

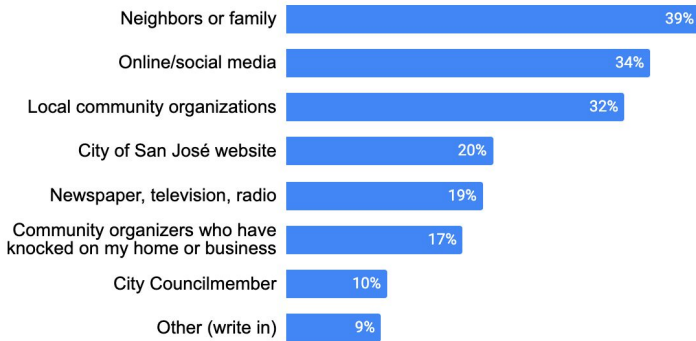
The following findings reflect a comprehensive analysis of community input gathered from focus groups, community forums, pop-ups, the Community Resource Fair, and the community survey. One of the main themes of the findings was that many people simply did not know the certain resources pertaining to COVID-19 recovery existed, and if they did, they did not know how to access them. This could be addressed with both deeper and broader outreach to communities that would benefit most from existing programs and tapping into networks where there is already robust communication among priority communities.

## Findings from Community Survey

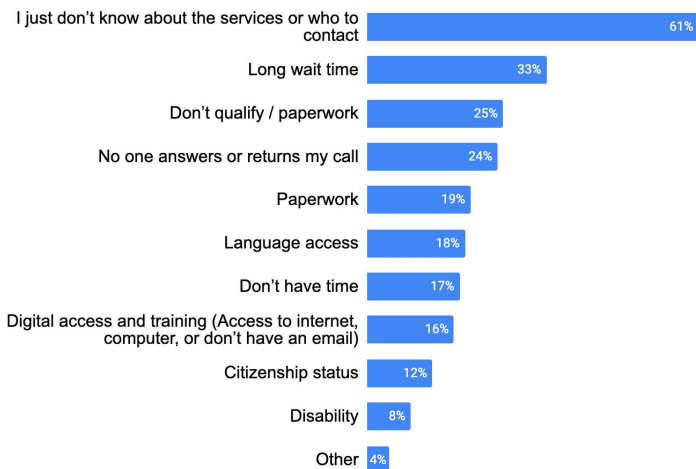
76%

Survey respondents who indicated that they **did not** access City of San José COVID-19 support services.

If you did access services, how did you learn about the City's COVID-19 services to support your family or business during the pandemic? Participants were able to make multiple selections.



What have been the most difficult challenges for you to access important services? Participants were able to make multiple selections.



## Main Highlights from LEG Events

### COMMUNITY RELIED HEAVILY ON THEIR CLOSE NETWORKS

- Participants highlighted that most of their resources (such as financial support) or information about resources (such as information about accessing therapy) **have come almost entirely from their fellow community members**. They noted the strength of their networks as a crucial part of making it through the pandemic.

### MANY DO NOT KNOW ABOUT RESOURCES AND DON'T KNOW WHERE/HOW TO BEGIN

- Many know that there's help available but **they aren't part of the networks to access them**, so they are usually left unaware or are last to receive notice of resources and by that time it is too late.
- Many do not know where to start** or where to access the existing and future resources and support.

### MAKE (ACCESSIBLE AND SAFE) SPACES

- Create **more safe spaces** for the community to make connections and access resources.
- Create a **leadership culture** within spaces composed of a diversity of backgrounds and languages to help cultivate community members.
- A lot of spaces don't feel safe for queer young people to exist in. More queer voices, leaders, and moderators can help with **feelings of representation**.
- Create more events and incentivize community groups to create new events by **reducing or eliminating fees** associated with facility rentals.

### OUTREACH IDEAS: MEET PEOPLE WHERE THEY ARE AT

- Meet communities at **places they already gather** instead of new locations. Community centers, churches, and other spaces are extremely underutilized for outreach by the City. Partner with neighborhood associations.
- Use **traditional and new forms of media** to promote resources: TV so there is mass reach, internet, physical spaces like the DMV, etc.
- Hire multilingual staff to answer questions** that people pose on the City's social media accounts and ask on hotlines.
- Use social media more intentionally as a way of **connecting community members to resources** instead of focusing solely on broad notifications to the community.
- Create and distribute **monthly newsletters**.
- Conduct more **door-to-door outreach**, particularly with the senior community.

# Community Engagement

DRAFT

"Participants recommended **standing discussions** such as this one (Lived Experience Focus Group at Santee) for them to provide feedback to the city. They were **grateful to be heard**, and **grateful to build community** among participants who noted how much of a relief it was to talk about their issues and receive support from their neighbors."

"Every story is worth hearing."



Families share their stories at an LEG neighborhood pop-up.

"The **bar to access resources is too low**; they'll only help you if you're extremely poor. If you aren't rich but not poor enough for their standards, you're stuck with nothing even if you need help."

"I would like to see **more communication** about wellness/health events, monthly events."



Community members enjoy food and refreshments at the Community Resource Fair.

"I would like to see **more community events in-language**, particularly in Vietnamese."

"There is a **language barrier**. We want to support our kids but our teacher only speaks English. We want to go to a parent meeting but it's only in English."

"There shouldn't be **so many barriers** to asking for help."



Community members spin the wheel to earn prizes at the Community Resource Fair.

"Kudos to City of San José's Parks and Recreation virtual programs and services for being provided **free of charge**."

"I would use resources available to me if I knew about them. It's **not that we want to be ignorant**. We just don't know how to access information, even if it's out there."

# Childcare, Early Care and Education, and Youth Development

DRAFT

The following findings reflect a comprehensive analysis of community input gathered from focus groups, community forums, pop-ups, the Community Resource Fair, and the community survey. General themes that surfaced from engagement include: childcare for young children, delays in learning and socialization among children, and the wellbeing of teenagers/older children who are struggling to adjust to the realities of the pandemic. Parents expressed the need for reliable, quality childcare and enrichment opportunities for their children, and young people in San José expressed a similar need for new sources of motivation and community.

## Findings from Community Survey

97

Number of survey respondents said that **finding childcare** was among the biggest challenges they faced during the pandemic.

2 in 5

**Two in five** respondents (42%) who were seeking work indicated that **childcare** was among their top challenges preventing them from returning to work.

## What kinds of support would you like to see the City provide as we recover from COVID?

Percentage of survey respondents who identified the following kinds of support among their top 3 kinds of support they would like to see the City provide:

30%

Access to affordable, equitable, and high-quality childcare, early care and youth programs

26%

Scholarships for youth to attend summer and afterschool programs

21%

Childcare subsidies to help residents enrolled in workforce trainings and development programs



Children receiving free backpacks and helmets at the Community Resource Fair.

## Main Highlights from LEG Events

### CHILDCARE

- Parents reported needing **accessible, reliable childcare** for young children, as well as toddlers.
- Parents pointed out children who missed out on important in-person instruction now need extra support learning how to socialize.
- Parents of children with **disabilities** were severely impacted by COVID. Parents had to cut down work hours, stop working altogether, or close their businesses to take care of their children.
- **Seniors** have been tapped by their adult children to help provide childcare as the costs of childcare continue to rise.
- Virtual learning was difficult for parents and caretakers. Many parents ended up becoming their child's teachers.

### EARLY CARE AND EDUCATION

- There were **delays in children receiving medical care**, such as occupational and speech therapy, because of the pandemic.
- Parents voiced a need for more funding towards programs that can provide resources such as **diapers, formula, and daycare**.
- Multiple participants expressed that **school and playground closures** affected their families negatively. Parents also stated playgrounds and parks did not have any amenities for children with disabilities.

### YOUTH DEVELOPMENT

- The transition back to school has been difficult for both children and their parents. Many students feel the **process of coming back was overwhelming** academically and socially without having time in between to process the collective and individual traumas experienced. Students feel overwhelmed and have seen their grades suffer.
- Many parents noted the strain that the pandemic had on their children, particularly mental health issues, shortened attention spans, and physical issues from having a significantly **less active lifestyle**.
- Many young people talked about their **loss of motivation** generally but also how they have lost interest in things they used to really care about (activities, school, college, etc.).
- High school students are **concerned with how dependent** they have become on technology and social media.
- Online classes often feel less important for students than in-person classes do, making it harder for them to focus. They also make it hard to build socialization skills.
- Multiple parents expressed how difficult it was for their children to attend school through Zoom, and emphasized that they are still **struggling with their mental health** as a result now that they're back in person. They suggested more programs for youth, especially teenagers, who need to be given more opportunities to have fun (board game nights, sports programs, etc).

# Childcare, Early Care and Education, and Youth Development

DRAFT



Lived Experience Group member engaging with parents at pop up at event hosted by Innovate Public Schools.

*“There’s a lot of people saying ‘take care of yourself’ but **nothing that actually helps you do that.** I have had to seek outside assistance for my mental health. During the pandemic, places where I could have gotten therapy were shut down because of COVID and for a lot of it I felt like I was losing my mind.” -Lincoln High School student*



Family at Community Resource Fair.

*“I feel like so much is missing from my entire development as a student and a person in general. It’s not resources the city could provide but just **getting our time back.** We keep getting more things to worry about and no time at all to process what we went through.” -Lincoln High School student*



Family enjoying a shaded table at the Community Resource Fair.

*“We need programs that help mothers if they need essentials or formula. I definitely struggled during the pandemic because I **wasn’t able to get the essentials that I needed.**”*

*“During the pandemic, I went through cycles of having a healthy mentality and times of being **overwhelmed, mentally exhausted, and falling behind.**” -Lincoln High School student*

*“My son was only a few months old and had to go to physical therapy because he was in the NICU and **when the pandemic hit they stopped his physical therapy** and that impacted him a lot and we didn’t get much help. My son has autism and it was also delayed for him to get noticed because everything had been delayed.”*

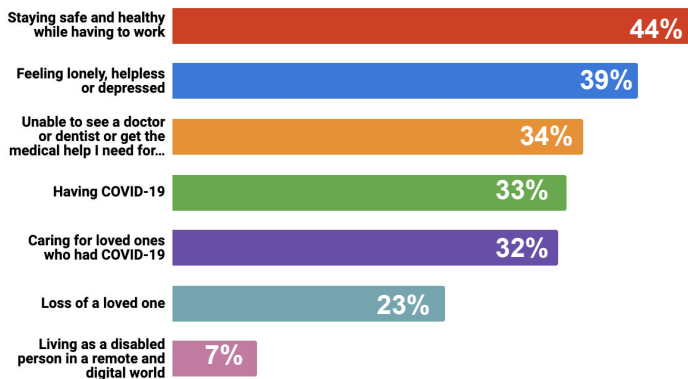
*“There just seems to be a **lack of information** on everything including scholarships. A lot of the research is on people themselves which is overwhelming.”*

The following findings reflect a comprehensive analysis of community input gathered from focus groups, community forums, pop-ups, the Community Resource Fair, and the community survey. General themes that surfaced from engagement include: a need for clearer communication from the City regarding best health practices, intentional outreach to communities that have felt ignored throughout the pandemic, and filling gaps in services like mental health and access to safe outdoor spaces. Mental health services were continuously brought up as an urgent need for groups of all ages, races, and other demographics, including high school students, parents, and health care workers.

## Findings from Community Survey

### What have been some of the biggest challenges for you during the COVID-19 pandemic?

Respondents were able to make multiple selections, including options not related to health and wellness (not included in listing below).



### What kinds of support would you like to see provided for the community as the City recovers from COVID-19?

\*Participants were able to select their top 3 choices.

1 in 3 respondents (34%) identified **culturally relevant health services and resources (including mental health)** among the top 3 kinds of support that they would like to see provided for the community to support the City in recovering from COVID-19.

**1 in 3**

### What have been the most difficult challenges for you to access important services? Participants were able to make multiple selections.

Of the respondents who identified challenges that made it difficult for them to access important services, 3 of 5 (61%) said they **did not know about the services or who to contact**.

**3 of 5**

1 in 3 people (34%) who completed the survey in Spanish identified **language access** as one of their challenges for accessing important services, compared to 10% of people who completed the survey in English.

**1 in 3**

## Main Highlights from LEG Events

### CITY OUTREACH

- Across the board, community members emphasized the need for **clearer communication** regarding vaccines and best practices regarding masking. Conflicting messaging has left community members unsure of what to do or disinterested in taking measures to prevent the spread of COVID-19.
- Participants felt that special attention must be paid to those who have **experienced domestic violence** during the pandemic, who are still dealing with the effects of isolation during this time period.
- Many members of the **disability community** felt that they have been continually deprioritized throughout the pandemic, through things like the distribution of PPE or the way that masking policies changed over time.

### GAPS IN SERVICES

- Many participants thought it was important to **bring back public outdoor spaces** for their families' mental and physical health. One suggestion was for the City to work with school districts to keep certain tracks and fields open for the community outside of school hours so that families can gather and engage in physical activity in a safe location.
- **Mental health resources** were consistently brought up as a gap in services. The loss of housing, job instability, grief, and other traumas that the community has experienced has made mental health services more crucial than ever.
- Participants emphasized a need for **free or subsidized medicine** for those experiencing extreme symptoms of COVID-19.
- Community members also thought it was important to **prepare for the next disaster** before it happens; an example of this would be stockpiling PPE, or developing City protocols that will help people respond quickly and appropriately.
- Food pantries and distribution programs were indispensable to families during the pandemic as the **most popular kind of support access by the community**, serving as a lifeline for families who had limited discretionary income.

### SUPPORT FRONTLINE AND HEALTHCARE WORKERS

- There is **limited support and care for healthcare professionals**, which yields fewer services or lower quality of care for the public.
- **Healthcare workers need mental health support** that is free/accessible. For example, free hotlines that direct healthcare workers to specific resources.
- Families emphasized the need for **fair pay for therapists and caregivers** so that children can have quality care from experienced professionals and experience less turnover.

# Community Health and Wellness

DRAFT

"In many ways, it feels like the city is just telling vulnerable people to stay home."



Families receiving resources at Community Resource Fair.

"There is not only a lack of understanding of how masks and vaccines work, but also **a lack of willingness to understand**. The City should reinforce the importance of masks as an easy prevention method."

"**Burnout** is one of the great equalizers to come from COVID because we've all experienced it. How do we strengthen our communities to prevent burnout, and how do we deal with burnout when it does happen?"

"During the pandemic, most to all physical activities closed off. Me and my community were affected by this because **it caused (health) changes among us.**"

"Another common theme was the disability community being prioritized last - with the distribution of high quality PPE, for example. We weren't considered high risk in the same ways people in nursing homes were. **The disability community needs to be consulted** during public health emergencies like this."



Community member learning about resources from Gardner Health Services at Community Resource Fair.

"Health care workers need health care."

"When COVID first started, I was in my house but was in a potentially dangerous home situation. This made my experience really difficult and **I can only imagine other kids going through that.**"



Community members in line for free health resources from Community Health Partnership at Community Resource Fair.

"The people that need support services the most are the **first to be left out of the conversation.**"

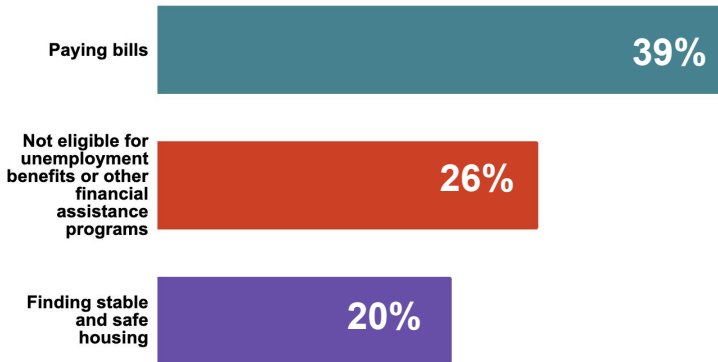
"My mom and siblings have been trying to get mental health care but there are **such long wait lines** because no one is accepting anyone right now."

The following findings reflect a comprehensive analysis of community input gathered from focus groups, community forums, pop-ups, the Community Resource Fair, and the community survey. General themes that surfaced from engagement include an overwhelming need for additional rental assistance and a focus on simplifying the application process for rental assistance to make it more accessible for all, including those who are not as confident navigating the internet and those whose primary language is not English. Rental assistance was a top theme throughout focus groups, and “rental assistance and housing support for residents” was the top priority for pop-up participants.

## Findings from Community Survey

### What have been some of the biggest challenges for you during the COVID-19 pandemic?

Participants were able to make multiple selections, including options not related to housing, (not included in listing below).



Two in five respondents (39%) identified **paying bills** among the challenges they have experienced during the pandemic, which was among the top 3 most selected challenges among respondents. **One in five** respondents (20%) indicated that finding stable and safe housing among the challenges they experienced.

### What kinds of support would you like to see provided for the community as the City recovers from COVID-19?

Participants were able to select their top 3 choices.

# 1 in 2

Nearly 1 in 2 survey respondents (48%) identified **rental assistance and housing support for residents** as one of the top 3 types of support they would like to see from the City.

## Main Highlights from LEG Events

### APPLYING FOR RENTAL ASSISTANCE

- **Rental assistance** was consistently the top priority for focus group participants.
- Many participants' **top priorities** were minimizing the steps it takes to apply, providing clear guidance in multiple languages on the process, and sufficiently staffing accessible hotlines to receive rental assistance.
- While people were grateful for financial assistance from CBOs, many participants explained that the **process for applying was extremely complicated**. Participants often did not have the time to dedicate to the application and had to re-submit the application multiple times.
- People whose **primary language is not English** had a particularly hard time navigating these application processes. Many were only able to apply because they knew an English speaker who had the time to help them.

### MAINTAINING HOUSING

- Participants felt that the City of San José should continue to support its renters by instating an **eviction moratorium** or enforcing a limit on rent increases.
- During the eviction moratorium, **multiple participants received eviction notices** from their landlords hoping to scare them into moving out. They were lucky to know their rights, but many people fell for these tactics.
- Surveys were distributed at a meal distribution site for the unhoused community. Many indicated that the **main challenges they faced** during the pandemic were finding stable and safe housing, the inability to see a doctor, paying bills, and feeling hopeless, lonely, and depressed.

### PUBLIC INFRASTRUCTURE

- Participants talked about a **lack of accessible public necessities**. There aren't enough public bathrooms, phone charging stations, locations to use Wi-Fi, etc. Participants also discussed the possibility of the City removing hostile architecture that further limits the use of public space.
- Many participants showed an interest in **investing in public transit** to provide some financial relief to community members and further connect people to small businesses, important resources, and community events in the area.

# 9 in 10

9 in 10 dot exercise participants during the in-person pop up events (93%) identified **rental assistance and housing support for residents** as one of the top 3 types of support they would like to see from the City.

"We need **real control of 'development'** that only drives up the cost of housing and other basics of life."

"A lot of us had to move into a one bedroom. It was **6 people living in one bedroom together**, so that was really heavy, and it kind of cascaded for a while."

"All the help I was looking for was online because offices were closed. **Tons of us don't know how to use the internet or don't have laptops. They didn't plan for us.** They wouldn't even answer their phones; you had to call and call and call to get through to somebody. I submitted applications for housing assistance twice and it kept sending me back edits. Eventually I gave up because the edits were too much and **I felt like they were just wasting my time.**"



Focus group with renters in East San José.

"I was graduating from high school and became homeless right around March of 2020 when COVID started. It's **already hard to find a stable place to live without COVID** and being so young and without a job, but COVID made it incredibly difficult for me to be housed."

"LGBTQ+ community members who have been in homeless shelters due to the pandemic have reported various degrees of **homophobia/ transphobia** - feeling unsafe in their surroundings."

"I've had to choose between **paying rent and buying food that week.**"

"My hope for a stronger San José is for **no one to be unsheltered.**"

"Shelters aren't **permanent solutions for housing** and they should not be treated as such."

"I would [choose to] fund rental assistance because I feel like a lot of us are low income and struggle in that end usually with rent, and it is super expensive right now."



Community members completing surveys at pop-up workshop at unhoused encampment.



# Just Recovery for Airport, Hotel, and Arts Workers

DRAFT

The following findings reflect a comprehensive analysis of community input gathered from focus groups, community forums, pop-ups, the Community Resource Fair, and the community survey, primarily from a discussion with the San José Arts Commission on August 19th, 2022. It was surfaced that many arts and cultural workers are concerned about the termination of current pandemic-related funding programs and call for an extension of such programs. Many also indicated that they often felt as compared to other priorities, that they are often left as a low-priority when it comes to COVID-19 recovery programs and that more needs to be done to support the community and ecosystem, particularly among schools and volunteer-operated groups.

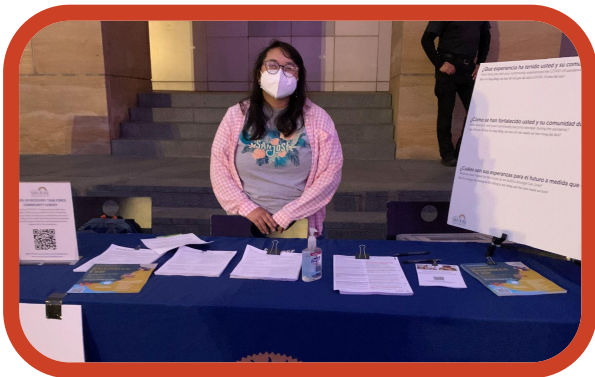
## Findings from Community Survey

Number of respondents who identified **programs and support for arts and cultural workers** as one of the top 3 types support they would like to see from the City.

96

34%

Percentage of respondents who selected **better working conditions, safety standards and support for workers** among their top kinds of support they would like to see.



Lived Experience Group member at City Dance pop up in collaboration with San José Museum of Art.

## Main Highlights from LEG Events

- Nonprofit arts organizations have taken advantage of one-time funding due to the pandemic, through the American Rescue Plan (California Arts Council, Knight Foundation, NEA). The pandemic also **inspired new funding opportunities** created by non-profits (San José Jazz Aid Fund, San José Abierto).
- There is concern about how the end of these programs will **create a cliff for artists** if this funding does not continue to be available after the pandemic. Arts workers want to know how this current funding, or the best parts of these types of funding, can continue past the pandemic.
- With many artists or arts organizations having to shift their communications and networking to a digital sphere, arts workers asked for **funding to support this transition** with translation, marketing, and other efforts. Participants also wondered if these resources can be shared.
- There are small arts groups that are run on volunteer support with no paid staff and limited access to funding or the time and ability to track all the potential funding sources. These groups are looking for **ways to receive support**.
- Participants felt it was important to financially support the **arts, theater, and media departments in schools**.

## Stories

"In some ways, the arts and culture community has become stronger in terms of **collaborating and creating partnerships**."

"We're trying to go back to normal, but **normal doesn't mean there's more funding**."

"**Artists are invisible when it comes to City leader support** [a reference to the Mayor's budget message], and we need the arts to be in the forefront, not the back seat."

"**A lot of us are invisible, not counted.**"

The following findings reflect a comprehensive analysis of community input gathered from focus groups, community forums, pop-ups, the Community Resource Fair, and the community survey, most prominently, from the Alum Rock Santa Clara Street Business Association Community Forum organized by the LEG on July 27th, 2022. It was surfaced that while many small businesses were able to pivot and continue operations through the pandemic, many are still struggling to keep their businesses afloat. Many simply do not know of nor know how to navigate around the various relief funds and support available. Additionally, many indicated as microbusinesses, they currently do not possess the appropriate paperwork to be considered for certain relief funds and support.

## Findings from Community Survey

### What have been some of the biggest challenges for you during the COVID-19 pandemic?

*Participants were able to make multiple selections.*

*Survey respondents who said that **continuing my business or practice** was among the biggest challenges they faced during the pandemic.*

# 14%

*Respondents who identified **continuing my business or practice** as one of their biggest challenges during the pandemic were more likely to identify **financial support for small businesses and/or programs and support for arts and cultural workers** among their top choices (16% identified each of these in their top choices compared to 9% who identified training and workshops to help their small business grow as one of their top choices).*

### What kinds of support would you like to see provided for the community as the City recovers from COVID-19?

*\*Participants were able to select their top 3 choices.*

# 32%

*Nearly 1 in 3 respondents (32%) identified **better working conditions, safety standards and support for workers** among the top 3 kinds of support that they would like to see provided for the community to support the City in recovering from COVID-19.*

# 18%

*Nearly 1 in 5 respondents (18%) identified **financial support for small businesses** among the top 3 kinds of support that they would like to see provided for the community to support the City in recovering from COVID-19.*

# 12%

*Comparatively, people were slightly less likely to identify **training and workshops to help their small business grow and thrive** (12%).*

## Main Highlights from LEG Events

### CURRENT CONDITIONS

- San José is home to many leaders in the Hispanic/Latinx events industry. **Many are leaders and educators**, teaching stylists, beauticians, make up artists, and other industry professionals all over the country.
- As the businesses around the neighborhood around Santa Clara Street shut down due to COVID-19, owners saw an increase in homelessness and crime and experienced an increased rate of robberies, break-ins, and thefts.

### POTENTIAL SUPPORT FROM THE CITY

- City should continue to keep small businesses afloat through **relevant workshops** and professional development opportunities.
- City should expand training sessions for small business owners in **their primary languages** so they can learn how to navigate online resources and new technology that would help keep them competitive.
- Many small and micro-businesses need **rent relief**.
- The City should continue to **deepen their relationships and work** with local business organizations and minority chambers particularly in underserved neighborhoods.

### PERMITS AND DOCUMENTATION

- Many small business owners in San José, particularly in the Hispanic/Latinx events industry, **do not have documentation nor proper paperwork** to access and qualify for the many support programs.
- Some businesses had to **continue to pay business licenses** although they were not operational during the pandemic.

*Respondents making \$85,000 or more were most likely to identify **continuing my business or practice** as one of their biggest challenges during COVID at **27%** compared to **16%** of those making \$50,000-\$85,000 and **11%** of those making less than \$50,000.*

# Supporting Small Businesses

DRAFT

"I do feel like I know my neighbors much more! And am [more] familiar with the retailers/independent businesses within walking distance from where we live. **We became very invested in supporting local businesses, restaurants, and cafes** - those that had outdoor facilities were our only real outlet with kids."

"If it was just her, she would close her business, but there are three families that work with her and **depend on the business for them to survive out here.**"

"One of the biggest challenges during the COVID-19 pandemic has been it **taking a longer time** now to prepare yourself and clients for appointments."

"When COVID-19 and the pandemic first started, **businesses in the events industry** were the first to close their doors, and the last to open back up."



Community Forum with Alum Rock Santa Clara Street Business Association.

"My restaurant burned down in 2020. It reopened in March 2021, but I was struggling with a lot of anxiety going back to work. I was home on unemployment, and **when the \$600 federal stimulus ended, I was really struggling.**"

"I clean houses and **lost a lot of work during the pandemic** because so many people cancelled."

The following findings reflect a comprehensive analysis of community input gathered from focus groups, community forums, pop-ups, the Community Resource Fair, and the Community Survey. General themes that surfaced from engagement include: a need to continue to keep workers safe and jobs stable from current and future COVID-19 waves (via stronger worker protections); a need to better communicate and strengthen existing protections for undocumented workers/those ineligible for existing benefits; and a need to provide stronger support for healthcare workers. Additionally, survey results indicated that among those who are not currently working, childcare was the primary challenge keeping them from returning to work.

## Findings from Community Survey

### What have been some of the biggest challenges for you during the COVID-19 pandemic?

Participants were able to make multiple selections.

2 in 5

2 in 5 respondents (44%) selected **staying safe and healthy while having to work** among their biggest challenges. **This was the most selected answer.**

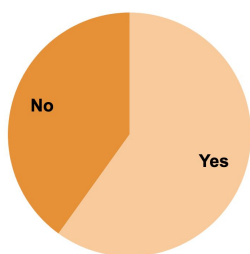
1 in 4

1 in 4 respondents (26%) selected **not eligible for unemployment benefits or other financial assistance programs** among their biggest challenges.

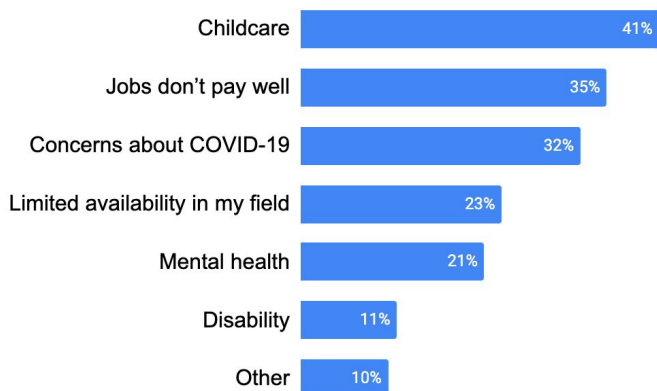
### Are you currently working right now?

2 in 5

2 in 5 respondents (40%) indicated that they were **not working** at the time of completion of survey. (Total of 554 responses to question).



### Challenges preventing respondents from returning to work:



## Main Highlights from LEG Events

### KEEP WORKERS SAFE

- Participants felt a lot of **anxiety about upcoming COVID-19 waves** because they did not feel confident that their employers would pay for sick time if they test positive, regardless of current federal policy regarding COVID pay. Protections must be reinforced.
- Many people expressed needing **better working conditions**.

### STRENGTHEN WORKFORCE PROTECTIONS FOR ALL

- Many participants expressed interest in **extending and accessing COVID pay** in San José.
- Participants voiced that they wanted the City to **create more employment opportunities** for those who have lost their jobs due to the pandemic.
- Some community members have **very little faith in the legal options available to them** or think the burden and hassle of countering a wrongful firing or other discretion is not worth it and decide to do nothing.

### PROTECT UNDOCUMENTED WORKERS

- Undocumented workers have been the one of the most impacted groups affected by the pandemic because **employers already took advantage of their status** before the pandemic.
- There was an expressed interest in **affordable healthcare** for healthcare workers, particularly those who are undocumented.

### SUPPORT FRONTLINE AND HEALTHCARE WORKERS

- There is **limited support and care for healthcare professionals**, which yields fewer services or lower quality of care for the public.
- Healthcare workers need mental health support** that is free/accessible. For example, free hotlines that direct healthcare workers to specific resources.
- Families emphasized the need for **fair pay for therapists and caregivers** so that children can have quality care from experienced professionals and families can experience less turnover.

### What kinds of support would you like to see provided for the community as the City recovers from COVID-19?

\*Participants were able to select their top 3 priorities.

34%

Respondents who selected **better working conditions, safety standards, and support for workers** among their top kinds of support they would like to see.

29%

Respondents who selected **employment and internship opportunities for youth and adults impacted by COVID-19** among their top kinds of support they would like to see.

16%

Respondents who selected **programs and support for arts and cultural workers** among their top kinds of support they would like to see.

# Workers Health, Safety, and Rights

DRAFT

*"My husband got fired from his job for not coming in for two weeks after getting sick from COVID. He's not interested in suing his former employer because he thinks it'll just **end up being expensive and unproductive.**"*

*"My workplace is more flexible and accommodating to my emotional/mental and physical health needs. Tremendous effort had been made to check in with co-workers more frequently, delegate tasks, and continue to operate at capacity with adherence to COVID-19 safety protocols like mask-wearing and showing proof of vaccination status. **I feel very safe at work for these reasons.**"*

*"I am the primary wage earner, so we had to make sure I could do my job remotely. I had to learn new platforms and figure out how to engage with others on these platforms. Also, when I went back to in person, **there were some safety protocols, but they became more and more lax.** I was exposed to COVID directly at least 10 times last year because of the loosening of the masking, reporting, contact tracing, and quarantine rules."*



Lived Experience Group members at Pop Up at Goodwill Job Fair.

*"My husband's employer took advantage of the need to social distance, to create a graveyard shift, and forcibly switch staff to that shift. I barely saw my husband for the first two years of our marriage as a result. Because he and the rest of the staff were contractors they also refused to give sick leave for COVID, and **fired people for having COVID and not being willing to come in while sick.**"*

*"Since 2020, I have experienced an overall **improvement with the flexibility at work** and ability to join groups such as Community Emergency Response Team (CERT) and the neighborhood association. Most of my challenges have turned into great opportunities. From my perspective, the new normal is a major improvement in the quality of life instead of commuting for hours and polluting."*



Community members at Community Forum at SEIU Local 521.

*"I would love to see **financial support for any and all people with disabilities who cannot safely work in person** and get an appropriate disability accommodation nor afford to quit their jobs, especially in a high cost of living area like San José. Some of us have disabilities too severe to work jobs that cover our expenses but still do not qualify for adequate disability assistance."*

*"It was **disheartening when supervisors were treating the COVID protocols as a joke.** Whenever updated COVID information was shared, a supervisor would yell over the cubicles mocking people for having to wear masks and wiping down equipment after using."*

*"We have been able to **advocate for our rights.**"*

*"Keeping a job when everything **is digital** and you don't know how to use the computer is challenging."*

*"We are a one income family of three. **I had to go back to work in fear of getting sick.** I decided to buy insurance in case I got sick and died. My husband is disabled and we have a nine year old daughter. The levels of anxiety were high and I had to keep working since I work in education."*