Mayfair Improvement Initiative Worker Survey

Prepared for:
The Center for Justice, Tolerance and Community at
The University of California Santa Cruz

By Empowerment Research!
A Program of the Community Development Institute

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THIS REPORT WAS MADE POSSIBLE THROUGH
THE COLLABORATION OF

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Executive Summary

This study provides input on critical community needs to the Mayfair Improvement Initiative (MII), which, with the city of San José, is working to create an Adult Learning Center that will serve the MII and proximate underserved communities. This report identifies employment readiness needs, disseminates information on what employment development programs residents would participate in, and provides baseline data for future assessments on the impact of worker development programs implemented in the MII's service area.

The Community Development Institute was contracted by the Center for Tolerance, Justice and Community to conduct a survey of Mayfair residents. Under the supervision of CDI, from July 2004 to October 2004 community members from the Comité de Cesar Chávez and a Vietnamese-speaking interviewer were trained to conduct surveys. They successfully completed a door-to-door survey of 250 households in the newly reconfigured MII service area. The resulting data suggest several phenomena that will be vital to the development of worker development programs.

To contextualize the results, it is first important to note that the survey has an over sample of Latinos – while Latinos are around 60% to 65% of the area population, over 90% of our respondents are Latinos. This is partly due to the response rate and to other factors discussed below. As for the results, the survey revealed that the community members surveyed face numerous barriers to living wage employment such as lack of documentation, poor English fluency rates, and low educational attainment. Seventy-eight % of respondents consider English fluency as a barrier to employment. Sixty % of respondents said that they did not have a social security number and 63.6% reported the lack of a driver's license, which is a phenomenon often connected to lack of documentation; given the over sampling of Latinos this suggests that around 45% of the Mayfair labor force may face documentation issues.

These barriers lead to adverse economic outcomes including low wages, lack of adequate benefits, infringement of worker rights, and a general suppression of the quality of life for Mayfair workers. Many residents work in low-paying industries, with many gravitating to the construction, childcare, janitorial, and restaurant sectors. Mexican immigrants comprised the highest proportion of respondents receiving $10.00 or less per hour (52% of this cohort).

Recommendations include:

- The Adult Learning Center should focus on developing programs to improve English proficiency/fluency, increase employment skills, educate workers on citizenship and civil rights, and implement vocational training.
- Mayfair should continue to advocate for immigrant rights and participate in coalitions designed to improve such rights, facilitate naturalizations, and achieve amnesty for undocumented residents.
- Best practice research should be undertaken to draw from successful models from across the country on how to address the multiple barriers to employment faced by Mayfair residents.
- Research should be conducted to compare the data from this report on worker backgrounds with local employer needs (worker skills desired) to better inform the development of ALC programs and interventions.

Introduction

This study provides input on critical community needs to the City of San Jose in their efforts to create an Adult Learning Center that will serve the Mayfair Improvement Initiative (MII) and proximate underserved communities. This report identifies employment readiness needs, disseminates information on what employment development programs residents would participate in, and provides baseline data for future assessments of the impact of worker development programs implemented in the MII's service area.

Empowerment Research! (ER!), an applied social research and civic engagement program of the Community Development Institute, was contracted by the Center for Tolerance, Justice and Community (CTJC) at The University of California Santa Cruz to survey working-age Mayfair residents (25 to 65 years of age) living within the MII service area. This research seeks answers to the following research questions:

- What are the educational attainment and key demographic attributes of Mayfair workers?
- What are the principal barriers to employment faced by Mayfair residents?
- Are there differences in wages based on country of origin, documentation status, age, educational attainment, and gender?
- What training and educational services are in demand by Mayfair residents?
- How, when, and to whom should ALC services be provided?

Methodology

ER! worked closely with Dr. Pia Moriarty, program director at the MII, and CTJC Co-director Dr. Manuel Pastor in the development of the survey questionnaire and overall survey research design. ER! purchased a random sample of households from Survey Sampling, Inc. The sample matched the demographics of the Mayfair community, which is comprised of eight census block groups. The identification of these block groups was challenging because the service area of the MII was enlarged at the commencement of the worker survey project. Figure 1 shows the pre-2004 Mayfair service area outlined in black. A total of 550 households were included in the survey, and community members from the Comité de Cesar Chávez and a Vietnamese- speaking interviewer were hired and trained to conduct door-to-door interviews over a period of 4 months. Ultimately, 250 households were surveyed, which produced an overall margin of error for the survey of ± 6.12% (see Figure 1 for the location of respondent

households). Cross-tabulated data which compared the relationship between two variables (e.g., ethnicity and educational attainment) is less reliable because the sub-samples are reduced considerably in each of these cross-tabulations. ER! staff implemented a survey quality control plan that included contacting respondents to verify that interviews took place and querying them regarding the effectiveness of interviewers.

Figure 1: Mayfair 2004 Service Area and Respondent Households

Empowerment Research
A Community Development Institute Program

Map Layers
- Interviewee Households
- Sample Households

Location
- Mayfair Service Area 2004

Highway Types
- Interstate
- US Highway
- Primary State Highway

0   .1   .2   .3
Miles
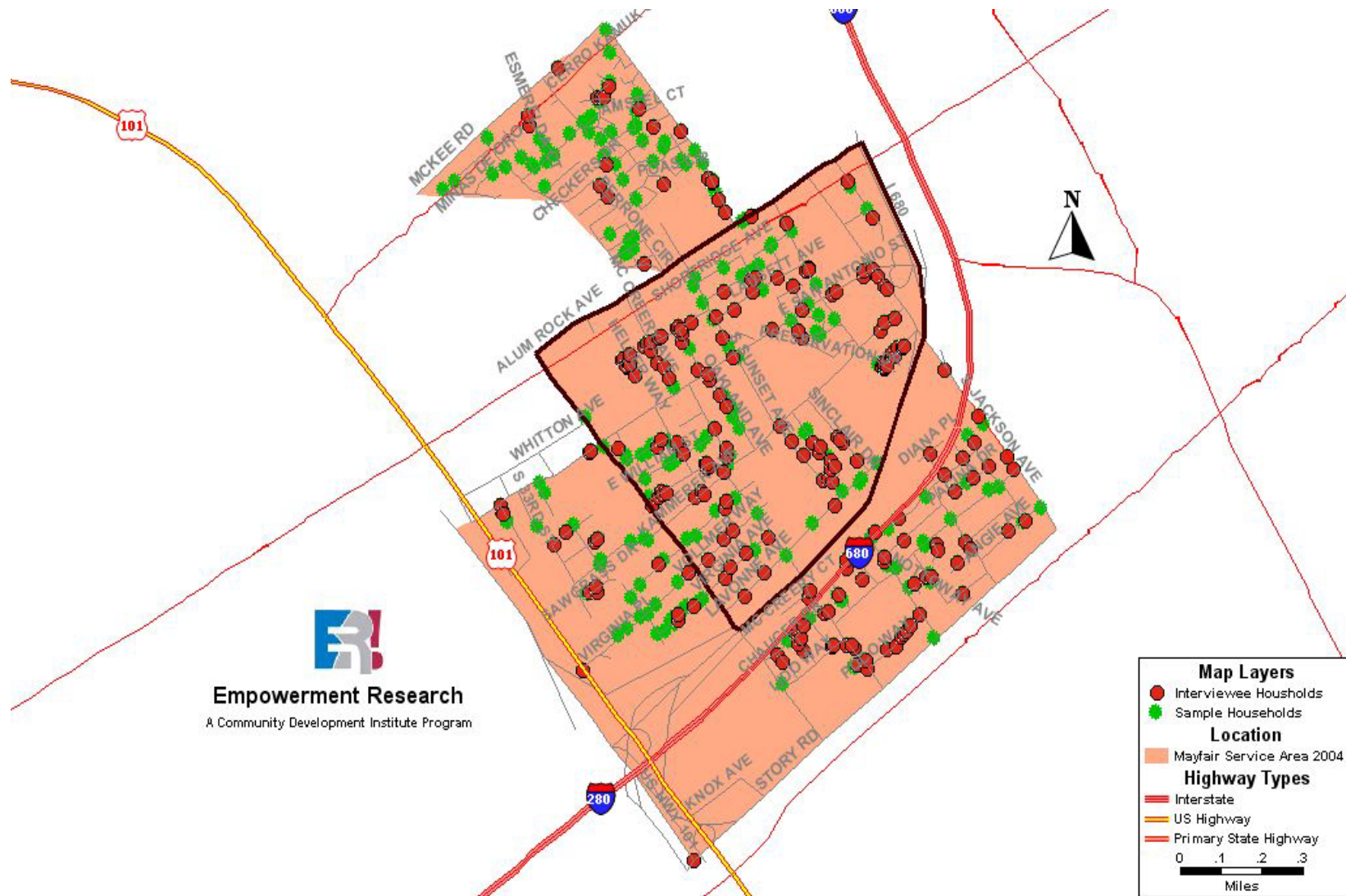
General Demographic Characteristics

Of the 250 people between the ages of 25 and 65 years old surveyed, 52.8% were women and 42.4% were men; there were 12 missing responses. Ninety-one percent of respondents were Latino, 6.6% Asian, 1.2% African-American, and less than 1% was Indian (0.4%) or bi- or multi-racial (0.8%). Six respondents didn't answer the ethnicity/race question (see Figure 2). According to ER! custom tabulations of 2000 census data[1], Latinos (64.9%) and Asians (26.9%) are the predominant ethnicities/races in Mayfair (see Figure 3). The Latino proportion of the respondent pool was much higher than their proportion of the MII 25- to 65-year-old population. As such, Asians are underrepresented in the interview pool. This can be explained by the much lower response rates in the census block group with high proportions of Asian households to the north and west of the former MII service area (see Appendix A).[+] In addition, higher incomes and educational attainment are characteristic of the communities north and west of the old Mayfair service area. For example, 56.9% of persons north and west of the former Mayfair Service area have a high school diploma compared to 42.5% within the five census block groups with a high response rate (see Figure 1). Moreover, 37.2% of the low response block groups earn more than the median income for Santa Clara County ($74,335)[*] compared to only 28.9% of the communities with a higher response rate. Consequently, the communities that would benefit most from the services of the ALC (low incomes and low educational attainment) are within the block groups that had high response rates.

There are several theories that can be advanced to explain the low participation rates in the new Mayfair communities:

1) The Mayfair service area changed four days before the survey was to commence. At that point, Spanish- and English-speaking interviewers had already been hired and trained. Although a Vietnamese interviewer was employed, cultural and language issues could have suppressed the Asian community's participation.
2) Residents of the new communities may have not been aware of the MII and been less amenable to participating in the survey.

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[1]Custom tabulations include the ethnicity breakdown of the entire population, not specifically individuals 25 to 66 years of age.
[+]Please note that all save 10 of the sample (500+) households were visited during the interview phase of the project.
[*]Please note that the Census 2000 data used for this analysis household income greater than $75,000.

3) More affluent residents in the new communities may have been less motivated by monetary incentives to participate in a survey that took 30 to 60 minutes to complete.

Figure 2: Respondent Ethnicity

African American , 1.2%
Indian, 0.4%
Bi-/multi-racial, 0.8%
Asian, 6.6%
n=244
Latino/a, 91.0%
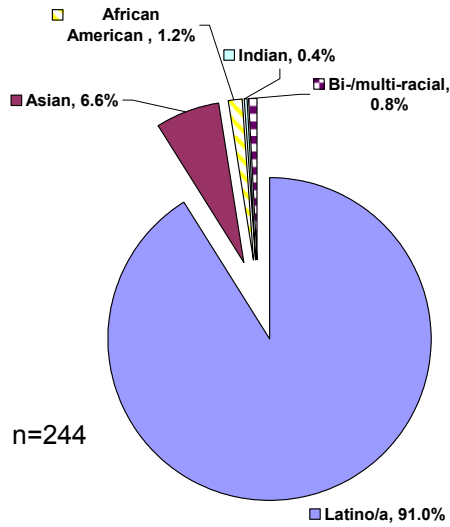
Figure 3: Racial Composition of Mayfair Residents 25-66 Years Old in 2000

African American, 2.5%
White, 3.6%
Asian, 26.9%
Pacific Islander, 0.1%
Other, 0.3%
Hispanic, 64.9%
2+ Races, 1.6%
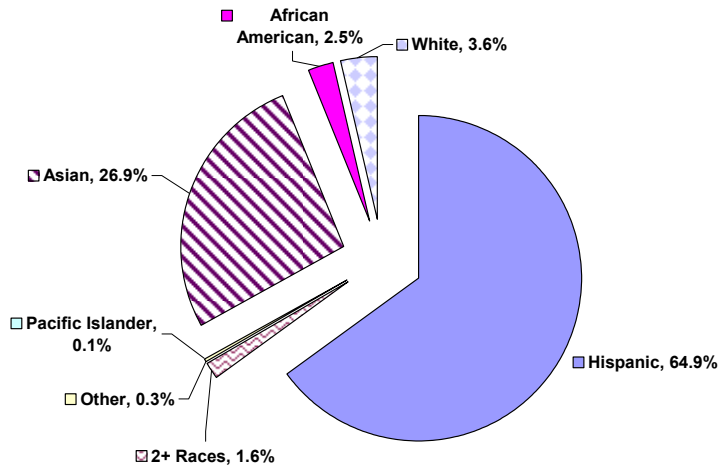
Source: Empowerment Research!, Custom Tabulation of Census 2000 SF3 Data.

Nearly half of all respondents (49.2%) were between 25 and 34 years old, more than a quarter (27.8%) were 35 to 44 years old, 16.1% were ages 45 to 54, and 6.9% were 55 to 65 years old. Two individuals did not provide age information (see Figure 4).

Figure 4: Sample Age Distribution

n=248
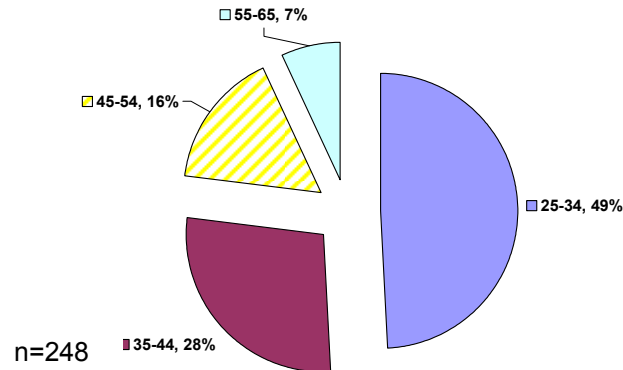
Country of Origin

Of the responses received, a greater part of the participants were foreign-born residents, of which 79.4% were born in Mexico. Participants born in the United States represented 9.7% of the respondents, 5.2% said they were from another Latin country, and 4% indicated that they were immigrants from Vietnam (see Figure 5).

Figure 5: Country of Origin

n=248
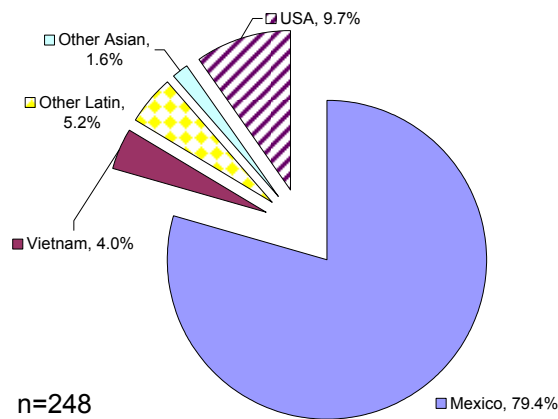
Tenure in Mayfair

Respondents have lived in Mayfair anywhere from 1 to 48 years. Table 1 illustrates that a plurality of residents have lived in Mayfair for 1 to 2 years (32%) and a majority of respondents (54%) have lived in the community fewer than 6 years.

Table 1: Mayfair Tenure

Years in Community	# of Respondents	% of Respondents
1-2	80	32.0 %
3-5	55	22.0 %
6-10	47	18.8 %
11-15	35	14.0 %
16-20	16	6.4 %
21-25	7	2.8 %
26-30	4	1.6 %
31 +	6	2.4 %

n=250

Language

- *Eighty-four percent of the surveys were conducted in Spanish, 13.6% in English, and less than 1 % (0.4) in Vietnamese.*
- *Participants expressed an overwhelming desire to speak English in all settings (98.4%) across all categories.*

Participants were asked about various locations and situations in which they may or may not speak English, including at work, at the store, at the doctor's office, with social service providers, at community meetings, and at other locations (see Figure 6). Almost 55% of people speak English at work (54.7%), 51.4% at the store, and 66.7% in "other" settings. Only 34.7% speak English at community meetings. According to 2000 census data, 54.6% of the all adults in Mayfair speak Spanish. Additionally, 47.9% of Spanish speakers between the ages of 18 and 64 in Mayfair either do not speak English well or do not speak it at all.

Figure 6: English Usage
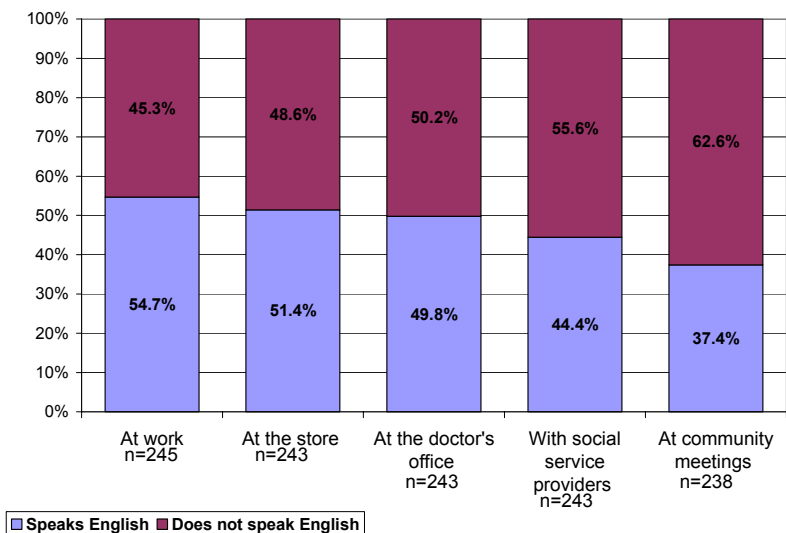
In addition, respondents were asked whether or not they would like to be able to speak English at these locations. In almost every setting, participants indicated a strong desire to speak English.   A greater number of individuals expressed a desire to be able to speak in English than indicated actually using English in each of the settings indicated.   For example, while 98.4% wanted to speak English at community meetings, only 37.4% reported actually doing so (see Figure 7).

Figure 7: Actual and Desired Communication by Setting
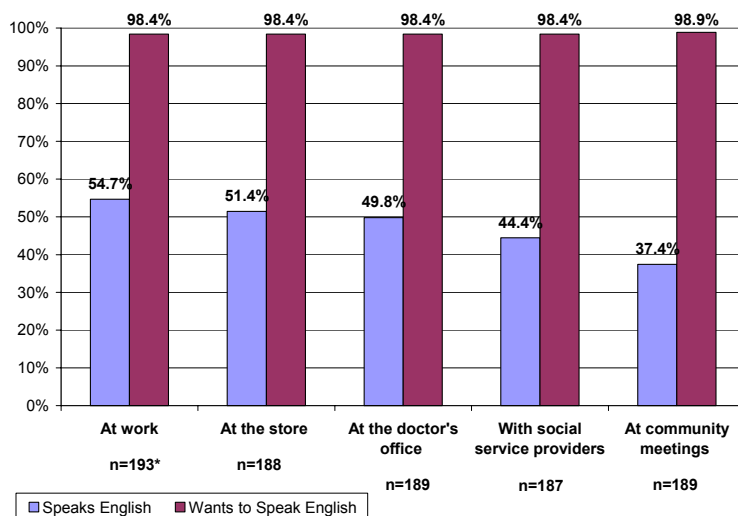
* n refers to desire to speak English, refer to figure 6 for n for English usage

Educational Attainment

- *High school graduates represent 33.7% of the overall set of respondents. Of those, 77.4% received their diploma in their country of origin.*
- *Nearly 9% of all respondents attended a university, compared to 2.9% who had no formal education.*
- *More women have a high school diploma than men (33.9% compared to 30.5%); however, 3.9% of women have no formal education and 27.6% have an elementary-level education.*
- *Over half (54.4%) of all Mexican immigrants have less than a high school diploma.*

Two hundred twenty-three people specified their level of educational attainment. Of this group, 49.4% have less than a high school diploma, compared to 33.7%[2] who graduated from high school, 8.9% who attended a university, 4.9% who attended vocational school, 3.7% who went to community college, and 2.9% who had no formal education (see Figure 8). In comparison, according to 2000 census data, 42.6% of Latinos have less than a 9th grade education, 23% have been to high school but did not receive a diploma, and only 15.2% have a high school diploma (see Appendix D for detailed census educational attainment information).

Figure 8: Mayfair Respondents' Educational Attainment

n=245

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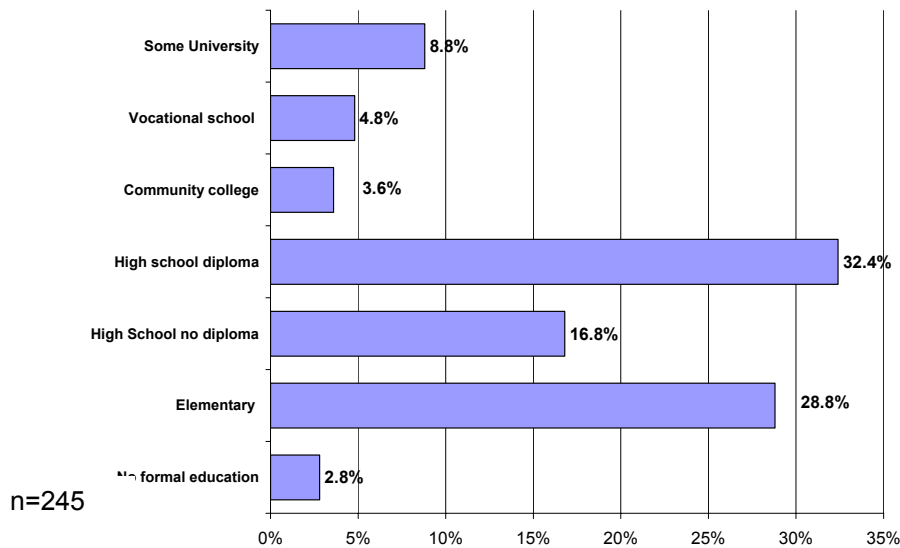
[2]Please note that 10.6% of respondents stated that they were educated in a preparatory school or "prepa." These respondents were included in the high school graduation figure.

The majority of foreign-born residents were educated in their country of origin. Over 94% of participants with an elementary-level education were foreign-educated and 77.5% received a high school diploma in their country of origin.

There are disparities between educational attainment of foreign-born residents and those born in the United States. The majority (54.4%) of participants born in Mexico have less than a high school diploma, with 35.9% having an elementary-level education, 16% having attended high school but not received a diploma, and 2.6% having no formal education. In contrast, over two-thirds (78.1%) of residents born in the United States have a high school diploma or higher, of which 47.8% have a diploma and 26% attended community college or a 4-year college or university.

Educational attainment varied across age groups. The largest proportion of individuals who have an elementary-level education were residents in the 45- to 54-year-old cohort (36.8%), followed by 35- to 44-year-olds (30.4%), and 25- to 34-year-olds (27.5%). Although only 17.6% of seniors 55 to 65 have an elementary-level education, they represented the largest proportion of adults who had no formal education (17.6%) or community college experience (11.8%). Additionally, participants between the ages of 25 and 34 had the largest proportion of high school graduates with 37.5%. Nearly 29% (28.9 %) of adults ages 45 to 54 have diplomas. None of the seniors attended a university, compared to 11.7% of adults aged 35 to 44 and 9.2% of adults aged 25 to 34.

Income

Nearly half (46.9%) of those surveyed specified earning $10.00 or less per hour. Roughly 31% earned between $10.01 and $16.00 per hour, 16.3% earned between $16.01 and $25.00 per hour, and 5.4% earned more than $25.00 per hour (see Figure 9).

Figure 9: Hourly Wage Distribution

More than $25, 5.4%

$16.01-$25, 16.3%

$10.01-$16, 31.3%

Less than $10, 46.9%

n=147
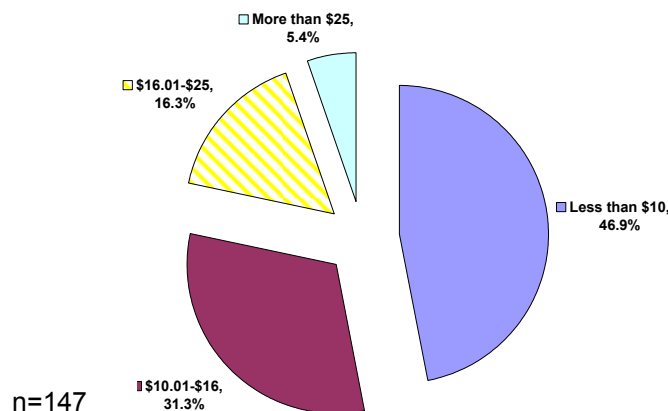
Employment Experiences of Mayfair Residents

Approximately 90% (89.6%) of Mayfair residents in the workforce are employed either full time or part time (see Figure 10). The vast majority of those residents who are unemployed have been so for 5 years or less. About half (48.8%) of out-of- work residents have been unemployed for a year.

Figure 10: Work Status of Employed Workers

n=181
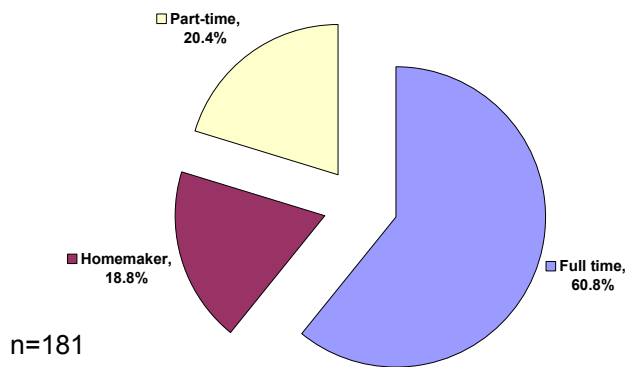
Additionally, 76.9% of male respondents work full time compared to 45.1% of the female respondents. Thirty-five percent of female respondents were homemakers. Forty percent of all full-time workers earn $10.00 per hour or less. A larger proportion of part-time workers earning more than $25.00 per hour than full-time workers (6.5% versus 2.7%). The age distribution of participants by worker status is shown in Figure 11.

Figure 11: Employment Status by Age

n=180

11
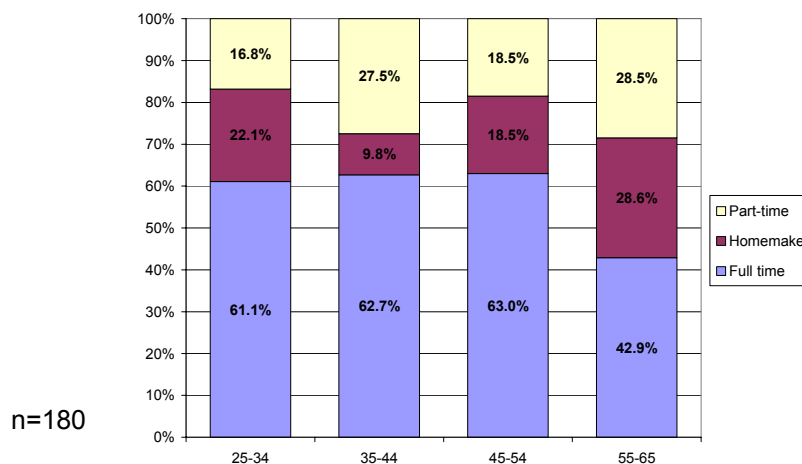
A greater proportion of Mayfair residents have worked for their current employer for 1 to 5 years. A vast majority (88%) of workers hold permanent positions as opposed to 12% working temporary jobs. Just under half (46.5%) of workers had only one job in the past year.

Job Skills

Participants were asked what type of work they had done in the past to get a sense of the skill level and the work history of participants. Table 2 details respondents' experiences in various employment categories.

The data show that the highest percentage of respondents had skills related to housecleaning and janitorial work, while a small proportion of respondents had experience with healthcare and computer repair. Other respondents said they worked in agriculture, cosmetology, as a secretary, cook, driver, or electrician.

Table 2: Occupational Skills

Occupation	Frequency of Affirmative Response	Percentage
Housecleaning	130	52.0 %
Childcare	113	45.2 %
Janitor	104	41.6 %
Working in Restaurants	93	37.2 %
Landscaping/Gardening	85	34.0 %
Electronic Jobs	81	32.4 %
Construction	62	24.8 %
Carpentry	40	16.0 %
Hotel	28	11.2 %
Healthcare	20	8.0 %
Computer Repair	14	5.6 %

Industry Distribution

- *Labor force participation for Mayfair residents is concentrated in the construction, accommodation, and retail industries.*
- *Mexican immigrants are employed in the low-paying accommodation and production sectors.*
- *Only 32.4% of Mayfair residents reported the ability to find a job in San Jose.*

- *For those residents who work in San Jose, their labor force participation is primarily in the accommodation, construction, and manufacturing sectors.*

A series of questions were posed to ascertain the employment experiences of residents in Mayfair. Residents were queried on their current job and their work history in San Jose in general. Unexpectedly, 67.6% of the participants reported that they were unable to find jobs in San Jose. Illustrating employment spatial mismatch, Census 2000 data revealed that 46.7% of Mayfair residents work in San Jose, while the majority (53.3%) works outside of the city.

Residents of Mayfair are employed for the large part in the construction, retail, restaurant, and janitorial/housecleaning industries (see Figure 12). The majority of residents got their job through a referral from a friend or relative in Mayfair (32.4%), a friend or relative outside of Mayfair (26.5%), or by contacting the employer directly (24.3%).

Figure 12: Employment Industry Distribution

n=118
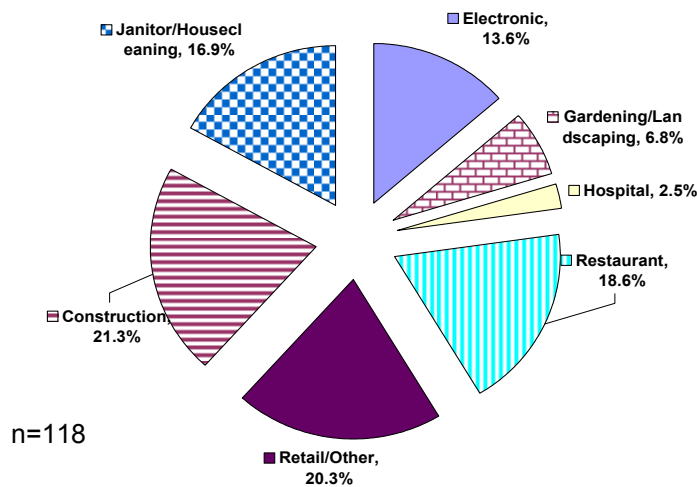
Of the 234 respondents who indicated both country of origin and current employment industries, 78.2% were born in Mexico and 21.8% were born elsewhere. There were too few respondents from countries other than Mexico to draw statistically significant comparisons. However, the data allows for a general look at some of the employment industry distribution differences between those born in Mexico and those born in other countries.

Mexican immigrants were heavily employed in construction (21.4%), janitorial/housecleaning (19.4%), restaurant (19.4%), and retail/other (18.4%). They were less concentrated in the gardening/landscaping (8.2%) and hospital work (1.0%) industries. Respondents born in other Latin American countries were evenly represented (1 worker each; 16.7%) in all industries with the

exception of gardening/landscaping, in which no one worked. Of the four people born in Vietnam, two worked in electronics and two in retail/other (50.0% each). Finally, the top two industries for those born in the United States (9) were retail/other (44.4%) and construction (33.3%), with no U.S.-born respondents working in the fields of janitorial/housecleaning, gardening/landscaping, or restaurants (see Figure 13).

Figure 13: San Jose Industry Type: Mexico and U.S. Origin
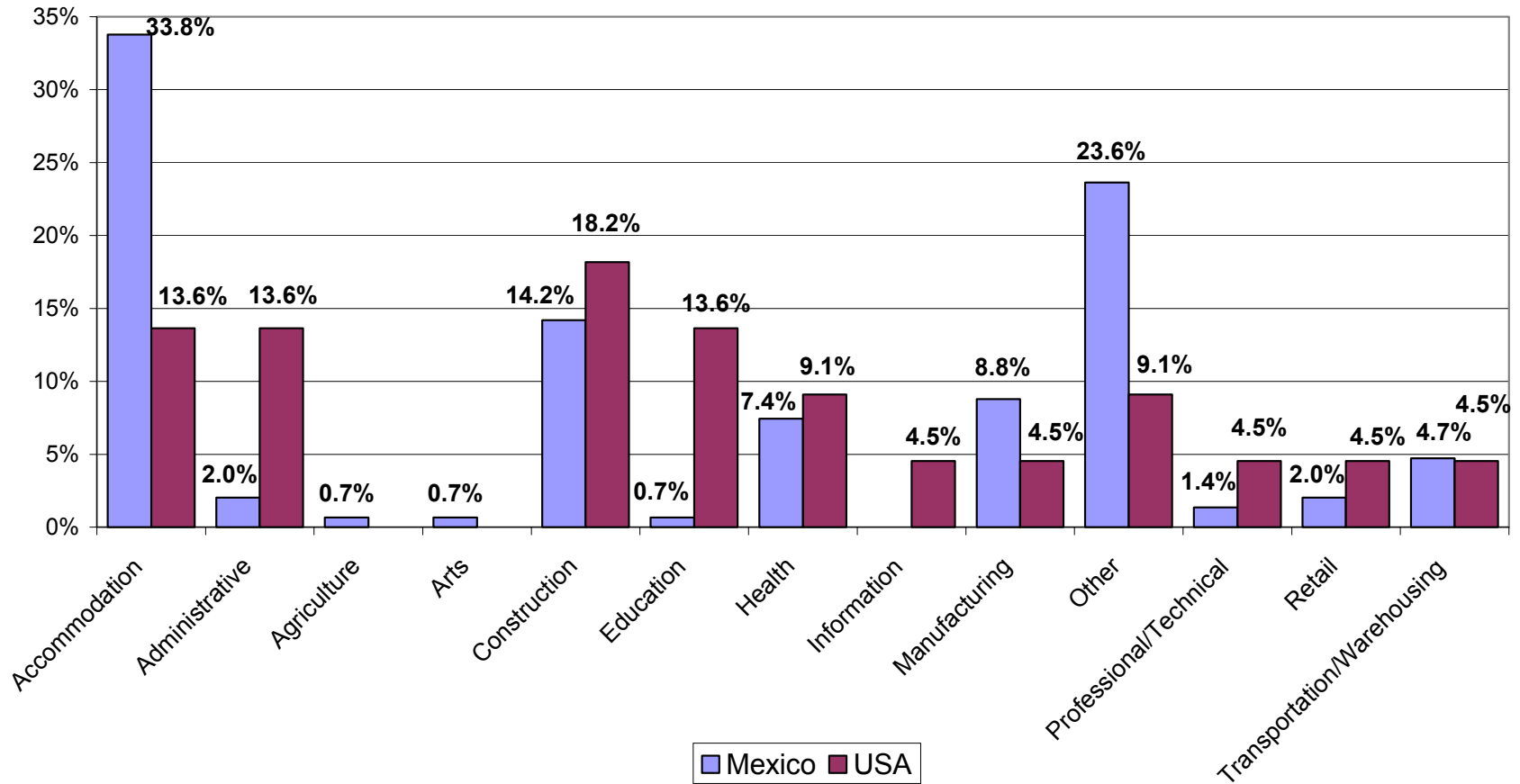
n=235

Labor force participation of Mayfair residents in the city of San Jose is not much different from that of their overall employment experiences. Although only 33.4% stated that they were able to find jobs in San Jose, the industry distribution parallels their employment industry distribution in general. Mexican immigrants were primarily employed in the accommodation, construction, manufacturing, and "other" industries in San Jose (see Appendix B for explanation of industries). Those born in the United States have been employed in the construction industries, educational sector, accommodation, and administration. As Figure 12 illustrated, the participation of Mexican immigrants in the accommodation sector and the "other" sector is almost triple that of U.S.-born workers. The industries in which most Mexican immigrants participate offer low wages compared to industries were U.S.-born workers were employed in San Jose. For example, 76.3% of respondents employed in the accommodation sector, 66.7% in manufacturing, 75% in retail, and 56.3% in the "other" sector earn $10.00 per hour or less (see Figure 14).

Figure 14: San Jose Job Industry and Pay Rate

n=147

□ $10 or less   ■ $10.01-16.00   □ $16.01-$25.00   ▨ More than $25.00
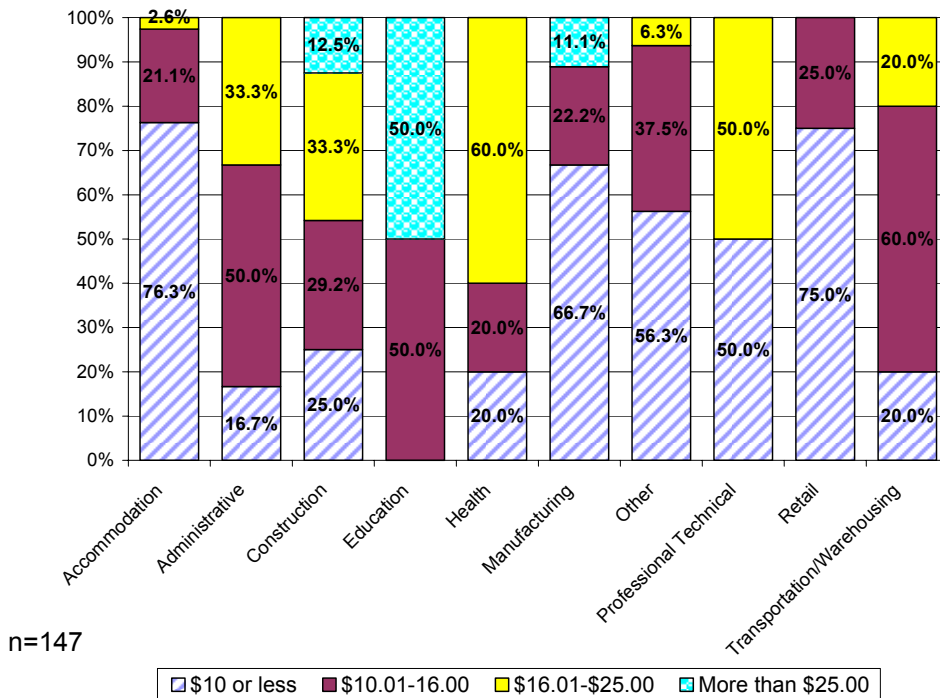
Unemployed Workers

- *The majority of the unemployed labor force is female, representing 81.3%, compared to the 18.7% who are male.*
- *Job search skills and level of education are the greatest barriers unemployed workers face when seeking employment.*

Respondents that were unemployed were asked questions about their previous jobs and pay rates. Of the unemployed women, 46.9% had earned $10.00 or less per hour when employed, while 31.3% earned between $10.01 and $25.00 per hour. Their participation in the workforce was concentrated in the areas of accommodation/service (cooks, janitorial, cleaning) and production (food processing and manufacturing). Eighty-five percent of these unemployed workers have had one to two jobs in the last year. When asked about barriers to gaining employment, unemployed workers reported a lack of job searching skills (84.8%), educational attainment problems (82.6%), and a great deal of difficulty finding a job in San Jose (80%). Table 3 illustrates unemployed workers' barriers to employment.

Table 3: Barriers to Employment for Unemployed Workers

Barriers to Employment	Percentage of Unemployed Workers	n
Need Job Search Skills	84.8 %	46
Level of Education Problem	82.6 %	46
Can't Find a Job in San Jose	80.0 %	45
No Resume	76.0 %	46
No License	71.6 %	
Lack of Skills Problem	71.1 %	45
Having No Diploma	69.6 %	46
Problems with Social Security Number	68.0 %	47
Low Cost Childcare	61.7 %	47
Difficulty Reading/Writing in Own Language	22.0 %	41

Pay Rate

- *A plurality of participants are employed in low-paying occupations earning $10.00 per hour or less.*
- *Over half of all Mexican-born immigrants earn $10.00 per hour or less, compared to 16.7% of U.S. citizens.*
- *Of those who earn more than $25.00 per hour, none are women. The majority of female participants (58.5%) earn $10.00 or less per hour.*

Overall, 46.9% of the respondents earn $10.00 or less per hour, 31.3% between $10.01 and $16.00, 16.3% between $16.01 and $25.00, and only 5.4% earn more than $25.00 per hour. There are disparities in salary between age groups, gender, and country of birth.

The distribution of hourly wages by gender illustrates that male residents of Mayfair earn more than female residents. None of the female respondents earn more than $25.00 per hour. In fact, the majority (58.5%) of female workers gross $10.00 or less per hour (see Figure 15).

Figure 15: Hourly Wage by Gender

n=142
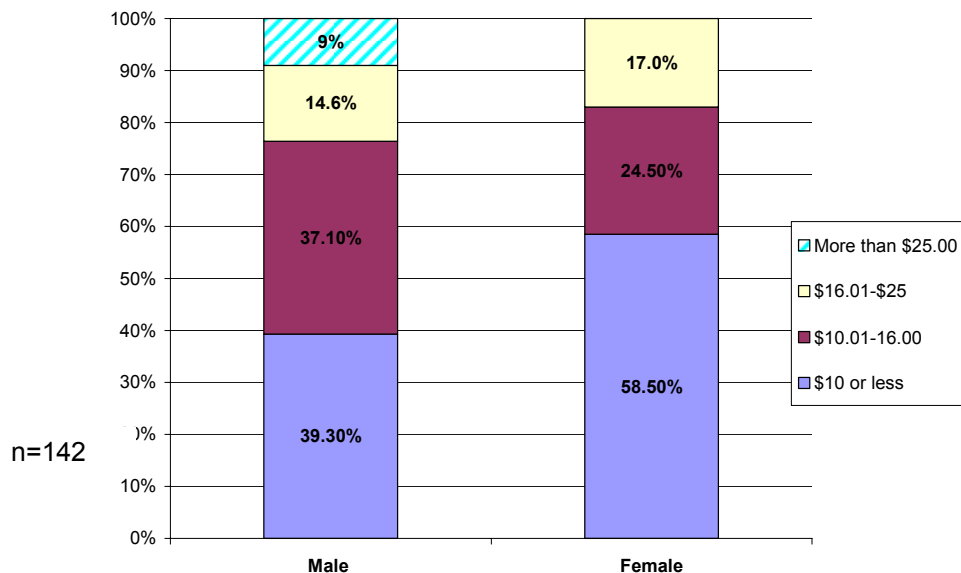
Foreign-born residents earn less than native-born residents overall. Of all residents born in Mexico, 52.5% earn $10.00 or less per hour, while only 16.7% of those born in the United States earn $10.00 or less per hour. Almost two-thirds of the residents born in the United States made $16.01 or more, with

41.7% earning between $16.01 and $25.00 and 25% earning more than $25.00 per hour.

Younger workers are paid an hourly wage less than those in other age cohorts. Over half of the respondents ages 25 to 34 (52.1%) earn $10.00 or less per hour. Similarly, nearly half (47.8%) of 35- to 44-year-old adults earn $10.00 or less per hour. For adults 45 to 54 years old, the pay rate distribution is a bit more even. Middle-aged respondents earning $10.00 or less per hour and those earning between $16.01 and $25.00 are equal at 34.8% each. Sixty percent of residents ages 55 to 65 earn between $10.01 and $16.00 per hour and 20% earn over $25.00 per hour (see Figure 16).

Figure 16: Age and Pay Rate
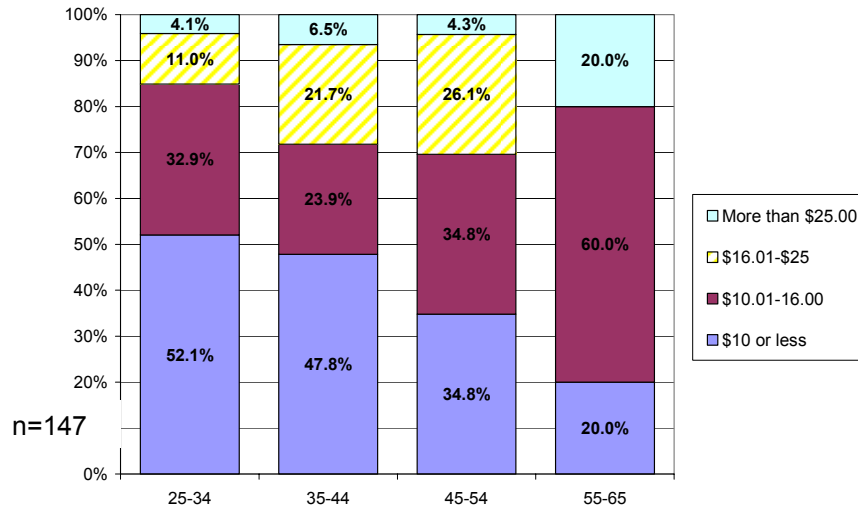
Individuals with elementary-level education or a vocational education proportionately earned less, with 62.2% and 55.6% respectively earning $10.00 or less per hour. The data shows that half of the residents that have no formal education made $10.00 or less per hour. Half of those who have attended community college earned between $16.01 and $25.00 per hour and 25% earned more than $25.00 per hour (see Figure 17).

Figure 17: Wages by Educational Attainment

No Formal	50.0%	50.0%	
Elementary School	62.2%	26.7%	11.1%
High School No Diploma	34.8%	47.8%	13.0%	4.3%
High School Diploma	47.5%	27.5%	15.0%	10%
Vocational	55.6%	33.3%	11.1%
Community College	25.0%	50.0%	25%
sity	27.8%	27.8%	38.9%	5.6%

n=147

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

☐ less than $10 ☐ $10-$16 ☐ $16-$25 ☐ More than $25
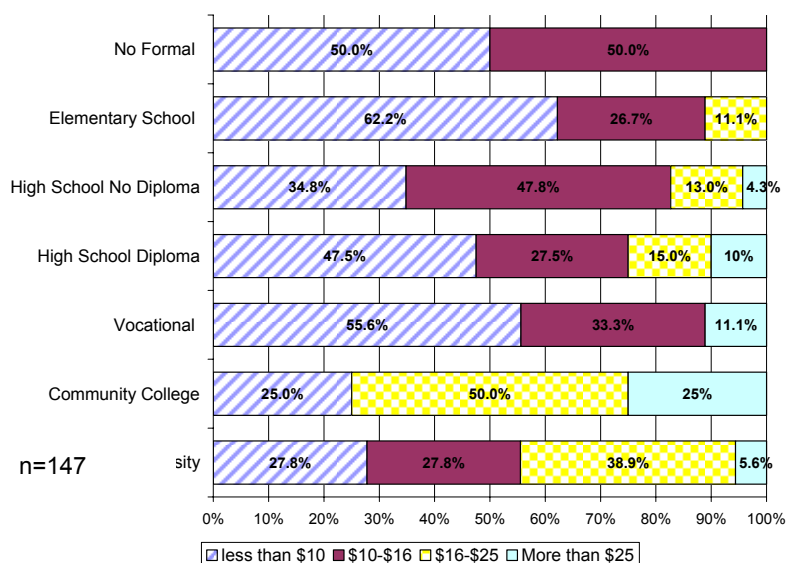
Benefits

When asked if their current employer provides health insurance, 54.7% of working respondents confirmed having health insurance. Health insurance positively correlated with higher paying jobs. As such, only 33.3% of those who earn $10.00 or less per hour have health insurance, compared to 75% of those earning more than $25.00 per hour. In addition, 56.6% of male and 54.0% of female respondents asserted that they have health insurance.

Participants were also asked about other benefits that were provided by employers. Only one participant indicated having a 401k; bonuses, family coverage, retirement, vacation days, sick leave, and union benefits were also cited.

Barriers to Securing Employment

Mayfair residents were asked a series of questions concerning the problems that they face when looking for work. These problems are often considered barriers to employment. One critical issue is documentation, including the lack of access to a social security number and a driver's license. English fluency and low educational attainment are also cited as potent barriers to employment. The barriers can be placed into four distinctive categories: (1) Language and Educational Impediments, (2) Resources and Services, (3) Documentation, and (4) Job Skills and Acquisition. What follows is a discussion of these barriers by gender, age, educational attainment, and country of birth.

Language and Educational Impediments

- *Over three quarters (78.5%) of the residents asserted that English fluency was a problem they faced when seeking employment.*
- *Eighty percent of female respondents and 79% of male respondents asserted that English fluency was a barrier to employment.*
- *Overall, 77.4% believed that not having a diploma diminished their ability to achieve gainful employment in San Jose.*
- *Additionally, 80% of participants agreed that level of education was an obstacle encountered when searching for a job.*

A larger proportion of younger participants (83.2%) felt that knowledge of English was a problem than did older adults. Seventy-three percent of 45- to 54-year-olds and 60% of those aged 55 to 65 said that English fluency was a barrier (see Figure 18). Individuals with an elementary-level education, vocational schooling, or a high school diploma made up the largest proportion of those with problems with English fluency.

Figure 18: Age and English Fluency as a Barrier to Employment

n=236
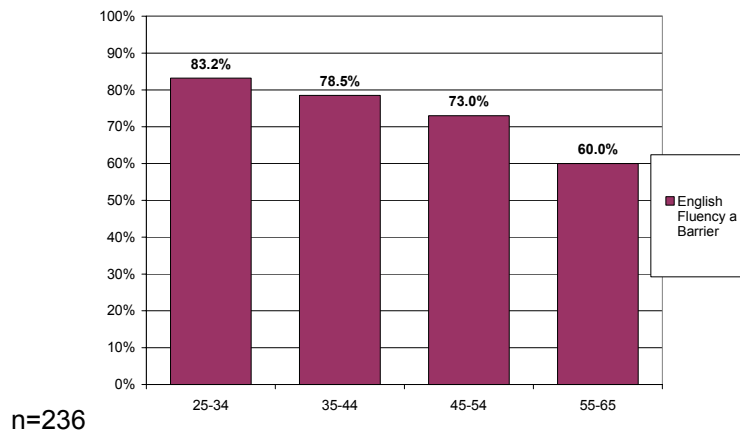
A majority of 25- to 34-year-olds (87.7%) named the absence of a diploma as a great challenge, as did 73.8% of those ages 35 to 44, 62.2% of 45- to 54- year olds, and 53.8% of individuals ages 55 to 65. The vast majority of both men (78.6%) and women (81.8%) agreed that having no diploma was a problem when looking for work. A greater part of those who had an elementary-level education or no formal education indicate having no diploma as an obstacle in securing employment (89.7% and 83.3% respectively). It is also important to note that 76.0% of participants who have a diploma also indicate diploma problems when looking for work. This presents an anomaly. We suspect that one reason for this difficulty is that many respondents received their diploma in another country, and it is difficult for employers to gauge its value. We also suspect that respondents

were indicating a need for other sorts of diplomas, including advanced education and vocational courses (see Figure 19).

Figure 19: Educational Attainment and Country Where Educated

n=241
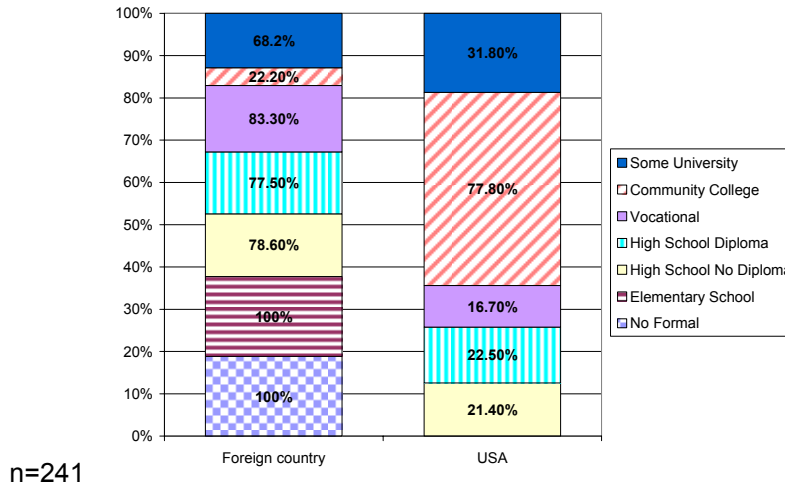
At 19.7%, difficulty reading and writing in the participant's own language was the problem least often identified as an issue in seeking employment. Seniors aged 55 to 65 represented the largest age group who identified this issue as a problem (35.7% compared to 16.2% of adults between 25 and 34 years of age). A greater proportion of women (24.1% compared to 16.7% of men) considered reading and writing in their own language to be a problem. On the other hand, 83.3% of residents with no formal education believed this to be a major impediment to securing a job.

Both men and women of all ages identified level of education as an issue. Across educational attainment levels (except community college attendees), respondents believed that level of education was an issue when looking for a job. In fact, as shown in Figure 20, community-college educated respondents believed that education was less of a barrier to acquiring employment than did 4-year college/university-educated interviewees.

Figure 20: Educational Attainment Level Impediment to Employment

n=225
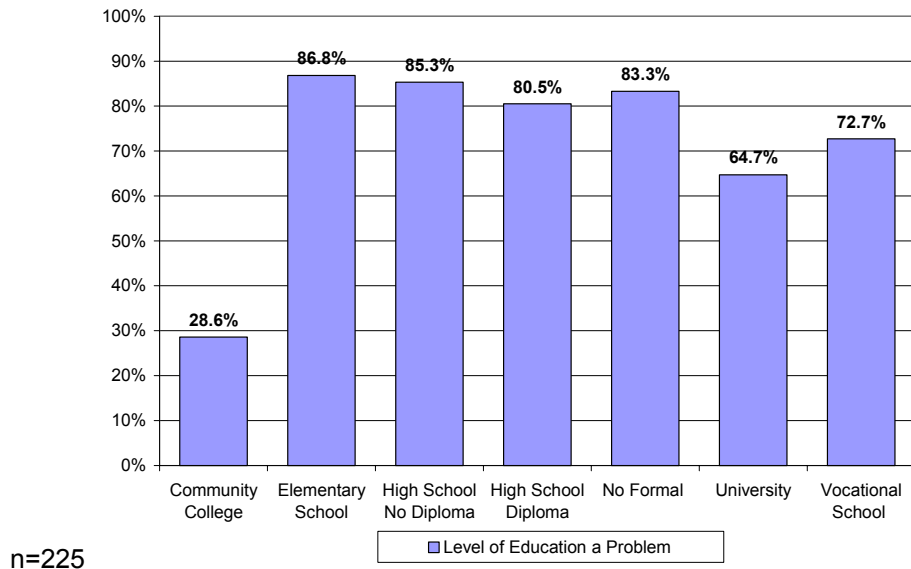
Resources and Services

Slightly over 50% (50.7%) of the population agreed that low-cost childcare posed an obstacle when looking for work. Sixty percent of female participants believed this to be a major hurdle in getting into the workforce, compared to only 34.9% of male participants. In addition, 60.3% of adults ages 35 to 44 and 53.3% of 25- to 34-year-olds identified low-cost childcare as a barrier they experienced when looking for a job in San Jose.

The proportion of the interviewees who identified lack of transportation as a problem when looking for a job was less than those who believed that transportation was not an issue (45% and 55% respectively). However, almost half of all women (49.6%) and 53.2% of adults ages 25 to 34 named transportation as an issue.

Documentation[*]

- *Most (77%) workers earning $10.00 or less per hour report problems with social security numbers.*
- *The proportion of women (71%) who have issues with documentation is greater than men (56%).*

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[*] The most effective method for measuring the documentation status was by posing questions concerning social security numbers and driver's license. Therefore, for the purpose of this study, participants who reported the absence of a social security number were deemed to be undocumented workers.

- *Mexican immigrants have the most significant documentation issues (75.8%).*

Documentation, e.g., social security number and driver's license, is critical to garnering employment. As such, we queried respondents to determine if they considered documentation a significant employment acquisition issue. Those who have problems with social security numbers represent 62.2% of all participants who provided a response, and 63.6% reported the lack of a driver's license as an issue. Again, it is important to note that there is an over-sampling of Latinos. Population estimates derived from census data suggest that 45.2% of residents of Mayfair have issues with drivers license and 45.8% have problems with social security numbers.

Younger adults have concerns about the lack of driver's licenses and social security numbers at almost twice the rate of seniors and middle-aged adults (58.5% compared to 28.6%). Seventy-seven percent of adults earning $10.00 or less per hour had problems with driver's licenses, while 80% of this group had problems with social security numbers. On the other hand, 30% of those earning more than $25.00 per hour had issues with social security numbers. Likewise, 71.1% of non-high school graduates and 83.3% of residents with a vocational education were concerned about not having a driver's license.

Mexican immigrants were concerned about the lack of documentation (license and social security number, 75.8% and 74.6% respectively).   For those born in other Latin countries, the level of concern about each was identical (at 38.5%) (see Figure 21). Overall, more women (slightly over 71%) than men (slightly over 56%) felt they had problems with documentation.

Figure 21: Social Security Barrier by Country of Origin

n=248
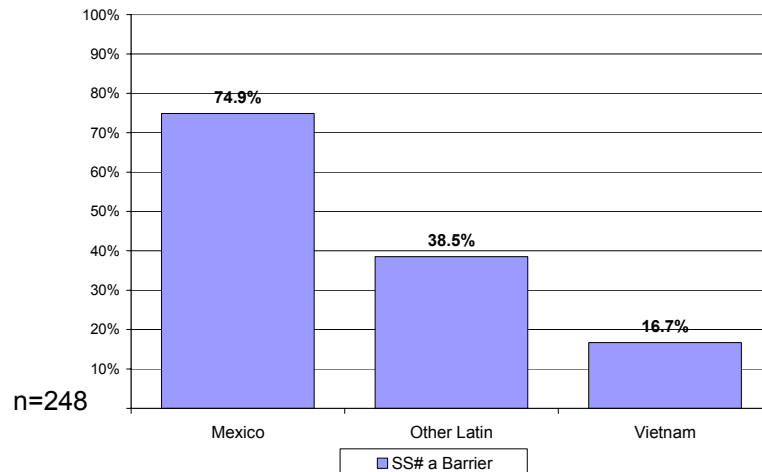
Undocumented Workers[*]

- *Slightly over 60% (61.2%) of the surveyed labor force reported problems with acquiring a social security number, with our estimates suggesting that around 40% of the actual labor force may have documentation issues.[3]*
- *Men born in Mexico represent 34.9% of the undocumented labor force compared to 46.8% of Mexican-born women.*
- *The participation of the Mayfair undocumented labor force working in San Jose has been primarily in the accommodation and construction industries.*

The majority of part-time undocumented workers (56.6%) work in accommodations. Similarly, 31.1% of full-time undocumented employees work in accommodations and another 31.1% of full-time undocumented workers are employed in the construction industry. Furthermore, 32.3% of undocumented Mexican male immigrants work in construction and 21.5% in retail. On the other hand, Mexican foreign-born women are concentrated in the housecleaning industry at 41.9%, while 25.8% of Mexican foreign-born women work in restaurants.

Roughly 60% of all undocumented full-time workers earn $10.00 or less per hour, and 24.1% gross between $10.01 and $16.00 per hour. Half of all full-time undocumented workers reported having no health insurance, while an overwhelming 81.4% of undocumented part-time workers have no health coverage.

Job Skills and Acquisition

- *Overall, 68.2% of respondents asserted that lack of skills was a major hurdle when looking for work.*
- *When asked to consider skills that would be beneficial to securing employment, 71.4% of respondents asserted that not having a resume was a liability in the job search.*
- *Over two-thirds (78%) of participants indicated a need for job search skills.*

All of the residents who had no formal education said that a lack of skills was a hurdle when seeking employment, as did 73.4% of those with an elementary school education and 71.4% of individuals who had a high school diploma. Over two-thirds of female respondents recognized that lack of skills is a problem. The

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[*] Undocumented workers are individuals who are participating in the labor force that have no social security number.
[3] See Appendix C.

proportion of residents within each age cohort that identified lack of skills as an issue is similar, ranging from 62.9% to 66.6% (see Figure 22).

Figure 22: Age and Lack of Skills

n=213
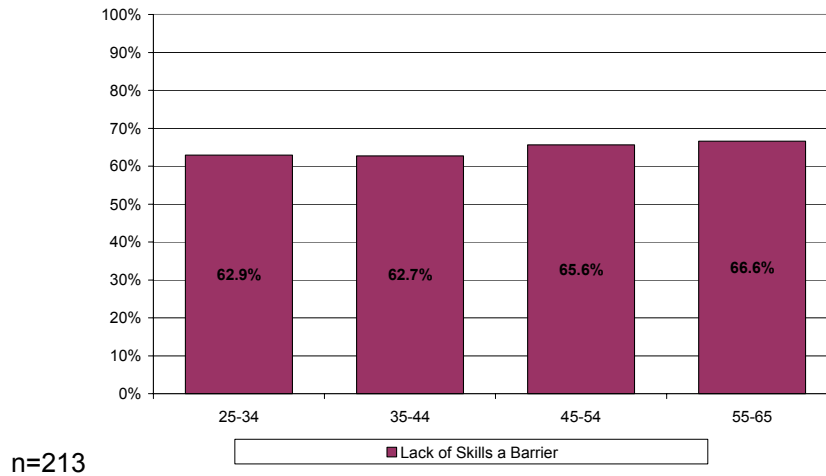
Nearly two-thirds of men (65.6%) and over three-quarters of women (78.6%), and 74.5% of all adults ages 25 to 34 and 72.1% of those ages 35 to 44, affirmed that not having a resume caused problems when looking for a job. All of the participants with no formal education, compared to only 16.7% participants who went to community college, asserted that having a resume was a significant employment issue (see Table 4).

Table 4: Educational Attainment and Job Search Skills

Educational Attainment	No Resume (n=224)	Need Job Search Skills (n=219)
No Formal Education	100.0 %	80.0 %
Elementary School	75.4 %	82.8 %
High School No Diploma	63.9 %	76.5 %
High School Diploma	80.5 %	79.7 %
Vocational School	72.7 %	91.7 %
Community College	16.7 %	62.5 %
Some University	52.9 %	58.8 %

As Table 4 illustrates, 79.7% of respondents with a high school diploma and 58.8% of those who had attended a university indicated that they needed job search skills. Seventy-five percent of adults ages 25 to 34 and 91.7% of those who attended vocational school need job search skills. In addition, 83% of those earning $10.00 or less per hour and 83% of women recognized the need for job search skills.

Other Employment Dynamics

- *Finding a job in San Jose is a challenge for 67.6% of all respondents.*
- *Individuals with low educational attainment have the most difficulty getting jobs in San Jose.*
- *English fluency is a major barrier to participants getting quality employment—participants who indicated problems with English proportionately earn less money.*
- *Bridging networks are significant to securing quality employment. Individuals who used friends outside of Mayfair or contacted the employer directly earn higher wages than those who use employment agencies.*
- *Few (nearly 19%) of Mayfair residents are small business owners.*
- *Almost 20% of all respondents have worked as day laborers in the United States, primarily as farm workers.*

Two-thirds of all female participants stated that they could not find a job in San Jose; however, 62.7% of male participants also asserted that finding a job in San Jose was difficult. Overall, 67.6% of all participants believed this to be a reality. For instance, 75% of all residents ages 25 to 34 years old could not find a job in San Jose; neither could 83.3% of those with no formal education nor half of those who attended community college (see Figure 23).

Figure 23: Educational Attainment and Ability to Find a Job in San Jose

Category	Can't Find a Job in SJ
No Formal	83.30%
Elementary School	68%
High School No Diploma	66.60%
High School Diploma	70%
Vocational School	80%
Community College	50%
Some University	52.90%

n=213
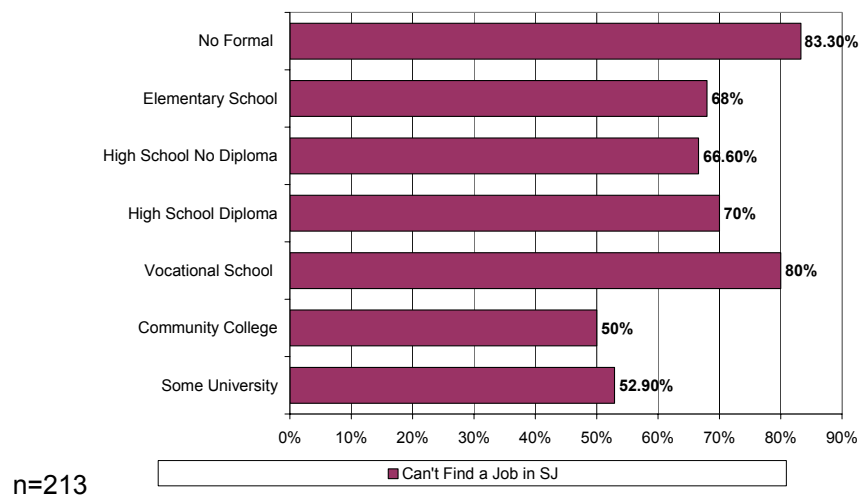
English fluency directly related to job quality for Mayfair residents. Of those who earned $10.00 or less per hour, 52.3% indicated English fluency as an impediment to securing employment, as did 31.5% of those who make between $10.01 and $16.00 per hour, but only 2.7% of those who gross more than $25.00 per hour.

Fifteen of the participants reported owning a business (6.0%). Business types included a car detail, housecleaning, janitorial, karate, landscaping, clothing retail, handyman, and mechanic business. Of those who reported having a business, 80% asserted that their business was their main (more than 50%) source of income. As a comparison, Census 2000 data show that 7.3% of households have a self-employed person.

Also, 18.5% of the population have worked as day laborers in the United States. The majority of all day laborers worked as farm workers (56.5%). The remaining group worked in construction, cutting flowers, and as a cotton cleaner. Interestingly, 62.7% of day laborers were men, while 32.6% of the female participants had been day laborers.

As Figure 24 illustrates, methods other than using an employment agency are most common in securing employment. In fact, personal relationships and contacting the employer directly are the most prevalent means of finding a job. On the other hand, the pattern shows the importance of "bridging" networks— those with higher levels of pay were much less likely to rely on friends or relatives in Mayfair and far more likely to use employment agencies, friends outside of Mayfair, and direct contacts with employers. Many innovative job training

programs try to build in networking skills; such programs may help with securing better employment.

Figure 24: Networking Methods and Wages

n=147
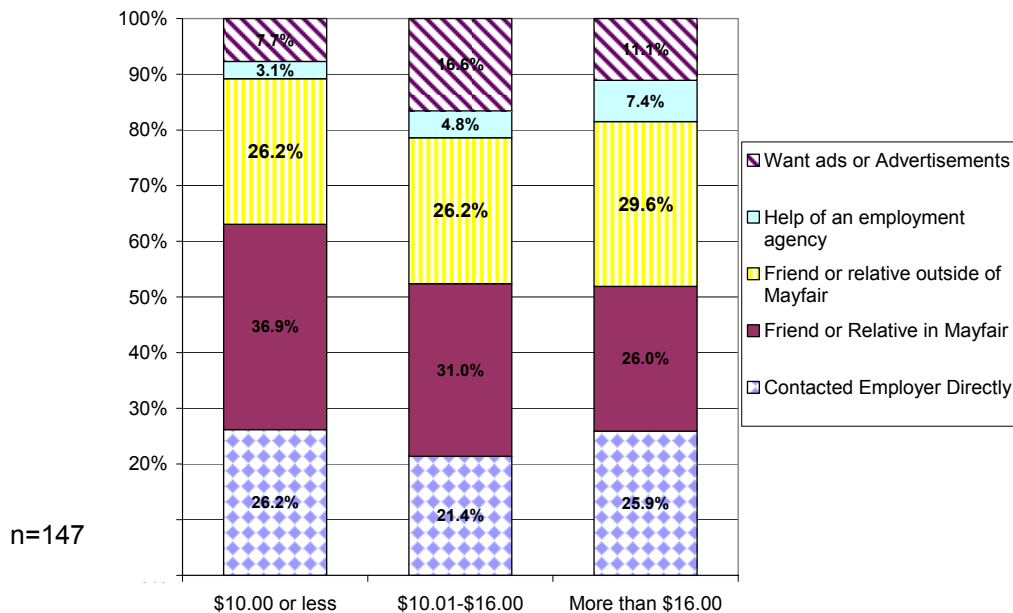
Adult Learning Center

- *Courses of interest for Mayfair residents are positively correlated with cited employment barriers—most expressed interest in the areas of language, educational impediments, and job training courses.*
- *Only 6.6% of all participants are currently enrolled in training.*
- *Nearly half of all the interviewees have a high school diploma or higher, yet 82% received their education in their country of origin and 80% conclude that level of education is an impediment to gaining employment.*
- *Financial assistance and time constraints are the most significant challenges to participating in training courses.*

Respondents were asked a set of questions to directly inform programmatic focus at the ALC. Interviewees were asked if they were enrolled in any worker development class and 6.6% said that they were currently enrolled in English classes, vocational classes, college, or in healthcare training courses. Most of the participants had less than a high school diploma and only 9.4% of program participants had attended either college or vocational school. In addition, 82% of all participants received their education in their country of birth and 89.5% of all participants were foreign-born, with 78% being born in Mexico.

When asked about future work interests, the responses varied. Working with computers, as a nurse, teacher, carpenter, mechanic, and in electronics and childcare were reported most frequently.

Participants were asked to determine on a scale of 1 to 5 (with 5 being the highest) whether a prospective course at the ALC would be beneficial or not. Most of the programs received an average rating of 4 or higher, except childcare classes with a rating of 3.9 and Spanish classes with the lowest composite score of 3.5. Residents were indifferent about having courses that help with reading and writing in Spanish, which was not surprising since only 19.7% of all participants indicated a difficulty in reading and writing in their own language. Participants expressed a great deal of interest in English as a Second Language (ESL), General Education Diploma (GED), English proficiency classes, computer classes, and classes about workers and civil rights (see Table 5).

The most popular additional suggestions were nursing/healthcare/first aid classes (16 respondents), mechanic training (9), and accounting (4). The remaining suggestions predominantly rose from specific vocational training needs, including plumbing, construction, cosmetology, carpentry, and small business management, among others. Also mentioned were leadership classes for women and parents, citizenship classes, and cooking and art classes.

Table 5: Rankings of ALC Classes

Rank	Type of Class	Average Ranking
1	ESL classes	4.9
2	GED classes	4.8
3	Classes to learn how to read and write English	4.8
4	Classes to learn about my rights as a worker in the U.S.	4.7
5	Classes to learn about civil rights in the U.S.	4.7
6	Computer classes	4.6
7	Vocational classes	4.6
8	Job interview classes (mock interviews)	4.4
9	Programs to validate my degrees or certification obtained in a foreign country	4.3
10	Career counseling	4.3
11	Pre-college counseling	4.2
12	Office skills courses	4.1
13	Early childhood development/childcare classes	3.9
14	Classes to learn how to read and write Spanish	3.5

Regarding impediments to ALC participation, 42% reported financial assistance as a challenge to taking classes, 32% indicated time constraints, 26.4% noted childcare problems, 24.8% have family obligations, and 22.4% have problems with transportation.

Fifty-six respondents (22.4%) suggested times that would be convenient for them to take classes. Thirty-four percent of these interviewees indicated that weekday evenings are the most convenient time for classes. Twelve preferred mornings, two preferred afternoons, and eight preferred weekends. Finally, one person indicated that in addition to addressing the above challenges, better information about the courses
offered would be helpful.

When asked to consider types of assistance that would be helpful to individuals trying to attend available classes, 62.8% of all participants listed scholarships or financial aid to pay for classes. Additional help desired included free childcare (39.2%) and transportation to the training site (32.8%). Other suggestions included the need for more evening classes, job placement assistance, and adequate time for training.

As Table 6 illustrates, many of the previously mentioned barriers to employment coincided with the interests of residents regarding courses that should be offered at the ALC. The questions relating to barriers to employment were followed by queries asking whether participants would take a particular class at the ALC. The number of participants who responded to these questions was small, but the data still provides insight into the level of interest for particular courses. English courses and high school diploma programs received the highest proportion of affirmative responses, followed by job search skills courses and courses to increase the level of education. Other suggestions included developing a program for people with disabilities.

Table 6: Desired ALC Programs

Barrier to Employment	Request for ALC Course	Number of Responses
English problem	74.0 %	75
Diploma problem	70.0 %	82
Can't find a job in San Jose	67.6 %	51
Need job search skills	67.0 %	52
Lack of skills problem	66.0 %	53
Level of education problem	62.5 %	48
Difficulty reading/writing own language	59.0 %	44

Conclusions

The data in this report present fundamental information on the status of workers within the newly reconfigured Mayfair Improvement Initiatives service area. The Mayfair community has been, and continues to be, a thriving community made up primarily of Mexican immigrants and other people of color. The data show that Mayfair is to some degree a transitional community. Thirty-two percent of respondents have lived in Mayfair for 2 or fewer years.

Labor force participation is concentrated in the accommodation, production, and construction industries. As shown, job quality within these industries for most workers is poor; 54.7% are without health coverage and 49.6% earn $10.00 or less per hour.

There are disparities in job quality for foreign-born residents of Mayfair. In fact, workers born in Mexico represent that largest proportion of those who have low levels of education, low wages, and jobs that are concentrated in the service and construction industries. A disproportionate amount of women have employment problems. The majority (81.3%) of the unemployed population is female. Forty-five percent of women work full time, 58.5% earning $10.00 or less per hour and only 54% having health coverage.

The data illustrate that community members face numerous barriers to living wage employment such as lack of documentation, poor English fluency, and low educational attainment. The question of documentation needs attention. Most survey participants reported having problems due to lacking a social security number and driver's license (62.2% and 63.6%, respectively). The job quality of undocumented workers is poor—the greater part lack health insurance and have low wages.

Poor English fluency is a significant impediment to residents in that it represents a critical (78.5%) obstacle to becoming employed. On the other hand, there exists a strong desire to build upon these skills, as indicated by the interest in an English proficiency course at the Adult Learning Center.

Most respondents recognize that level of education also poses tremendous problems when looking for work. Eighty percent of respondents reported their level of education as a problem when seeking employment. Disparities exist for foreign-born residents; whereas 48.4% overall have less than a high school diploma, 53.9% of Mexican immigrants have less than a high school diploma (compared to over 75% of United States citizens overall who have at least a high school diploma).

Even residents with a high school diploma indicated an interest in training courses that would provide much-needed job skills. Moreover, there is a clear lack of job-related skills among the majority of Mayfair residents. The highest percentage of respondents have experience in housecleaning and janitorial work; few have technical skills. Many report the absence of a resume and the need for job search skills.

Unemployed workers also face major obstacles when attempting to reenter the workforce; 84.8% assert the need for job search skills, 82.6% have problems with their level of education, and 71.1% indicate having a lack of skills. All of these workers reported needing help with finances in order to attend classes. Training in computers, English literacy, and cosmetology elicits the most interest in the unemployed labor force.

In considering programs for the Adult Learning Center, several issues should be taken into consideration, including cost, transportation, and time. When asked to consider types of assistance that would be helpful to individuals trying to attend available classes, 62.8% of all participants listed scholarships or financial help to pay for classes. Additional help desired included free childcare (39.2%) and transportation to the training site (32.8%). Other suggestions included the need for more evening classes, job placement help after training, and more time for training.

Employment assistance and adult education program penetration in the Mayfair community is limited. Less than 7% of respondents said that they were enrolled in these programs. The barriers to living wage employment faced by Mayfair residents lead to adverse economic outcomes including low wages, poor or no benefits, lack of worker rights, and a general suppression of quality of life for Mayfair workers. The Adult Learning Center is well positioned to improve worker status in Mayfair.

Recommendations

Several general recommendations can be made on how to develop and implement ALC programs. These recommendations are summarized below:

- The Adult Learning Center should focus on developing programs to improve English proficiency/fluency, increase employment skills, educate workers on citizenship and civil rights, and assist with vocational training.
- The MII should continue to advocate for immigrant rights and participate in coalitions designed to improve such rights, facilitate naturalizations, and achieve amnesty for undocumented residents

- Best practice research should be undertaken to draw from successful models across the country on how to address the multiple barriers to employment faced by Mayfair residents.
- Research should be conducted to compare the data from this report on worker backgrounds with local employer needs (worker skills desired) to better inform the development of ALC programs and interventions.

Appendix A: Census 2000 Ethnicity of MII Block Groups by Participation

High Response Block Groups (5)

White, 3.1%

African American, 2.0%

Native American, 0.1%

Asian, 18%

Pacific Islander, 0.2%

2+ Races, 0.4%

Other, 1.0%

Latino, 75.3%

Low Response Block Groups (3)

White, 4.5%

African American, 3.4%

Asian, 41.2%

Latino, 48.3%

Other, 2.4%

2+ Races, 0.1%
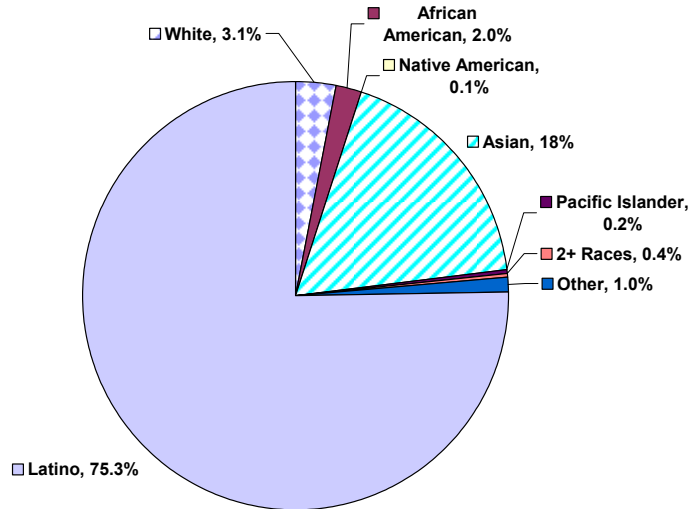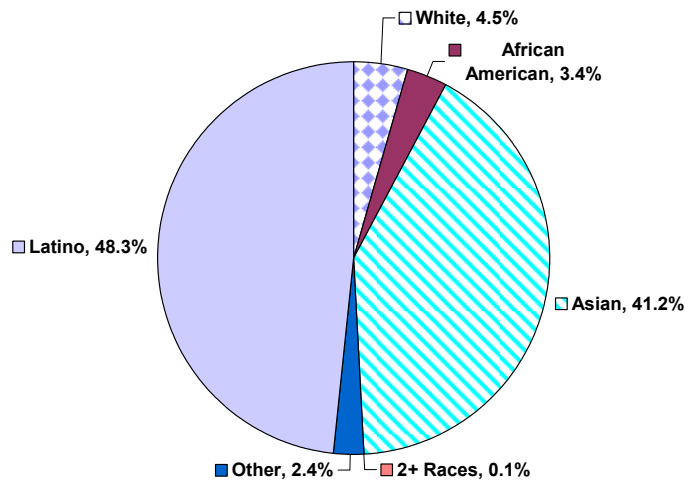
Appendix B: Job Types and Industry Categories

Categories for all job industries listed in this report were taken from the U.S. Census and the North American Industry Classification System (NAICS) as of Census 2000. An official list of industry types is located online at www.census.gov/epcd//www.naics.htm.

Responses were considered "uncodeable" when the information given was insufficient to determine the appropriate industry; for example, the response "chemicals" did not provide adequate information to be assigned to an industry. The table below provides a general picture of the types of jobs found in some of the most frequently cited official industry categories.

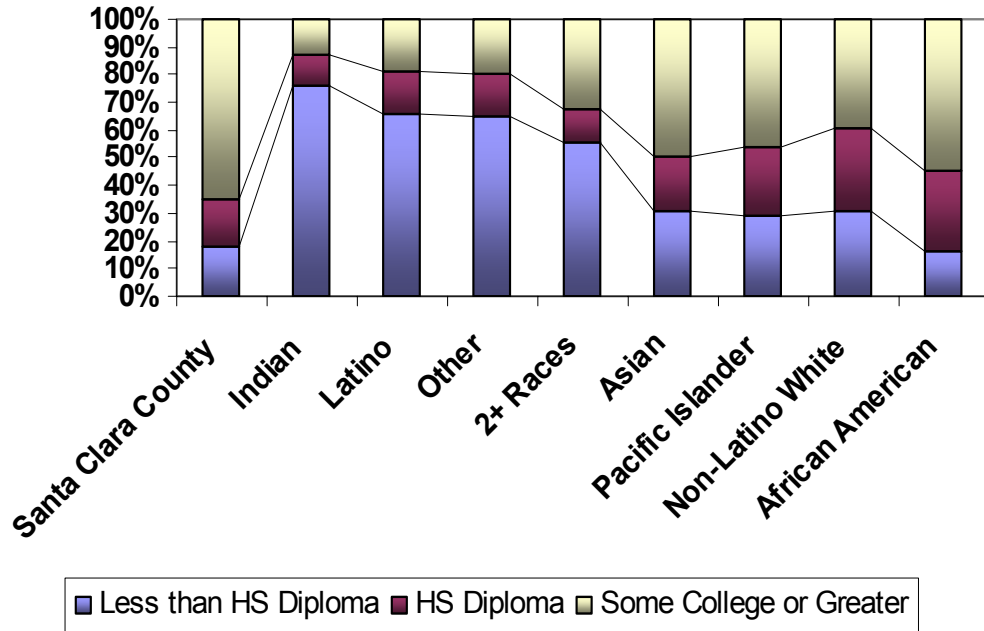| INDUSTRY	JOBS
Accommodation and Food Services	cleaning, hotel work, janitorial work, restaurant work such as cook, dishwasher, wait staff
Administrative and Support and Waste Management and Remediation Services	clerical work, data entry, office administration, receptionist, secretary, typing
Agriculture, Forestry, Fishing and Hunting	agriculture worker
Arts	musician
Construction	carpentry, construction, electrician, painter, plumbing, roofing
Education	professor, university student, teacher's aid
Health Care and Social Assistance	childcare, counselor, day care, dental assistant, hospital, medical assistant, nurse, senior care, working with the disabled, x-ray operator
Information	SBC PacBell employee, telecommunications
Manufacturing	butcher, clothes factory, food processing, newspaper, printing press, producing hospital equipment, tool and die making, tooling engineer, tortilla factory
Other Services	auto-body shop, caretaker, cosmetology, dry cleaner, fundraiser, gas station, homemaker, housecleaning, landscaping, Laundromat, mechanic, upholstery, washing cars
Professional, Scientific and Technical Services	computer aided drafting, computer software
Retail	car dealership, cashier, DSL sales, grocery store, merchant, sales, sells flowers, store clerk
Transportation and Warehousing	chauffer, driver, shipping and receiving, stocking

Appendix C: Undocumented Worker

While the percentage of undocumented workers may seem high, it appears to be consistent with similar estimates. Pastor and Marcelli (2004), for example, discuss methods used to estimate undocumented workers as a percentage of the total Mexican immigrant labor force and generated localized results for various areas in California. Building on pioneering work by Marcelli and Heer (1997), the authors utilized results from the 1994 and 2000a Los Angeles County Mexican Immigrant Residency Status Surveys (LAC-MIRSS; see also Marcelli and Cornelius 2004) to generate human capital and demographic parameters via a logistic regression to predict the probability of being without documents. These parameters were then applied to the U.S. Census's Public Use Micro-data Sample (PUMS), a collection of the individual responses to the Census (specifically a sample comprising 5% of the California population). The method is considered quite reliable, particularly for men, and the total numbers for the state agree with those estimated by the U.S. Immigration and Naturalization Service; indeed, the INS recently employed census under-coverage rates estimated by Marcelli from the 2001 LAC-MIRSS to adjust their national estimate of the number of unauthorized immigrants residing in the United States. Applying the process to the three Public Use Micro-data Areas that comprise Santa Clara County and summing, we find that Mexican immigrant men are about 11% of those men aged 16 to 64 who were in the civilian labor force (employed or unemployed) and not enrolled in school. Of these, the Marcelli method utilized in Pastor and Marcelli (2004) indicates that about 55% of the Mexican male migrants in the labor force were undocumented.

The percentage in the CDI survey for Mexican male migrants is higher, at about 66.7%. This higher figure may occur because the Mayfair neighborhood is a portal for immigration. It is also the case that the proxy we are using is imperfect; even people who are legal immigrants might report a social security problem, causing an upward bias in our data. It is also possible that the survey strategy had some bias, such as special outreach, that yielded a higher number of undocumented workers. Still, given that the range is quite near the estimate offered by Pastor and Marcelli (2004), we conclude that the numbers, while a bit high, are within a range of accuracy that is acceptable for such a difficult estimation.

Marcelli, Enrico A. and David M. Heer. 1997. "Unauthorized Mexican workers in the 1990 Los Angeles County labour force." *International Migration* 35(1): 59-83.

Pastor, Manuel and Enrico Marcelli. 2004. "Somewhere over the rainbow? African American, immigration, and coalition-building." In Steven Schulman, editor, *The impact of immigration on African Americans* (Transactions Press, 2004).

Appendix D: Census 2000 Educational Attainment Mayfair Service Area

Less than HS Diploma   ■ HS Diploma   ■ Some College or Greater

Appendix E: Census 2000 Household Income Mayfair Service Area

Legend:
- $100,000+
- $75,000-$99,999
- $50,000-$74,999
- $35,000-$49,999
- $25,000-$34,999
- $15,000-$24,999
- $10,000-$14,999
- Less than $10,000

Income	Latino	African American	Asian	Non-Latino White
$100,000+	13.9%	7.1%	29.9%	18.7%
$75,000-$99,999	11.1%	25.1%	18.3%	5.5%
$50,000-$74,999	26.2%	13.7%	21.6%	21.4%
$35,000-$49,999	19.0%	11.5%	7.5%	7.3%
$25,000-$34,999	13.5%	13.1%	6.6%	7.0%
$15,000-$24,999	8.3%	11.5%	8.4%	15.3%
$10,000-$14,999	2.3%	2.7%	1.3%	12.2%
Less than $10,000	5.7%	15.3%	6.3%	12.5%