Engaging Workers in Creating Good Jobs

March 22, 2018
Logistics

The recorded version of this webinar with audio is available online at https://www.youtube.com/watch?v=VONDByJ8PnU
Investing in America’s Workforce

- A Federal Reserve System initiative to reframe workforce development as an investment

- Focus on improving outcomes for workers and businesses

- Wide range of resources available across the Federal Reserve System at [www.investinwork.org](http://www.investinwork.org)

- This Job Quality Webinar Series presents leading organizations focused on three perspectives:
  - Employer
  - Worker
  - Research
Economic Opportunities Program:

The Economic Opportunities Program (EOP) advances promising strategies, policies, and ideas to help low- and moderate-income Americans connect to and thrive in a changing economy. Over its 25 years of work, EOP has focused on expanding individuals’ opportunities to connect to quality work, to start businesses, and to build assets and economic stability.

We work closely with national and local leaders – practitioners, policy makers, employers, foundation leaders, academics, and advocates—in our research, leadership development and other work. EOP has particular expertise in workforce training and education, microenterprise development and business ownership, financial services and asset building, and business practices that support quality jobs. EOP comprises several interrelated initiatives that dive deeply into particular approaches to expanding opportunity: FIELD, Workforce Strategies Initiative, UpSkill America, and Good Companies/Good Jobs.

Maureen Conway
Vice President, Policy Programs
Executive Director, Economic Opportunities Program
Employment by Industry

- Mining and logging
- Construction
- Manufacturing
- Trade, transportation, and utilities
- Information
- Financial activities
- Professional and business services
- Education and health services
- Leisure and hospitality
- Other services
- Government
## Making Ends Meet on Earnings: MIT's Living Wage Estimator (Denver, 2017)

<table>
<thead>
<tr>
<th>Monthly Expenses</th>
<th>1 Adult</th>
<th>1 Adult, 1 Child</th>
<th>2 Adults, 2 Childn</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>$297</td>
<td>$437</td>
<td>$874</td>
</tr>
<tr>
<td>Child Care</td>
<td>$0</td>
<td>$756</td>
<td>$0</td>
</tr>
<tr>
<td>Medical</td>
<td>$200</td>
<td>$568</td>
<td>$550</td>
</tr>
<tr>
<td>Housing</td>
<td>$844</td>
<td>$1,305</td>
<td>$1,305</td>
</tr>
<tr>
<td>Transport’n</td>
<td>$322</td>
<td>$665</td>
<td>$838</td>
</tr>
<tr>
<td>Other</td>
<td>$234</td>
<td>$378</td>
<td>$533</td>
</tr>
<tr>
<td>Req'd monthly inc. after taxes</td>
<td>$1,897</td>
<td>$4,109</td>
<td>$4,099</td>
</tr>
<tr>
<td>Annual taxes</td>
<td>$4,186</td>
<td>$9,091</td>
<td>$9,063</td>
</tr>
<tr>
<td><strong>Req'd annual inc. before taxes</strong></td>
<td><strong>$26,937</strong></td>
<td><strong>$58,400</strong></td>
<td><strong>$58,253</strong></td>
</tr>
<tr>
<td>Living Wage</td>
<td>$12.95</td>
<td>$28.08</td>
<td>$28.01</td>
</tr>
<tr>
<td><strong>Poverty Threshold (nat’l: U.S. Census)</strong></td>
<td><strong>$13,860</strong></td>
<td><strong>$18,670</strong></td>
<td><strong>$28,290</strong></td>
</tr>
<tr>
<td>Poverty Wage</td>
<td>$6.66</td>
<td>$8.98</td>
<td>$13.60</td>
</tr>
</tbody>
</table>

*Source: U.S. BLS Employment projections 2016 - 2026*
Ideas to Advance Job Quality

Job Quality Fellowship

RESTORE THE PROMISE OF WORK
Reducing Inequality by Raising Work and Building Ladders

In: Maurer Sherman

www.aspeninstitute.org
Meet Coworker.org:

- Striving to build a labor movement for a 21st century economy
- Launched first product in 2013
- Six employees supporting people in a variety of sectors, hundreds of workplaces
- Partners include Ford Foundation, Echoing Green, J.M. Kaplan Fund, Knight Foundation
- Fiscally sponsored 501c3 non-profit organization

Jess Kutch
Co-Founder &
Co-Executive Director
Building digital infrastructure so that anyone, anywhere in the world, can join with others to make work more humane, just, and fair.

Digital Campaign Tools and Media Support

Data Aggregation and Packaging

Engagement and Leadership Support

Powerful digital communities of workers joining together to change their workplaces & industries
Our Starbucks Barista Network

- More than 38,000 self-identified Starbucks employees, 10-15% of the company’s global workforce

- 50+ Coworker.org efforts inside the company, ranging from dress code updates to paid sick leave

- Major media coverage – USA Today, New York Times, CNN

- Coworker.org users have spoken at shareholder meetings, been interviewed by national media outlets, had conversations directly with the CEO, joined together on leadership calls
To: CEO Kevin Johnson

Starbucks: Extend paid parental leave policy to ALL employees

I’m asking Starbucks to change their new paid parental leave policy (announced in January 2017) to be equal for ALL U.S. employees before it kicks in on Oct 1. The folks who make the coffee should have the same paid parental leave as the executives in the corporate office.
Kristie of Starbucks on tattoos ban

Fred of Jimmy John's on tattoos ban

Ashley of Highlands Healthcare on tattoos ban

Fred of Jimmy John's on dread ban

Brandon of Publix on beards

Tom of Walmart on Shorts

Marshall of Enterprise Rent-a-car on beards

Monique of Starbucks on hair dye

Trapper of My Goods Market on tattoos ban
EMPLOYER PROFILE

STARBUCKS

JOIN 38,363 OTHER PEOPLE WHO WORK AT STARBUCKS AND USE COWORKER.ORG

Lauren R.
Lauren L.
Amanda C.
Danielle M.

Frank D.
Caleb P.
Allison S.
Loren S.

Bailey W.
Mo J.
Deborah M.
bria o.

JOIN THIS NETWORK

TRENDING EFFORTS

STARBUCKS: END CLOPENS NOW!

Last year, Starbucks said it would no longer schedule baristas for back-to-back closing and opening shifts (or what we call "clopens"). While it’s happening less, I was frequently scheduled for clopens and I know from experience that eight hours between shifts is not enough time to rest. I’m

10692 of 15000 signatures

Created by Clara Moran

COMPANY DETAILS

INDUSTRY
Food and Beverage

TYPE
Public - traded as SBUX (NASDAQ)

REVENUE
$18.447 billion (2014)

WORKFORCE
191,000 employees (2014)

NUMBER OF LOCATIONS
23,768
Nearly half (48%) of Starbucks workers surveyed report getting their schedules one week or less in advance.

1 WEEKS NOTICE 48%
2 WEEKS NOTICE 32%
18%

Over 60% of surveyed workers who were assigned closing shifts get seven hours or fewer of rest between a closing and an opening shift.

<table>
<thead>
<tr>
<th>Hours</th>
<th>Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>7hrs or Fewer</td>
<td>![Coffee Beans]</td>
</tr>
<tr>
<td>8hrs</td>
<td>![Coffee Beans]</td>
</tr>
<tr>
<td>9hrs</td>
<td>![Coffee Beans]</td>
</tr>
<tr>
<td>10hrs</td>
<td>![Coffee Beans]</td>
</tr>
<tr>
<td>11hrs</td>
<td>![Coffee Beans]</td>
</tr>
<tr>
<td>Unspecified</td>
<td>![Coffee Beans]</td>
</tr>
</tbody>
</table>
Starbucks baristas are building a better workplace

In just a few years, baristas on our platform have campaigned for and won the following:

- Visible tattoos now allowed
- Wages increased across U.S.
- ‘Unnaturally dyed’ hair allowed
- Paid parental leave expanded
- Better scheduling practices
- Paid sick leave
Uber drivers to protest after company lower rates
UBER: BE FAIR; INCREASE FARES!

TO: TRAVIS KALANICK, CEO & GARRETT CAMP, CHAIRMAN

In April 2014, when the ride share mobile app launched in Tampa Bay, Uber Technologies Inc. lured many drivers into the TNC market with enticing earnings as high as $35 per hour. By July 2014, drivers on the UberX platform were earning $1.50 per mile (30% cheaper than cabs) and surges were minimal. By October 2014, the rate slipped to $1.20/mile (40% less than cabs). A year after launching the rate was set to $1.00 per mile, then $0.95/mile. Many drivers felt secure with Uber's commitment and in a show of mutuality, they invested by upgrading their vehicles feeling secure that the floor for rates had been reached.

January 9, 2016 Uber, unexpectedly (and virtually unannounced), reduced UberX fares to a new low of $0.65/mile. This dramatically reduces earnings for drivers that still have to pay 20% commission back to Uber Technologies, Inc.

Why is this important?

Drivers have direct costs that include gas. repairs & maintenance.
• Within 24 hours, 250 drivers responded
• Drivers reported losing an average of $200 per week in income
• Volunteers to speak to media
“The 35 percent cuts have taken a serious toll, Julie said. The 57 year-old made $36 over the past three days and has been averaging about $4 an hour—after Uber takes its cut—since the company’s ‘Winter Slump’ program went into effect.”
“I delivered my baby boy on January 5th 2016. I began driving for Uber due to the fact my job does not provide maternity leave. I am unable to return to my job for a month until I have doctors clearance, so I really have no choice but to continue driving for UBER and making less than the minimum wage.”

- Coworker.org user & Uber driver in Pittsburgh, 2016
Let’s talk

JESS KUTCH, Coworker.org

- Email me at jess@coworker.org
- Find me on Twitter: @jess_kutch + @teamcoworker
- LinkedIn: linkedin.com/in/jesskutch
Meet New Mexico Direct Caregivers Coalition:

NMDCC advocates for direct care workers’ education, training, benefits, wages and professional development so they may better serve people who are elderly and those with disabilities.

Adrienne R. Smith
President and CEO
New Mexico Workforce

- Sector is fastest-growing in state, second-fastest growing in the country
- Caregivers earn $9-$12 per hour on average
- Many must work second or even third job

Approaches and Programs:
- Raise the Floor, Build the Ladder Values
- Training, education for caregivers
- Creation of Caregiver Cooperative
- Public Campaigns and awareness
Solution 1. Good Jobs Code

Raise the Floor and Build the Ladder

Career Advancement
- Skill Building
- Job Experience

Economic
- Wages
- Transportation
- Benefits
- Respect

Job Quality
- Lawful
- Communication
- Supervision

Stability
- Safety
- Schedule
- Job Design

Source: Aspen Institute Marano Fellows Program, 2014
The Good Jobs Code

We believe that all workers have the right to:

1. Safety
2. Stability & Flexibility
3. Transparency
4. Equity & Shared Prosperity
5. Inclusion & Input
6. Growth & Development

What does this mean for New Mexico’s care workforce?

- Ongoing training opportunities and staff check-ins
- Schedules that allow for a work-life balance
- Understanding of how one’s job fits within workplace goals
- Opportunities to thrive as individual employees
- Worker opinions that are sought-after and respected
- Employees who seek opportunities to grow and learn at work

New Mexico’s caregivers have compiled these rights and believe they represent the aspects that make a job a good job.

Join us in our efforts to support the more than 60,000 New Mexicans currently employed in the direct care workforce. Contact us today!

Facebook: NewMexicoDirectCaregiversCoalition
Website: www.nmdcc.org
Twitter: NMCaregivers
Solution 2. Statewide Legislative Task Force

- Short-Term: recommend to legislators full, exemplary implementation FLSA in NM (completed)

- NM among 2 states in country (CT)

- Long-Term: recommend to legislators ways to make direct care jobs “quality” jobs (underway)
Questions and Discussion
Register for the Next Job Quality Webinar

- **Webinar 3**: April 26, 2018 | In Search of the Employment “High Road”: A Research Perspective on Developing Good Jobs
  - The Good Companies, Good Jobs Initiative at the MIT Sloan School of Management

For more information about this series:
- Visit: [www.investinwork.org/conference](http://www.investinwork.org/conference)
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- Adrienne Smith, Executive Director and CEO
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