

COUNTY OF SANTA CLARA

OFFICE OF LABOR STANDARDS ENFORCEMENT

2020 ANNUAL REPORT

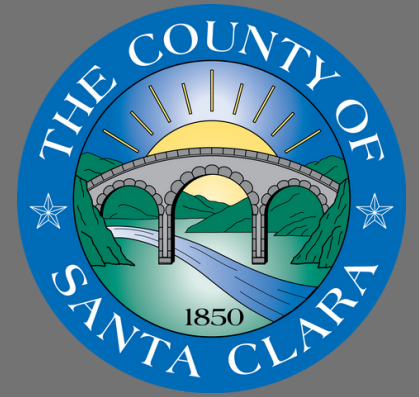




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MESSAGE FROM THE TEAM

Dear Friends,

The Office of Labor Standards Enforcement's (OLSE) inaugural year of activity began with eagerness to engage workers and businesses in our community on topics such as workers' rights, business compliance, and wages and hour laws. However, on March 16, 2020, the County of Santa Clara issued the first Shelter in Place Public Health Order in the nation and everything changed due to the global COVID-19 pandemic.

Change has been a consistent theme this year as workers and businesses have pivoted and adapted to Public Health Orders. OLSE and our community partners also quickly pivoted and adapted services to help workers apply for unemployment insurance, help businesses better understand health and safety requirements, and identify safety net resources for community members in need.

We are proud to highlight the great work that was accomplished in 2020 by adapting services to ensure workers and businesses in Santa Clara County were supported throughout the COVID-19 pandemic:

- Over **\$142,000** in outstanding unpaid wages were collected for workers in Santa Clara County
- **48** workers were referred to private legal representation or assisted in filing unpaid wage claims with State and Federal agencies
- Over **4,420** workers and businesses attended trainings on topics such as Wage and Hour Laws; Sexual Harassment Prevention; and Workers' Rights.

Workers and businesses have endured a tough year. This makes us even more dedicated to our mission of thoughtful engagement, innovative study, and enforcement of policy that helps the County of Santa Clara to create a just and equitable community for all.

In community,
OLSE Team

OUR HISTORY

November-December 2014

Board of Supervisors adopts resolutions to add Wage Theft Prevention Policy & Living Wage Ordinance

August 2018

Betty Duong is hired to be the inaugural Manager of OLSE

Fall 2019

Partnership with the Fair Workplace Collaborative

March 2020

COVID-19 Shelter in Place Order and launch of COVID-19 Assistance Network Hotline

August 2020

Launch of the COVID-19 Community Health and Business Engagement Team

June 2017

Board of Supervisors creates the Office of Labor Standards Enforcement under the leadership of Deputy County Executive David Campos

December 2018

Board of Supervisors approves OLSE's proposal for the Labor Standards Outreach & Education Initiative

September 2019

Launch of the Food Permit Enforcement Program

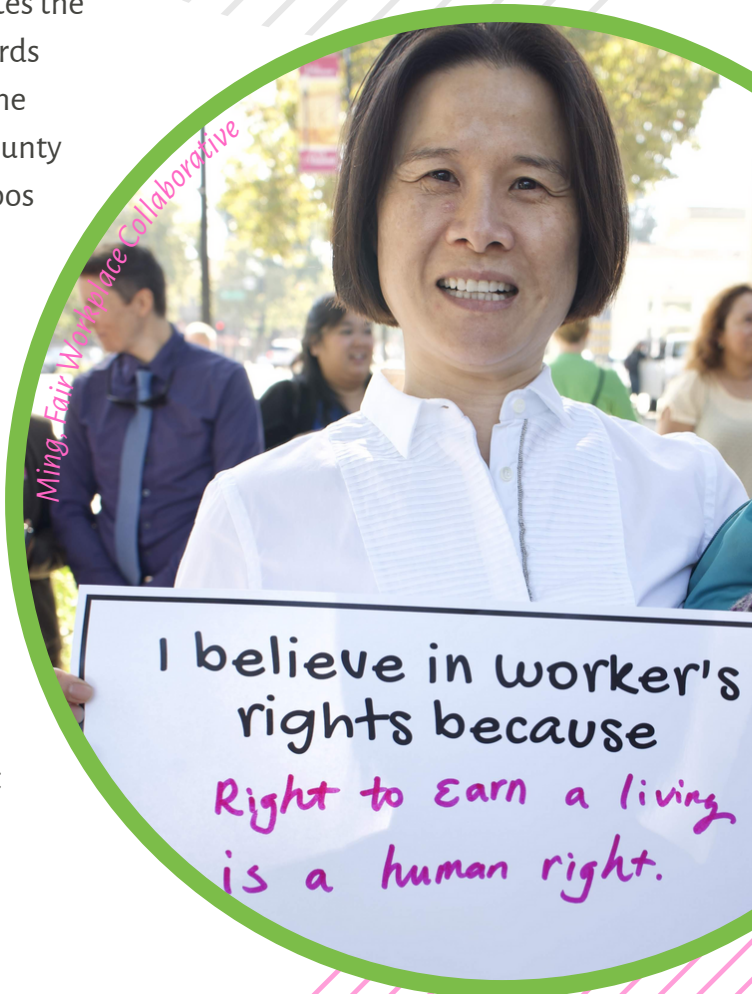
June 2020

Development and creation of the COVID-19 Community and Business Engagement Branch

2021

Launch of the County Contracts Enforcement Program

Ming, Fair Workplace Collaborative



MISSION

The mission of the Office of Labor Standards Enforcement is to advance labor standards through thoughtful community and business engagement, strategic enforcement, innovation and study, and policy development with a commitment to social justice.

OLSE achieves this mission in three ways:

1. Enforcement and Regulation
2. Outreach and Education
3. Research and Policy

VISION

A Santa Clara County with a safe environment for all workers. We strive for a community without wage theft and workplace harassment.

EXECUTIVE SUMMARY

The Office of Labor Standards Enforcement (OLSE) was created by the Board of Supervisors in 2017 to address the problem of wage theft in Santa Clara County. This report highlights OLSE's inaugural year of activities and accomplishments in 2020.

Outreach and Education

OLSE partnered with the Fair Workplace Collaborative and the Katharine and George Alexander Community Law Center to launch a robust community engagement campaign throughout Santa Clara County with the mission to inform businesses and workers of their rights and responsibilities, as well as deliver support and individualized services to those seeking assistance. Outreach and education accomplishments include:

- Awarded **\$46,000+** in unpaid wages for workers
- Responding to **5,500+** calls on the Advice Line staffed by employment attorneys.
- Served **2,400+** community members with information, referrals or claim support.
- Reached **23,000+** businesses and workers through in-person and virtual engagements and trainings.

Enforcement

OLSE partnered with the County's Department of Environmental Health and the Office of Countywide Contracts Management to launch the Food Permit Enforcement and County Contracts Enforcement Programs. The programs focus on ensuring food retail permit holders and contractors comply with applicable employment laws. Enforcement accomplishments include:

- Collecting over **\$90,000+** in unpaid wage claims for workers, with the oldest claim dating back to 2013.
- **100%** compliance from all businesses engaged through enforcement programs.

COVID-19 Response

OLSE partnered with community organizations and other County agencies to support community outreach and emergency operations during the COVID-19 pandemic. Through the COVID-19 Assistance Network (CAN) Hotline and the Community Health and Business Engagement Team, partners provided information about safety net resources and Public Health Orders to communities disproportionately impacted by COVID-19. OLSE team members are also part of the Community and Business Engagement Branch, and assist with outreach to businesses and enforcement efforts. COVID-19 response accomplishments include:

- Fielding **45,000+** calls for resources like food, financial, and housing assistance.
- Engaging **18,000+** businesses and 11,000+ workers on keeping the community and workers safe.
- Conducting **3,600+** calls to businesses to clarify Public Health Order requirements.

LESSONS LEARNED

Outreach & Education

Enforcement

COVID-19 Response

Individualized services like case management, telephone advice lines and hotlines are vital to ensuring worker and business questions are answered and trust is built with the community, especially as services pivoted from in-person to virtual interactions due to COVID-19.

Workers and businesses need both culturally competent and language accessible resources and materials to better understand workers' rights resources and compliance requirements.

In cases where OLSE and DEH could not act, for instance if the business was no longer active, OLSE referred cases to the CA Labor Commissioner's Office Judgment Enforcement Unit for additional investigation. These referrals resulted in an additional \$4,283.60 collected in outstanding unpaid wage claims for food retail workers in Santa Clara County.

Unpaid wage judgments are present throughout Santa Clara County and highlight the need for further outreach activity into South County and enforcement activity beyond the initial city partnerships.

Workers are concerned for their health and safety, but some were not comfortable reporting their employer's COVID-19 violations. Additional outreach and awareness is needed to assist workers better understand their rights around health and safety and retaliation.

The CHBET and Community and Business Engagement Branch provided information to businesses that helped answer their questions about the COVID-19 Public Health Orders.

COMMUNITY IMPACT MODEL

1. INPUTS

Community Investment

\$1M invested in community partners to provide services, outreach, and education about worker' rights and business responsibilities.

2. ACTIVITIES



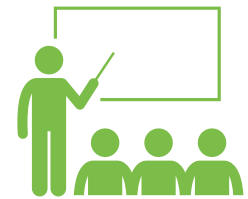
Outreach & Engagement

Engaged businesses and vulnerable worker populations to provide information, referrals, and schedule appointments.



Legal Advice & Case Management

Individualized services for workers and businesses to provide information and resources about their legal rights and obligations.



Trainings

Worker and business trainings focused on wage and hour laws, time keeping policies, sexual harassment, and workers' rights.

3. IMPACT



\$142
THOUSAND

UNPAID WAGES COLLECTED FOR WORKERS

Collected over \$142,000 in outstanding unpaid wages to workers through settlements and enforcement activity.



48
WORKERS

REFERRED OR ASSISTED IN UNPAID WAGE CLAIMS

48 workers were assisted in filing wage claims with State agencies like the CA Labor Commissioner's Office or referred for private representation.



4
THOUSAND

WORKERS AND BUSINESSES TRAINED

Over 4,000 workers and businesses trained on topics like wage and hour laws, workers' rights, harassment, retaliation, and labor trafficking.

BY THE NUMBERS

LEGAL ADVICE LINE WORKER AND BUSINESS CALLS	5,554
DIRECT BUSINESS ENGAGEMENT	625
BUSINESS TRAININGS	32
BUSINESS TRAINING ATTENDEES	709
DIRECT WORKER ENGAGEMENT	17,882
WORKER TRAININGS	68
WORKER TRAINING ATTENDEES	3,904
WORKER CASE MANAGEMENT SERVICES	2,411
COVID-19 OUTREACH AND EDUCATION PHONE CALLS	3,614
COVID-19 CHBET WORKER ENGAGEMENT	11,328

Are workers and businesses in a better position after receiving services from OLSE and community partners?

AWARENESS: Worker & business direct engagement **18,507**

AWARENESS: OLSE homepage visits with spikes in March 2020 for Unemployment Insurance information and July 2020 to submit COVID-19 compliance concerns about their workplace **18,910**

TRAININGS: Worker and business attendees **4,613**

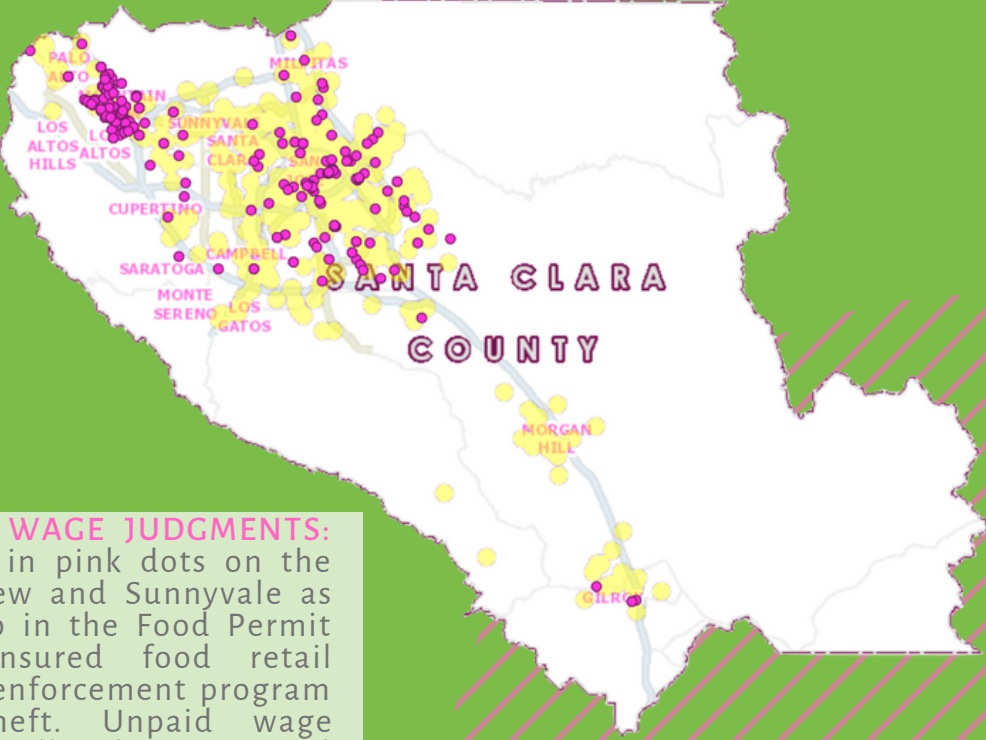
\$142,000+ **UNPAID WAGES COLLECTED:** Unpaid wages to workers through settlements or enforcement activity.

14 **CLAIM ASSISTANCE:** Workers referred to private representation and litigation

34 **CLAIM ASSISTANCE:** Workers assisted in filing wage claims with the Labor Commissioner's Office or Department of Fair Employment and Housing

Do OLSE activities have impact on labor violations in Santa Clara County?

Are OLSE services matched to the needs of workers and businesses?



OUTREACH ACTIVITY vs. UNPAID WAGE JUDGMENTS: Engagement and training activity, in pink dots on the map, was focused in Mountain View and Sunnyvale as pilot sites due to their partnership in the Food Permit Enforcement Program, which ensured food retail businesses were aware of the new enforcement program and consequences of wage theft. Unpaid wage judgements are represented by the yellow heat map and are present throughout Santa Clara County. These judgments highlight the need for further outreach activity into South County and enforcement activity beyond the initial city partnerships.

OUTREACH & EDUCATION:

LABOR STANDARDS OUTREACH AND EDUCATION INITIATIVE



Mary, Immaculate Cleaning Services

Overview

The Labor Standards Outreach and Education Initiative is a robust community engagement campaign throughout Santa Clara County with the mission to inform businesses and workers of their rights and responsibilities, as well as deliver support and individualized services to those seeking assistance.

The goal of this initiative is to take preventative measures to encourage businesses to comply with labor standards. With this goal in mind, on April 3, 2019, the Office of Labor Standards Enforcement (OLSE) issued a Request for Proposal (RFP) to find qualified organizations and establish mutually beneficial partnerships that facilitated community outreach and education about labor standards, individualized services for workers, with an emphasis on vulnerable worker populations, including low-wage workers, women, people of color, immigrants and refugees, the disabled, and the LGBTQI community.

“The help that I received from the Day Worker Center of Mountain View [and] OLSE meant the world to me. The support was amazing. I learned my rights as a worker, knowing that I have rights that need to be respected [...] learning the process of the Labor Commissioner’s Office, it was not easy in learning the process. Yet I learned and I was able to receive my unpaid wages. I was able to put money aside for my daughter’s education. I know what to expect of my employer and where I may turn to if I ever have matters that need to be looked into the future. It is a blessing that places like the Day Worker Center of Mountain View, Katharine and George Alexander Community Law Center, and the Office of Labor Standards Enforcement exist.”

- Mariana, Domestic Worker/Former Hotel Worker

Fair Workplace Collaborative

In the fall of 2019, the Fair Workplace Collaborative (FWC) was chosen to partner with OLSE to facilitate community outreach and labor standards education. In partnership, OLSE and FWC work towards the vision of a Santa Clara County that provides a safe environment for all workers and a community without wage theft and workplace harassment.

FWC comprises organizational partners that understand their communities' challenges and are deeply committed to providing information, resources, and services to workers and businesses about their legal rights and obligations. The Fair Workplace Collaborative has designed a community-based outreach and education model, which is comprised of community organizations with relationships to vulnerable worker communities; a pro-bono legal partner offering advice through leading employment law practitioners; and local business chambers that serve small and minority-owned businesses.

FWC comprises of the following organizations:

- Working Partnerships USA
- Day Worker Center of Mountain View
- Step Forward Foundation
- Pilipino Association of Workers and Immigrants
- Vietnamese American Roundtable
- Business Circle LatinX powered by Prosperity Lab
- Enterprise Foundation / Silicon Valley Small Business Development Center

FWC provides services in English, Spanish, Mandarin, Vietnamese, and Tagalog.



I pride myself on being a good employer and responsible business owner. When the COVID-19 Shelter in Place Order was called, I sent my employees home for weeks, months. We did our best to keep serving our clients in a remote environment. With my best intentions, I ordered my employees back in early May. Unbeknownst to me, I may have been harsh on an employee with underlying health problems. My decision caused conflict in my business and employees. I enrolled in a webinar advertised by the Latinx Business Circle about COVID-19 compliance and HR issues. It was eye opening. I was able to consult with a business adviser after the webinar to learn about the best way to treat the situation, they listened and provided guidance. I made corrections to my agency's policies which allowed my employee to continue to work from home where she could keep healthy and helped me avoid a lawsuit.



Me enorgullezco de ser un buen empleador y dueño de un negocio responsable. Cuando se llamó la orden de refugio por el COVID-19, envié a mis empleados a casa durante semanas, meses. Hicimos todo lo posible por seguir sirviendo a nuestros clientes en un entorno remoto. Con mis mejores intenciones, les pedí a mis empleados que regresaran a principios de mayo. Sin yo saber, es posible que haya sido duro con un empleado con problemas de salud subyacentes. Mi decisión provocó conflictos en mi negocio y en mis empleados. Me inscribí en un seminario web anunciado por Latinx Business Circle sobre el cumplimiento de COVID-19 y los problemas de recursos humanos. Fue revelador. Pude consultar con un asesor de negocios después del seminario web para conocer la mejor manera de tratar la situación, me escucharon y me brindaron orientación. Hice correcciones a las pólizas de mi agencia que permitieron a mi empleada continuar trabajando desde casa donde podía mantenerse saludable y me ayudaron a evitar una demanda.



- Dan, Insurance Agent, Sunnyvale

FWC Services

Workers

Businesses

DIRECT ENGAGEMENT: Distribute service information through flyering, industry and community events, and door-to-door canvassing



TRAINING: In-person and virtual trainings on wage and hour laws, workers' rights, sexual harassment, retaliation, and labor trafficking



LEGAL ADVICE LINE: Field inquiries and provide information about compliance, local and state resources, and legal clinic appointments



MEDIA OUTREACH: Culturally competent and language accessible campaigns that provide information about resources and services



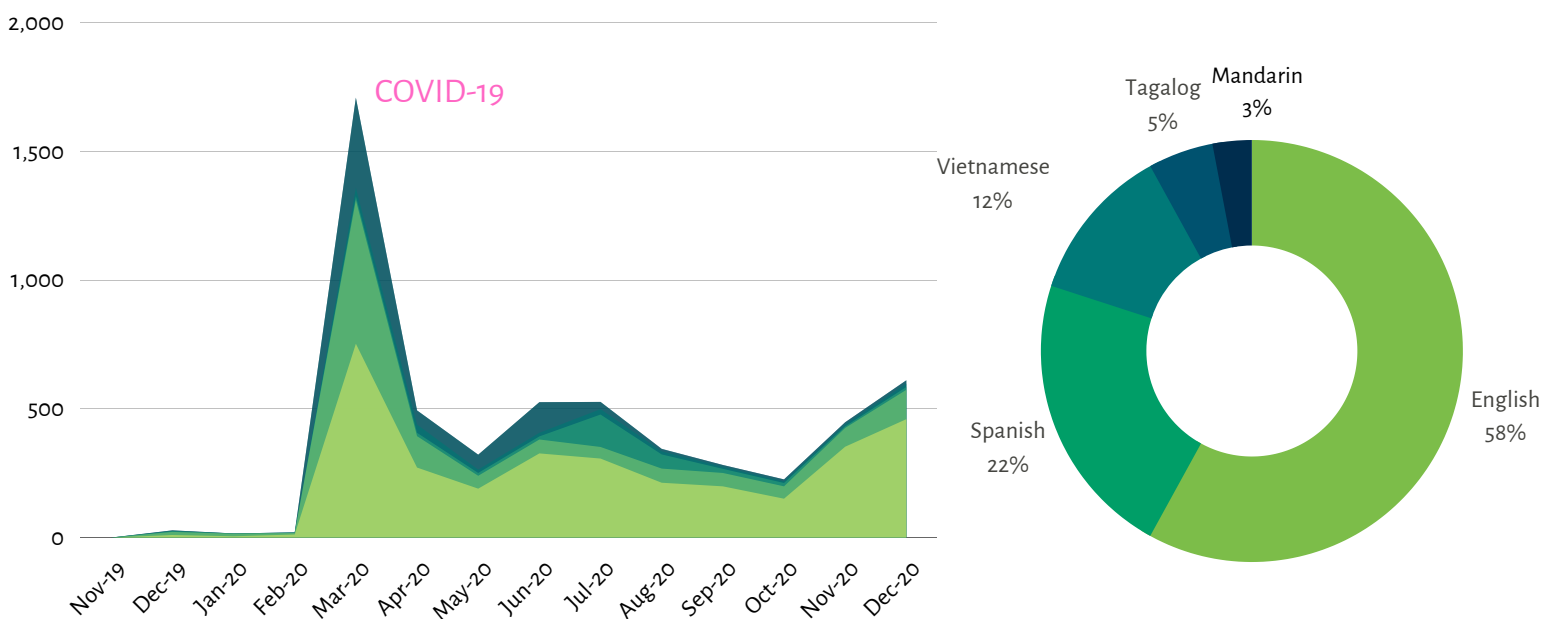
CASE MANAGEMENT: Individualized services for information, referrals, and assistance in filing claims with State or Federal agencies



Legal Advice Line

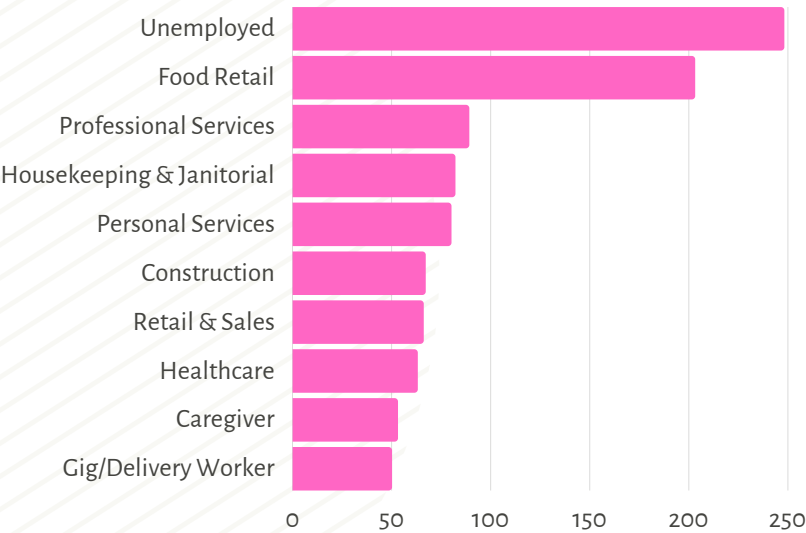
In 2020, the Legal Advice Line received and responded to over **5,500** calls, with employment attorneys providing information in English, Spanish, Tagalog, Mandarin Chinese, Vietnamese, Hindi, and Punjabi. In March 2020, demand for the Advice Line surged to over **1,700** calls in one month due to the economic impacts of the COVID-19 pandemic and residents' desire for information about related services and supports.

Advice Line Attorneys accommodated this surge in calls and continued to provide information and resources to workers and businesses about wage and hour concerns, sexual harassment, unemployment and disability insurance, paid sick leave, safety net resources, and safe COVID-19 operation guidance.



Worker Case Management

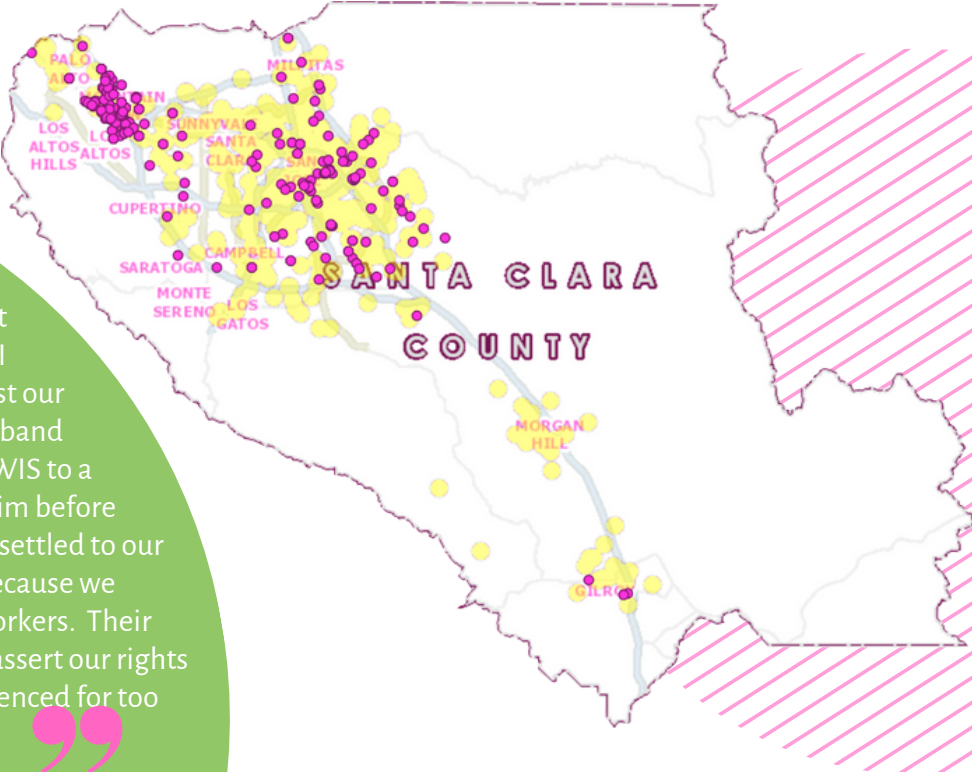
FWC provided individualized services to over **2,400** community members throughout Santa Clara County. These services consisted of multiple interactions to assist with information, referrals, or support in filing claims with State or Federal agencies. The top ten reported job sectors for assistance and worker case management were also industry sectors impacted by layoffs and closures in response to COVID-19 and related health orders.



Engagement and Trainings

FWC reached over **23,100** businesses and workers through in-person and virtual engagements and trainings. Partners quickly pivoted services and adapted to the new COVID-19 environment ensuring the community received needed resources and information. In addition to compliance trainings on worker's rights, taxes, and wage & hour, FWC also provided trainings on how small businesses could begin using online delivery platforms to increase sales.

Engagement and training activity, in pink dots on the map, was focused in Mountain View and Sunnyvale. This was due to their partnership in the pilot Food Permit Enforcement Program, which ensured food retail businesses were aware of the new enforcement program and the consequences of wage theft. Unpaid wage judgements are represented by the yellow heat map and are present throughout Santa Clara County. These judgements highlight the need for further outreach activity into South County and enforcement activity beyond initial city partnerships.



My husband and I spoke to a PAWIS Community Organizer about how we worked as live-in caregivers working 24 hours a day, but were only paid for eight hours of work per day. I initially did not want to file a wage claim against our employer for fear of retaliation, but [...] my husband convinced me and our case was referred by PAWIS to a private employment attorney who filed our claim before the Labor Commissioner's Office. The case was settled to our satisfaction. We are very thankful to PAWIS because we became aware and educated of our rights as workers. Their assistance and support gave us the courage to assert our rights and to finally find our voice as we have been silenced for too long and treated without dignity and respect.

- Nieves

OUTREACH & EDUCATION:

KATHARINE & GEORGE ALEXANDER COMMUNITY LAW CENTER

Overview

The Katharine and George Alexander Community Law Center (Community Law Center) works with low-wage, limited-English-speaking workers who require assistance obtaining unpaid wages, overtime wages, or Unemployment Insurance. Additionally, legal advice about leave law violations, discrimination and harassment, and retaliation for engaging in a protected activity is provided to workers.

The Community Law Center employs a three-pronged strategy involving (1) advice clinics; (2) community education, outreach, and workshops, and (3) direct representation. During the COVID-19 pandemic, work has continued through virtual clinics, virtual outreach, and phone interviews.

Clinics also screen for forced labor human trafficking, utilizing a screening tool developed by Community Law Center attorneys. Forced labor human trafficking survivors are referred to victim service providers, the Community Law Center's immigration and employment law attorneys, or private attorneys for representation.

Accomplishments

From January 1, 2020 to December 31, 2020, the Community Law Center's clients were awarded **\$46,585** in unpaid wages, with all unpaid wages collected for workers. Twenty-eight cases are not yet resolved, are in various stages at the CA Labor Commissioner's Office, or are in litigation.

From January 1, 2020 to December 31, 2020, the Workers' Rights program clients were awarded and collected **\$46,585**

Activities

Advice Clinics

From July 1, 2019 to December 31, 2020, the Community Law Center conducted 34 Workers' Rights clinics and provided advice and counsel or referrals to private attorneys for representation to 344 clients.

Law students under the supervision of volunteer attorneys are trained in employment law as part of their course work, where they interview clients, engage in problem solving and brainstorming, and advise clients.

I work through an agency for a large healthcare facility. I needed legal help because I did not think that I was getting all the pay I was owed. I was interviewed over Zoom by a Community Law Center attorney and told that I was owed money for the hours I worked and more money as penalties. I learned that I am an employee and not a contractor, so I should be getting more pay for all the hours I worked, as well as lunch and time for rest that I missed. The advice I received was that it was better to file my case in court than to file it at the Labor Commissioner's Office because I can get more of my wages in court. My co-workers and I are now working with an attorney who has filed my case in court. I am grateful that there is such a place as the Community Law Center.

- NT

I work at night at a 6 bed care home. My employer was giving me a 3-hour break in the middle of the night and not paying me for that time, but I still had to work because I took care of elderly patients with medical or health conditions like schizophrenia and dementia who needed help at night. I didn't think it was fair that I had to work for 3 hours with no pay. I wanted to talk to an attorney to find out how to get pay for those 3 hours. After my interview with a Community Law Center attorney, I was referred to another attorney who filed my case at the Labor Commissioner's Office. [At a meeting with the Labor Commissioner's Office] my employer agreed to pay me. I signed a settlement agreement and received the money. I am grateful for the support of the Community Law Center.

- TB

Community Outreach and Education

There have been nine community workshops and 17 outreach events focused on workers' rights. In total, 156 attendees participated in the workshops and 847 attendees joined the outreach events.

There were also workshops on labor trafficking and on the rights of domestic violence survivors. Workshops took place at homeless shelters, at schools, and at community-based organizations. Handouts were provided to all attendees at trainings, workshops, and outreach events.

Direct Representation

The Community Law Center provides limited representation to clients with wage and hour claims at the Labor Commissioner's Office hearings. The program also represents clients at mediations before the Equal Employment Opportunity Commission and Department of Fair Employment and Housing. Additionally, the Community Law Center provides referrals of clients to private attorneys.

ENFORCEMENT:

FOOD PERMIT ENFORCEMENT PROGRAM



Overview

OLSE launched the Food Permit Enforcement Program in September 2019 to combat wage theft and help workers in the food retail industry collect outstanding wage claim judgements issued by the CA Labor Commissioner’s Office.

The Food Permit Enforcement Program addresses a pervasive wage theft problem that disproportionately affects vulnerable employees, many of them immigrants, women and low-wage workers. The Food Permit Enforcement Program aims to:

- Foster a healthy economic environment for the County’s businesses and workers
- Achieve industry-wide compliance with Federal and State labor laws
- Realize satisfaction of existing judgments so workers are paid in full for hours worked.

In partnership with the Department of Environmental Health (DEH), enforcement in the food retail industry began in December 2019. This partnership between OLSE and DEH exercised the County’s authority to suspend food permits from food retail facilities with outstanding unpaid wage theft judgments.

Between December 2019-March 2020, the Food Permit Enforcement Program collected over **\$50,000** for workers with outstanding wage claims, with the oldest wage claim dating back to 2013.

Enforcement Process

Food retail permit holders with existing unpaid wage judgements received a series of notices from OLSE and DEH requiring a response.

Upon receiving an initial communication through the Notice of Existing Judgement, businesses have 45 days to come into compliance by:

1. Proving full compliance with the wage judgement
2. Proving that the judgment is not final or does not apply to the permit holder
3. Acknowledging the outstanding judgement and setting up a payment plan

Enforcement action ends when all outstanding judgements are paid in full.

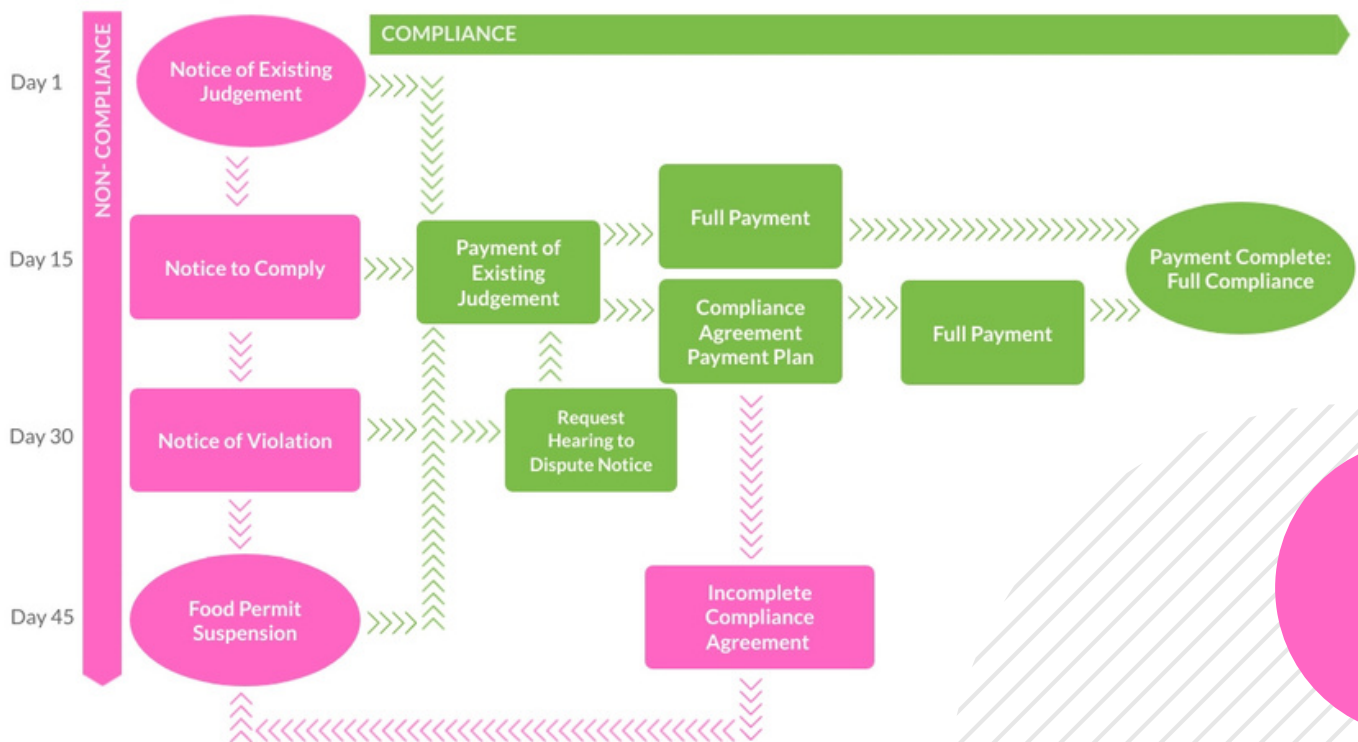
Accomplishments

In total, OLSE engaged eight food retail facilities with an initial notice (Notice of Existing Judgement), and only one case escalated to the second notice (Notice to Comply).

OLSE received **100%** compliance from all eight food retail facilities before the Food Permit Enforcement Program was halted due to the COVID-19 pandemic and related health orders.

In four short months of activity between December 2019-March 2020, the Food Permit Enforcement Program collected over **\$50,000** for workers with outstanding unpaid wage claims, with the oldest claim dating back to 2013.

Food Permit Enforcement Program Process



ENFORCEMENT:

COUNTY CONTRACTS ENFORCEMENT PROGRAM

Overview

In early 2020, OLSE was preparing to partner with the Office of Countywide Contracts Management to launch the County Contracts Enforcement Program.

The Program is focused on ensuring current and potential contractors abide by all County labor provisions, including wage, hour, and equity pay laws. County policy requires all contractors to comply with applicable employment laws. This program would ensure broad and consistent enforcement across the \$4 billion worth of County contracts for goods and services.

The County may disqualify a potential contractor – or suspend or terminate an existing agreement with a contractor – who has violated any wage theft, pay equity, or nondiscrimination laws included in the County of Santa Clara’s Board Policy. The Program will use outstanding unpaid wage judgments issued by the CA Labor Commissioner’s Office and final administrative orders issued by the Federal Department of Labor to determine disqualification.



PAWIS PPE and resource distribution

A referral to the CA Labor Commissioner’s Office Judgment Enforcement Unit (JEU) resulted in **\$40,200.42** collected in outstanding wages for workers at the care home facility, with the oldest wage claim dating back to 2017.



Early Success

Although the Program had not officially launched, the County was able to realize early enforcement success through the County's renewal of a care home facility contract in April 2020. Upon review of the contract, the care home facility was discovered to have a number of outstanding unpaid wage judgements from multiple workers dating back to 2017.

OLSE referred this case to the CA Labor Commissioner's Office Judgment Enforcement Unit for additional investigation into State laws to encourage business compliance and payment. This referral resulted in **\$40,200.42** collected in outstanding unpaid wages for workers at the care home facility.

The County expects to officially launch the County Contracts Enforcement Program in 2021.



I worked for two years as the operator of two adult residential care homes for the severely mentally ill in San Jose. The owner was both verbally and emotionally abusive [...] and threatened me if I didn't work 20-hour shifts, 6-7 days per week. Additionally, the owners changed my rate of pay from salary to hourly and back again without asking, which resulted in zero overtime pay.

I quit my position at the residential care home and filed a wage claim with the CA Labor Commissioner's Office in January 2019. I attended all required meetings organized by the Labor Commissioner's Office, however, the owners disputed required meeting dates at the last minute, then would still not attend rescheduled meetings. Ultimately, the owners never attended any required wage claim meetings with the Labor Commissioner's Office.

Then in April 2020, I received a call stating that I would be getting my wage claim settled shortly. The first payment of my wage claim was received in June 2020, a year and a half after I initially filed my wage claim. The owners split the payment over six months, but eventually, all of my over **\$7,500.00** of unpaid wages were paid in full.

I would advise other workers who are owed wages by their employers to be knowledgeable about your rights as a worker and follow the [CA Labor Commissioner's] wage claim process.

- Former Care Home Worker



COVID-19:

COVID-19 ASSISTANCE NAVIGATION HOTLINE

“My Unemployment Insurance case was solved after a long period of time working with CA Employment Development Department. The CAN navigator also delivered the application in person to me and helped me until I got my lump sum payment of \$7,000. The SCC CAN hotline made a huge impact in my life during this COVID-19 pandemic. It helped me to release all financial stress which I had to deal with.

- Thu”

Overview

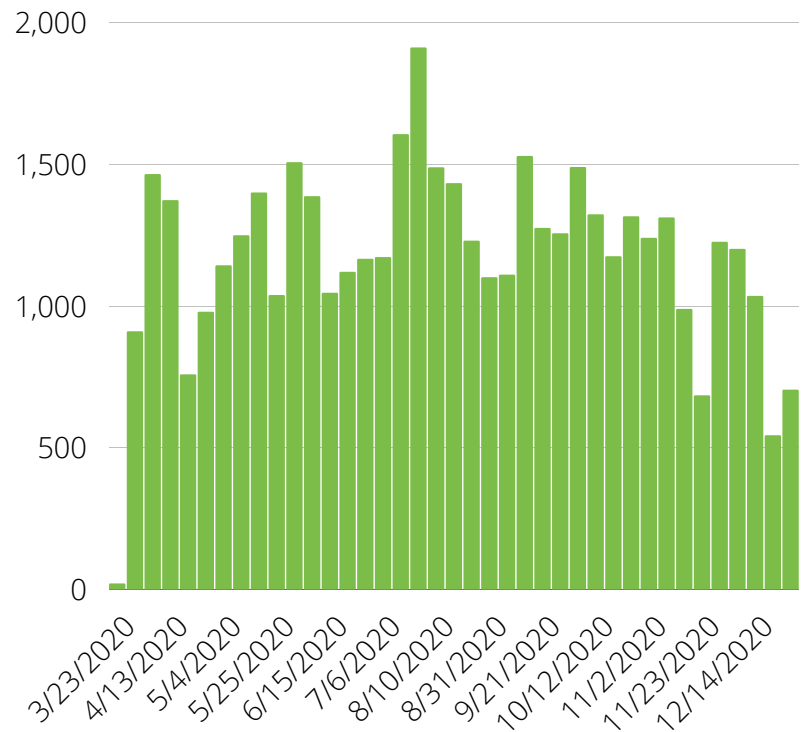
In response to COVID-19 and related health orders and legislation, OLSE and FWC created the COVID-19 Assistance Network (CAN) Hotline to connect community members who were unexpectedly and suddenly in need of safety net resources like food, financial and housing assistance.

From its inception in March 2020 through December 2020, the CAN Hotline has received over **45,000** calls from community members to inquire about safety net resources.

To meet the language needs of our vulnerable communities, the CAN Hotline has navigators fluent in Spanish, Vietnamese, Mandarin and Cantonese Chinese, and Tagalog.

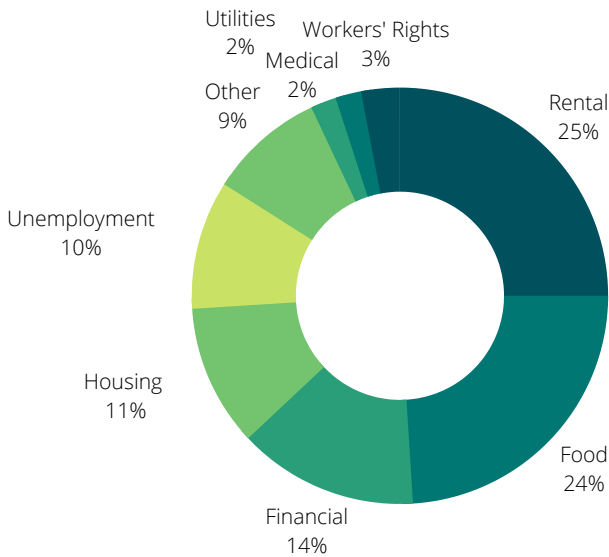
The Advice Line and CAN Hotline have been vital in connecting residents to timely local, State, and Federal information. Additionally, they have been vital to connecting residents to safety net resources, which are still just as needed today as when COVID-19 first hit the County in early 2020.

CAN Hotline Calls by Week



Between March-December 2020, the CAN Hotline fielded **45,000+** calls for safety net resources like food, financial and housing assistance.

Calls by Assistance Need

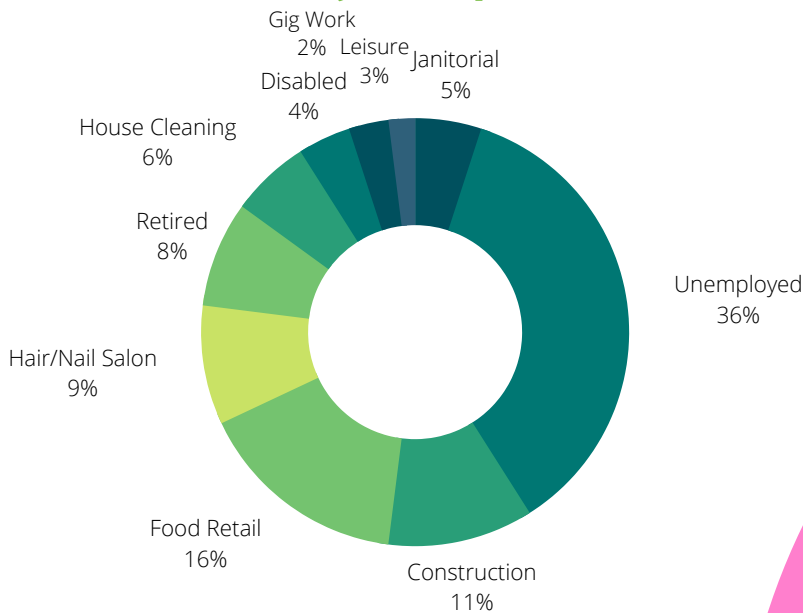


I received resources for rental assistance from the CAN Hotline. That made a huge impact to our lives as at that time our family with 7 persons: grandparents, father, mother, and three children (2, 4 and 6 years old), were all COVID-19 positive. We also needed food assistance and delivery at our house. Greatly appreciated all of the help from the CAN hotline.

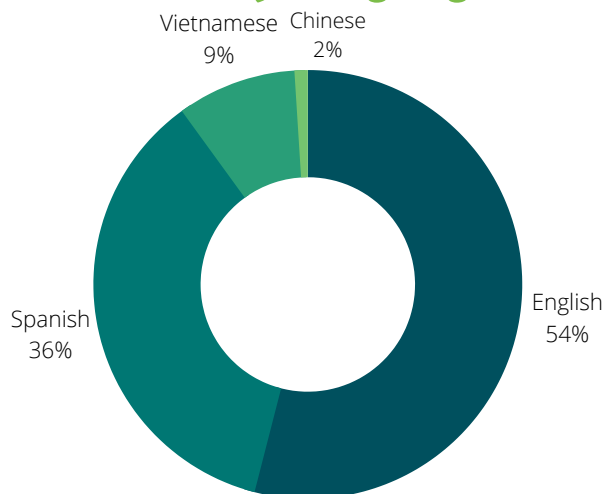
- Pedro and Maria



Calls by Occupation



Calls by Language



Just wanted to take a moment to give words of appreciation for Lateaka. She's been one of the best things that have happened in such a difficult time for me as the owner of Nana's Hair Salon. She's been helpful with every step of my problems, a great adviser who is very knowledgeable, and great source in my time of need. She always followed-up with a phone call to make sure all the work was in order and if I needed anything else. I call that a blessing. Since July, I had three problems and she was always available and helpful in every way possible. I just wanted to give this great review because she deserves it and she's been nothing but helpful. If we have people like her around, we could build America into a better place. Thank you so much for all the services that you are providing in Santa Clara County to keep us going. I really appreciate every step and everyone in the County. Thank you again!

- Nahrin



COVID-19: COMMUNITY HEALTH & BUSINESS ENGAGEMENT TEAM

Worker and Business Outreach

“ We are delighted to welcome [CHBET] employees to our shop, Sam and Thuy, who ... helped us understand the County's COVID-19 safety protocol so my shop can operate safely. Sam and Thuy let us know what ... we have to do to ... safely serve our customers. We are grateful and thankful to Santa Clara [County] for caring and helping us, so we can continue to work to serve our customers.

- Quach ”

Overview

The Board of Supervisors created the Community Health & Business Engagement Team (CHBET) to support our community through these COVID-19 changes. Through CHBET, the County formed partnerships with community based organizations that have trusted relationships in our community. The CHBET partners include: Community Health Partnership, Nueva Vida, Roots Collaborative, Si Se Puede Collective, and Working Partnerships USA.

CHBET's mission is to provide outreach to businesses and individuals, especially in communities that have been disproportionately impacted by COVID-19, by using community organizing strategies and elements of the community health worker model. The teams use a culturally competent, multi-lingual, and education-first approach.



Recently, there were two [members of the CHBET], Hieu and Anh, [who] came to help us fill out a Social Distancing Protocol. They are very dedicated and enthusiastic to help us. We really appreciate [that] you help us know the policy to implement and keep our community safe.



- Hong



Worker & Business Outreach

CHBET workers visit businesses countywide, focusing their time on communities disproportionately impacted by COVID-19 and engaging mostly with smaller businesses.

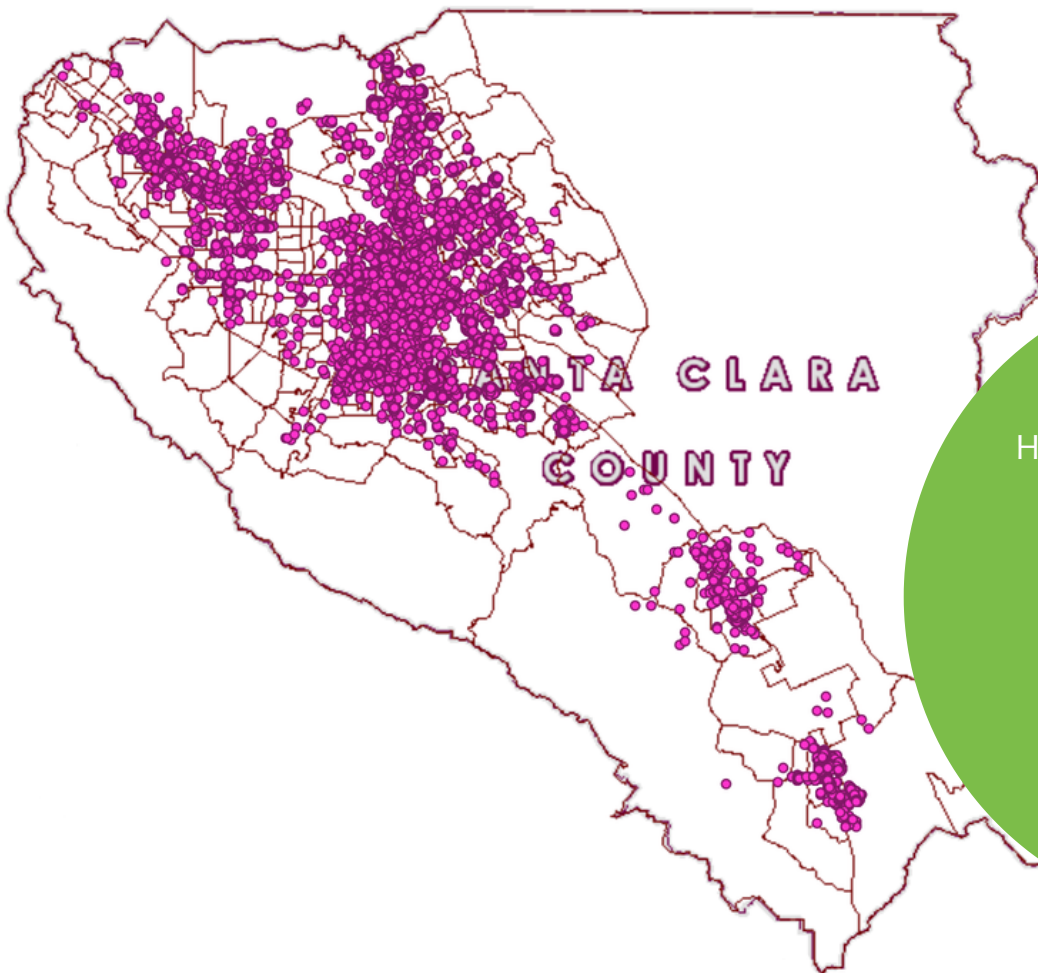
The CHBET Community Health Workers are members of our community who have a passion for public health, with language capacity in:

- Cantonese
- Hindi
- Mandarin
- Punjabi
- Spanish
- Tagalog
- Vietnamese

During their visits, CHBET workers talk to business owners and employees about:

- How to submit and comply with the Social Distancing Protocol
- Industry-specific Directives
- COVID-19 testing and the importance of regular testing
- COVID-19 resources

CHBET workers provide businesses and employees with COVID-19 resource guides, posters, reduced maximum capacity signage, and COVID-19 Preparedness Kits with a face covering and hand sanitizer.



18,651

Hours Canvassing Businesses

17,011

Business Engagements

11,238

Worker Engagements

COVID-19: PUBLIC HEALTH ORDER ENFORCEMENT



Overview

At the onset of COVID-19, numerous County departments worked together to address the community's COVID-19 concerns by leveraging each department's individual resources, including the District Attorney Office, OLSE, Department of Environmental Health, Office of the County Counsel, and the Department of Planning and Development.

In August 2020, this effort was consolidated under the Emergency Operations Center in the Community and Business Engagement Branch.

OLSE team members are part of the Community and Business Engagement Branch, and assist with outreach to businesses and enforcement efforts.

5,700+

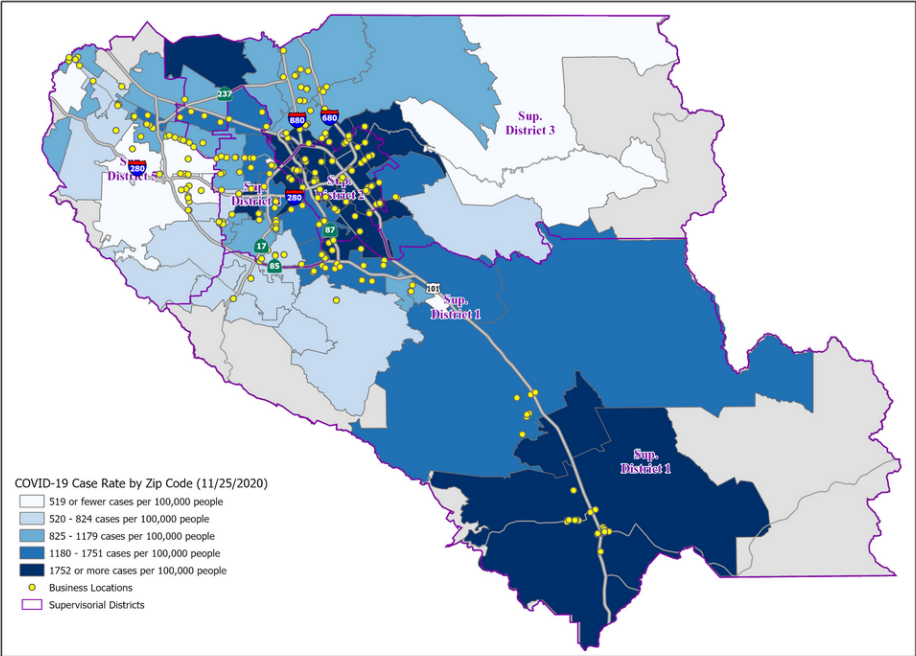
The Community and Business Engagement Branch received over 5,700 concerns from Santa Clara residents between August to December 2020

Public Concern Process

From August to December 2020, the Branch received over **5,700** concerns from Santa Clara County residents, with a majority of concerns focused on businesses operating against the State and/or County Public Health Orders, not taking steps to maintain social distancing, or not requiring all persons to properly wear facial coverings in the facility at all times.

Public concerns, represented in yellow dots on the map, were often aligned with communities with high COVID-19 case rates. The map highlights zip codes with high COVID-19 case rates in dark blue.

Business Locations & Reported COVID-19 cases by ZIP Code, Santa Clara County



Accomplishments

The Community and Business Engagement Branch responded to public concerns by conducting over **3,600** phone calls that provided outreach and education about Public Health Orders. Of those calls, **84%** avoided formal enforcement activity and were resolved through an education first approach where team members discussed the public concern and informed organizations on how to comply with Public Health Orders.

84%
of public concerns avoided formal enforcement activity and were resolved through an educational phone call where team members discussed public concerns and informed organizations on how to comply with Public Health Orders.

These phone calls provided the Community and Business Engagement Branch an opportunity to clarify requirements of the Public Health Orders and discuss how the organizations could keep their staff and customers safe.

Steps like providing markers to ensure individuals socially distance at least six feet, regularly cleaning high-traffic areas, disinfecting high-contact surfaces, and confirming organizations reported positive COVID-19 cases amongst staff were important to limiting the spread of COVID-19 and keeping the community safe.

THANK YOU

OLSE expresses our gratitude to the workers and businesses in our community that lead, build, sustain, serve, and care for the members of our County on a daily basis.

OLSE is also thankful to all of our community, City, County, State, and Federal partners that have supported and enabled progress towards our vision of a Santa Clara County free of wage theft and workplace harassment, creating a safe environment for all workers.

Although the first year has been an amazing journey, there is still much to do. Our work is especially important now due to the impacts of COVID-19. With the lessons learned from our first year of activity, OLSE looks forward to continuing our mission of worker and business outreach, wage theft enforcement, but also supporting the community in recovery throughout the COVID-19 pandemic.

Looking Ahead

Prioritize wage theft enforcement by launching the County Contracts Enforcement Program and expanding the Food Permit Enforcement Program beyond the initial two partner cities.

Increase worker and business engagement and training to communities where unpaid wage judgements are prevalent.

Collaborate with County partners to create awareness of workers' rights and create opportunities for economic empowerment for workers.

Establish feedback loops to better understand worker and business experiences with labor standards and enforcement.

Employ media tools to increase labor standards awareness in worker and business communities by creating culturally competent content, sharing information, and ensuring OLSE services meet the needs of the community.

THANKS TO OUR PARTNERS

Federal Partner



State Partner



County Partners



City Partners



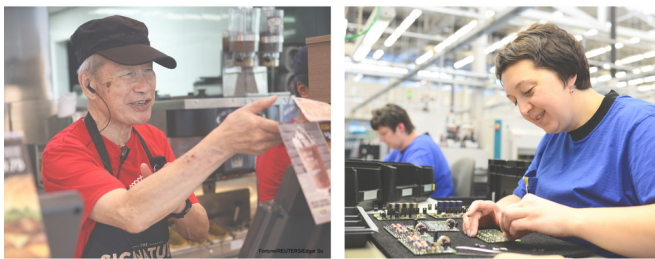
Fair Workplace Collaborative



APPENDIX A: Materials



Office of Labor Standards Enforcement



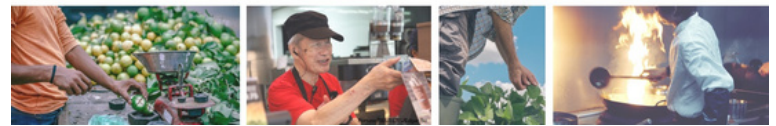
www.sccfairworkplace.org
Advice Line: 1 (866) 870 7725



Office of Labor Standards Enforcement



www.sccfairworkplace.org
Advice Line: 1 (866) 870 7725



COUNTY OF SANTA CLARA
Office of Labor Standards Enforcement

The mission of the Office of Labor Standards Enforcement is to advance labor standards through thoughtful community and business engagement, strategic enforcement, innovation and study, and policy development with a commitment to social justice.

For information about help with labor violations or compliance:

ADVICE LINE
1-866-870-7725

WEBSITE
WWW.SCCFAIRWORKPLACE.ORG

EMAIL
OLSE@CEO.SCCGOV.ORG



CONDADO DE SANTA CLARA
Oficina de Derechos
del Trabajador

La misión de la Oficina de Derechos del Trabajador promueve el avance de normas laborales con participación comunitaria y empresarial, con cumplimiento estratégico, estudio e innovación, y desarrollo de pólizas para promover la justicia social.



सांता क्लारा का प्रांत
श्रम मानक प्रवर्तन का कार्यालय

श्रम मानक प्रवर्तन कार्यालय का मिशन श्रम मानकों को विचारशील समुदाय और व्यवसायिक सहभागिता, युक्तिपूर्ण प्रवर्तन, नवाचार व अध्ययन और समुदाय नीति के लक्ष्य के साथ नीति विकास के माध्यम से आगे बढ़ाना है।



SANTA CLARA 縣
勞工標準執法辦公室

勞工標準執法辦公室的使命是藉由與社區和商業群體合理的溝通、策略性的執法、創新和研究、以及承諾開發維護社會公義的政策來提升勞工標準。



COUNTY NG SANTA CLARA
Tanggapan ng Pagpapatupad
ng Pamantayan sa Paggawa

Ang misyon ng Tanggapan ng Pagpapatupad ng Pamantayan sa Paggawa ay isulong ang pamantayan sa paggawa sa pamagitan ng maalahang pamayanan at pakikipag-ugnayan sa negosyo, estratehikong pagpapatupad, pagbabago at pag-aaral, at pagpapaunlad ng patakaran na may pagtuon sa panlipunang hustisya.

Para información y ayuda para resolver violaciones laborales:

NUMERO DE CONSEJERÍA
1-866-870-7725

PAGINA ELECTRONICA
WWW.SCCFAIRWORKPLACE.ORG

CORREO ELECTRÓNICO
OLSE@CEO.SCCGOV.ORG

श्रम उल्लंघन या अनुपालन की सूचना के लिए सहायता

सलाह लाइन
1-866-870-7725

वेबसाइट
WWW.SCCFAIRWORKPLACE.ORG

ईमेल
OLSE@CEO.SCCGOV.ORG

關於違反或遵守勞工法的信息

諮詢專線
1-866-870-7725

網站
WWW.SCCFAIRWORKPLACE.ORG

電子郵件
OLSE@CEO.SCCGOV.ORG

Para sa tulong na impormasyon sa mga paglabag sa paggawa o pagsunod sa batas:

LINYANG PAYO
1-866-870-7725

WEBSITE
WWW.SCCFAIRWORKPLACE.ORG

EMAIL
OLSE@CEO.SCCGOV.ORG



QUẬN HẠT SANTA CLARA
Văn Phòng Thực Thi
Luật Lao Động

Để được giúp đỡ với trường hợp vi phạm luật lao động

SỐ ĐIỆN THOẠI ĐỂ TƯ VẤN

1-866-870-7725

WEBSITE

WWW.SCCFAIRWORKPLACE.ORG

EMAIL

OLSE@CEO.SCCGOV.ORG

What is the Office of Labor Standards Enforcement (OLSE)?

Established in November 2017 by the County of Santa Clara Board of Supervisors, the OLSE is one of eight such offices in the U.S.

Our mission is to advance labor standards through thoughtful community and business engagement, strategic enforcement, innovation and study, and policy development with a commitment to equity & social justice.

What is Enforced?

Judgements or final administrative orders issued by the California Labor Commissioner's Office, the U.S. Department of Labor and civil courts related to a range of labor law violations, such as:

- Non-payment of wages, overtime or vacation pay
- Non-compliance with minimum wage and overtime laws
- Non-compliance with child labor, labor trafficking, or sexual harassment
- In additional to other violations in the workplace



CONTACT US

2460 North 1st Street, Suite 220
San Jose, CA 95131

OLSE Office: 408 - 678 - 3210
Advice Line Staffed by Attorneys:
1 - 866 - 870 - 7225

OLSE@CEO.SCCGOV.ORG
sccfairworkplace.org

Food Permit Enforcement Program

OFFICE OF LABOR
STANDARDS
ENFORCEMENT



SANTA CLARA COUNTY

What is the Food Permit Enforcement Program?

Program Overview

The Office of Labor Standards Enforcement (OLSE), in partnership with the County of Santa Clara Department of Environmental Health (DEH), will engage retail food vendors with existing labor violation judgments to encourage payment settlement(s).

Program Goals

1. Foster a healthy economic environment for the County's businesses and workers
2. Industry-wide compliance with Federal and State labor laws
3. Satisfaction of existing judgments

How Does the Program Work?

Food facility permit holders with existing labor violation judgments can expect to receive a series of notices from OLSE and DEH requiring a response by:

1. proving full compliance with the judgement
2. proving that the judgement is not final or does not apply to the permit holder
3. acknowledging the outstanding judgement and setting-up a payment plan

Enforcement action ends when all outstanding judgments are paid in full.

How does this impact my business?

No Existing Judgement = No Impact

Existing Judgements

Permit holders with existing judgments have 45 days to become compliant and can halt enforcement activity at any time by:

1. paying judgement in full
2. calling OLSE to set-up a payment plan
3. requesting a hearing to dispute the Notice of Violation

Enforcement action ends when all outstanding judgments are paid in full.

Resources

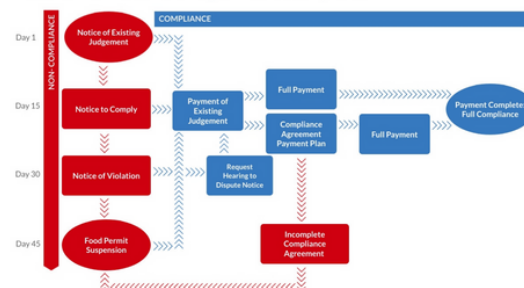
Community Organizations

- OLSE Advice Line (866) 870-7725
- Working Partnerships USA - Fair Workplace Collaborative - (408) 809-2120 EXT #124
- Silicon Valley Small Business Development Center - (408) 385-9800
- Latino Business Council of Silicon Valley - (408) 618-8599

CA Labor Commissioner's Office FAQ:
www.dir.ca.gov/dlse/DLSE-FAQs.htm

CA Employment Development Department:
www.edd.ca.gov/employers.htm

Food Permit Enforcement Program Path to Compliance





Workers' Pay

You may qualify for a program that can cover a portion of your lost wages due to COVID-19

1. My hours are reduced because of COVID-19



File an Unemployment Insurance (UI) claim. UI provides a portion of your wages if your employer shuts down operations or your hours were reduced.

2. I can't work because I've been diagnosed or quarantined

File a Disability Insurance (DI) claim. If you're unable to work due to having or being exposed to COVID-19 (certified by a medical professional), DI provides short-term benefit payments.



3. I can't work because I need to take care of someone who has been diagnosed



File a California Paid Family Leave (PFL) claim. PFL provides up to six weeks of benefit payments to eligible workers who need time off work to care for a qualified sick family member.

4. I'm a parent and the school closures impact my child



If you can't work because your child is impacted by school closures, you may be eligible for UI. Call the OLSE Advice Line for help in determining eligibility.

5. Where can I go to get help?

Call the County of Santa Clara OLSE Advice Line. We can help you determine eligibility for these programs.

OLSE Advice Line: 1(866) 870 - 7725

English, Español, Tiếng Việt, 中文, Tagalog, Visayan



6. Where can I apply for these programs?

Call the California Employee Development Department (EDD)

English 1(800) 300-5616 **普通話** 1(866) 303-0706
Español 1(800) 326-8937 **Tiếng Việt** 1(800) 547-2058
廣東話 1(800) 547-3506 **TTY** 1(800) 815-9387

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



Pagos a Trabajadores

Puede tener derecho a un programa que puede cubrir una parte del salario que pierda debido a COVID-19

1. Me han reducido las horas debido a COVID-19



Presente un reclamo de seguro de desempleo (UI). UI cubre una parte de su salario si su empleador cierra o reduce sus horas de trabajo.

2. No puedo trabajar porque me han diagnosticado o puesto en cuarentena

Presente un reclamo de Seguro de Discapacidad (DI). Si no puede trabajar por tener o haber estado expuesto a COVID-19 (certificado por un profesional médico), el DI otorga pagos de beneficios a corto plazo.



3. No puedo trabajar porque debo cuidar a alguien al que se le ha diagnosticado



Presente un reclamo de Seguro de Discapacidad (DI). Si no puede trabajar por tener o haber estado expuesto a COVID-19 (certificado por un profesional médico), el DI otorga pagos de beneficios a corto plazo.

4. Soy padre y el cierre de la escuela afecta a mi hijo



Si no puede trabajar porque los cierres de escuelas han afectado a su hijo, puede tener derecho a seguro de desempleo. Llame a la línea de información de la OLSE para saber si cumple las condiciones.

5. ¿Dónde voy para obtener ayuda?

Llame a la línea de información de la OLSE del Condado de Santa Clara. Podemos ayudarle a saber si cumple las condiciones para estos beneficios y ayudarle a solicitarlos.

OLSE Advice Line: 1(866) 870 - 7725

English, Español, Tiếng Việt, 中文, Tagalog, Visayan



6. ¿Dónde solicito estos programas?

Llame al Departamento de Desarrollo de Empleados de California (EDD)

English 1(800) 300-5616 **普通話** 1(866) 303-0706
Español 1(800) 326-8937 **Tiếng Việt** 1(800) 547-2058
廣東話 1(800) 547-3506 **TTY** 1(800) 815-9387

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



Tiền Lương

Quý vị có thể đủ điều kiện cho một chương trình mà có thể bù đắp một phần tiền lương bị mất của quý vị do COVID-19

1. Giờ làm việc của quý vị bị cắt giảm vì COVID-19



Điền đơn yêu cầu Bảo Hiểm Thất Nghiệp (Unemployment Insurance - UI claim form). UI cung cấp một phần tiền lương của quý vị nếu số giờ của quý vị ngừng hoạt động hoặc số giờ của quý vị bị giảm.

2. Quý vị không thể làm việc vì bị chẩn đoán nhiễm COVID-19 hoặc bị cách ly kiểm dịch

Điền đơn yêu cầu Bảo Hiểm Khuyết Tật (Disability Insurance - DI claim form). Nếu quý vị không thể làm việc do có hoặc tiếp xúc với COVID-19 (được chứng nhận bởi một chuyên gia y tế), DI sẽ cung cấp tiền trợ cấp ngắn hạn.



3. Quý vị không thể làm việc vì quý vị phải chăm sóc người thân đang bệnh nặng



Điền đơn yêu cầu nghỉ phép gia đình có lương của California (California Paid Family Leave - PFL claim form). PFL cung cấp tiền trợ cấp được tối đa sáu tuần cho những người lao động đủ điều kiện cần thời gian nghỉ việc để chăm sóc cho một thành viên gia đình bị bệnh và đủ điều kiện.

4. Quý vị là một phụ huynh và việc trường học đóng cửa ảnh hưởng đến con quý vị



Nếu quý vị không thể làm việc vì con quý vị bị ảnh hưởng bởi việc trường học đóng cửa, quý vị có thể đủ điều kiện nhận UI. Gọi Đường dây tư vấn OLSE Hotline để được giúp tìm hiểu xem quý vị có đủ điều kiện hay không.

5. Quý vị có thể nhận sự trợ giúp ở đâu?

Nếu quý vị không thể làm việc vì con quý vị bị ảnh hưởng bởi việc trường học đóng cửa, quý vị có thể đủ điều kiện nhận UI. Gọi Đường dây tư vấn OLSE Advice Line để được giúp tìm hiểu xem quý vị có đủ điều kiện hay không.

OLSE Advice Line: 1(866) 870 - 7725
English, Español, Tiếng Việt, 中文, Tagalog, Visayan



6. Quý vị có thể đăng ký cho các chương trình này ở đâu?

Hãy gọi cho Sở Phát triển Nhân viên California (EDD)

English 1(800) 300-5616 **普通話** 1(866) 303-0706
Español 1(800) 326-8937 **Tiếng Việt** 1(800) 547-2058
廣東話 1(800) 547-3506 **TTY** 1(800) 815-9387

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



雇員工資

您可能有資格獲得因 COVID-19 而失去的部分工資補



1. 我的工作時間因為 COVID-19 而被縮減

如果您的雇主停業或者您的工作時間被縮減，UI 為您提供一部分您的收入。

2. 我因為被診斷出受感染或被隔離而不能上班

申請傷殘保險索 (DI) 賠。如果妳因為受 COVID-19 感染或有接觸病毒 (需醫療專業人士證明) 而不能上班，DI 提供短期的福利金。



3. 我要照顧被診斷出受感染的家人而不能工作



申請加州付薪家庭病假福利 (PFL)。PFL 提供最多六周的福利金，給那些有資格而又需要離職照顧規定內的有病家人的雇員

4. 我是一名受孩子的學校停課影響的家長



如果您因為您的孩子學校停課的影響，您可能有資格獲得失業保險 (UI) 福利。請致電 OLSE 諮詢專線以尋求幫助來確定資格。

5. 我可以在哪裡尋求幫助?

致電聖塔克拉拉縣 OLSE 諮詢專線。我們可以幫助您確定是否符合這些計劃的資格

OLSE 諮詢熱線: 1(866) 870 - 7725
English, Español, Tiếng Việt, 中文, Tagalog, Visayan



6. 我可以在哪裡申請這些計劃?

請致電加州就業發展部 (EDD)

English 1(800) 300-5616 **普通話** 1(866) 303-0706
Español 1(800) 326-8937 **Tiếng Việt** 1(800) 547-2058
廣東話 1(800) 547-3506 **TTY** 1(800) 815-9387

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



County of Santa Clara
Office of Labor Standards Enforcement
and The Fair Workplace Collaborative

COVID-19

Sahod ng mga Manggagawa

Maaari kang making kwalipikado para sa isang programa na makakatulong sa nawalang bahagi ng iyong sahod dahil sa COVID-19

1. Nabawasan ang aking mga oras dahil sa COVID-19



Mag-file ng claim ng Unemployment Insurance (UI). Nagbibigay ang UI ng bahagi ng iyong sahod kung ang iyong pinapasukan ay napahinto ang operasyon o nabawasan ang iyong mga oras

2. Hindi ako makapagtrabaho dahil ako ay nadiagnosed o na-quarantined:

Mag-file ng Disability Insurance (DI) claim. Kung hindi ka makapagtrabaho dahil sa pagkakaroon o naexposed sa COVID-19 (sertipikado ng isang medikal na propesyonal), ang DI ay nagbibigay ng mga short-term na benepisyo.



3. Hindi ako makapagtrabaho dahil kailangan kong alagaan ang isang na-diagnosed



Mag-file ng California Paid Family Leave (PFL) claim. Ang PFL ay nagbibigay ng hanggang sa anim na linggo ng mga benepisyo sa mga eligible na manggagawa na nangangailangan na lumiban upang alagaan ang isang kwalipikadong miyembro ng pamilya.

4. Ako ay isang magulang at ang pagpapasara ng paaralan ay nakaapekto sa aking anak



Kung hindi ka makapagtrabaho dahil apektado ang iyong anak sa pagsasara ng paaralan, maaari kang maging karapat dapat o eligible para sa UI. Tumawag sa OLSE Advice Line para matiyak kung karapatdapat o eligible.

5. Saan ako makakapunta upang makahingi ng tulong?

Tumawag sa County ng Santa Clara OLSE Advice Line. Maaari kayong matulungan upang matiyak ang pagiging karapat-dapat o pagiging-eligible sa mga programang ito.

OLSE Advice Line: 1(866) 870 - 7725

English, Español, Tiếng Việt, 中文, Tagalog, Visayan



6. Saan ako maaaring mag-aplay para sa mga programang ito?

Tumawag sa California Employee Development Department (EDD)

English 1(800) 300-5616

普通话 1(866) 303-0706

Español 1(800) 326-8937

Tiếng Việt 1(800) 547-2058

廣東話 1(800) 547-3506

TTY 1(800) 815-9387

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



County of Santa Clara
Office of Labor Standards Enforcement
and The Fair Workplace Collaborative

Parents Impacted by COVID-19 School Closures

Parents who can't work because of their child's school closures

You may be eligible for Unemployment Insurance Benefits.

Please call the OLSE Advice Line for help in determining eligibility and assistance with applications.



OLSE Advice Line: 1 (866) 870 - 7725

English, Español, Tiếng Việt, 中文, Tagalog, Visayan

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



County of Santa Clara
Oficina de Cumplimiento de Normas Laborales
y The Fair Workplace Collaborative

Padres afectados por el cierre de escuelas por el COVID-19

Padres que no pueden trabajar debido al cierre de la escuela de sus hijos

Puede tener derecho a Beneficios de Seguro de Desempleo.

Llame al número de información de la OLSE para saber si cumple las condiciones y recibir ayuda con la solicitud.



OLSE Advice Line: 1 (866) 870 - 7725

English, Español, Tiếng Việt, 中文, Tagalog, Visayan

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



County of Santa Clara
Office of Labor Standards Enforcement
and The Fair Workplace Collaborative

Phụ huynh bị ảnh hưởng bởi trường học đóng cửa do COVID-19

Những phụ huynh không thể đi làm vì trường học của con họ đóng cửa

Quý vị có thể hội đủ điều kiện xin quyền lợi Bảo hiểm Thất nghiệp.

Hãy gọi đến EDD để nộp đơn tại số 1-800-547-2058. Hoặc nộp đơn trên mạng www.edd.ca.gov



Để nói chuyện với một luật sư về các vấn đề lao động khác, xin vui lòng gọi số 1-866-870-7725

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



Santa Clara 縣
勞工標準執法辦公室和公平職場聯盟

受因為COVID-19學校停課影響的家長

因孩子的學校停課而無法工作的家長

您可能有資格申請失業保險福利。
請致電OLSE諮詢專線以獲取確定申請資格和援助有關的幫助。



OLSE 諮詢專線: 1 (866) 870 - 7725

English, Español, Tiếng Việt, 中文, Tagalog, Visayan

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm



Lalawigan Santa Clara
Tanggapan ng Pagpapatupad ng Pamantayan sa Paggawa
at ang Pantay na Kolaborasyon sa Pagawaan

Ang mga Magulang na Naapektuhan ng Pagsara ng mga Paaralan dahil sa COVID-19

Ang mga magulang na hindi makakapagtrabaho dahil sa pagsara ng paaralan ng kanilang mga anak

Maaari kang maging karapat-dapat para makatanggap ng mga Insurance na Benepisyo para sa mga Nawalan ng Trabaho. Paki-tawagan ang Linya ng Tagapagpayo ng OLSE para tulungan kayo sa pagtukoy ng karapat-dapat na benepisyo at tulong sa mga aplikasyon.



Linya ng Tagapagpayo ng OLSE: 1 (866) 870 - 7725

English, Español, Tiếng Việt, 中文, Tagalog, Bisaya

sccfairworkplace.org | sccphd.org/coronavirus
edd.ca.gov/about_edd/coronavirus-2019.htm

COVID-19 Resources

Mask up

www.sccgov.org/coronavirus

COUNTY OF SANTA CLARA COVID-19 Resources

<p>COVID-19 Information</p> <p>Free COVID-19 Testing Information www.sccfreetest.org</p> <p>Guidance on Face Coverings www.sccgov.org/maskup</p> <p>Guidance on Isolation & Quarantine www.sccstayhome.org</p> <p>Social Distancing Protocol Database www.sdp.sccgov.org</p> <p>Report Suspected COVID-19 Violations www.sccCOVIDconcerns.org</p> <p>Workers & Businesses</p> <p>Business Call Center 408-961-5500 For any inquiries related to your business or workplace.</p> <p>Free Legal Advice Line 1-866-870-7725 For workers and businesses.</p> <p>Guidance & Resources for Workers www.sccfairworkplace.org</p>	<p>Support Services</p> <p>County's Joint Operations Center 408-278-6420 For shelter assistance for vulnerable and unhoused individuals.</p> <p>COVID-19 Assistance Navigation 408-809-2124 or scc-can-info@wpusa.org For resources and assistance with applying for unemployment insurance, disability, paid family leave, and other safety net programs.</p> <p>COVID-19 Support Team 408-808-7770 For support services in order to safely isolate or quarantine, including housing, transportation, meals, or other support.</p> <p>Patient Access Department 1-866-967-4677 For those in need of health care.</p> <p>Second Harvest Food Bank 1-800-984-3663 For food assistance.</p> <p>Call 2-1-1 Speak with an operator about programs and services - 24-hours, 7 days/week, in 150 languages.</p>
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Updated January 10, 2021

COVID-19 Vaccine
 COVID-19 vaccinations have begun. For more information, and to view current eligibility, visit:
www.sccfreevax.org
 When you are eligible to get a dose of vaccine, the Public Health Department strongly recommends that you get one.

Recursos para COVID-19

¡Póngase la mascarilla!

www.sccgov.org/coronavirus

CONDADO DE SANTA CLARA Recursos para COVID-19

<p>Información sobre COVID-19</p> <p>Información sobre pruebas gratuitas de COVID-19 www.sccfreetest.org</p> <p>Guía sobre cubrebocas www.sccgov.org/maskup</p> <p>Guía sobre aislamiento y cuarentena www.sccstayhome.org</p> <p>Base de datos del Protocolo de Distanciamiento Social www.sdp.sccgov.org</p> <p>Informar sospechas de violaciones de COVID-19 www.sccCOVIDconcerns.org</p> <p>Trabajadores y empresas</p> <p>Centro de llamadas para empresas 408-961-5500 Para cualquier consulta relacionada con su empresa o lugar de trabajo.</p> <p>Línea de asesoramiento jurídico gratuito 1-866-870-7725 Para trabajadores y empresas.</p> <p>Guía y recursos para trabajadores www.sccfairworkplace.org</p>	<p>Servicios de Asistencia</p> <p>Centro de operaciones conjuntas del Condado 408-278-6420 Para asistencia de refugio para personas vulnerables y sin vivienda.</p> <p>Orientación sobre la asistencia para COVID-19 408-809-2124 / scc-can-info@wpusa.org Para acceder a recursos y asistencia para solicitar seguro de desempleo, discapacidad, baja remunerada por asuntos de familia y otros programas de la red de seguridad.</p> <p>Equipo de asistencia para COVID-19 408-808-7770 Para servicios de asistencia para aislarse o ponerse en cuarentena de manera segura, incluidos alojamiento, transporte, comidas u otros tipos de asistencia.</p> <p>Departamento de acceso de pacientes 1-866-967-4677 Para quienes necesiten atención médica.</p> <p>Banco de alimentos Second Harvest 1-800-984-3663 Para asistencia alimentaria.</p> <p>Llame al 2-1-1 Hable con un operador sobre programas y servicios: las 24 horas, los 7 días de la semana, en 150 idiomas</p>
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Updated January 29, 2021

Vacuna para el COVID-19
 Han comenzado las vacunas para el COVID-19. Para obtener más información y ver la elegibilidad actual, visite:
www.sccvacuna.org
 Cuando sea elegible para recibir una dosis de la vacuna, el Departamento de Salud Pública recomienda encarecidamente que se la aplique.

Các nguồn giúp đỡ COVID-19



Che mặt

Santa Clara County PUBLIC HEALTH  www.sccgov.org/coronavirus

HẠT SANTA CLARA

Các nguồn giúp đỡ COVID-19

Santa Clara County PUBLIC HEALTH 

Thông tin về COVID-19

Thông tin về xét nghiệm COVID-19 miễn phí
www.sccfreetest.org

Hướng dẫn đeo khăn che mặt
www.sccgov.org/maskup

Hướng dẫn về Cô Lập & Cách Ly
www.sccstayhome.org

Cơ sở dữ liệu về Thể thức giữ khoảng cách an toàn
www.sdp.sccgov.org

Hãy báo cáo khi nghĩ ngờ có vi phạm COVID-19
www.sccCOVIDconcerns.org

Công nhân & Thương nghiệp

Trung tâm tiếp điện thoại Thương nghiệp
408-961-5500
Khi có thắc mắc liên quan đến thương nghiệp hoặc sở làm của quý vị.

Đường dây tham vấn miễn phí về pháp lý
1-866-870-7725
Dành cho công nhân và thương nghiệp.

Hướng dẫn & Các nguồn giúp đỡ cho Công nhân
www.sccfairworkplace.org

Các dịch vụ hỗ trợ

Trung Tâm Liên Kết Điều Hành của Quận Hạt
408-278-6420
Để giúp đỡ chỗ ở cho người dễ bị tổn thương hoặc không có nhà.

Giúp hướng dẫn về COVID-19
408-809-2124 hoặc scc-can-info@wpusa.org
Để có thông tin và được giúp đỡ nộp đơn xin tiền bảo hiểm thất nghiệp, bệnh tật, nghỉ có lương để chăm sóc gia đình, và các chương trình khác của mạng lưới giữ an toàn.

Nhóm Hỗ Trợ COVID-19
408-808-7770
Để được giúp đỡ tự cô lập và cách ly một cách an toàn, bao gồm các dịch vụ về chỗ ở, đi lại, ăn uống, và các hỗ trợ khác.

Văn phòng tiếp cận bệnh nhân
1-866-967-4677
Cho những ai cần được chăm sóc về y tế.

Ngân hàng phát thực phẩm
1-800-984-3663
Để được giúp đỡ về thực phẩm.

Hãy gọi cho số 2-1-1
Hãy hỏi nhân viên tiếp điện thoại về các chương trình và dịch vụ - 24 giờ, 7 ngày/tuần, trong 150 ngôn ngữ khác nhau.

Updated January 29, 2021

Thuốc chủng ngừa COVID-19 Việc tiêm chủng COVID-19 đã bắt đầu. Để biết thêm thông tin, và để biết hiện tại tiêu chuẩn nào thì được tiêm chủng, hãy vào trang: www.sccFreeVax.org/vi
Khi hội đủ tiêu chuẩn, Sở Y Tế Công Cộng triệt để khuyến khích quý vị đi tiêm ngừa.

COVID-19資源



請戴口罩

Santa Clara County PUBLIC HEALTH  www.sccgov.org/coronavirus

聖塔克拉拉縣

COVID-19資源

Santa Clara County PUBLIC HEALTH 

COVID-19訊息

免費COVID-19檢測訊息
www.sccfreetest.org

面罩指引
www.sccgov.org/maskup

隔離與檢疫指引
www.sccstayhome.org

社交間距規程數據庫
www.sdp.sccgov.org

舉報疑似新冠違規
www.sccCOVIDconcerns.org

員工與企業

企業客服中心
408-961-5500
對於您的企業或工作場所的任何諮詢。

免費法律諮詢專線
1-866-870-7725
對於員工和企業。

員工指引與資源
www.sccfairworkplace.org

支援服務

縣政府聯合行動中心
408-278-6420
為弱勢群體和無住房者提供庇護協助。

COVID-19 Assistance Navigation (COVID-19援助導覽)
408-809-2124 // scc-can-info@wpusa.org
在申請失業保險、殘障、帶薪家庭假和其他安全網計劃方面的資源和協助。

COVID-19支援團隊
408-808-7770
為安全隔離或檢疫而提供的支援服務，包括住房、交通、膳食或其他支援。

病患資源獲取部門
1-866-967-4677
對於那些需要醫療保健的人士。

Second Harvest食物銀行
1-800-984-3663
對於食物的援助。

致電2-1-1
和接線員討論計劃和服務-以150種語言每天24小時，每星期7天提供服務。

Updated January 29, 2021

新冠疫苗 新冠疫苗注射已經開始。更多訊息，和了解目前疫苗資格，請參閱: www.sccFreeVax.org/zh
當您符合資格接受疫苗施打時，衛生局強烈建議您去接受疫苗。

Mga Mapagkukunan sa COVID-19

Magsuot ng panakip sa mukha

www.sccgov.org/coronavirus

COUNTY NG SANTA CLARA

Mga Mapagkukunan sa COVID-19

Impormasyon sa COVID-19

Impormasyon tungkol sa Libreng Pagsusuri para sa COVID-19
www.sccfreetest.org

Patnubay sa mga Panakip sa Mukha
www.sccgov.org/maskup

Patnubay sa Pagbubukod at Pagkuwarantina
www.sccstayhome.org

Database ng Protokol sa Pagdistansya sa Ibang Tao
www.sdp.sccgov.org

Lulat ang mga Pinaghihinalaang Paglabag sa COVID-19
www.sccCOVIDconcerns.org

Mga Manggagawa at mga Negosyo

Business Call Center
408-961-5500
Para sa anumang mga katanungan na nauugnay sa inyong negosyo o lugar ng trabaho.

Linya para sa Libreng Payo na Ligal
1-866-870-7725
Para sa mga manggagawa at negosyo.

Patnubay at mga Mapagkukunan para sa mga Manggagawa
www.sccfairworkplace.org

Mga Serbisyo sa Pagsuporta

Sentro ng mga Pinagsanib na Operasyon ng County
408-278-6420
Para sa shelter assistance ng mga mahihina at walang bahay na indibidwal.

Nabigasyon sa Pagtulong para sa COVID-19
408-809-2124 o scc-can-info@wpusa.org
Para sa mga mapagkukunan at tulong sa pag-aapply para sa insurance sa kawalan ng trabaho, kapansanan, bayad na family leave, at iba pang mga programang pangkaligtasan.

Koponan ng Suporta para sa COVID-19
408-808-7770
Para sa mga serbisyong pagsuporta ng sa gayon ay ligtas na makapagbukod o makapagkuwarantina, kabilang ang pabahay, transportasyon, pagkain, o iba pang suporta.

Patient Access Department
1-866-967-4677
Para sa mga nangangailangan ng pangangalagang pangkulusugan.

Second Harvest Food Bank
1-800-984-3663
Para sa tulong sa pagkain.

Tumawag sa 2-1-1
Makipag-usap sa isang operator tungkol sa mga programa at serbisyo - 24 na oras, 7/araw/linggo, sa 150 na mga wika.

Updated January 29, 2021

Bakuna para sa COVID-19

Ang pagbabakuna para sa COVID-19 ay nagsimula na. Para sa karagdagang impormasyon, at para matignan ang kasalukuyang kwalipikasyon, bumisita sa: www.sccFreeVax.org/tl Kapag ikaw ay kwalipikado para makakuha ng dosis ng bakuna, ang Departamento ng Pampublikong Pangkalusugan ay maring nagrerekomenda sa iyo na kumuha ng isa.

Be COVID-19 prepared

For more information visit sccgov.org/coronavirus

Requirements for ALL Businesses:

1. Complete, submit, and implement the new Social Distancing Protocol online at COVID19Prepared.org
2. Report all positive COVID-19 cases to the County Public Health Department at sccsafeworkplace.org
3. Follow requirements on Social Distancing, Capacity Limits, Telework, & all industry-specific directives and guidance from the County and State

Resources for Businesses:

- COVID-19 Business Call Center at 408-961-5500
- Free Legal Advice Line at 1-866-870-7725
- Industry-Specific Guidance: sccgov.org/business
- Reduced Maximum Capacity: sccgov.org/covidcapacity
- Free COVID-19 testing information at sccfreetest.org
- COVID-19 Vaccine Information: sccfreevax.org
- Report suspected COVID-19 violations at sccCOVIDconcerns.org

Updated January 11, 2021

Prepárese para COVID-19

Para obtener más información, visite sccgov.org/coronavirus

Requisitos para TODAS las empresas:

1. Complete, envíe, y implemente el nuevo Protocolo de Distanciamiento Social en línea en COVID19Prepared.org
2. Informe de todos los casos positivos de COVID-19 al Departamento de Salud Pública del Condado en sccsafeworkplace.org
3. Siga los requisitos de Distanciamiento Social, Límites de Capacidad y Teletrabajo, así como todas las directivas y guías específicas para su industria emitidas por el Condado y el Estado

Recursos para empresas:

- Centro de llamadas sobre COVID-19 para empresas: 408-961-5500
- Línea de asesoramiento legal gratuito: 1-866-870-7725
- Directivas para industrias específicas: sccgov.org/business
- Capacidad máxima reducida: sccgov.org/covidcapacity
- Información sobre pruebas de COVID-19 gratuitas: sccfreetest.org/es
- Información sobre la vacuna para el COVID-19: sccvacuna.org
- Para presentar quejas por incumplimientos en empresas: sccCOVIDconcerns.org

Updated February 10, 2021

Hãy sẵn sàng để ứng phó với COVID-19



Để biết thêm thông tin, hãy ghé vào trang mạng sccgov.org/coronavirus

TẤT CẢ các thương nghiệp đều bắt buộc phải:

1. Điền đầy đủ, áp dụng, và nộp Thẻ Thức Giữ Khoảng Cách Xã Giao mới trên mạng COVID19Prepared.org
2. Báo cáo tất cả các trường hợp dương tính COVID-19 cho Sở Y Tế Công Cộng của Quận Hạt tại sccsafeworkplace.org
3. Tuân theo các yêu cầu về Giữ khoảng cách an toàn, Hạn chế số người tối đa được phép vào trong cơ sở, Làm việc ở nhà, và tất cả các chỉ thị cụ thể cho ngành nghề cũng như hướng dẫn của Quận Hạt và Tiểu Bang

Các nguồn giúp đỡ cho các thương nghiệp:

- Trung tâm nhận điện thoại của các thương nghiệp về COVID-19: 408-961-5500
- Đường dây tham vấn về luật pháp miễn phí tại số: 1-866-870-7725
- Chỉ thị dành riêng cho ngành: sccgov.org/business
- Reduced Maximum Capacity: sccgov.org/covidcapacity
- Khiếu nại khi các thương nghiệp không tuân thủ nghiêm chỉnh tại: sccCOVIDconcerns.org
- Thông tin về xét nghiệm COVID-19 miễn phí tại: sccfreetest.org/vi
- Thông Tin Về Thuốc Chủng Ngừa COVID-19: sccfreevax.org/vi



Updated January 11, 2021

做好應對 新冠肺炎的準備



有關詳情，請瀏覽 sccgov.org/coronavirus

對所有企業的要求：

1. 請在 COVID19Prepared.org 上網填寫、實施和提交新的《社交間距規程》
2. 請在 sccsafeworkplace.org 向縣公共衛生局報告所有 COVID-19 陽性病例
3. 遵循有關縣政府和州政府對社交間距、人數限制、遠程辦公、和對特定行業發出的指令和指引。

企業資源：

- 新冠肺炎企業客服中心 (COVID-19 Business Call Center), 電話： 408-961-5500
- 免費法律諮詢專線： 1-866-870-7725
- 行業特定指令： sccgov.org/business
- 縮減的最大可容人數： sccgov.org/covidcapacity
- 請瀏覽 sccfreetest.org/zh 以瞭解免費 COVID-19 檢測訊息
- 請在 sccCOVIDconcerns.org 提交有關企業違規的投訴
- 新冠疫苗注射已經開始。更多訊息，和了解目前疫苗資格，請參閱：sccfreevax.org/zh



Updated December 1, 2020

Maging handa sa COVID-19



Para sa karagdagang impormasyon, bisitahin ang sccgov.org/coronavirus

Mga Kinakailangan para sa LAHAT ng mga negosyo:

1. Kumpletuhin, isumite, at ipatupad ang bagong Protokol ng Pagdistansya Mula sa Ibang Tao sa online sa COVID19Prepared.org
2. I-report ang lahat ng mga positibong kaso ng COVID-19 sa Departamento ng Pampublikong Pangkalusugan ng County sa sccsafeworkplace.org
3. Sundin ang mga kinakailangan sa Pagdistansya Mula sa Ibang Tao, Mga Limitasyon sa Kapasidad, Telework, at lahat ng mga direktibang partikular sa industriya at patnubay sa County at Estado

Mga mapagkukunan para sa mga negosyo:

- COVID-19 Call Center para sa mga Negosyo sa: 408-961-5500
- Libreng Linyang Ligal na Abiso sa: 1-866-870-7725
- Mga Direktibang Tukoy sa Industriya: sccgov.org/business
- Libreng impormasyon sa pagsusuri ng COVID-19: sccfreetest.org/tl
- Magsumite ng reklamo tungkol sa negosyong hindi sumusunod sa: sccCOVIDconcerns.org
- Sentro ng Pag-unlad ng mga Maliliit na Negosyo ng Silicon Valley: svsbdc.org



Updated December 1, 2020

COMMUNITY HEALTH & BUSINESS ENGAGEMENT TEAM



Santa Clara County
PUBLIC HEALTH
County of Santa Clara
Emergency Operations Center

Thank you for your time!
On _____, you were visited by:

Questions? Contact the
Business Call Center at
(408) 961-5500



Santa Clara County
PUBLIC HEALTH

TOGETHER WE CAN FIGHT COVID-19

Santa Clara County
PUBLIC HEALTH
County of Santa Clara
Emergency Operations Center

A current Social Distancing Protocol is **REQUIRED** for operation

Submit at COVID19prepared.org

Questions? Contact the
Business Call Center at
(408) 961-5500.



Stay 7 Chihuahuas Apart



sccgov.org/coronavirus

Stay 2 Shopping Carts Apart



sccgov.org/coronavirus

COVID COULD BE YOUR

uninvited lunch guest



Stay safe at work:

- ✓ Take breaks outdoors if possible.
- ✓ Stagger break times.
- ✓ Don't share food or drink.
- ✓ Reconfigure break areas to ensure social distancing.



For more information on COVID-19,
visit: www.sccgov.org/coronavirus

COVID-19 puede ser tu

visita inesperada al almuerzo



Protégete en el trabajo:

- ✓ Toma tu break afuera si es posible.
- ✓ Escalona los tiempos para breaks.
- ✓ No compartas alimentos ni bebidas.
- ✓ Reconfigura las áreas de breaks areas para asegurar la distancia social.



Para más información de COVID-19,
visita: www.sccgov.org/cv19-es

Be S.A.F.E.

SIX FEET



ANSWER THE CALL



FACE COVERING



ESSENTIAL TRIPS



www.sccgov.org/coronavirus

Face covering required for entry.

It's our new normal.



For more information on COVID-19,
visit: www.sccgov.org/coronavirus

Mantengamos una distancia sana

siempre que estemos fuera de casa.

6 pies 6 pies 6 pies

PUBLIC HEALTH

sccgov.org/coronavirus

Giữ khoảng cách an toàn với người khác

mỗi khi ra khỏi nhà

6 ft 6 ft 6 ft

PUBLIC HEALTH

sccgov.org/coronavirus

STOP

Do You Have Any of These Symptoms Today?

DO NOT ENTER IF YOU ARE EXPERIENCING ANY OF THESE SYMPTOMS & CONSIDER GETTING TESTED

WWW.SCCRETEST.ORG

PARE

¿Ha notado alguno de estos síntomas en los 3 últimos días?

NO ENTRE SI TIENE ALGUNO DE ESTOS SÍNTOMAS BUSQUE ATENCIÓN MÉDICA Y HÁGASE LA PRUEBA

PUBLIC HEALTH

STOP

Do You Have Any of These Symptoms Today?

DO NOT ENTER IF YOU ARE EXPERIENCING ANY OF THESE SYMPTOMS & CONSIDER GETTING TESTED

WWW.SCCRETEST.ORG

HÃY DỪNG LẠI

Quý vị có trải qua những triệu chứng này trong vòng ba ngày qua không?

KHÔNG VÀO BÊN TRONG NẾU QUÝ VỊ CÓ BẤT KỲ TRIỆU CHỨNG NÀO TRÊN ĐÂY HÃY ĐI KHÁM SỨC KHỎE VÀ XÉT NGHIỆM

PUBLIC HEALTH

STOP

Do You Have Any of These Symptoms Today?

DO NOT ENTER IF YOU ARE EXPERIENCING ANY OF THESE SYMPTOMS & CONSIDER GETTING TESTED

WWW.SCCRETEST.ORG

停步

在最近三天內，您有以下症狀嗎？

如果您有上述任何症狀，請不要入內

WWW.SCCRETEST.ORG

PUBLIC HEALTH



COUNTY OF SANTA CLARA
**OFFICE OF LABOR STANDARDS
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