

2025 Department Highlights

Community Engagement and Partnership

Build and maintain trusted relationships with community partners to ensure we are effective in serving those most in need of our support and can provide culturally and linguistically relevant support services.

“Over the last 7 years, our partnership with OLS has allowed us to support Latino small business owners and their workers. Further, we have been able to create a positive relationship between small business owners and OLS. All these efforts have been done while ensuring that business owners understand and are [compliant] with our City’s worker protections.” - Latino Community Fund, BOEF Partner

Community Outreach & Education Fund: 2024 - 2026 Cohort

- 10 partners, 8 of which are returning
- Over 1,000 intakes, helping workers to directly resolve concerns
- Nearly 4,000 workers trained in 380 trainings

Business Outreach & Education Fund: 2025 - 2027 Cohort

- 7 partners, 5 of which are returning
- 8,800 businesses reached via activities
- Over 2,000 businesses representatives trained
- 1,600 businesses visited door-to-door outreach

Multi-jurisdiction agency networks

OLS belongs to local and nation-wide municipal and county labor standards agency networks that promote shared learning and collaboration.

Boards & Commissions

- Domestic Worker Standards Board (DWSB)
 - Labor Standards Advisor Commission (LSAC)
- Each are comprised of worker, business, and community organization voices. We lean on them for their advice on working conditions, outreach strategies, and more.

Domestic Worker Reports – Exemplar

For the past several years, OLS, alongside a large coalition of community members and DWSB member, conducted research to assess a paid time off policy for domestic workers. These efforts culminated in two reports that we issued last year. This work stands as exemplar of the importance of community engagement and collaboration.

Business Education and Support

Invest in business education and support to prevent labor standards violations in the first place and avoid burdening workers with accountability responsibilities.

“I am proud of the elevating and betterment of our policies we were able to achieve in a short amount of time thanks to your guidance. As always, I am so grateful for your education and partnership as we make sure [our business] is as safe and compliant as possible.” - Compliance Letter Customer

Educational Materials and Trainings.

- Educational materials for all 16 laws
- Mailed 52,000 Workplace Posters to support business posting requirements
- Posters and multiple materials available in 30+ languages
- Provide live trainings and recorded trainings/video shorts

Summer Field Outreach: 478 businesses visited
OLS staff visit businesses to increase awareness
and provide live technical assistance. Our Summer
activities start with a large collaborative event on
May Day where we frequently partner with

community partners and fellow departments to
visit businesses.

Technical Assistance Line: 149 businesses
supported

Strategic Enforcement, Adaptive Approaches

Use strategic approaches that deepen our impact and efficacy: co-enforcement, company-wide investigations,
and alternative tools that allow us to effectively resolve violations fairly and as quickly as practicable.

*“It was empowering to work with local government to rectify this [labor standards] wrong, and I would
strongly recommend that anyone who is having their worker’s rights violated contact the Office of Labor
Standards.” - Grocery Store Employee*

Worker Intakes

*Minimum Wage, Wage Theft, and Paid Sick and
Safe Time are consistently top inquiries.*

Intake Numbers – Year over Year

The number of intakes rises every year.

Intakes Received:	1,522	Intakes Received – 2024:	1,383
> App-Based Work Intakes:	393	Intakes Received – 2023:	1075
> Unresolved rolling into 2026:	84	Intakes Received – 2022:	900
Intakes Resolved:	1,438	Intakes Received – 2021:	738

Investigations

New Investigations Opened:	46	Number of Affected Workers:	33,269
Investigations Resolved:	84	Remedies Assessed to Workers:	~ \$21.5m
Resolved via settlement:	80%	Fines & Penalties Assessed to City:	~\$142,000

Compliance Letters: 132 businesses supported

*The Department uses this tool when a complaint doesn’t meet enforcement priorities, but where there is
evidence of potential violations. The letter informs the business of their legal responsibilities and our
technical assistance services. In some cases, the Department conducts limited corrective education and
requests confirmation of compliance.*