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City and County of San Francisco

Edwin M. Lee
Mayor



Department of Human Resources

Micki Callahan
Human Resources Director

RECEIVED VIA EMAIL
6/15/2016

MEMORANDUM

DATE: June 15, 2016
TO: Supervisor London Breed
Supervisor Norman Yee
Supervisor Aaron Peskin
THROUGH: Government Audit and Oversight Committee
FROM: Micki Callahan
Human Resources Director
SUBJECT: Protecting City and County of San Francisco janitors from harassment and retaliation

Supervisor London Breed called for a hearing on San Francisco's efforts to protect janitors, particularly immigrant women janitors, from physical and economic exploitation, sexual harassment, and displacement; and requested the Office of Labor Standards Enforcement, Office of Economic and Workforce Development, Commission on the Status of Women, Immigrant Rights Commission, and the City Administrator to report.

While the Department of Human Resources (DHR) was not asked to report, this hearing presents an opportunity to share information about efforts undertaken by the City and County of San Francisco on behalf of City custodial staff.

DHR identified the issues brought forward by Supervisor Breed as an area of concern after several troubling Equal Employment Opportunity (EEO) complaints detailed situations in which women custodians, particularly in temporary positions, often working at night and in isolation, reported inappropriate workplace behavior by coworkers and supervisors.

DHR's EEO division promptly and thoroughly investigates and resolves claims of discrimination, harassment, and retaliation from City employees. This work is vital, and it's often the first step in addressing what may be a more systemic issue. EEO staff identifies trends and patterns in their cases so that underlying issues can be resolved through corrective action. That is the case here. DHR brought together its internal experts to develop and implement a plan focused on preventing this type of poisonous and destructive behavior.

Following consultation with the Department on the Status of Women, DHR reached out to City departments with significant numbers of custodians to request funding for the development of a training program. If funded, the training will focus specifically on the prohibition against discrimination, harassment, and retaliation. It will inform employees of their rights, and advise supervisors about their obligations.

The training design includes workplace posters reminding employees of their resources—where to learn more about their rights and how to get help if they need it. The model is “train the trainer,” which means DHR will train departments, who in turn will deliver the training to their supervisors and other employees. The materials, including the training itself, will be provided in English, Spanish, and Cantonese.

DHR expects the cost to be \$75,000 for a trainer to develop the training and train the trainers. The implementation timeline is approximately six months.

As San Francisco's largest employer, the City can and should lead the effort to ensure workplaces are free from harassment, discrimination, and retaliation. With appropriate funding DHR can implement this important program. Your support for this endeavor is appreciated.