



Welcome to The Shift Project Newsletter!

Dear Colleagues and Friends,

We are excited to share with you the first Shift Project newsletter. Established in 2016, The Shift Project is a collaborative research project between the Harvard Kennedy School and UCSF advancing our understanding of the working conditions and wellbeing of service sector workers. Through ongoing data collection, we examine some of the most pressing issues facing service sector workers including unstable and unpredictable schedules, paid leave, COVID-19, racial/ethnic and gender inequality, and more. This quarterly newsletter will share news, projects, and publications from Shift.

Thank you for your engagement and we hope you continue to follow along.

Warm regards,
Daniel Schneider and Kristen Harknett.

NEW PUBLICATIONS

REPORTS

[Half of Service Sector Workers Are Not Yet Vaccinated for COVID-19: What Gets in the Way?](#)

Half of service sector workers reported being unvaccinated as of June 2021. We find that 40% of unvaccinated workers were

worried about the side effects of the vaccine. But, workplace incentives such as providing paid sick leave to recover from side effects and providing the vaccine at work significantly increase the likelihood of vaccination among service sector workers.



[Paid Family & Medical Leave in the U.S. Service Sector](#)



In response to welcoming a new child into the family or experiencing a personal health or caregiving need, only half of service sector took any time off work. Lack of sufficient pay prevented most workers from taking the time off they wanted. Many workers also cited fear of losing their job and pressure to return to work as barriers to taking leave.

[Early Career Workers in the Service Sector](#)

Early career workers, who may be balancing school, work, and children, face unpredictable schedules and disproportionately high levels of income volatility and material hardship.

Listen to Shift Project researchers discuss the findings in this recorded Annie E. Casey [webinar](#)!



ACADEMIC PAPERS

[“Inequalities At Work And The Toll Of COVID-19”](#)

Rebecca Wolfe, Kristen Harknett, and Daniel Schneider. *Health Affairs*.

2021.

Shift researchers find that more than one in every five U.S. service workers has no paid sick leave. Women and workers of color, who disproportionately hold frontline positions that require in-person work, are the least likely to have paid sick leave. Consequentially, these groups have experienced greater negative health and economic consequences of COVID-19.



"Under Pressure: Evidence from New Employer Provision of Paid Sick Leave at Olive Garden."

Daniel Schneider, Kristen Harknett, and Elmer Vivas Portillo. *Health Affairs*. 2021.

After a public pressure campaign in 2020, Olive Garden agreed to provide paid sick leave to its workers. Using a difference in differences model the authors find that Olive Garden's new sick leave program increased paid sick leave coverage among Olive Garden workers and reduced incidents of working while sick.



SHIFT IN THE NEWS



America's service sector is so stingy with benefits that half its workers are unvaccinated. *Business Insider*. August 18, 2021.



Connecticut workers deserve predictable hours. *The CT Mirror*. June 2, 2021



Majority of America's low-income workers who don't take sick leave can't afford to. *Independent*. June 10, 2021

AXIOS

Study reveals inaccessibility of paid leave for low-income workers. *AXIOS*. June 10, 2021.



Grocery workers died feeding the nation. Now, their families are left to pick up the pieces. *NBC News*. April 13, 2021.



Proof that Change is Possible. *Popular Information*. August 9, 2021.

SHIFT PROJECT PRESENTING AT APPAM

Four Shift Project colleagues and affiliates will be presenting at the [Association for Public Policy Analysis & Management \(APPAM\)](#) fall research conference on November 11, 2021.

1. Dr. Julia M. Goodman,
OHSU-PSU.

[Racial/Ethnic and Gender Gaps in Paid and Unpaid Leave Taking.](#)

2. Dr. Mariana Amorim,
Washington State University.

[Income Sources, Financial Decisions, and Family Wellbeing \(Poverty and Income Policy\)](#)

3. Dr. Anthony Rainey, Post-doc at The Shift Project.

[Diffusion and Spillover Effects of Paid Sick Leave Policies.](#)

4. Tyler Woods, Harvard Sociology Ph.D. Candidate.

[The Politics of PPE: Polarization in How Workplace COVID Safety Practices Shaped the Wellbeing of Frontline Service Sector Workers.](#)

1.SURVEILLANCE & AUTOMATION:

The Shift Project has received a \$3.25 million dollar multi-year grant from NIA (1R01AG066898) to collect new data on workers' experiences with surveillance and automation in the service sector and estimate the effects of exposure across the life course.

2.GENDER IDENTITY & WORK QUALITY:

With UC Berkeley Assistant Professor Danya Lagos and UCSF grad student Rebecca Wolfe and [funding from the TIMES's UP foundation](#), Shift will be examining gender inequality in working conditions between cisgender, transgender, and non-binary workers.

3.IKEA SCHEDULING CONTROL EXPERIMENT:

Shift is collaborating with IKEA to study how increasing schedule control impacts work satisfaction, productivity, and economic mobility for IKEA co-workers in the United States, thanks to [support from the WorkRise Network](#).

The Shift Project

The Malcom Weiner Center for Social Policy
Harvard Kennedy School
<https://shift.hks.harvard.edu/>

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