safe navigating formal systems care. While bringing comfort and hope, promotoras worked tirelessly to support family members in navigating systems of care, accessing basic needs, developing goals, and offering advice. In delivering these crucial supports, promotoras forged deep emotional and spiritual connections with program participants, allowing them to learn effective ways to provide comfort and adapt their caregiving strategies.

"I am thankful for the privilege to support families in their most intimate and vulnerable moments that belong only to them. For them to let me in is big. I am thankful to families that open their homes, hearts, and minds to this process. Days after finishing the one-on-one sessions, the program participant died. It impacted my life because I had known her years ago as a friend, and to now find each other again for the accompaniment sessions made me start reflecting on many things to try to understand why we found each other again. This program has impacted the lives of caregivers and people living with severe illness because they have been in situations where they don't feel free to express their needs to professionals because they don't feel comfortable and secure. I am grateful that they feel comfortable with me, and it gives me a big responsibility to find the right tools for them."

—PROMOTORA

Participant Voices: Learning to Center Self- Care as a Caregiver

Karina, a resident from Alameda County, devoted herself to caring for her husband who suffered from serious long-term health issues stemming from COVID-19. Her husband's health complications included a stomach connected device or bag, which would allow him to undergo a heart surgery. Her husband also suffered from alcoholism and long-term depression. The demands of caregiving and her husband's deteriorating health condition wore her down leading to insomnia and stress. Recognizing this burden,

Ana, a Visión y Compromiso promotora, supported Karina in prioritizing her self-care and creating a support network empowering her to rediscover her inner strength. Karina also participated in the Caring for the Caregiver training facilitated by Visión y Compromiso in Alameda County. This training allowed Karina to meet new community members and reestablish her social life. Through Ana's individualized support, Karina found the motivation to walk for 30 minutes a day and seek therapy. Ultimately, Karina learned and embraced that her well-being comes before anything else.



Lessons Learned

Reflecting on its critical work of caring for the caregivers and vulnerable populations, Visión y Compromiso offers the following lessons learned with the aim of informing other nonprofits, foundations, and government entities undertaking similar work.

Integrate and prioritize self-care for promotoras providing individualized supports.

As described above, working in this project impacted promotoras in profound ways as they were also caregivers and forged relationships with individuals who passed from deteriorating conditions. Recognizing the importance of promotoras' wellbeing in this work, Visión y Compromiso proactively integrated self-care practices, including developing an online hub containing relevant self-care tools, literature and resources. The program coordinator consistently encouraged self-reflection and dedicated time for emotional processing. Additionally, promotoras received ongoing training in self-care techniques as well as emotional health and mental health.



Uplift the role of promotoras as co-designers and subject matter experts.

To meaningfully engage promotoras in this work, it is critical to recognize their role as co-designers and subject matter experts. In this project, the seven core promotoras collaborated directly with the project coordinator to co-design processes and systems to ensure community members were effectively served. Visión y Compromiso intentionally created formal and informal opportunities for promotoras to contribute their expertise, feedback, and learnings from the field. This approach informed the implementation of the project allowing the project coordinator to continuously improve practices and modify and create systems to support promotoras and community members.

Integrate bioethics trainings as a core component for program designers and implementers.

Working with vulnerable communities, particularly caregivers and individuals facing a severe illness, requires promotoras and program implementers to be trained in bioethics. This ensures that the rights of program participants are protected and promotes respectful service delivery and fosters consistent program practices and communication.

Foster diverse external partnerships and build their capacity to serve vulnerable populations.

Cultivating external partnerships is key to building a network of support for vulnerable communities. In this project, Visión y Compromiso established and maintained new partnerships while also building the capacity of key staff members in partner organizations to better serve community members. Visión y Compromiso enhanced the capacity of partner organizations by consistently sharing program information, increasing knowledge of communities served, and detailing the types of supports/services needed. Visión y Compromiso ensured that program participants were connected directly to a person in the organization to effectively and safely access resources.

Proactively maintain program credibility through consistent professional practices and continuous capacity building.

For this program, the project coordinator and promotoras aimed to maintain the highest level of professionalism when working with severely ill community members. Additionally, recognizing that the caregiving field has specific practices and knowledge domains, Visión y Compromiso continuously built the capacity of promotoras and caregivers relying on frameworks and practices established by leaders in the field.

Sustain meaningful, trust-based relationships with program participants through follow-up and validation of their needs.

Consistent and timely follow-up with program participants is essential to maintain community trust and relationships. Similarly, it is critical to validate the needs of community members and to create inclusive spaces where they can share their challenges and experiences. Throughout this project, the promotoras worked continuously to establish relationships with communities through large events, community outreach, trainings, and individualized supports. Additionally, caregiver workshops incorporated community feedback formats, enabling participants to voice their challenges, experiences, and learning needs. Promotoras and the project coordinator leveraged these insights to weave in information about critical health and caregiving topics. This approach cultivated trust and validated the needs of program participants.

Develop skills in identifying critical community needs, including non-verbal cues.

This work highlighted the complex process of truly identifying the needs of community members, particularly those in vulnerable situations. For this reason, promotoras relied in non-verbal cues, storytelling, environmental context, and in their own expertise to create comfortable spaces to identify and understand the critical needs of community members.

Engage in a process evaluation to examine and strengthen program implementation and quality.

Investing in a process evaluation at the onset of the program is crucial for real-time learning and implementation monitoring. This approach would allow for an assessment of program fidelity to the design and its reach to the intended audience, and it monitors the progress of the program throughout implementation. Using a process evaluation approach would also facilitate a deeper understanding of the program's outcomes and impacts.

Appendix A: Detailed List of Caregiver Workshops and Listening Sessions

Session Number	Date(s)	Topic	Participants
1-4	Sep-Oct 2022	The brain, functions, health and deterioration (Series of 4 workshops) UCSF Dept. of Neurosciences	21
5-6	Oct-Nov 2022	Topics on brain health, Alzheimer's and other dementia Alzheimer Association	34
7	Nov 16, 2022	ACP and the right to respect for gender identity when dying	23

Session Number	Date(s)	Topic	Participants
1	May 18, 2022	Detecting needs of family caregivers	9
2	Jun 3, 2022	Detecting needs of family caregivers	12
3	Jun 15, 2022	Daily challenges for caregivers, reflection on dying well	19
4	Jul 29, 2022	Physical deterioration of the caregiver and their needs	6
5	Aug 26, 2022	The emotions	8
6	Sept 22, 2022	Physical health during seasonal changes	7
7	Oct 2022	How to deal with negative thoughts	9
8	Nov 25, 2022	Nostalgia during December dates	14
9	Dec 11, 2022	How to cheer up the soul in times of nostalgia	12
10	Jan 2023	Self-love	12
11	Feb 14, 2023	Caregiver needs	18
12	Feb 28, 2023	Listening Session	14
13	Mar 14, 2023	Listening Session	12
14	Apr 11, 2023	Phases of adaptation to care	9
15	Apr 10, 2023	Medical decisions	10
16	Apr 25, 2023	The ACP	22
17	May 5, 2023	How to introduce difficult conversations	16
18	May 23, 2023	Art in mental health	21
19	Jun 13, 2023	Friendship/Social area	26
20	Jun 27, 2023	Toxic relationships	28

Session Number	Date(s)	Topic	Participants
21	Jul 11, 2023	Caregiver needs	16
22	Jul 25, 2023	How to manage negative emotions as a caregiver	16
23	Aug 2023	Listening session on the needs and empowerment of the family caregiver	14
24	Sept 12, 2023	Get involved in the assistance of people receiving care	18
25	Sept 26, 2023	Palliative care that a caregiver provides to his or her family members I	55
26	Oct 10, 2023	Palliative care that a caregiver provides to his or her family members II EMOTIONAL	16
27	Oct 27, 2023	Palliative care that a caregiver provides to his or her family members II SPIRITUAL	17
28	Nov 30, 2023	Family caregiver art and wellness festival	23
29	Dec 12, 2023	Physical palliative care 1 (avoid bedsores)	19
30	Dec 19, 2023	Privacy of care in intimate hygiene of people receiving care	15
31	Jan 9, 2024	Sexuality in the elderly	24
32	Jan 23, 2024	Presentation on the ACP/advance directive	32
33	Feb 6, 2024	Special qualities of a family caregiver	45
34	Feb 27, 2024	The essential qualities Part 2	45
35	Mar 12, 2024	Hygiene in older adults	38
36	Mar 26, 2024	Types of diets of people receiving care.	33
37	Apr 9, 2024	Diseases of the elderly	25
38	Apr 23, 2024	Depression	23
39	May 14, 2024	Listening Session Evaluation	22
40	May 28, 2024	Listening Session Evaluation	34
41	Jun 11, 2025	Listening Session Evaluation	28
42	Jun 25, 2024	Listening Session Evaluation	24
43	Jul 9, 2024	Rare diseases (part 1)	32
44	Jul 23, 2024	Rare diseases (part 2)	28
45	Aug 13, 2024	Sexual abuse	12
46	Aug 19, 2024	Activities to foster positive memories at home	18
47	Aug 27, 2024	The importance of self-care in social areas	18
48	Sept 10, 2024	The importance of self-care in social areas	21
49	Sept 27, 2024	Talking about mourning	22

Session Number	Date(s)	Topic	Participants
50	Oct 1, 2024	Domestic violence	16
51	Oct 22, 2024	Understanding values in Latin culture in health services	27
52	Nov 12, 2024	How to cook healthy for the whole family: The care recipient's diet	21
53	Nov 26, 2024	Family caregiver recognition festival	36
54	Dec 11, 2024	What is the respiratory system and how does it work?	24
55	Dec 16, 2024	Common respiratory diseases in winter	17
56	Jan 16, 2025	Respecting the grandmother's wishes/Session for young caregivers	18
57	Jan 28, 2025	Caregiver self-care is a priority	17
58	Feb 27, 2025	The advantages of physical exercise	22
59	Mar 18, 2025	Writing as a self-care tool	21
60	Mar 25, 2025	Project evaluation for promotoras	12

Appendix B: Detailed List Social Media Education Videos and Postings

	Date(s)	Theme	Link	Number of views
1	Jun 7, 2023	Taking Care of One's Own Mental Health	https://www.facebook.com/permalink.php?story_fbid=pfbid0WSfz3zwNccWjdxA4bG5efxfS1CY-eyvhRyrW5HasiQHSpSNBNmgwdVbfS5h5TQDp-Jl&id=100070496321752	483
2	Jun 14, 2023	The Arts for the Well- Being of Caregivers and Patients	https://www.facebook.com/100070496321752/videos/924834698813337	109
3	Jul 7, 2023	Alzheimer's Association Programs and Services	https://www.facebook.com/100070496321752/videos/993408695410780/	98
4	Aug 7, 2023	Dignified Aging (Alzheimer's Disease)	https://www.facebook.com/100070496321752/videos/1789557571458854/	53
5	Aug 10, 2023	Leukemia and Lymphoma Society programs and services.	https://www.facebook.com/100070496321752/videos/6496902453734787/	114
6	Aug 15, 2023	Programs and Services of Local Media "El Tímpano"	https://www.facebook.com/100070496321752/videos/643899754472113/	78
7	Sept 15, 2023	Connecting with the Alzheimer's Association	https://www.facebook.com/100070496321752/videos/869314024579041/	38
8	Sept 19, 2023	Palliative Care	https://www.facebook.com/100070496321752/videos/292737910174804/	87
9	Oct 18, 2023	Conversations About Dementia	https://www.facebook.com/100070496321752/videos/1044049666630452/	95
10	Oct 31, 2023	Warning Signs and Prevention of Breast and Prostate Cancer	https://www.facebook.com/100070496321752/videos/293945856887261/	86
11	Dec 13, 2023	Take Care of and Face the Holidays	https://www.facebook.com/photo/?fbid=391218946571313&set=a.104736601886217	
12	Dec 20, 2023	Colorectal Cancer	https://www.facebook.com/permalink.php?story_fbid=pfbid0KShiqWSeNM5twCuXiQFsny9FWx-93AkViVrHBFGMfYyKYD1Xw3Yg1DA4sTnFUySo-cl&id=100070496321752	93
13	Jan 11, 2024	Knowing About Parkinson's	https://www.facebook.com/100070496321752/videos/1339436726774306/	44
14	Jan 18, 2024	How to Create a Smart Holistic Self-care Plan	https://www.facebook.com/100070496321752/videos/917853419775421/	42
15	Jan 24, 2024	Knowing Cervical Cancer	https://www.facebook.com/100070496321752/videos/762310835230613/	242

	Date(s)	Theme	Link	Number of views
16	Jan 31, 2024	Importance of Socio-emotional Self-care of the Caregiver	https://www.facebook.com/100070496321752/videos/1555152108656057/	52
17	Feb 1, 2024	Home Safety for People with Alzheimer's	https://www.facebook.com/100095727873496/videos/408359848303545/	83
18	Feb 7, 2024	Challenging Behaviors with Alzheimer's Disease	https://www.facebook.com/100070496321752/videos/381168137861986/	109
19	Feb 17, 2024	The Importance of Taking Care of Our Spiritual Area	https://www.facebook.com/100070496321752/videos/903270868275390/	70
20	Feb 23, 2024	Important Aspects of the ACP Form	https://www.facebook.com/100095727873496/videos/1595780051249717/	107
21	Feb 26, 2024	Emotions That Stop My Goals	https://www.facebook.com/100095727873496/videos/1082998062926807/	27
22	Feb 29, 2024	The Importance of Clinical Studies	https://www.facebook.com/100070496321752/videos/414576610982519/	85
23	Mar 1, 2024	Emotional Intelligence	https://www.facebook.com/100095727873496/videos/409164071596997/	82
24	Mar 6, 2024	The Warning Signs of a Heart and Brain Attack	https://www.facebook.com/100070496321752/videos/776070244404846/	86
25	Mar 20, 2024	Palliative Care and How it Can Improve Your Quality of Life	https://www.facebook.com/100070496321752/videos/1651552285582687/	95
26	Mar 22, 2024	Caring for the Caregiver	https://www.facebook.com/100070496321752/videos/936023644502345/	102
27	Apr 3, 2024	How to Cook Healthy Meals for the Entire Family	https://www.facebook.com/100095727873496/videos/945566700530422/	166
28	Apr 17, 2024	How to Receive Palliative Care	https://www.facebook.com/100070496321752/videos/744735617743960/	21
29	May 2, 2024	Hygiene in the Elderly	https://www.facebook.com/100095727873496/videos/885950040210163/	67
30	May 16, 2024	Infodema	https://www.facebook.com/100070496321752/videos/1081934412904239/	123
31	May 22, 2024	Hospice/Palliative Care	https://www.facebook.com/100095727873496/videos/343774888725437/	91
32	Jun 12, 2024	Effective Communication Strategies	https://www.facebook.com/100070496321752/videos/841535817309463/	49
33	Jul 11, 2024	Let's Learn About Diabetes and Obesity	https://www.facebook.com/100070496321752/videos/2779982485499027/	208
34	Jul 25, 2024	Services and Resources from Alzheimer's Association	https://www.facebook.com/100070496321752/videos/691578709807201/	159

	Date(s)	Theme	Link	Number of views
35	Aug 6, 2024	Anticipatory Grief	https://www.facebook.com/100095727873496/videos/514395067732229/	75
36	Aug 19, 2024	Activities to Foster Positive Memories at Home	https://www.facebook.com/100070496321752/videos/1080134623443386/	166
37	Aug 20, 2024	Immigration, Mental Health and Self-Care	https://www.facebook.com/100095727873496/videos/806421388240646/	68
38	Sept 10, 2024	Sexual Abuse	https://www.facebook.com/100070496321752/videos/839694485006693/	90
39	Sept 20, 2024	Safety and Dementia	https://www.facebook.com/100070496321752/videos/1278178640229883/	195
40	Sept 24, 2024	Talking About Grief	https://www.facebook.com/100095727873496/videos/1236057414214310/	57
41	Sept 27, 2024	Resources and Services	https://www.facebook.com/100070496321752/videos/1587529921853292/	160
42	Sep 30, 2024	Understanding the Impact of Stress on Our Health and How We Can Manage It	https://www.facebook.com/100095727873496/videos/496237639917549	67
43	Oct 1, 2024	Domestic Violence	https://www.facebook.com/100095727873496/videos/555519707005585	67
44	Oct 25, 2024	Violence Between Young Couples	https://m.facebook.com/story.php?story_fbid=pfbid0Z981A7r2BjTvKMMmBtgnZLj1N-JkeRVtHwxkMbs59yec52jKRLfRz67fDzGw3AYn-LI&id=100095727873496&mibextid=cr9u03	204
45	Nov 12, 2024	Stalking	https://www.facebook.com/100095727873496/videos/483696654713272	233
46	Dec 5, 2024	Prevention of Breast and Cervical Cancer	https://www.facebook.com/100095727873496/videos/506879672372662	1.1k
47	Dec 6, 2024	Caregiver Prepared for a Disaster Emergency	https://www.facebook.com/100095727873496/videos/1105327184477734	593
48	Jan 23, 2025	Self-care in Mental and Kidney Disease	https://www.facebook.com/100095727873496/videos/601200672501583	786
49	Feb 7, 2025	Lecturas compartidas: La Importancia de leer en voz alta	https://www.facebook.com/100095727873496/videos/546113185123307	537
50	Mar 18, 2025	La escritura como herramienta de autocuidado	Not recorded	21

Appendix C:

Detailed List of Promotora Trainings

	Date(s)	Theme
1	Aug 4, 2022	Training in the Use of Electronic Tools to Support CAyD Promotoras #9
2	Aug 12, 2022	What Is an Advance Directive and How to Fill It Out #9
3	Sep 8–12, 2022	Basic Anatomy and Physiology of the Human Body #9
4	Sep 21, 2022	What Is the Natural History of an Illness? #9
5	Oct 2022	What Is Considered a Serious Illness? #9
6	Oct 2022	What Is Home Health Care? #9
7	Nov 2022	What Is Palliative Care?
8	Nov 2022	Types of Nutrition
9	Dec 2022	The Importance of Physical Therapy
10	Dec 2002	Why Mental Health Is Important
11	Jan 2023	The Importance of Spiritual Support
12	Jan 2023	How to Navigate the Local Resource System
13- 27	Feb–June 2023	Mental Health and Community Outreach Workshops (15 workshops), Dept of Mental Health
28-30	July 2023	Food, Health Education and Nutrition (3 workshops), Urban Sprout Organization
31	Aug 23, 2023	Listening Session as a Self-care Tool and Empowerment of the Family Caregiver
32	Sep 12, 2023	Getting Involved in Assisting People Who Need Care
33	Sep 15, 2023	10 Warning Signs of Alzheimer's
34	Sep 26, 2023	Palliative Care that a Caregiver Provides to His or Her Family Members (part 1)
35	Oct 10, 2023	EMOTIONAL Palliative Care that a Caregiver Provides to the Family Member They Care for
36	Oct 18, 2023	The Effects on the Caregiver of a Person Suffering from Dementia
37	Oct 27, 2023	SPIRITUAL Palliative Care that a Caregiver Provides to the Family Member They Care for
38	Oct 31, 2023	Warning Signs of Breast and Prostate Cancer
39	Nov 30, 2023	The second virtual Festival of Art and Holistic Wellbeing for the Caregiver
40	Dec 13, 2023	Take Care and Face the Holidays
41	Dec 20, 2023	Colorectal Cancer
42	Jan 30, 2024	Safety at Home for People with Alzheimer's, Kansas University
43	Feb 2024	Promotors Transforming Families and Communities, PTFC
44	Feb 29, 2024	Importance of Clinical Studies, Juntos-Kansas University
45	Mar 6, 2024	The Warning Signs of a Heart Attack and Stroke for Caregivers, Dr. Miriam (Visión y Compromiso Education and Training Department)

	Date(s)	Theme
46	Mar 20, 2024	What Is Palliative Care, Olivia Neri (Stanford Hospital Education Department) Series of 3 sessions
47	Apr 1, 2024	Emotional Intelligence, Johanna Hercules (CAyD Promotora)
48	Apr 3, 2024	How to Cook a Healthy Meals for the Entire Family: A Diet for People Receiving Care, Maria Valenzuela (CAyD Promotora)
49	Apr 23, 2024	Depression in the Elders, Joel Miramontes (CAyD Promotor)
50	Jun 5, 2024	Physical Activity and Cognitive Stimulation for Brain Health
51	Jun 6, 2024	Kidney Dysfunction
52	Jun 12, 2024	Sleep and the Brain
53	Jun 15, 2024	Palliative Care
54	Jun 19, 2024	The Social Determinants for Brain Health
55	Jun 26, 2024	Loneliness and the Importance of Social Connection for Brain Health
56	Jul 7, 2024	Rare Diseases, session 1
57	Jul 30, 2024	Rare Diseases, session 2
58	May 18, 2024	CPR and Blood Pressure, American Heart Association
59	May 23, 2024	Kidney Function and Common Kidney Diseases, National Kidney Foundation
60	Aug 13, 2024	Sexual Abuse
61	Aug 1, 2024	Activities to Foster Positive Memories at Home
62	Aug 27, 2024	The Importance of Self-Care in Social Areas I
63	Sept 10, 2024	The Importance of Self-Care in Social Areas II
64	Sept 24, 2024	Talking About Grief
65	Oct 1, 2024	Domestic Violence ELAWC
66	Oct 22, 2024	Understanding Values in the Latino Culture in Health Services
67	Nov 12, 2024	How to Cook Healthy for the Whole Family: The Care Recipient's Diet
68	Nov 26, 2024	Virtual Family Caregiver Recognition Festival
69	Dec 11, 2024	What Is the Respiratory System and How Does It Work?
70	Dec 16, 2024	Common Respiratory Diseases in Winter
71	Jan 14, 2024	Strategies for Slowing Progression of CKD (chronic kidney disease) or DKD (diabetic kidney disease), National Kidney Foundation (Promotoras CAyD Special training)
72	Jan 16, 2025	Respecting the Grandmother's Wishes/Session for Young Caregivers
73	Jan 25, 2025	Mental Health First Aid Certification for Caregivers and Promotoras
74	Jan 25, 2025	Mental Health First Aid, Visión y Compromiso Training and Education Department (Promotoras CAyD Special Training)
75	Jan 28, 2025	Caregiver Self-care Is a Priority
76	Mar 2025	Equity for Latinx/Hispanic Healthy Aging (ELHA) Lab at UCLA. Empoderando a las cuidadoras y promotoras de personas con demencia: Estrategias que faciliten la comunicación con la familia.

Appendix D:

Detailed List of Community Partners

Community Partner	Type of Community Partner	City
Alzheimer Association	Non-profit organization	Illinois
Alzheimer Universal	Non-profit organization	
Alzheimer's Association, Unidos Contra el Alzheimer— Alzheimer's Association Spanish Group	Non-profit organization	Lincolnshire
American Heart Association	Non-profit organization	Dallas
Breakthrough T1D Español	Non-profit organization	San Francisco
Carlos Londono, MD, MPH, La Familia	Individual provider	Hayward
CEDD de UC Davis en español	University	Sacramento
Center for American Progress	Public policy and advocacy organization	Washington
Center for Elders Independence	Non-profit organization	Oakland
Center for Elders Independence	Health care organization	Oakland
Central Valley PACE / Golden Valley Health Center	Non-profit organization	Modesto
Clinica "Sierra Vista"	Health care organization	Baskerville
Community Activity Center George M. Silliman	Community center	Newark
Community group in comprehensive health—COVERED CALIFORNIA	Community group	Alameda
Davis Street, Community Health Care Program	Non-profit organization	San Leandro
Department of Population Health University of Kansas Medical Center	Health care organization	Kansas City
East LA Women's Center HIV AIDS Prevention Program	Non-profit organization	Los Ángeles
East Los Angeles Women's Center (ELAWC)	Non-profit organization	Los Angeles
Eden UCC	Non-profit organization	Hayward
Eden Youth and Family Center	Non-profit organization	Hayward
El Timpano	Civic media organization	San Francisco
EL/LA para tranLatinas	Non-profit organization	San Francisco
Empowering for Elderly San Francisco	Non-profit organization	Pleasant Hill
Family Justice Institute, pertenece a Contra Costa Family Justice Alliance	Non-profit organization	Richmond
FERC Family Education and Resources Center	County program	Livermore

Community Partner	Type of Community Partner	City
Grupo de Promotoras de Newark	VyC promotora network	Newark
Inland Coalition for Immigrant Justice	Coalition	San Bernardino
Inland Coalition for Immigrant Justice	Coalition	San Bernardino
Interfaith Council San Francisco	Non-profit organization	San Francisco
JUNTOS Center for Advancing Latino Health	Health care organization	Kansas City
Justice in Aging	Non-profit organization	Oakland
KARA—Grief Support	Individual provider	Palo Alto
La Familia—Community Health Services	Non-profit organization	Hayward
Listos California, es una iniciativa de la Oficina de Servicios de Emergencia del Gobernador	Government organization	Sacramento
Los Angeles County Department of Mental Health Service Planning Area 4 Mental Health Promotores Program	Government organization	Los Angeles
Madero City International Film Festival 2024	Film festival	Ciudad Madero
Martha Verdugo, Psychologist	Individual provider	Hayward
Medical Alameda	Health care organization	San Francisco
Michael J. Fox Parkinson's Foundation	Foundation	New York
Mission Neighborhood Center	Non-profit organization	San Francisco
Mixteco/Indigena Community Organizing Project	Non-profit organization	Oxnard
Mujeres Unidas y Activas	Non-profit organization	Oakland
National Cancer Institute (NCI)	Government organization	Washington
Newark Library	Public library	Newark
Office of Community Partnerships and Strategic Communications (OCPSC)	State agency	Sacramento
PACE	Medicare/Medicaid Program	Statewide
Parkinson's Foundation	Foundation	New York
Parkinson's Foundation en español	Foundation	San Francisco
Parkinson's Foundation en inglés	Foundation	New York
Peninsula Family Services/ San Mateo County	Non-profit organization	San Mateo
Perpetum Caeli, Miembro de Apoyo a Familiares de Pacientes con Alzheimer, perfil de facebook	Social media page	
San Francisco Community Health Academy, portal del Departamento de Salud Pública de San Francisco	Government organization	San Francisco

Community Partner	Type of Community Partner	City
Semana Binacional de Salud of Consulate General of Mexico in San Francisco	Government organization	San Francisco
Seniors Group—OLR in Newark	Community group	Newark
Stanford Health Care (Primary Care)	Health care organization	Alameda
The Leukemia & Lymphoma Society	Non-profit organization	Washington
Tiburcio Vasquez Health Center	Health care organization	Hayward
Tiburcio Vasquez—"Cultura y Bienestar"	Health care organization	Union City
UC Davis—UCSF—UC San Diego	University	Davis, La Jolla, and San Francisco
UCSF Centro de Memoria y Envejecimiento	University	San Francisco
UCSF, Alzheimer Association and Global Brain Health Institute	University	San Francisco
USC Leonard Davis—Los Angeles Caregivers Resource Center	University	Los Ángeles
Veronica Torres, Psychologist	Individual provider	Newark



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