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HAPPY MAY DAY FROM THE SHIFT PROJECT

Friends and Colleagues,

In the new year, the Shift Project continued our work to advance understanding of the working conditions and wellbeing of service sector workers and to inform policymaking at the federal and state level.

This newsletter highlights four research areas The Shift Project has been focusing on: 1) scheduling practices at the state and national level 2) company-level distribution of wages 3) the high costs of tax filing and 4) paid sick leave access.

-The Shift Project Team

NEW RESEARCH ON WORK SCHEDULING

NEW! RESEARCH BRIEF

[Still Unstable: The Persistence of Schedule Uncertainty During the Pandemic](#)

Despite the stated commitment of some firms to improve conditions for workers during the pandemic and the current low unemployment rate, service sector workers continue to face high levels of unpredictability with last minute changes,



cancellations, insufficient hours, and highly variable schedules.



Senator Warren and Senator DeLauro Reintroduce the [Schedules That Work Act](#)

The bill addresses unstable, unpredictable scheduling practices such as “on-call” with no guarantee of work hours, scheduling them for “split shifts” of non-consecutive hours, sending workers home early without pay when demand is low and punishing workers who request schedule changes.

Scheduling Research In the News

Recent Shift Project research on scheduling practices in the service sector has been covered by [The New York Times](#), [Harvard Business Review](#), [Axios](#), [Business Insider](#), [NPR Marketplace](#), [Bloomberg](#), [Fortune](#), and [others](#).

NEW! PUBLICATION

Mariana Amorim, Daniel Schneider. 2022. ["Schedule Unpredictability and High-Cost Debt: The Case of Service Workers."](#) Sociological Science.

This journal article finds that schedule unpredictability is a meaningful dimension of inequality in usage of high cost debt services (such as payday loans, pawnshop loans, auto-title loans and overdrafts).



WORK SCHEDULING IN COLORADO

The Shift Project analyzed working conditions for service sector workers in the state. Pre-doctoral fellow Evelyn



Bellew presented the findings of the brief to CO advocates and legislators working to pass a fair work week bill.

RESEARCH BRIEF: [WORKING IN THE SERVICE SECTOR IN COLORADO](#)

WORK SCHEDULING IN CONNECTICUT



As CT advocates work to pass a fair work week bill, Shift co-director Daniel Schneider testified to the CT state legislature to share research on working conditions for service sector workers in the state.

THE COMPANY WAGE TRACKER

In this project, Shift Project researchers collaborated with The Economic Policy Institute to provide detailed data on wages firm-by-firm for hourly workers at 66 of the largest service-sector firms in the U.S. The interactive [Company Wage Tracker](#) provides a visual way to compare company's wage distributions and corporate financials and reveals just how little so many workers at the nation's largest firms are paid.

Read the full brief [here](#).

What share of workers make less than

\$ 15 / hour ▾

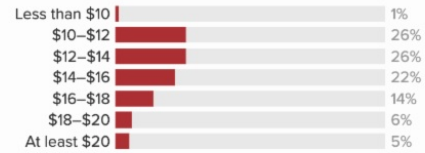
× Starbucks



Employment
225,529
Revenue
\$23.52B
CEO pay
\$5.06M



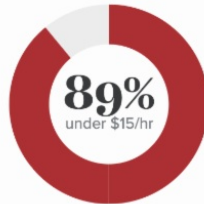
Wage breakdown at Starbucks



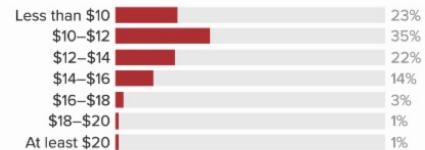
× McDonald's



Employment
670,760
Revenue
\$19.21B
CEO pay
\$3.16M



Wage breakdown at McDonald's



Company Wage Tracker in the News

The Company Wage Tracker has been covered by [Axios](#), [The Guardian](#), [CBS News](#), [Prospect](#), [Vice](#), [Jacobin](#), [Forbes](#), [Business Insider](#), and [Rolling Stone](#).

THE HIGH COST OF TAX FILING

During tax season, workers look forward to annual tax refunds. But those refunds come at a steep price. New research from The Shift Project shows the cost of filing taxes is high, and often, unnecessary. Nearly all service workers should qualify for free tax filing services, but 4 in 5 workers are still paying high fees to file taxes.

NEW! RESEARCH BRIEF

[THE HIGH COST OF
RETURN: TAX FILING IN THE
SERVICE SECTOR](#)



**\$173
million**

= the estimated amount
Walmart workers spent
in total on Tax
Preparation in 2021

Tax Filing in the News

AXIOS

[Tax Prep Fees Eating into Refunds for Low-Wage Workers.](#) Axios. April 18, 2022.

PAID SICK LEAVE

Boston Federal Reserve Bank Brief

In this brief for the Boston Federal Reserve, Shift co-directors Kristen Harknett and Daniel Schneider examine whether large employers voluntarily increased paid sick leave during the pandemic. The brief finds some modest voluntary expansions in paid sick leave during Covid; however, women and workers of color were disproportionately concentrated at companies that did not voluntarily expand paid leave. Workers who reported that their employers expanded paid leave were less likely to work when sick.

55% of service workers lack

paid sick leave

NEW! RESEARCH BRIEF

[Who benefited from expanded paid sick leave policies for service workers? And who didn't?](#)



Paid Sick Leave in the News



[A Key to Returning to Normal Is Paid Sick Leave, Democrats Say.](#) *The New York Times*. Feb. 21, 2022



[Omicron Wave Drives Surge of Workers Calling In Sick, Working Through Illness.](#) *The Wall Street Journal*. Jan. 23, 2022.



The Atlantic

[The Real Reasons Americans Aren't Isolating.](#) *The Atlantic*. Jan 13, 2022.

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