

SECTION 1 – PROJECT INFORMATION

Grantee: Causa Justa: Just Cause	Grant Award Number:
Project Title: Day Labor Program	Grant Period: April 1, 2021 - June 30, 2021
Prepared by: Gabriela Galicia Title: Executive Director, Street Level Health Project	Phone: 510-533-9954 ext. 101
Email: gabriela@streetlevelhealthproject.org	Date Submitted: 7/20/2021

Reporting Quarters			
Qtr 1 July - September	Qtr 2 October - December	Qtr 3 January - March	XXXQtr 4 April - June

SECTION 2 – PROJECT STATUS

A. Expenditure Status:

Award Amount	\$ 220,000
Amount Invoiced Year-to-Date (Sum of Quarterly Invoices)	\$ 220,000
Percent of Award Invoiced to Date (Amount above ÷ Annual Award)	100%

In relation to the overall grant budget, are funds being expended as planned and on schedule?

Yes No

B. Staffing – Indicate whether all positions included in the application have been filled (other than those previously addressed through a formal program modification). If positions remain unfilled, what is the plan and anticipated outcome for staffing of the program? Are surplus funds anticipated due to salary savings, and what is the plan for these funds?

Street Level Health Project is currently going through a strategic planning process to create a deeper infrastructure for the organization and its programming. We are currently working on how to restructure the Immigrant Rights and Empowerment program to better fit the needs and the long term goals of reaching the day laborer community. Currently the administration and oversight of this program is being conducted by the Executive Director. We have struggled to find and hire candidates to perform the roles in contract, and as such we have recently increased wages to support the hiring process. The Mam outreach role is currently being supported by 3 staff. At the end of this quarter our Day Laborer Coalition coordinator left the organization and we will have an ACILEP dispatcher hold the role until we hire a new coordinator (we are in the process of interviewing potential candidates at this time). Lastly, our

employment advocate will be transitioning out of the organization at the end of July, and we have a candidate that has been offered the job and accepted. We will also be transitioning to a temporary IRE manager at the end of July until we are able to hire permanent staff for this position.

- C. Problem Identification/Resolution** – Describe any problems the project has encountered during the reporting period. Consider what may be affecting project effectiveness or may have the potential of affecting program outcomes and stated goals. Examples of areas where problems of this nature may exist are program administration, service delivery, rate of referrals and participant enrollment. Indicate the steps taken to resolve any problems mentioned.

Problem: Day Laborer Challenges in Finding Work/ Outreach challenges at day laborer sites (i.e. Home Depot and High/International Blvd Locations)

The issues at the Home Depot continued to persist during this time. We continued to work with the Mayor's office, Councilmember Gallo and other city representatives including the Department of Transportation to work on short term and long term solutions so day laborers and Home Depot can coexist together. One of the solutions we have been working on is to see if Alameda Ave, the street that runs alongside Home Depot, could be cleared to make it the official designated space for day laborers to park their cars and wait for work as well as Street Level to provide services. Over the years, the encampment that was adjacent to the property took over this space where day laborers used to wait for work, which forced them to wait inside, as well as the physical landscape has changed which reduced the space for workers.

We also see similar issues at High Street and International, with the corner market not letting workers stand on their property and forcing them into the public sidewalk, which does not allow for workers to wait for work safely during COVID-19.

We have the continued confusion from the Home Depot Security Guards and Oakland Police officers that are private security for this location where day laborers can formally wait for work. It varies regularly depending on who is on site according to the workers. Also, the COVID-19 pandemic has made it difficult for workers to have regular access to bathrooms. McDonalds has closed the bathrooms due to the pandemic and Home Depot asks that they purchase an item from the store to use the bathrooms at their site. Day laborers feel they are being treated unfairly and feel unsafe waiting for work at this location. Some day laborers have provided their verbal testimony and taken some video testimonies that we will be sharing with Councilmember Gallo and staff in the near future meeting.

Solution: It is not realistic for day laborers to obtain work outside and need a space that is safe for employers and workers to negotiate, this is the reason why both employers and workers meet inside the Home Depot property. On a given day there could be between 20-50 workers at this site so having everyone wait on the public sidewalk safely especially during the COVID-19 pandemic is not realistic or safe. We continue to work with the Department of Transportation and have regular meetings to be able to see how they can support. In quarter 3 we will continue to work with CM Gallo's office on this issue.

Problem: Increase of newcomers including adults and minors at the day labor stops

During this quarter we have seen an increase of new day laborers, that includes adults and unaccompanied minors that have been released from the border to Oakland. Due to this, many are unaware of how to wait

for work at the street corner and about their rights, unaware of services they can utilize including ourselves, and overall wary of us approaching them at times since we still have not built a relationship with them.

Solution: We continue to increase our outreach days and with the support of day laborers that have been at the stops the longest and trusted messengers at each stop to help us encourage the new day laborers to talk to us. This camaraderie helps to gain their confidence and to know that we are there to support them. Also having Mam interpretation, as many of them speak this language primarily, supports gaining their confidence in the language they speak. In the next quarter we are hoping to hire another interpreter to work with the outreach team directly to continue the support for the newcomers and overall the Mam day laborers.

Problem: Cancellation of Jobs by Employers

During this quarter, the changing State Blueprint tiers caused much confusion for employers calling our hotline. This meant that many would schedule work through our website portal and either cancel after putting requests with notice in, or reschedule and then cancel, or match with workers and then cancel. Some employers expressed that they were also not ready to have new people in their home. Others found workers that would do the work cheaper than what we were offering, and lastly in some occasions after letting employers know that we had strict COVID protocols we needed for them and the workers to follow, they did not agree and would cancel.

Solution: We continue to work with the public health department and as they release new information and guidance for employers we update potential new employers with this information and provide tips on how to keep both themselves and workers safe. In the following quarter we will continue to gather information on cancellations to see if the rate goes down as more people get vaccinated. We also encouraged those active in our program to get vaccinated this quarter and the majority are now fully vaccinated. By doing so, we let employers know that there is this security and that we ask each worker to continue to wear masks at the workplace regardless of vaccination status to keep everyone safe. We will see if we can do call backs to those that cancel to investigate further and see if we can make any improvements.

D. Proposed Changes – Describe any changes that are being proposed to improve the program within the next reporting period. (Note that some changes may require a formal Budget/Program Modification to be approved by your Program Analyst)

N/A

Activities – Describe any significant program activities anticipated in the next reporting period (i.e., award ceremonies, graduation ceremonies, media events).

Quarter 4 Events and Activities:

June 2021:

Access to Mobile Vaccines at Day Labor Stops: During this time at our outreach sessions we kept hearing from day laborers the barriers in accessing the vaccine. Some include feeling like they couldn't take time off from waiting at the street corner and losing a day of work. This was shared time and time again from many of the day laborers as there were not many jobs in the past months, and now that we are entering the seasonal time when there are more jobs, they want to be able to get as many jobs as possible. Also, most vaccination sites were not open evenings and/or weekends when they are able to access so this was another major barrier. Lastly, employers that have been coming to the day labor stops more and more are asking workers if they are vaccinated. This means that those that are not may have less opportunities for employment so this was an encouragement for those that were unvaccinated to seek this service. We spoke with and advocated with the Alameda County Health Care Services Agency and Alameda Public Health Department to see how they could support in bringing vaccines early mornings to the biggest day labor stops like Home Depot, High St/International, and Walgreens (Foothill/Fruitvale).

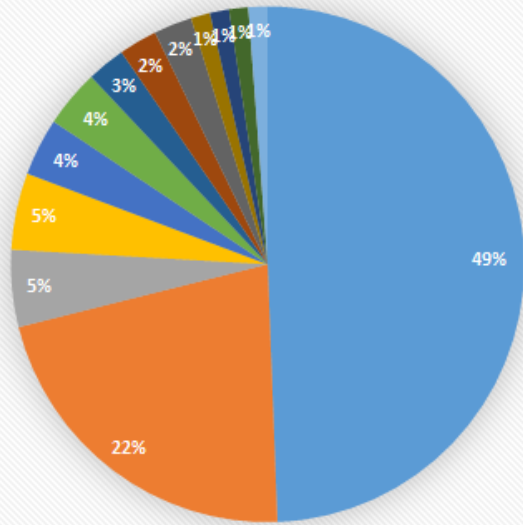
In May we started conversations with day laborers on what times and days were best and built the vaccines around this. We did face many difficulties getting the businesses to cooperate in order to be able to work with us which caused some delays, and we had to instead find creative solutions to close parts of streets to be able to do so. We also included La Familia as the vaccinators as part of the partnership and in the month of June we were able to vaccinate 222 people at Walgreens location, and 20 day laborers at Home Depot. We also garnered support from the National Day Laborer Organizing Network. In addition, we supported 117 vaccine community members to enroll to be vaccinated that included day laborers and their families.

E. Project Goals and Progress – Identify the project goals and the progress associated with each goal.

- 1) Collect and share Oakland Day Labor demographic data.

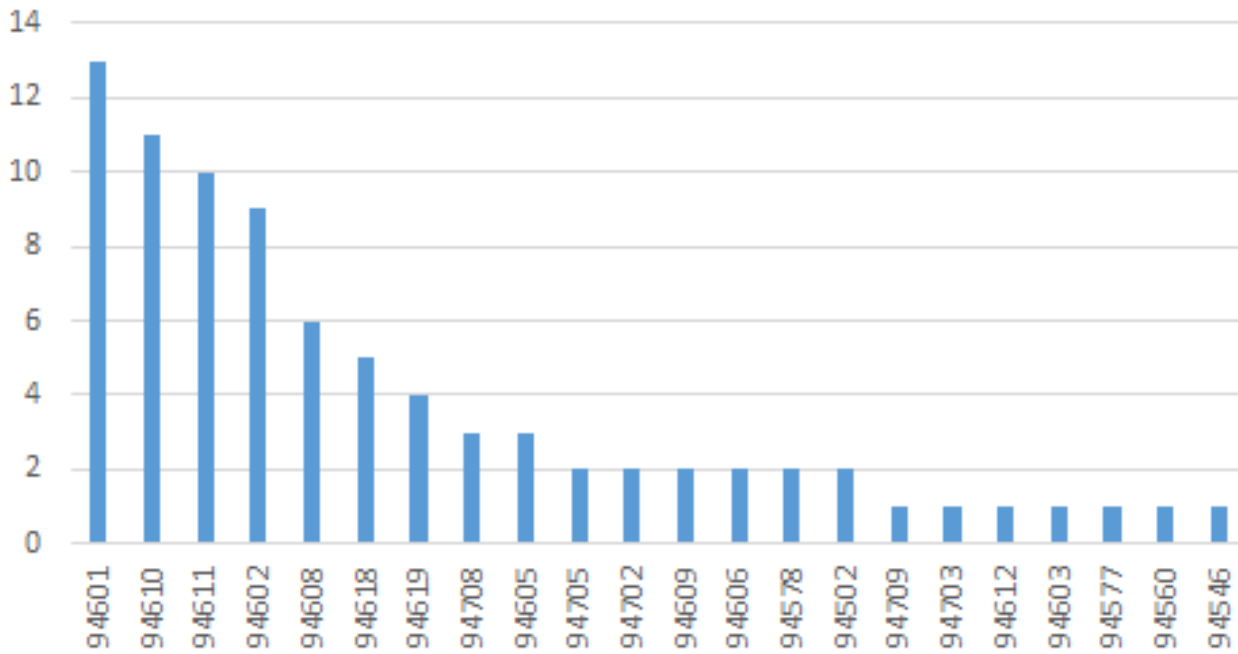
Below you will see different graphs representing our work this quarter. Due to COVID-19 we could not provide certain jobs due to safety. We see that the majority of the jobs that we provided include moving and yard work projects. We also saw that a majority of the jobs provided came from the following zip codes: 94601, 94610, 94611. We also see in comparison to other years that our job referrals dropped significantly due to COVID-19.

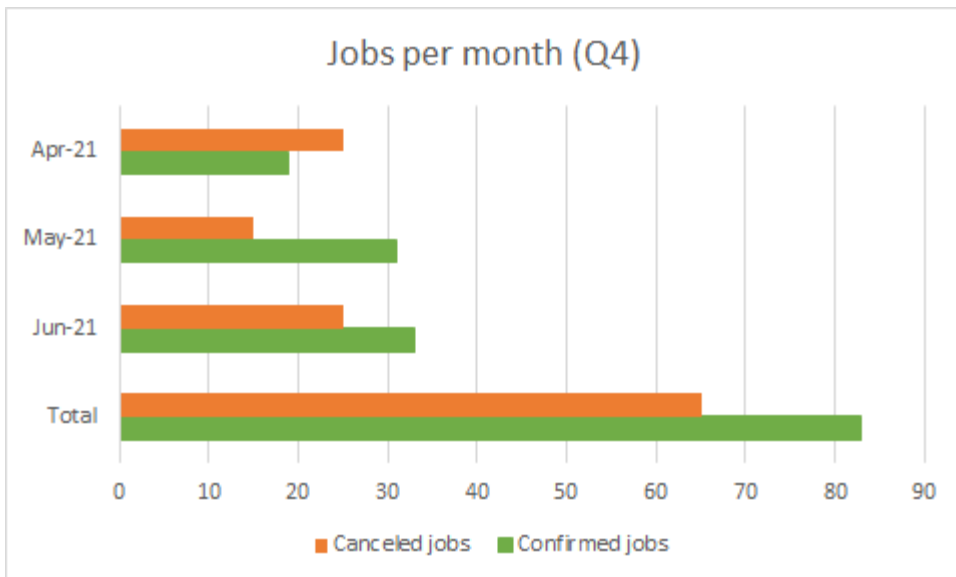
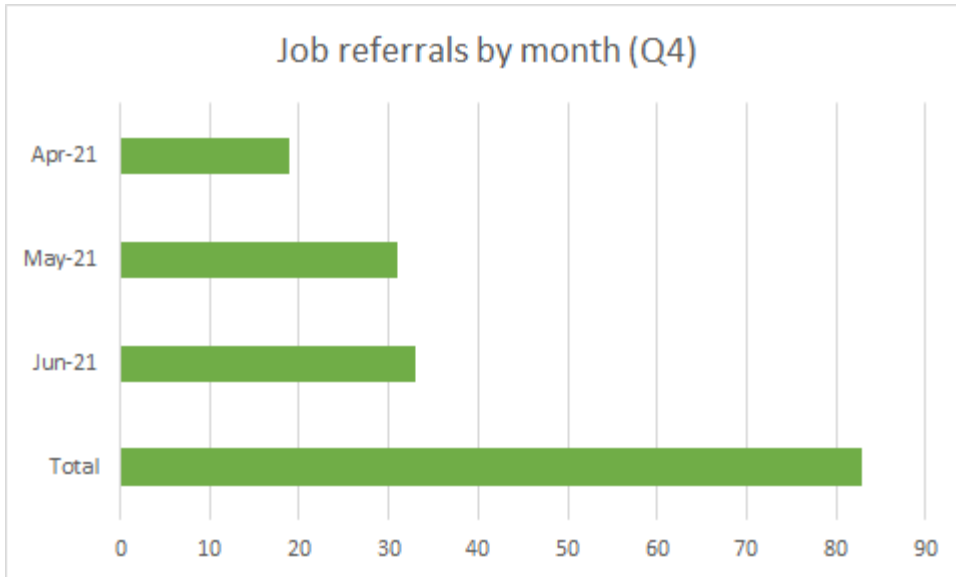
Type of Job referrals (Q4)



- Yardwork
- Moving
- House Cleaning
- Other
- Load Material
- Painting - Full Service
- Excavation
- Landscaping
- Specialized Gardening/Landscaping
- Carpentry
- Demolition/Sheetrock
- Masonry
- Handyman Services

Number of jobs by ZIP code (Q4)





2) Provide English language classes directly and/or in partnership with other organizations

During this time, due to the COVID-19 pandemic, many organizations remain closed to in person classes and schools have not been cleared to provide education. Also due to the array of issues that day laborers confront with employment this has not been a priority for this community since they are trying to figure out how to simply survive and provide for themselves and their families. We continue to hear from day laborers as well that technological and literacy barriers make it difficult to attend classes through Zoom or other platforms.

3) Identify and/or develop employment related training programs for Day Laborers in partnership with local institutions

Due to COVID-19 pandemic and state recommendations of tier system and protocols, we have been able to provide and refer day laborers to employment related training programs. However, we continue to provide as much workers rights and immigrant rights education for workers to be aware of their rights and changing policies that may affect their employment. Our street outreach program has become key to continue to provide these workshops at the street corners once a week and stay connected with this community with new resources.

During our outreach we have continued to cover topics such as the minimum wage and workers' health and safety during COVID-19. We have used popular education materials from NDLON to facilitate conversations around workers' rights, including tips on what day laborers can do if their employers are not following COVID-19 safety protocols. While having these conversations, we have heard that some employers have begun asking workers to get vaccinated or have told them that they will only hire workers who are vaccinated. This has led to some concerns about discrimination among workers, and has increased questions about vaccine access among day laborers.

This quarter we invited The Unity Council to speak to workers about how to obtain an ITIN number. Many workers had heard that the California Golden Stimulus that Governor Newsom would be provided to undocumented communities that had filled out their taxes for at least two years and had an ITIN. Our team invited The Unity Council to street outreach and reached out to 50 workers that day to give them information about what an ITIN is useful for, process to obtain one, and referrals to their organization for those that needed support with filing the paperwork. Additionally, they provided two outreach sessions at our food distribution program in which day laborers and recently arrived immigrants and others access this service weekly on Tuesdays. They reached 240 people in line while they waited to receive food bags.

4) Facilitate legal services related to wage theft, housing, legalization, and work authorization

QUARTER 4 REPORT ON LEGAL SERVICES FROM CENTRO LEGAL

Summary of Legal Services Provided

In the fourth quarter, Centro Legal continued the modified work under this contract to respond to worker needs in the midst of the pandemic. Centro Legal has continued its primarily remote model for legal services, which involves telephonic legal consults, a text messaging platform for client communication and document exchange, as well as other remote strategies. We have helped workers prepare demand letters, make demand phone calls for unpaid wages, file wage claims, and other legal claims by adapting our services to these new remote requirements.

This quarter we held three day laborer legal clinics at which we provided in depth legal consults to clients referred to Centro Legal by Street Level Health Project. Because of two staff transitions in the past few months, and the investments in time onboarding new staff, we have had less capacity to conduct our usual in-person outreach in conjunction with Street Level Health Project. We look forward

to restarting that outreach shortly. We offered the following specific legal services to clients through the project this quarter:

- **Offered one-on-one legal consults to seven day laborers through our collaboration with Street Level Health Project.**
- **Provided the following extensive legal services**
 - **Preparing and filing complaints alleging wage theft for three day laborers.**
 - **Preparing one complaint challenging employer discrimination**
 - **Preparing one complaint challenging employer retaliation**
- **Represented three day laborer clients in appearances before the DLSE**
- **Signed on to represent a new day laborer client in their wage theft case.**

Day Labor Workers' Rights Clinics

On 4/22/21, 5/27/21, and 6/24/21, Centro Legal conducted remote telephonic legal clinics for day laborers referred to Centro Legal de la Raza from Street Level Health Project. Through those clinics, Centro Legal attorneys conducted in-depth one-on-one consults with day laborers confronting wage theft, workplace injuries, unlawful terminations and other issues. We provided consults to seven day laborers through our clinics this quarter.

Client Story

In this past quarter, we took a case to hearing and won a judgement for a client who was never paid for several days of work on a construction project. With the COVID-related delays in the California Division of Labor Standards Enforcement wage claim process, this was a long-awaited victory for a client who simply sought to be paid the wages he was owed. Ultimately, the client was awarded over \$7,500 in an award that included thousands of dollars in penalties for the employer's violations of basic employment standards.

5) Facilitate engagement of workers in advocating for policies that would increase their employment opportunities such as immigration-related bills.

Letters of support

- **SB 691(Rubio) CalEITC: *Personal Income Tax Law: Earned Income Tax Credit: Young Child Tax Credit.***
 - The support letter was to support the continuation and expansion of the budget for the CalEITC program that helps mitigate California's high cost of living for people who live in poverty and the federal EITC is a long-running refundable tax credit targeted at low- to middle-income working households. Both are among the most effective tools for reducing poverty across the nation and unfortunately, not everyone receives a meaningful tax credit amount. While California has made improvements to the credit year after year since it was established in 2015, such as including self-employed workers, workers ages 18 to 24,

workers over 65, and ITIN filers, there is urgency to provide equitable economic support for unpaid caregivers and ITIN filers who are consistently left out of economic aid.

- **AB 1515 (Santiago) Golden State Stimulus: Earned Income Tax Credit Outreach and Education and Free Tax Assistance Grant Program**
 - In January, Governor Newsom announced a new Golden State Stimulus (GSS) program that would send \$600-\$1,200 payments to California tax filers. The final budget includes a second round of the GSS, which provides \$8.1 billion in direct relief to Californians with incomes up to \$75,000. We supported advocacy for there to be a second round. Through this second round, many immigrant families who file taxes with an Individual Taxpayer ID number (ITIN) will be able to receive \$1,000.
- **SafetyNet4All** - We continued to advocate for the need for public benefits including food access and economic relief for those that were not included in the the stimulus package especially undocumented communities.
- **One California Budget** - We supported the budget request to include \$30 Million in California upcoming budget cycle that would support increased legal services to ensure legal services and costs coverage for DACA and naturalization applications. There has been a big barrier with COVID with their services and delay in being able to apply or renew. Also due to the economic hardships many have had as a result of COVID-19 many have been unable to renew or apply due to the high cost of applications. These services would help legal services like Centro Legal de la Raza who is one of our partners to be able to receive funding to support these services and potentially cover the costs for those that need waivers as they have done in the past. It would also support outreach and education on these services and any technical assistance services as needed by the community and other non-legal providers.
- **CA Health Equity and Racial Justice Fund Sign On Letter:** Health inequity is a public health crisis driven by racism. Throughout California, Latino, Black, American Indian and Alaska Natives, Asian Americans, Native Hawaiians and Pacific Islanders and other people of color, as well as LGBTQ and low-income residents, endure unhealthy community conditions and face barriers in access to health care that result in poorer health outcomes and shorter life spans. As the devastating and unjust health and social impacts of COVID-19 have demonstrated, maintaining the status quo is no longer an option. With an historic budget surplus, California has a once-in-a-lifetime opportunity to begin dismantling structural racism, rebuild communities, and become the nation's leader in advancing health equity and racial justice.

By addressing both the most critical health disparities and diseases impacting vulnerable communities as well as by innovatively addressing the social determinants of health that dictate life and health outcomes, our state can ensure that Californians that have experienced the worst health inequities due to the color of their skin, their sexual orientation and/or their income bracket can live full and healthy lives.

The proposal was that the State consider a Health and Racial Equity Community Investment Package to (1) transform community conditions and institutional/government systems to promote health equity and

racial justice and (2) reduce specific health and social disparities. The ask included \$100 Million for health equity and racial justice interventions, \$100 Million for CBO program support, and \$15 Million for Transgender Wellness and Equity Fund. These funds and programming would support addressing the most vulnerable like the day labor and recently arrived immigrant communities and the social determinants of health that we focus on like housing security, food access and healthy options, and economic stability to name a few.

Local Advocacy:

- **Meeting with BOS Wilma Chan:** As part of our participating with the Resilient Fruitvale table that includes 17+ organizations located in Fruitvale and East Oakland that have come together to coordinate and better respond to the needs of the Latino and Indigenous communities and due to the impact COVID-19 had in terms of the high case rates and deaths as well as the economic impact in which our communities are in fear of evictions, lack of jobs, increased food insecurity, and many other issues. We met with BOS Chan to talk about the need for the county to respond to these needs for the short term and long term recovery that must include day laborers as well.

Virtual Visits to City Councilmembers

As the city discussed priorities for the new city budget cycle we advocated with workers to ensure that the critical infrastructure and services for day laborers must be included in the upcoming budget cycle. These funds will continue to support the day labor community as we have been doing so with this programming since 2012, and now more than ever the importance of the recovery services and support this community will need from COVID-19. We spoke to Council members and staff for the following offices: Dan Kalb, Noel Gallo, Sheng Thao, Nikki Bas. We also attended the virtual Budget meeting for District 5 in which 2 day laborers attended to speak on behalf of the community of why these services are needed and helpful to them. Lastly as part of the visits we had workers and videos that we captured from day laborers waiting for work at the street corner.

6. Conduct outreach in all informal day labor hiring sites

We continue making first contact with day laborers at the 6 hiring stops listed below. Our outreach model continues to include the deployment of our outreach team which is comprised of: our Mam Interpreter and day laborer organizer, and volunteers to provide Day Laborers COVID-19 health education, “Know Your Rights” trainings on topics such as immigrant and workers rights, and information on resources to aid day laborer workers in accessing services. Due to COVID we continue to do outreach only once a week to support implementing COVID-19 safety protocols and reduce the risk and exposure of our staff. During this quarter our whole organization has been vaccinated. During this quarter our team has also been able to distribute hot meals, masks and hand sanitizer as we have access to, in particular our team was able to get donations of KN95 and anything else that protects workers while waiting for work from COVID-19. We were able to distribute **1,200 masks** this quarter with the support of our COVID outreach team for an additional day to provide information on COVID, vaccine education and enrollment support.

This number only reflects the number of in-person sessions and not the phone outreach due to data tracking methods changed for staff to work remotely. Reached **690 duplicated day laborers**, over **12 outreach sessions**.

Outreach was conducted at the following corners:

- East 12th Street – Between 25th & Fruitvale Avenue
- Gas Station – At the intersection of Coliseum Way & High Street
- Home Depot – Alameda Avenue
- High Street & International Boulevard
- Walgreens – Foothill Boulevard & Coolidge Avenue
- San Leandro – San Leandro & High Street

SECTION 3 – TECHNICAL ASSISTANCE

To assist the project in appropriate implementation of the grant award, technical assistance can be provided at any time during the grant year.

Technical assistance requested: Yes No

Please indicate why/what type of technical assistance is needed: N/A

SECTION 4 – PROJECT MEASURES

Provide statistical information only as it pertains to your particular project. If a question does not apply, please indicate by entering “N/A”. A participant should be counted in only one focus area unless the participant receives distinct, separate services in multiple areas. Attach additional pages to further clarify reported data, if needed.

	4/1 - 6/30/2021	Cumulative7 7/1/2020- 6/30/2021
1. Number of participants (unduplicated - new members only).	<u>9</u>	<u>23</u>
2. Number of new employers.	<u>43</u>	<u>120</u>
3. Number of referrals.	<u>83</u>	<u>130</u>
4. Number of placements.	<u>130</u>	<u>357</u>
Training Services		
5. Number of participants receiving Vocational or ESL Training.	<u>0</u>	<u>0</u>
6. Number of participants receiving Occupational Health Training Services.	<u>150</u>	<u>730</u>
7. Number of participants receiving Immigration and Workers’ Rights Training.	<u>480</u>	<u>1271</u>
Support Services		
8. Number of participants receiving services.	<u>See Below</u>	<u>See Below</u>
9. Food (# of breakfasts distributed during outreach)	<u>710</u>	<u>2,910</u>
10. Health	<u>92</u>	<u>567</u>
11. Legal Services	<u>16</u>	<u>51</u>
Referral Services		
12. Housing.	<u>8</u>	<u>72</u>
13. Other_Health	<u>220</u>	<u>528</u>
14. Other_Govt. Services (City ID, form translation)	<u>38</u>	<u>193</u>
15. Other_Legal	<u>31</u>	<u>59</u>

16. Other_English	<u>1</u>	<u>1</u>
17. Other_Employment	<u>17</u>	<u>39</u>

SECTION 5 – FINAL REPORT

Complete this section for the final reporting period only, in addition to all other sections of the Progress Report.

A. Discuss overall program effectiveness. Specifically, how have the problems identified in the application been addressed? What progress has been made in the program’s ability to provide employment and supportive services to participants in the Day Laborer Program?

As a safety net institution, the pandemic has had profound impacts on our organization as We continue to serve those in need. We have seen more Oakland residents request our services than ever before, and many of our members are experiencing dire circumstances—to date. Exacerbated issues include food insecurity, anxiety, depression, chronic illness, substance abuse, and other problems related to lack of employment and increasingly dangerous working situations due to both COVID-19 and poor air quality from the wildfires. Even as SIP restrictions have eased and vaccinations are rolled out in 2021, the cumulative effects from the last year continue to devastate those most in need.

Adapting our Service Model During the Shelter in Place

Deeply rooted in Oakland’s community, Street Level Health Project pivoted service models 180° degrees to respond to shifting community needs during the pandemic and under the SIP requirements—which required urgent, immediate action and developing new methods for communication and delivering services to individuals and families.



Day Laborers waiting for work outside the Home Depot receive food bags and masks during outreach

Day Laborers waiting for work outside the Home Depot receive food bags and masks during outreach
 We proudly continued to operate the Oakland Workers’ Collective (OWC) throughout

the past year, which is an established worker collective that creates pathways to safe and dignified employment for contingent workers at risk of exploitation and wage theft. Our model incorporates vocational training, employment linkages, wage advocacy, and civic engagement activities to empower workers and reduce health risks associated with unemployment and underemployment. Historically, our clients were comprised of an isolated fragment of the immigrant community that often spends up to a week standing on a street corner waiting for work.



Community members line up outside Street Level to receive flu vaccinations in October 2020

We Serve All Oaklanders in Need

Our center continues to be the first and only trusted point of contact for many low-income community members in Oakland. Doors are always open to anyone, though we often see those who do not access other local services due to documentation status, language barriers, and/or those who are part of the “hard to reach population”—whether it be because our community members are experiencing mental health issues, homelessness, or if they do not know how to access other services available for low-income populations.



During the pandemic, we saw a significant increase in U.S. born and/or English speaking Oakland residents seeking our employment placement and health services as well, along with new requests for COVID-19 testing/vaccine referrals, and assistance with unemployment insurance (UI) applications. Despite assisting those who qualify for UI, the majority of our low-income clients do not qualify for UI or government stimulus funding checks.

Vital Statistics at Street Level Health Project



- During the initial weeks of the pandemic, we immediately ramped up our phone hotline and began educating community members about how to remain safe from the virus, connecting clients with local testing sites, and by distributing disposable KN95 and handmade cloth masks and hand sanitizer through street outreach. We provided 3,304 referrals to partner agencies, 314 health screenings, and 229 nutrition and herbal consultations that included day laborers and their families and general community.

- In the first 3 months of the Shelter in Place we provided 1,764 food bags to Oakland community members in need. At a minimum, we continue to provide 150 food bags to individuals and families weekly (up from 60-80 food bags prior to the pandemic), and deliver food to

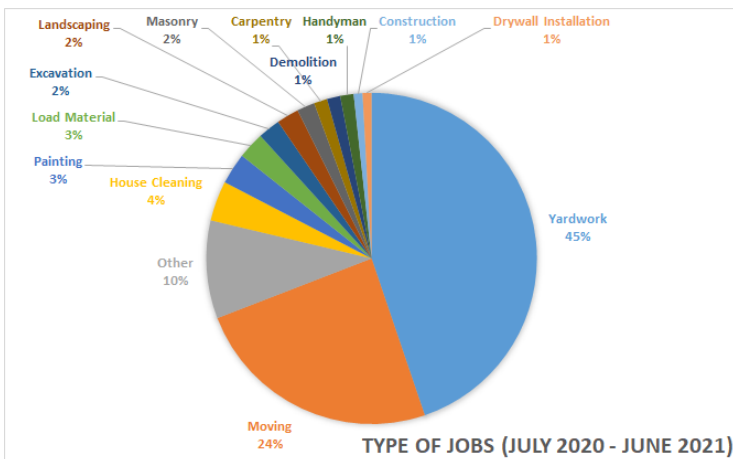
elders in the community who cannot leave home. In FY20-21 we distributed 5,453 food bags.

- Of those receiving services, over 80% are day laborers and their families, many of whom do not speak English or Spanish, but rather their indigenous Mayan language, Mam. Of all our participants, 83% of those receiving our services mentioned that Street Level is the only place that they receive food.

- We've seen a sharp increase in community members struggling with substance abuse, hardship, and more U.S.-born and English-speaking community members requesting services. Our mental health staff and other health clinic staff transitioned to offering phone consultations during the pandemic in which we provided 906 mental health consultations,

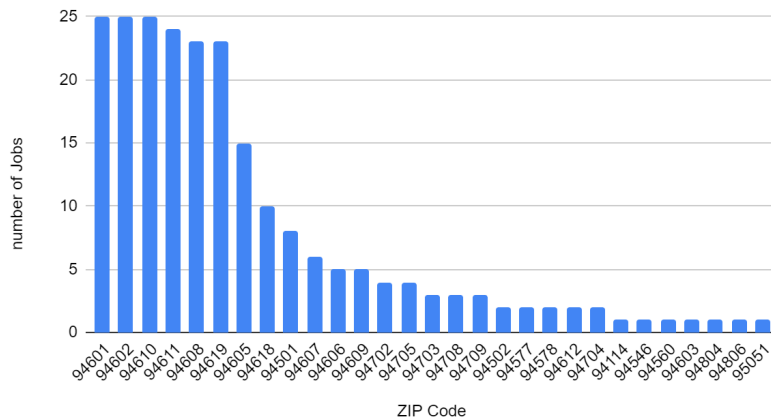
- Our diverse staff and volunteers represent the range of demographics and multiple languages spoken in the community. In fact, we hired a temporary COVID-19 Response Team including 5 Mam trilingual students to support La Clínica de La Raza's testing team. This outreach equates to over 1,000 contacts, interpretation at testing site(s), vaccine information, and contact tracing and investigation

- Today, we are disseminating COVID-19 vaccine information with our COVID Outreach and Education team that was added at the end of December primarily disseminating information to day laborers and their families as well as the general Latino and Indigenous communities in Fruitvale and East Oakland, addressing basic health and economic needs of our community base, and seeking creative ways to provide longer term economic support that will sustainably alleviate Oakland community members from poverty



In summary we provided 230 jobs that included 257 placements and 120 new employers added to our database. The total wages for this year were \$40,864.

number of Jobs vs. ZIP Code (July 2020 - June 2001)



Legal Services Summary:

On the legal services side, we faced a number of unprecedented challenges in providing services to our day laborer clients. With the shift to remote legal services over this past year, we had to revamp our model for service delivery. We were more reliant than ever on telephone consults and platforms for text messaging with our clients. It was more difficult to get in touch with clients, to exchange documents with clients, and to build strong attorney-client relationships.

Additionally, the government agencies that process, investigate and adjudicate wage theft cases were hamstrung by the pandemic, and the delays in adjudicating our cases stretched out longer than ever. With a frustratingly slow legal process, the path for recovering unpaid wages for our clients has been more difficult than ever.

We are already seeing some improvement, and look forward to government agencies catching up on their backlog of cases. We also look forward to our transition back to the usual in person legal services, and anticipate taking that step in the coming months.

Despite these obstacles, in the past year, we were able to provide legal representation that resulted in three day laborers securing \$12,000 in compensation for their unpaid wages. We helped dozens more day laborers in submitting demand letters to employers, preparing and filing wage claims, and other brief and extensive legal services. We were also able to connect with hundreds of day laborers through a COVID relief fund project. The COVID relief fund distributed over \$175,000 to hundreds of day laborers in Oakland. As we connected with day laborer relief fund recipients, we also took the opportunity to provide critical legal information and referrals to legal services where needed.

B. Describe collaboration efforts with other agencies throughout the grant period.

Our continued partnership between Centro Legal de la Raza and Oakland Workers Collective (day laborer program) continues to prove effective in supporting worker advocacy efforts to provide information on worker rights. Despite the COVID-19 pandemic and the challenges we saw more than ever the need for this support for also our staff to be able to have support in answering questions workers had about their rights during this time. The legal support that day laborers are provided

through this collaboration has allowed workers to recover wages and pursue claims against bad employers. Our collaboration with Centro Legal de la Raza continues to connect day laborer workers to critical legal services.

Our newest collaborations due to the pandemic and the need to work closely included the Alameda Public Health Department in particular the Health Equity Department and its many divisions on outreach and education, communication, testing, and more recently vaccination has been important to keep day laborers a breast of the everchanging information and landscape. Also our partnership from March-December 2020 on the Racial Equity Task Force convened by the city and county officials made it possible to forge new relationships with other organizations that we otherwise would not have pre-pandemic. Our participating in the committees included Data and Testing, Communications, Outreach and Education, Shelter in Place coordination. This allowed us an avenue to speak about the day laborer community needs and for other groups including city, county, and state officials to learn more about the day laborers in Oakland, the barriers and challenges they face in their daily lives and accessing services.

Due to the increase of food insecurity during this time having partnership with grassroots organizations like Trybe, Homies Empowerment, East Oakland Collective has been important to continue to provide food services and even increase to the day laborer and immigrant communities in Fruitvale and East Oakland. Lastly, being part of Resilient Fruitvale led by The Unity Council and 17+organizations has led to better coordination of services, information sharing, warm hand off referrals, and overall more communication amongst smaller and larger organizations to better serve the Latino and Indigenous communities including day laborers has been key.

As a safety-net agency, Street Level Health depends on many partners to implement our integrated service model. Our collaborations grow each year and we are proud to be part of such an amazing service community. Some of those partners this grant period included but not limited to:

- Immigration/Legal Services - Centro Legal de La Raza and Immigration Legal Resource Center
- Occupational Health - UC Berkeley Labor & Occupational Health Program; California Department of Public Health, Worksafe
- Advocacy - Worksafe, Centro Legal, In-Advance, California Immigrant Policy Center, National Day Laborer Organizing Network, other day laborer centers
- Newcomer Youth Engagement - OUSD Newcomer Program (including mental health therapists and attending Newcomer Forums)
- Health & Social Services - Alameda County Health Services Agency, Healthcare for the Homeless, Alameda Food Bank, and Highland Hospital, La Clínica de la Raza, Native American Health Center Alameda County Public Health Department, La Familia
 - Food Access: Trybe, Homies Empowerment, East Oakland Collective.
- Employment/Entrepreneur Programs - Prospera, 1951 Coffee, The Unity Council
- Outreach/basic needs resources - CALMA (formerly known as Bay Area Border Angels)

C. Describe efforts the project has made toward program sustainability beyond the grant period.

Street Level Health's strength is anchored in our ability to leverage an integrative health model to access cross-sector funding. We have attracted funding from Philanthropic Ventures, The California Endowment,

East Bay Community Foundation. During COVID-19 we also were able to bring on new funders like Rust Charitable Foundation, Heising-Simons Foundation, East Bay Community Energy Foundation and many individual donors for our programming and for our day laborer rapid response fund. We have also continued ongoing contracts that were renewed for the next three years with Alameda County Health Services Agency for health access program. Additionally, we have increased our individual donor base and have involved past “employers” and others in our fundraising efforts. We were able to achieve increasing funds through the City of Oakland due to advocacy efforts with city council members. Due to the increase need for outreach and education we were also able to receive funding from the Public Health Institute, Alameda Healthcare Services Agency, The California Endowment, Kaiser, and Soda Foundation for COVID outreach and education on vaccines which has allowed us to expand our Mam speaking staff and to co-host mobile vaccines. Lastly through the Leaders Trust as part of the Haas Jr Foundation initiatives was able to provide us a capacity grant to increase our workers rights outreach and education and organizing of day laborers.

D. Describe recommended program modifications/improvements should the program be replicated or continued.

Although we started implementing new strategies gained from our collaboration with the National Day Laborer Organizing Network, a lot of it has been put on hold and shifted due to the COVID-19 pandemic. We continue to create and innovate new strategies during this time and continue to modify the program as day laborers update us with regards to the needs of the community. We also are seeing how we can in the future provide programming in short modules in-person or through phone applications. This has been difficult due to the fact that many of our day laborers are low literacy and/or tech illiterate at times.

The impact of COVID-19 will be long term, and as we continue the reopening/closure of businesses in the Bay Area the impact on day laborers is high because there are less jobs overall, which means less work and workers not having enough money to pay rent. We will have to continue working with the city and county to ensure that this program is renewed in the next budget cycle and more resources are put towards supporting day laborers for the long term if we do not want the number of unhoused to increase or day laborers moving away. We continue to prioritize mental health services as this continues to be a challenge for day laborers to have more stable employment. We again hope to work with the county to further our advocacy to fund programs that have wrap-around services like our organization.

We also have outgrown our physical space due to the increase of food bag distribution and other services. We currently continue to provide most of our services through our hotline due to the numbers of vaccinated in our zip code are low still and we cannot open safely until numbers go up since our physical space is small and not having adequate requirements to reopen like ventilation needs and physical distancing of community members. We are looking to see how we can resume in person member meetings outdoors this summer to add continuity to our programming and be able to provide training to workers. Our program will continue to operate in a modified way until we are able to figure out a reopening plan that is safe both for staff and community members. We also continue to encounter issues at the Home Depot and other locations that make it difficult to deliver services at the day labor stops. We continue to talk to our elected officials on how we can work together on these efforts.

E. Describe lessons learned from the program.

Street Level Health Project has maintained our roots as a grassroots organization, and being guided by the community's needs at the current time has allowed us to be nimble and flexible enough to be able to navigate the current landscape. Like many other grassroots organizations, we have been amongst the frontline staff, putting our own health at risk to continue to support our communities during these difficult times of the pandemic. While fielding hotline calls, conducting outreach, and during the food distribution program, we have heard very similar stories of the needs and challenges our community is facing. The top three concerns that we hear from community members are needing food, rental assistance/fear of eviction, and economic support. Although many are concerned about the virus, these concerns are often outweighed by all the other concerns, which are perceived as more immediate threats, and they are turning to our organization for help. All these solutions are short-term solutions, especially when we are looking at the ramifications of the toll this virus is taking on Black and Brown and indigenous communities for the long term. We are the ones on the frontline hearing their stories, and, heartbreakingly, at times having to tell them there is no solution or no resource.

Prior to the shelter in place, we were preparing our organization to reduce in-person services and preparing the community with education around what we knew about COVID-19. When the shelter in place started on March 16th, we pivoted our infrastructure over night, moving most of our programming to our restructured model by the creation of a hotline which is fielding calls on a daily basis and conducting phone community outreach and wellness checks to over 900 community members that had been provided a service in the last three months. We knew this model was effective due to our Immigrant Rights Program, which has operated the Oakland Workers Collective, connecting day laborers to temporary jobs through a similar system for the last eight years. Our work increased due to need, and all our programs expanded their hours and the number of community members reached. An example of this is our Wellness and Prevention program.

Services were open 3 days a week in-person prior to the pandemic. Through our hotline at the beginning of the SIP we were able to extend our services to 4 days a week in which each staff in our organization and support of volunteers were able to take shifts to support health and resource navigation while also conducting community outreach. A majority of community members expressed that they were grateful that we were reaching out to them and that they had not received any calls from other organizations checking up on their health and well-being and ensuring they had the information needed during this time. We also doubled the amount of food bags that we were able to provide, and as of August we entered into a new partnership with TRYBE, Homies Empowerment, East Oakland Collective to be able to secure funding together for emergency food distribution. With this funding it allowed us to be able to purchase food including protein, staple goods, and produce that we would not be able to get otherwise at the

Alameda County Community Food Bank due to the low inventory they have had over the last few months. This not only allowed us to increase food access but also access to healthy food options since many community members expressed they could not purchase these items or other food pantries in the area were not providing the items that they would like to see.

The pandemic has highlighted the need for stronger partnerships between the public health department, the City, and County, along with organizations working side by side. Although we have had some successes and are grateful for those, we also see the need on the ground and the urgency to make responses quicker and think and act more creatively. Street Level has deepened its partnerships at this time with both the Public Health Department and La Clinica de la Raza to name a couple.

Since the pandemic started, we knew as an organization that the Latino community and Mam Indigeneous community would be one of the communities hit hardest by COVID. We know many in these immigrant communities prior to the pandemic were working low wage jobs in the formal and informal sector, living in overcrowded housing conditions and paying high rents. Food insecurity is something we saw prior to the pandemic, and for this reason we have had our food distribution program for over a decade.