

Day Laborer Program North Fair Oaks



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Mission

We accompany immigrants in their transition from poverty and isolation to workforce participation and prosperity.

Day Laborer Program Goal

Job matching services connecting employers with workers and to provide housing, educational, health, and legal services.

Day Laborer Program North Fair Oaks



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Quarter 4 / Yearly Report
July, 2018 – June, 2019

PROGRAM OVERVIEW

July, 2018 – June, 2019



Month	Day Laborers				Other People Served		Direct Services and Referrals								
	Present on the street	Contacted by staff	Job Matches		Unduplic. registered	Unduplic. employers	Unduplic. other low income	Legal/labor immigr. & other cases	Health cases	Food bank snacks & meals	Housing service	Workshops Trainings		Other cases	Totals
	<i>aver.</i>	<i>percent.</i>	<i>total jobs</i>	<i>employers satisfact.</i>	<i>total</i>	<i>total</i>	<i>total</i>	<i>total</i>	<i>total</i>	<i>total</i>	<i>total</i>	<i># workshop trainings</i>	<i># particip</i>	<i>total</i>	<i>total</i>
7/31/2018	23	100%	29	100%	127	10	73	12	89	692	6	2	19	97	917
8/31/2018	22	100%	34	96%	14	11	14	23	33	700	6	4	32	20	812
9/30/2018	22	100%	35	94%	4	8	9	14	8	592	6	3	36	8	664
10/31/2018	24	100%	23	100%	0	6	7	20	76	722	6	2	29	54	907
11/30/2018	23	100%	32	100%	9	9	23	15	79	696	6	1	8	14	818
12/31/2018	31	100%	39	100%	10	11	57	11	89	660	6	1	17	173	956
1/31/2019	43	100%	21	100%	9	9	5	24	54	961	6	3	33	115	1,193
2/28/2019	24	100%	31	100%	13	7	4	10	3	494	6	2	24	18	555
3/31/2019	31	100%	31	90%	3	12	8	29	7	660	6	5	58	39	799
4/30/2019	24	100%	51	100%	12	17	5	18	46	590	6	0	0	34	694
5/31/2019	19	100%	71	100%	11	8	4	12	33	597	6	3	38	14	700
6/30/2019	18	100%	49	98%	4	10	15	12	4	527	6	3	37	44	630
Total/Avg	25	100%	446	98%	216	118	224	200	521	7,891	6	29	331	630	9,645



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DIRECT SERVICES & REFERRALS

July, 2018 – June, 2019

LEGAL (200)

- ❖ Immigration Procedures advice/recommendation letters/International Institute/ Catholic Charities/CLSEPA (56)
- ❖ Calls to employer (34)
- ❖ Police/Criminal/Traffic ticket Cases (30)
- ❖ Wage claim advice/information (24)
- ❖ Referred to CLSEPA/Wage claim/Consumer fraud/workers comp/labor rights (14)
- ❖ Small Claim forms (8)
- ❖ Referred to CLSEPA/LAS/Housing case (8)
- ❖ Workers comp advice/referral (7)
- ❖ Family law forms/consultation (5)
- ❖ Letter to employer (4)
- ❖ Meeting with debt employers (4)
- ❖ Recommendation/sponsorship letter for immigration process (2)
- ❖ Assistance with Power of Attorney document (2)
- ❖ Rapid Response Network (1)
- ❖ FOCC/Family law consultation (1)

HEALTH (521)

- ❖ Kits for prevention against STDs and HIV (433)
- ❖ ACE/Medi-Cal Program (65)
- ❖ Samaritan House Clinic (13)
- ❖ FO Health Center (4)
- ❖ Financial Aid (3)
- ❖ SMC Mobil Clinic (1)
- ❖ San Mateo Hospital (1)
- ❖ Visit a DL at the hospital (1)

OTHER (630)

- ❖ Clothing (147)
- ❖ Christmas gifts (136)
- ❖ Bicycles and helmets (131)
- ❖ Information about Consulate procedures (55)
- ❖ Personal Hygiene supplies (40)
- ❖ Flip flops (35)
- ❖ IRS information/forms/ITIN (15)
- ❖ DMV forms/appointments (14)
- ❖ FOCC/Unemployment/shelter/bus tickets/food/clothing/showers (9)
- ❖ Job application forms (8)
- ❖ Coffee mugs and water bottles (7)
- ❖ VRS/SBR job application (4)
- ❖ SBR Tour (4)
- ❖ Information about checking accts/SMCU (3)
- ❖ Judy Duty forms (2)
- ❖ Assistance with comm. (2)
- ❖ Assistance with technology issues (2)
- ❖ Letter of prove of income (1)
- ❖ Information about flight tickets (1)
- ❖ Information about job trainings (1)
- ❖ Translation and explanation of documents (1)
- ❖ Information about ESL classes at Sequoia adult School (1)
- ❖ ITIN number application (1)
- ❖ Information about car insurance (1)
- ❖ Assistance with library membership (1)
- ❖ Assistance with job estimate (1)
- ❖ Assistance for school enrolment (1)
- ❖ Information about Loan companies (1)
- ❖ Information about Notary procedures (1)
- ❖ Rec. Letter for scholarship grant (1)
- ❖ Assistance communication with car seller (1)
- ❖ Furniture (1)
- ❖ Assistance with money order (1)

END OF THE YEAR ADMINISTRATIVE REPORT

Contract: #075929 from July 1st, 2018 - June 30th, 2019



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The Multicultural Institute (MI) entered into a contract agreement with the San Mateo County to implement the following program services: *“To increase employment and vocational training opportunities for day laborers, and provide solutions relating to safety, workers’ rights and other needs and concerns of day laborers, employers, communities and neighborhood residents.”* This narrative includes MI’s performance measures, community engagement, highlights and accomplishments as well as challenges encountered.

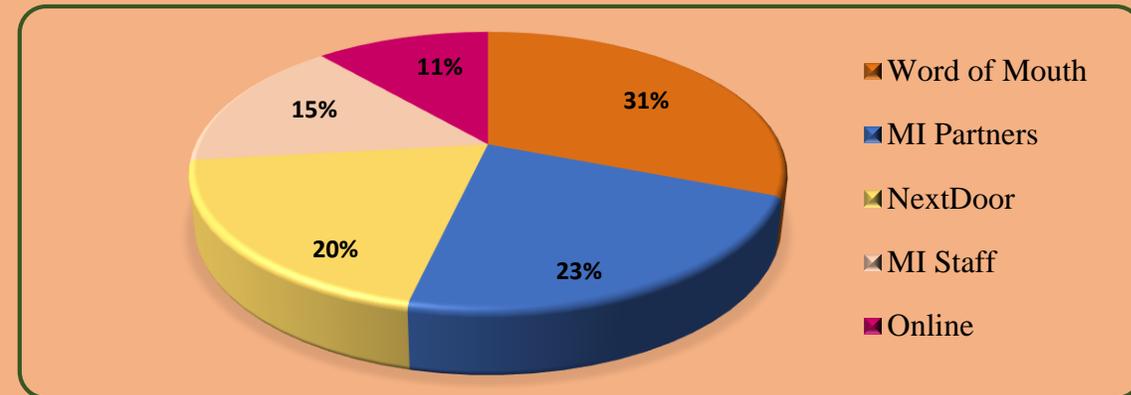
1. Performance Measures

MI's partnership with the San Mateo County enhanced its Life Skills/Day Laborer Program and helped MI assist immigrants in their transition to economic self-sufficiency through economic development activities. MI's program objectives and outcomes were met and exceeded for this grant cycle.

Performance Measures	Targets	Outcomes
Number of day laborers served	200	216
Number of employers served	100	118
Number of other low-income individuals served	150	224
Percentage of day laborers who obtain jobs	70%	51%
Customer Satisfaction	90%	98%

As of June 30th, there were a total of 446 job placements made to short-term and long-term employment. This is double the number of jobs that were linked last fiscal year. All job placements followed MI's set rate of \$20 an hour and a 3 hour minimum (*rate increased depending on the skills and the level of work needed*). Many job placements resulted in repeated hires and long-term employment. A total of \$75,198 was earned through the job placements linked this fiscal year.

This increase in job placements was in part due to MI's intentionality to increase awareness of the program services through new marketing efforts, including Next Door. Personal recommendations including "Word of Mouth", "MI friends" and "Next Door" represent 74% of where referrals come from.



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2. Community Engagement

MI actively participates in the NFO community through meetings, events and partnerships. Staff represents MI and provides program updates during NFO council meetings each quarter. In addition to attending 3 council meetings this reporting period, staff attended 2 additional meetings as general public. Staff and day laborers connect with the NFO community through participating in community events and volunteering. For example, staff and day laborers recently attended the Be Seen Keepin' it Clean annual NFO cleaning event and the Mural Inauguration Celebration. When needed, staff also helps to find volunteers for partner events and gatherings. Staff regularly attends and is part of the Immigrants Forum, San Mateo County Complete Count Committee and CARON Advisory Board.

MI facilitated day laborer and community team building opportunities in two concrete ways: (1) Street cleanups: Each month, the clean ups are organized and hosted by the workers themselves. During this reporting cycle there were a total of 9 street cleanups. MI also hosted its annual *Navidad Jornalera* (Day Laborer Christmas) event as a way to build community. (2) Once a month staff hosts evening day laborer meetings to provide trainings and a safe space for discussion on worker concerns and needs. The meetings are held at “Casa de Paz y Bien” with an average of 15 day laborers present. 9 meetings occurred this reporting cycle.



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3. Highlights and Accomplishments

Wage Claims: Staff regularly reminds day laborers of the essential information they must track when accepting and going to a job. Wage theft workshops were offered on the street and covered labor and wage rights as well as best tracking practices. There were a total of 40 wage claim cases this cycle of which 27 cases were resolved. The total dollar amount recovered was \$17,260. The remaining cases are pending due to the different scenarios.

Domestic Workers: MI has been working with women workers linking them to jobs since the inception of MI's Life Skills/Day Laborer program. However, there has been an increase in women immigrant workers seeking economic development support. MI has been brainstorming and developing new ideas to better assist these women who often consider themselves domestic workers. This is a new venture for MI as it has focused its work in primarily serving day laborer men. In order to better understand the need and the strategies that MI can partake in to be useful to this community, staff has hosted evening meetings for women every two weeks to come together as a support group to discuss what this new activity under MI's Life Skills/Day Laborer program might look like. Staff has offered 21 women registered, workforce development trainings, health workshops and a safe space to participate in group discussions. Workshop topics include labor laws, safety and security at work, ACE/Medical, green products, job placement, and advocacy work.

Housing: MI has been able to address the issue of homelessness and lack of housing for day laborers by offering workers a unique opportunity to live in a welcoming home coined, "Casa de Paz y Bien". MI partnered with the San Mateo County Department of Housing (DOH) and in October 2018, the San Mateo County Board of Supervisors awarded funding support for MI to purchase the property at 533 Warrington Avenue. As of January 2019, MI officially became the sole owner! The process was simple and pleasant thanks to the professional guidance from the San Mateo County Housing Department staff and the property owner's generosity. This important step confirms MI's serious commitment to providing permanent housing opportunities for the day laborer community in Redwood City. This housing service also offers day laborers leadership, workforce trainings, vocational skill development and community building opportunities on an ongoing basis. It's a place all day laborers, not just the 6 residents, can call home. Monthly day laborer meetings occur there making it a space available for them to build community. "Casa de Paz y Bien" is managed and maintained by the day laborers themselves.



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4. Challenges

A challenge during this reporting year was reaching the target goal for the “percentage of day laborers who obtain jobs” performance measure. The matching rate for unduplicated day laborers was 51% which is below the fiscal year target. There are various reasons behind that:

1. Employers often request the same day laborer for multiple jobs
2. Employers often request workers with certain skills or resources that not all day laborers have. For example transportation, proficiency in the English language and access to their own tools are common requests. This makes it difficult for all workers to be placed in jobs
3. The frequency of a day laborer on the street varies.

MI is addressing this challenge by becoming more intentional about its marketing tactics. There is a marketing strategy document created by staff that guides the new marketing effort, which has already led to positive and tangible results such as the increase in job placements this fiscal year.



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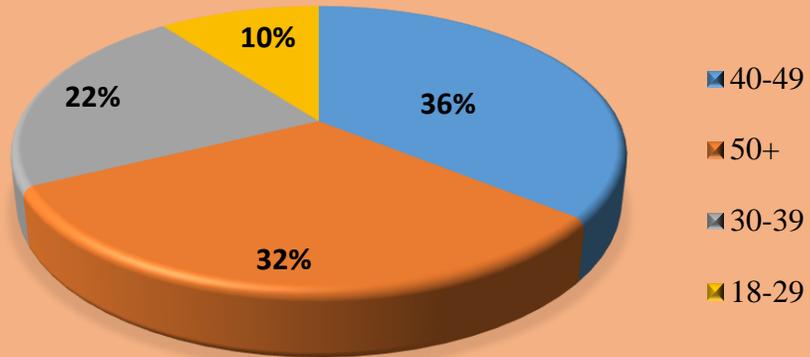
End of Year Demographics



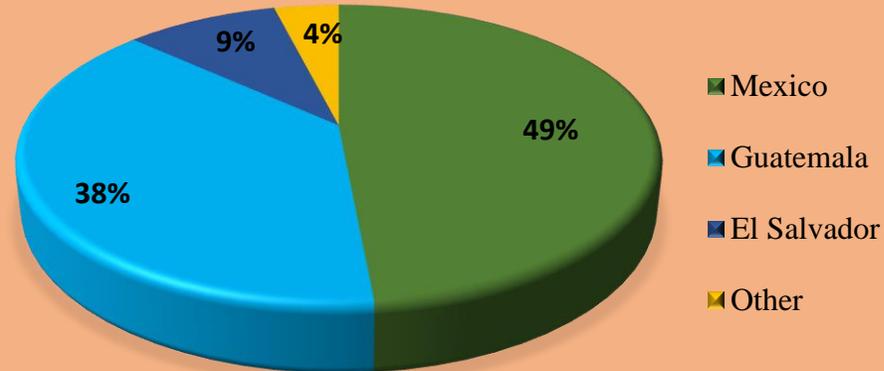
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Day Laborer Demographics

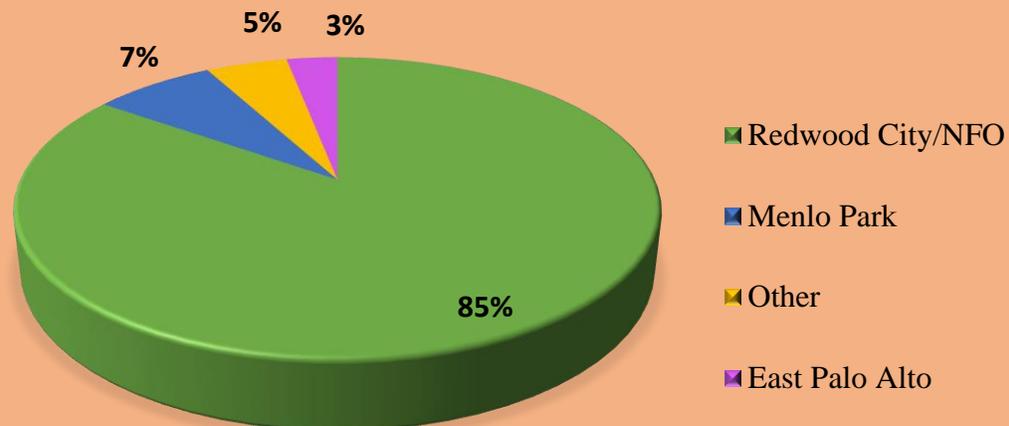
Age Distribution



Country of Origin



City of Residence



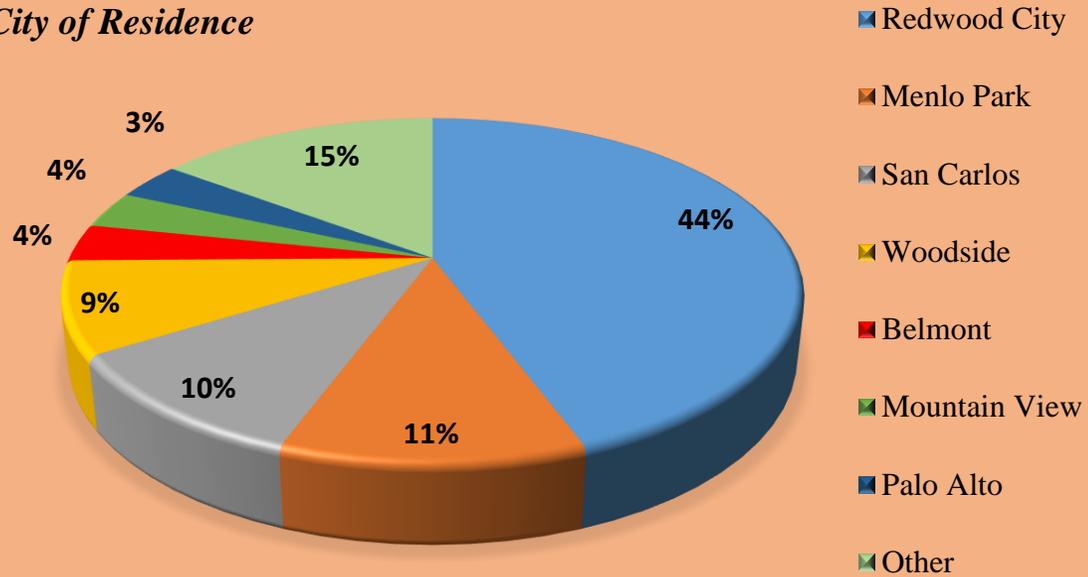
End of Year Demographics



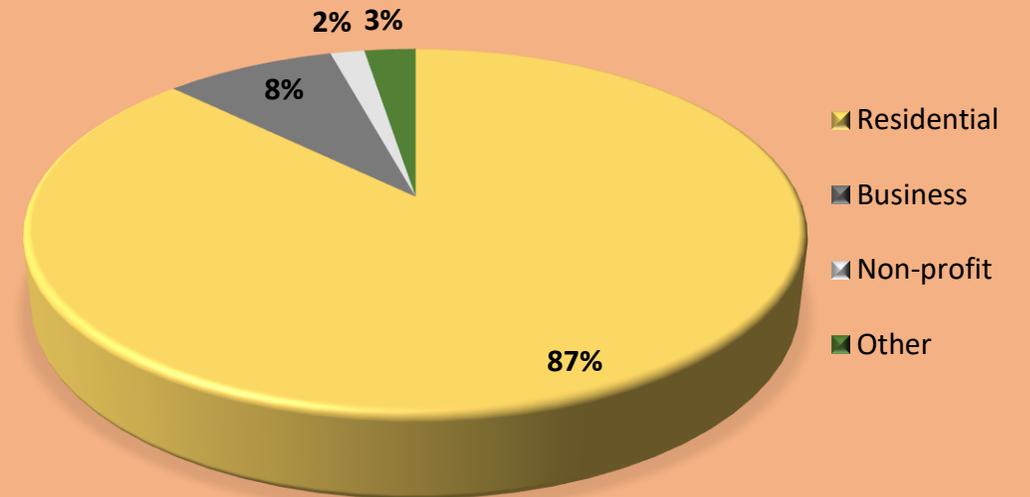
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Employer Demographics

City of Residence



Type of Employer





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