County of San Mateo
Office of Labor Standards & Enforcement

July 10, 2024
Outline

• The Problem
• Key Considerations
• OLSE Functions
• Roles and Responsibilities
• Phased Approach for Implementation
• Resource Considerations
THE PROBLEM
KEY CONSIDERATIONS
Key Considerations

- Soliciting complaints requires adequate infrastructure to respond
- State Labor Commission receives many complaints which can delay processing time given their limited resources and high volume of requests.
- Low-wage workers can’t wait for wages owed to them for long
- Supporting low-wage workers requires trust, language accessibility, and cultural sensitivity
- Important to consider where and how to start so we are seeding for effective learning and growth
PHASED APPROACH TO BUILDING INFRASTRUCTURE

**Universal Goal:** Workers are paid a fair wage and treated respectfully in San Mateo County.
OLSE Functions at Full Capacity

- Strategy, Policy, Partnership
- Intervention for Unpaid Judgements
- Partnerships & Contracting
- Coordinated & Collective Learning
- Outreach & Education
- Data & Evaluation
- Investigation & Prosecution

SMC OLSE
Phased Approach to Implementation

**Prep**
- Learning
- Concept Design
- Resources

**Phase 1**
- Seed Infrastructure
- Program Development
- Focus on a Few Industries
- Pilot
- Understand Scale and Capacity

**Learn & Adjust**

**Phase 2**
- Expand Resources as Needed
- Deepen
- Expand Industries
## OLSE Partners

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<th><strong>Equity Office</strong></th>
<th><strong>Partnerships</strong></th>
<th><strong>District Attorney’s Office</strong></th>
<th><strong>County Attorney’s Office</strong></th>
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| • Enforcement programs for County permits  
• Coordination & partnership  
• Outreach, education & engagement  
• Data/tracking  
• Policy & strategy | • OLSE Hotline  
• Targeted Outreach  
  • Farmworkers  
  • Construction workers  
  • Restaurant workers  
• Economic Advancement Centers  
  • Low-wage workers & Small Businesses | • Investigations  
• Criminal prosecution | • Investigations  
• Letters to employers  
• Employer negotiation  
• Civil prosecution |
Phase 2 and Beyond: Expand and improve based on learnings in Phase 1

- Partner with trusted CBO partners in priority industries
- Advise BOS on potential policies and enforcement mechanisms
- Expand outreach only after more structure is built to intake worker complaints and engage with employers.
  - Expand Targeted Outreach and Engagement
    - Domestic Workers
    - Caregivers
    - Janitorial workers
    - Day Laborers
  - Expand capacity for the following based on scoping in first phase:
    - Hotline staffing
    - Investigators
Feedback Received at 6.25.24 Board of Supervisors Meeting
Key Issues of Consideration

- Wage theft is prevalent in the agriculture industry
- Farmworkers feel vulnerable
- Immigration status can impact sense of vulnerability
- Retaliation is a key concern
- Confidentiality when reporting challenges should be considered
Names for the Office in Spanish

• Oficina de Asuntos Laborales
• Oficina de Normas Laborales
• Condado de San Mateo Oficina de Normas y Cumplimientos Laborales
THANK YOU!

Questions, Feedback, Discussion