



# IMPACT HIGHLIGHTS

# 2021 Highlights

In 2021, Latino Health Access worked tirelessly with the community and partners all over Orange County to identify and remove individual and systems-level barriers to needed services, amidst the fear and uncertainty of the COVID-19 pandemic. The team used strategic community-centered outreach, messaging and education in the highest COVID-19 impacted neighborhoods which are also where highest inequities exist.



Conducted  
**3,321,311,415**  
outreach contacts



Provided  
**32,897**  
boxes of nutritional food



Processed and distributed  
**\$5,414,378.55**  
to low income families

Supported linkages to and administration of **40,962** COVID-19 vaccines and **43,109** tests

Co-hosted **44** COVID-19 testing and vaccinations clinics in the community



Served **94,097** unduplicated people with **502,090** services

**300,386**  
were system navigation services

# Structural Inequity and the COVID-19 Pandemic

Why was COVID-19 so devastating to working-class communities of color in Orange County and worldwide? Structural inequities that existed long-before the pandemic placed these communities at risk, prevented swift response, and delayed access to critical services.

## What do structural inequities look like?



## The Promotor Model

Equity requires that we center the people experiencing the greatest impacts of health disparities and underlying inequities in developing and implementing solutions. As such, LHA trains community residents as Promotores (Community Health Workers) to provide *acompañamiento* to community members facing barriers to health care and health improvements due to social determinants of health and their root causes. Promotores also build community capacity and create opportunities for community members to lead solutions to the issues that contribute to health disparities.



### Key aspects of equity in the promotor model:

- Reaching the individuals experiencing the greatest vulnerabilities and who are disconnected from health care and social services systems.
- Building trusting relationships that enable information and resource sharing, community-building, social capital, and social connection.
- Connecting individuals and families to critical services.
- Providing systems navigation services to overcome barriers to access and utilization of services.
- Amplifying community leadership and participation.
- Engaging community members in policy, systems, and environmental changes to address social determinants of health.

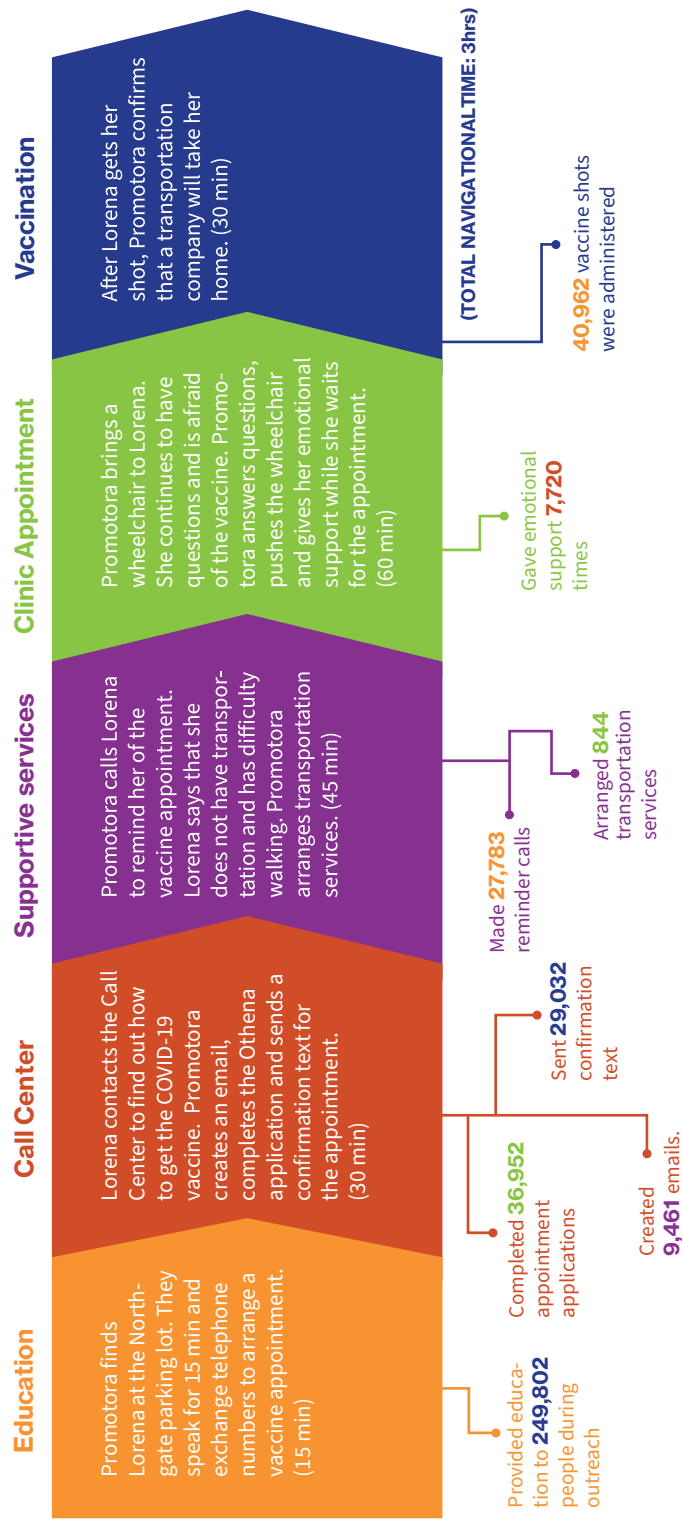
# System Navigation Services

Due to structural inequities, working-class, Latinx communities face significant barriers to accessing services such as language, transportation, child care, economic instability, immigration status, among others Promotores partner with each participant to identify solutions to these barriers, and in that process, they also help families increase their capacity to self-advocate and access services to critical systems.

## The Promotor Model as a Pro-Equity Practice

The two scenarios below illustrate how the model works:

Lorena is 65, lives in 92701 and does not have health insurance. Has a smartphone, no email and does not know how to download apps.



Leticia is 65, lives in 92807 (Anaheim Hills) and has health insurance.



(TOTAL NAVIGATIONAL TIME: 0 minutes)



**Provided 300,386 system navigation services**

Navigation services include, referrals, addressing or reducing barriers to accessing services, follow up to service utilization and links to referrals.



## Basic Needs

The pandemic strained access to the most basic resources, in neighborhoods that already experienced high social vulnerability. In the area of food insecurity, LHA increased the number of people benefiting from LHA’s weekly food and diaper distribution and supported additional neighborhood-based food distributions to address transportation and other barriers impacting food access by neighbors, particularly our elderly as well as individuals with disabilities. Furthermore, when our city partners released applications for financial assistance for housing, Promotores ensured the equitable implementation of these programs by creating templates of letters that were required to be addressed to landlords, assisting individuals to complete applications, reviewing application materials before submission, among other actions.

**\$5,414,378.55**

Processed and distributed to low income families in the form of

**3,725**

Financial assistance units; these are individual gift cards, rent checks, bill payments.



**32,897**  
Boxes

Of nutritional food provided to

**4,479**  
Households

# Community Engagement and Advocacy

Community engagement and advocacy is a fundamental pillar of equity because it places the people most impacted by health disparities at the center of driving change. Therefore, while LHA Promotores embed equity in service delivery through systems navigation and *acompañamiento*, they also build community capacity, organize, and mobilize community members to advance policy and systems change around health equity issues, such as housing.

LHA implemented a *Consejera de Vivienda*/Housing Counselor program as a community-driven equity response to rising evictions during the COVID-19 pandemic.

Fifteen *Consejeras de Vivienda* reported assisting approximately **186** community members from January 2021 through June 2022. Of those, the majority (170 or **91%**) reported stopping immediate evictions.

## Policy and Systems Wins, in collaboration with tenants and partner organizations:

**1.**  
Rent Stabilization Ordinance in Santa Ana



**3.**  
Adoption of redistricting boundaries at the city and county level



**2.**  
Just Cause Evictions Ordinance in Santa Ana



**4.**  
Development of a Tenant Union



## OUR VISION

A healthy, equitable,  
inclusive and prosperous  
community that is engaged  
and civically active.



LATINO  
HEALTH  
ACCESS



## OUR MISSION

Latino Health Access  
partners with communities  
to bring health, equity  
and sustainable change  
through education, services,  
consciousness-raising  
and civic participation.