

**From:** [Hickey, Jacqueline \(BOS\)](#)  
**To:** [Jalipa, Brent \(BOS\)](#)  
**Subject:** FW: Follow-Up Information in Response to B&F Committee  
**Date:** Tuesday, June 20, 2023 9:33:08 AM  
**Attachments:** [Memo to B&A 24-25 Budget\\_18Jun2023.pdf](#)

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For the file...

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**From:** Chu, Carmen (ADM) <carmen.chu@sfgov.org>  
**Sent:** Sunday, June 18, 2023 10:55 AM  
**To:** Calvillo, Angela (BOS) <angela.calvillo@sfgov.org>; Chan, Connie (BOS) <connie.chan@sfgov.org>  
**Cc:** Ronen, Hillary <hillary.ronen@sfgov.org>; Walton, Shamann (BOS) <shamann.walton@sfgov.org>; Mandelman, Rafael (BOS) <rafael.mandelman@sfgov.org>; Safai, Ahsha (BOS) <ahsha.safai@sfgov.org>; Hayward, Sophie (ADM) <sophie.hayward@sfgov.org>; Petrucione, Katharine (ADM) <katharine.petrucione@sfgov.org>  
**Subject:** Follow-Up Information in Response to B&F Committee

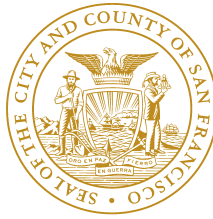
Good morning Chair Chan, Clerk Calvillo, and Supervisors,

Thank you for the opportunity to present the City Administrator's budget to the Budget and Finance Committee last week. The attached memo is submitted in response to follow-up information requested at the June 14, 2023 hearing.

Please know we are available to connect if you have additional questions and my team has also reached out separately to your offices to provide advance briefings if you would like.

Thank you and have a wonderful weekend.

Carmen Chu  
City Administrator  
City & County of San Francisco



**MEMORANDUM**

To: Supervisor Connie Chan, Chair, Budget & Appropriations Committee  
Supervisor Rafael Mandelman, Vice Chair, Budget & Appropriations Committee  
Supervisor Asha Safai, Member, Budget & Appropriations Committee  
Supervisor Hillary Ronen, Member, Budget & Appropriations Committee  
Supervisor Shamann Walton, Member, Budget & Appropriations Committee

From: Carmen Chu, City Administrator

Re: Supplemental Information re the City Administrator's Fiscal Year 23-25 Budget

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At the June 14, 2023 hearing on the Fiscal Year (FY) 2023-2025 budget of the City Administrator's Office, members of the Budget & Appropriations Committee requested supplemental information. Please find information below regarding the Office of Labor Standards Enforcement, the Community Ambassador Program of the Office of Civic Engagement, and staffing changes at the Office of Contract Administration and the Contract Monitoring Division.

If you have questions, please do not hesitate to contact Katie Petrucione, Deputy City Administrator or Sophie Hayward, Legislative and Public Affairs Director.

**Office of Labor Standards Enforcement (OLSE)**

OLSE has a budgeted and funded staff of 27 with two vacant positions. The office is responsible for implementing, monitoring and enforcing 37 workplace and wage protection laws in San Francisco. Among other critical functions, OLSE protects workers against wage theft, ensures compliance with prevailing wage, minimum compensation and health care security requirements and performs outreach to workers in vulnerable communities. In the last year, the Board of Supervisors has expanded or passed six additional workplace laws including:

- Amended Family Friendly Workplace Ordinance (2022)
- Public Health Emergency Leave Ballot Measure (2022)
- Domestic Worker Equal Access to Paid Sick Leave (2023)
- Military Leave Pay Protection Act (2023)
- Residential Construction Wage Theft Prevention Ordinance (2023)
- Displaced Worker Protection Under Certain Service Contract (2023).

OLSE has collected \$17 million annually on behalf of workers and staff is organized into five teams based on the laws they enforce. Staffing is allocated based on caseload numbers and the complexity of the cases and laws enforced. OLSE has seen a 22 percent increase to its investigation caseload in the last three years. During that same period, the number of investigations managed by compliance officers increased, on average, from 15 to 21.

In the last five fiscal years, OLSE has received an average of 557 cases annually with 96 percent of OLSE cases coming in through walk-ins, hotline calls, labor unions and other sources, including certified payroll reporting.

OLSE also partners with other community organizations to perform outreach. In the last five fiscal years, OLSE's outreach collaboration has resulted in four percent of case referrals. The Board of Supervisors specifically inquired about total funding for Chinese Progressive Association (CPA). The budget is reduced by \$215,000 in the next two years but continues to include \$783,000 for an outreach contract to CPA in both FY 2023-24 and FY 2024-25.

### **Office of Citizen Engagement and Immigrant Affairs (OCEIA) – Community Ambassador Program (CAP)**

The CAP is a community safety and neighborhood engagement job training program operated by OCEIA. The program started in 2010 in the Bayview and Visitacion Valley neighborhoods and has since expanded to neighborhoods including Chinatown, District 5, Mid-Market/Tenderloin, the Mission, the Outer Sunset and the Southeast. Two years ago, the Board of Supervisors appropriated additional funding to expand the current program in the Mission and the Southeast, while creating new programs in the Sunset, Fillmore, Hayes, Haight, and Excelsior.

CAP ambassadors reflect the communities they serve, and include long-time San Francisco residents and bilingual immigrants who work in pairs to engage, inform and serve members of the public; assist service organizations, merchants and schools; support City departments; resolve minor conflicts and tensions; and provide a non-law enforcement safety presence. The CAP expects to fill all vacant job trainee positions in June, bringing the program to a total of 54 ambassadors.

This fiscal year to date, CAP Ambassadors have had over 213,000 interactions with the public:

- Directions/Wayfinding: 14,709
- Merchant Visits: 48,245
- Referrals: 29,985
- Reports to 311/SFAF: 44,992
- Safety Escorts: 9,726
- Wellness Checks: 65,752

The Department of Emergency Management (DEM) is the identified lead to coordinate various community ambassador programs citywide. OCEIA shares information about the CAP, including coverage areas, hours of operations, and service levels. In the coming year, OCEIA and DEM will be working to further collaborate on public communications, coverage areas and explore opportunities to improve trainings.

### **Office of Contract Administration (OCA) & Contract Monitoring Division Staffing (CMD)**

OCA added one new position to its budget in FY 2023-24:

- 1.0 FTE 1824 Principal Administrative Analyst to support implementation of a new audits and standards function.

The CMD FY 2023-24 and 2024-25 position budget remained whole and was unchanged.