

*Table 3 Supplemental. Reflective Thematic Analysis Coding Notes.*

Main Points	Response Summary
<p>Anything related to economic impact on Latinx community</p>	<p>Economic Insecurity</p>
	<ul style="list-style-type: none"> <li>● Promotoras explain that people in the community have no protection citing that they don't receive masks at work, "you have to be able to buy them and if you don't have a job, they don't have hours." Promotoras explained that face shields were also expensive, putting the community at greater risk.</li> <li>● Promotoras describe families experiencing continuous financial strains such that families will maintain contact with Promotoras to ask for assistance on more than one occasion</li> <li>● Promotoras describe how many people in the community have lost their jobs and have not been able to return to work</li> <li>● Promotoras described having to move to new places as a result of the financial changes in their households</li> <li>● Promotoras expressed not being able to travel to Mexico to see family as a result if the financial changes</li> <li>● Promotoras described families losing hours of work, money, time and health</li> <li>● Promotoras express frustration with seeing news reports acknowledging the impact of COVID on the Latinx community, causing many people to think that folks are ignoring the issue and are continuing to go out when they are sick...whereas the reality Promotoras see is they "they...leave because...they have to go to work"</li> <li>● Promotoras describe the toll that illness takes on the family as a whole, citing that parents with sick children have no choice but to take work off and also "do not have that option of having an unemployment benefit if they do not have documentation...they do not have social security...then it becomes even more difficult."</li> <li>● Promotoras describe community members "being evicted from their homes" for not having money to pay rent, Promotoras explained that "two or three or even five families living in a single apartment" because they cannot afford housing</li> <li>● Promotoras describe community members living in fear of not being able to afford housing or have something to eat</li> <li>● Promotoras identify dealing with stress, anxiety, and depression as a result of the economic situation, especially in young people.             <ul style="list-style-type: none"> <li>○ Promotoras discuss many orphaned children that exist in the community as a result of the economic challenges that come with supporting a family (e.g., needing to go outside of the house for resources).</li> <li>○ Promotoras express frustration and stress that results from feeling overwhelmed, worried and sad as a result of losing relatives. Promotoras describe families feeling worried because they have not been able to return to work and how low or no income. Promotoras explain "...if they don't have a job...they don't have to pay their rent, their food. Many people are going to food banks but it is not enough food and more if it is a very large family...they owe a month or two months of rent and it is accumulating..." Promotoras continued to explain that there are building</li> </ul> </li> </ul>

owners that have not been abiding by the laws and evicting families from apartments.

- Promotoras describe that “there are many people who work in restaurants, works...in the malls, works as a cook...so my community is very affected because they are losing jobs”
- “There are many people who live- too many people in a single apartment, many people who have not been able to pay their rent...and the relief that there is for tenants is about to end...there are many people who have not returned to work and are at risk of being evacuated from their home...it is very difficult because if they are not working...there is no way they will have income to pay their rent...”
- Promotoras describe challenging living situations as a result of having low to no income, putting families at additional risk “how can you be quarantined when you live with three families and one family...member gets sick. It is very difficult to quarantine...we have heard stories of people who are at best going to sleep in cars because they are sick or are quarantined in a closet. We have even heard from families, for example families who rent a room in a house and get sick with COVID and the owners of the house have taken them out, they have run them away.”
- Promotoras explained that “right now the only thing...that is needed for our community is to continue to supporting them with financial resources...financial aid for the needs that are being seen...they do not have a lot of work, most of them do not have work...there are no people who have health insurance”

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Work

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Enjoyment of  
work/stressors outside of  
work

- Exercise was identified as a benefit of working in the community, Promotoras spent much of their time walking around and visiting new places through conducting outreach.
- Promotoras described what it means to serve the community. Promotoras expressed passion for the work that they do. Promotoras are committed to providing information to the community in the most effective way, everything Promotoras do---they do it from the heart.
- Promotoras discussed mutually supportive relationships between Promotoras, citing that whenever a promotor/a has a problem, colleagues are responsive and helpful. Promotoras describe their colleagues as support systems at work influencing their decision to continue working with the organization.
- Promotoras identified work as a benefit of the pandemic. Promotoras identified more work opportunities as a benefit of the pandemic. Promotoras express feeling gratitude for having the opportunity to work and provide financial support for the family. Promotoras expressed having gratitude for the opportunity for more work and more responsibility at work...the agency has grown as a result of the pandemic.

- Promotoras identified an increase in funding as a result of the pandemic. Promotoras identified increases in finances and knowledge as benefits of the pandemic
- Promotoras described that many people in the community don't have medical services broadening the role of Promotoras in an effort to address all of the needs of the community in this sense.
- Promotoras identified changes to procedures at work as a result of the pandemic, causing a lot of stress in regard to following social distancing rules and navigating how to support one another during this time.
- Promotoras identified work as a means of helping the community. Promotoras identified work as a way to cope with the pandemic.
- Promotoras identified changes to their workspace and challenges from not being able to work in the community. Promotoras identified being unprepared to work from home. Promotoras identified needing extra help at home as a result of the increase in work
- Promotoras discuss their roles in terms of addressing needs of the community, and identified changes in the nature of their work as a result of needing to protect others and teaching them how to take care of themselves.
- Promotoras identified being frustrated with not being able to help more...for example when being approached by someone who tested positive for COVID and does not know what to do
- Promotoras describe working for the community...and the pandemic has impacted the whole community...work increased a lot...need to provide community with accurate information
- Promotoras describe how they enjoy their work despite experiencing depression and anxiety...they also discuss the need for frequent testing due to being exposed to illness in the community; sick
- Promotoras describe being the main source of information for the community...highlighting the importance of being informed
- Promotoras described challenges with the spread of misinformation in the community
  - challenges to self-care as a result of the workload; emotional
  - working from home with family
  - emotionally representing a community in pain...that's why Promotoras continue to do the work...there are people that can benefit from the connection and not feel so helpless
- Promotoras described challenges to self-care as a result of the work
- Promotoras described maintaining relationships with clients as a circumstance of the pandemic----many Promotoras were using their personal phone numbers to provide services over the phone and families continue to follow up expressing gratitude and also asking for additional resources and assistance when needed
- finding new ways to educate the community virtually
- i see that i can do something for others, for example giving encouragement, or giving a number or try to help in different manners...to see when they leave with information, leave a little more well at least...that motivates me to continue each day. At the same time to help the community because there is a lot of misinformation outside

- Promotoras identified changes to their work environment...impact of not being comfortable with technology...and changes in living spaces and family
- helping the family, helping the whole community; sick
- everyone needs support...children need support...they understand the role of the promotora...children develop an understanding of what it means to serve the community...children are involved with the agency and encourage the work

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Mental Health Perspectives

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Mental health perspectives from the community or their own mental health

- Promotoras expressed the importance of the mind and body connection and the workshops that they provide to help the community with health challenges
- Promotoras described being preoccupied by the feelings evoked as a result of not being able to provide all of the help that community needs

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Prioritizing Health

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preventative healthcare, healthcare knowledge

- stress---Promotoras explain changes to the nature of their work as a result of prioritizing health for the community during the pandemic--- examining patients and guiding them in COVID prevention precautions as well as providing much needed resources like food for those in need
- stress - Promotoras discussed the importance of staying healthy for example...taking care of themselves by eating health, eating fruit and vegetables, drinking a lot of water...getting exercise...not worrying...getting enough sleep and staying balanced
- Promotoras discussed challenges the community faces in prioritizing their health for example not being provided masks at work (even if you have a job but are not scheduled for any hours) --- families are not able to afford the protective equipment being required to prevent COVID---for example buying disposable masks or reusable face shields. Promotoras explain giving 5 to 6 masks to a family that doesn't have any--- community members expressed not being able to afford disposable masks so often end up re-using what they have available.
- Promotoras describe a need to prioritize health by isolating after being exposed to someone that tested positive
- prioritizing health through adhering to Covid safety protocols like social distancing
- prioritizing health- taking care of oneself by washing hands, avoiding touching your face, and using disinfectant--leaving your house sparingly
- taking care of themselves, taking medicine, drinking tea, not socializing outside and practicing social distancing protocols
- Promotoras described receiving health safety equipment through LHA, e.g., gloves, face masks, sanitizer, alcohol...Promotoras were told to use masks and practice social distancing---prioritizing health to prevent becoming infected

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Beliefs about COVID

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- Promotoras describe being motivated to work with the community as a result of the competing beliefs that exist surrounding the pandemic

Anything related to personal/community beliefs regarding COVID	<ul style="list-style-type: none"> <li>Promotoras describe taking precautions to prevent COVID by staying home and avoiding crowds. Promotoras also explained that despite the recommendations, there are folks in the community that continue to host parties to dance and gather</li> <li>Promotoras explain that there are community members who do not believe the pandemic exists</li> <li>Promotoras explain that community members are uninformed as a result of not understanding the guidance, for example, community members not practicing social distance, community members not wearing masks, and continuing to go to work when they are sick</li> <li>Promotoras express being concerned for their health safety as a result of community members not practicing social distancing and/or wearing masks at food distribution events</li> </ul>
Fear of Illness	
fear/apprehension of potentially contracting COVID or illnesses	<ul style="list-style-type: none"> <li>Promotoras describe families in the community staying home and explain that “many people live in fear, there are many people who do not know how to read, do not know how to write...[they] are very afraid, [and] do not want to leave their home.”</li> <li>Promotoras express experiencing worry as a result of knowing family members that have passed from COVID in Mexico.</li> <li>Promotoras describe having concerns about working in the field and protecting themselves and the community.</li> <li>Promotoras described challenges in working out in the community such that they risked being exposed to the coronavirus through encountering members of the community that aren’t wearing face masks. Promotoras emphasized the importance of staying healthy so that they can continue to help the community and not put others at risk.</li> <li>Promotoras discussed the possibility of receiving the vaccine as a way to prevent the illness from resulting in morbid outcomes</li> <li>Promotoras discussed being concerned about multi-generational and multi-family homes, stating that they have to be concerned for the welfare of everyone at home</li> <li>Promotoras expressed fear for members of the community that are alone without family during this time, Promotoras also identified being in a state of fear as a result of uncertainty in the day to day</li> </ul>
Technology	
Access to technology, adapting to technology	<ul style="list-style-type: none"> <li>Promotoras discussed gaining new technical skills as a result of the pandemic</li> <li>Promotoras identified having limited computer knowledge and describe their children helping them to learn how to use technology</li> <li>Promotoras discussed using technology like Zoom and Google Meets to continue to offer youth programming virtually</li> <li>Promotoras discussed that prior to being sent home to work, Promotoras would often help one another with technology in the office, with the safer at home order, these helpful exchanges were limited and Promotoras learned to navigate these challenges on their own</li> </ul>
Training Accessibility	
Training Accessibility	<ul style="list-style-type: none"> <li>Promotoras received training through taking classes, watching videos and attending meetings</li> </ul>

- Promotoras identified having access to contract tracing trainings through UNY and UCI
- While Promotoras gained access to training for COVID protocols, they identified challenges to answering questions about the vaccine in a meaningful way.

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### Compassion

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Empathy/perspective  
taking/patience/gratitude

- Promotoras discussed being enthusiastic to be working and helping the community
- Promotoras described feeling supported and encouraged by colleagues
- Promotoras expressed belief in the pandemic as a result of seeing what is happening first hand in the community, and that seeing the community suffer, are reminded and motivated to help
  - Promotoras described inequities, identifying challenges the Latinx community has experienced prior to the pandemic and acknowledging that these inequities are more evident and exacerbated by the pandemic (e.g., housing insecurity, online schooling, and health issues). Promotoras describe environmental threats to the community like apartment fires and collapsing buildings.
  - Promotoras describe people in the community “losing hours of work, money, time and health...and living with pain due to losses”
  - Promotoras described being motivated to help the community as a result of shared experiences (e.g., going through a divorce), explaining that the stories from the community “touch their heart”
  - Promotoras described their reaction to learning about the passing of a young woman in the community, and shared that they cried with mother upon learning the news
  - Promotores explained being motivated to help the community as a result of seeing the prevalence of misinformation circulating around
  - Promotoras described emotional reactions from the community as a result of the support they provided
  - Promotoras described stress and fear in the community, and explain that it is sometimes difficult to see the state of the people in the community, citing that they feel “shocked to see so many people who need food” and “who do not have a place to live”
  - Promotoras described the need to be ethical in working with the Latinx community, including being ethical with colleagues, through being respectful with one another (e.g., keeping calm when working with people who may be angry)
    - Promotoras described a need to feel more empathy for people and to show more respect (e.g., not being rude or indifferent), and practice patience, citing that sometimes people just need someone to listen
    - Promotoras described navigating emotional situations when working with the community, sharing that the community feels anger and sadness (e.g., working with members of the community that are completely alone with no family that lives in the same country)
    - Promotoras described feeling worried about getting the Coronavirus and not being able to help
      - Promotores described a strong desire to help others and feeling an urge to “put on their shows and understand them”

Coping	
Examples of coping mechanisms	<ul style="list-style-type: none"> <li>● Promotoras identified self-care as a strategy for coping during the pandemic, and also described challenges to practicing self-care as a result of their environment</li> <li>● Promotoras identified opportunities for connecting with others as a way of coping during the pandemic, describing talking with friends on the phone or on Zoom, as well as setting up activities in the house for the family to connect</li> <li>● Promotoras identified working for the people as a way to distract from the pandemic as a form of coping</li> <li>● Promotoras identified work-life balance as a way of coping throughout the pandemic</li> </ul>
Faith-Based and Cultural Values	
Importance of faith and cultural values	<ul style="list-style-type: none"> <li>● In discussing their experiences during the pandemic Promotoras expressed the importance of practicing faith, describing their interpretations of the “golden rule” written in the bible that reminds Promotoras to practice kindness, respect and affection.</li> <li>● Some Promotoras thanked god for not having to deal with more problems beyond adapting to the technical piece of working from home</li> <li>● One of the Promotoras described being a woman of faith, in that she has faith that God will protect her and take care of her and the community as a whole, including faith in describing factors that contribute to overall health (in addition to taking COVID precautions)</li> <li>● Promotoras described the importance of the community practicing faith and being relieved when families from the community report overcoming their situation by reminding them to thank God for their health</li> <li>● Promotoras expressed gratitude for God for giving life and blessings. Promotoras also attributed God for giving them wisdom and strength to help others, as well as giving love to others</li> </ul>
Grief/Loss	
Anything related to grief/loss	<ul style="list-style-type: none"> <li>● Promotoras discuss loss as it relates to not being able to see friends and colleagues on the daily like it was before. Promotoras described feeling stress as a result of losing their ability to meet with families and spend time with their colleagues.</li> <li>● Promotoras discuss grieving the loss of close friends, family and community members due to COVID <ul style="list-style-type: none"> <li>○ Promotoras described grieving the loss of a twenty year old young women who worked in the community, and who’s family they knew from participating in other programs offered through the agency before the pandemic</li> <li>○ Promotoras describe having family members that have gotten sick and some have died from COVID</li> <li>○ Promotoras described having multiple deaths (8) in their family, stating she had lost her husband’s parents, nephews, cousins and uncles.</li> <li>○ One promotora describe losing three family members in Mexico, one uncle and two aunts.</li> </ul> </li> </ul>

- Promotoras discuss the pain that results from coping with losses from death, loss of income, community members being kicked out of their homes for testing positive for COVID (e.g., in the case when someone is renting a room in a shared space)

#### Social Disconnection

Anything related to social disconnection

- Promotoras live in the communities they serve
- When the safer at home order went into effect, Zoom offered an opportunity to maintain connections with the community
- Promotoras identified challenges with advocacy for the community as a result of the social disconnection
- Promotoras described their community as affectionate, and expressed that the social disconnection experienced during the pandemic prevented them from being able to interact with the community the way they typically do
- Promotoras experienced challenges with outreach because not all staff members drive
- Promotoras described the changes in COVID safety procedures at work resulting in limited ability to connect with coworkers outside of the typical setting in the dining room
- Promotoras expressed not being able to go on vacation to visit family in Mexico as a result of social disconnection
- Promotoras described how their space is utilized by the community as a place for connecting with others, but as a result of COVID and social disconnection, the space is not the same

#### Community Needs

Needs of the community

- Promotores discussed that the agency has grown a lot as a result of being able to support the needs of the community in terms of providing COVID testing and being able to provide support to individuals that lack health insurance
- Promotores discussed challenges for families dealing with testing positive, and described acting as an emotional and informational support system to families experiencing feelings of isolation and inadequacy as a result of not being able to care for the family due to social distancing measures
- Promotoras identified a need for vaccines to prevent death and hospitalization in COVID positive cases
- Promotores identified an economic and material needs

#### Lessons Learned/Takeaways

Anything related to the impact of COVID and lessons learned after the fact

- Promotoras identified loss of work and economic challenges as a result of the pandemic
- Promotoras identified challenges for youth mental health, citing stress, anxiety and depression
- Promotoras identified learning new computer skills as a result of the pandemic
- Promotoras identified the only benefit of the pandemic was that it brought more funds to the organization as a whole to better serve the community
- Promotoras identified challenges for practicing self-care as a result of the pandemic