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SUPERIOR COURT OF THE STATE OF CALIFORNIA
FOR THE COUNTY OF SOLANO

ERIN KRAMER, on behalf of herself and all
others similarly situated,

Plaintiff,

v.

SUPPORT FOR FAMILY, LLC., a California
Limited Liability Company; and DOES 1-50,
inclusive.

Defendants.

CASE NO.: CU24-03583

**SECOND AMENDED CLASS AND PAGA
ACTION COMPLAINT:**

- (1) FAILURE TO PAY ALL MINIMUM WAGES;
- (2) FAILURE TO PAY ALL OVERTIME WAGES;
- (3) MEAL PERIOD VIOLATIONS;
- (4) REST PERIOD VIOLATIONS;
- (5) FAILURE TO PAY ALL SICK TIME;
- (6) WAGE STATEMENT VIOLATIONS;
- (7) WAITING TIME PENALTIES;
- (8) FAILURE TO REIMBURSE NECESSARY BUSINESS EXPENSES;
- (9) UNFAIR COMPETITION; &
- (10) PENALTIES UNDER THE PRIVATE ATTORNEYS GENERAL ACT (“PAGA”)

DEMAND FOR JURY TRIAL

1 Plaintiff Erin Kramer (“Plaintiff”), on behalf of herself and all other similarly situated non-
2 exempt employees, alleges and complains of Defendant Support for Family, LLC. *dba* ApexCare
3 (“Defendant”) and DOES 1 to 50 (collectively “Defendants”) and each of them, as follows:

4 **INTRODUCTION**

5 1. Defendant offers in-home care, emergency response, personal care, housekeeping,
6 personal laundry, senior care, and careology classes to customers in the United States.

7 2. Plaintiff brings this class action lawsuit against Defendant for alleged violations of the
8 California Labor Code and Business and Professions Code.

9 3. As set forth below, Plaintiff alleges that Defendant failed to pay for all hours worked
10 due to its failure to record and pay for all time worked off the clock. Plaintiff further alleges that
11 Defendant failed to pay all overtime compensation and sick pay wages at the proper legal rates by
12 failing to calculate the “regular rate of pay” correctly. Moreover, Plaintiff alleges that Defendant’s
13 meal and rest period policies and practices failed to allow and permit non-exempt employees to take
14 all compliant and timely meal and rest periods or pay premium wages at the “regular rate of pay” in
15 lieu thereof. Plaintiff further alleges that Defendant failed to provide non-exempt employees with
16 accurate written itemized wage statements in violation of Labor Code § 226(a), failed to reimburse
17 all necessary business expenses incurred, and failed to timely pay all final wages upon separation of
18 employment in violation of Labor Code §§ 201-203.

19 4. Plaintiff also brings a claim for civil penalties based on the foregoing Labor Code
20 violations under the Private Attorney General Act (“PAGA”).

21 5. Based on these alleged Labor Code violations, Plaintiff now brings this class action
22 and representative action to recover unpaid wages, restitution, penalties, and other related relief for
23 herself and all other similarly situated non-exempt employees.

24 **JURISDICTION AND VENUE**

25 6. Plaintiff, on behalf of herself and all other similarly situated employees hereby bring
26 this class action for recovery of unpaid wages and penalties under California Labor Code §§ 201-
27 204, 210, 226(a), 226(a)(6), 226(e), 226.3, 226.7, 227.3, 246, 510, 512, 516, 1174, 1174.4, 1194,
28 1197.1, 1199, 2802, and applicable Industrial Welfare Commission Wage Orders (“Wage Orders”),

1 in addition to seeking declaratory relief and restitution pursuant to California Business and
2 Professions Code § 17200, *et seq.*

3 7. This class action is brought pursuant to the California Code of Civil Procedure § 382.

4 8. This Court has jurisdiction over Defendant's violations of the California Labor Code
5 and applicable Wage Orders because the amount in controversy exceeds this Court's jurisdictional
6 minimum.

7 9. Venue is proper in this judicial district pursuant to California Code of Civil Procedure
8 §§ 395(a) and 395.5, Defendant operates in California within the County of Solano, and Defendant
9 is within the jurisdiction of this Court for the service of process.

10 **PARTIES**

11 10. At all relevant times herein, Plaintiff, who is over 18, was and currently is a California
12 resident residing in the State of California.

13 11. Plaintiff is informed, believes, and alleges that Defendants are authorized to do
14 business within the County of Solano and are and/or were the legal employer of Plaintiff and the
15 Class Members during the applicable statutory periods. Plaintiff was, and is, a victim of Defendants'
16 policies and/or practices complained of herein and has been deprived of the rights guaranteed to her
17 by California Labor Code §§ 201-203, 204, 210, 226, 226(a), 226(e), 226.3, 226.7, 227.3, 246, 510,
18 512, 516, 1174, 1174.4, 1194, 1197.1, 1199, 2802 and the California Business and Professions Code
19 § 17200 *et seq.*, and applicable Wage Orders.

20 12. Plaintiff is informed and believes, and based thereon alleges, that during the four years
21 preceding the filing of the Complaint and continuing to the present, Defendants did (and continue to
22 do) business in the State of California, County of Solano.

23 13. Plaintiff does not know the true names or capacities, whether individual, partner, or
24 corporate, of the Defendants sued herein as DOES 1 to 50, inclusive, and for that reason, said
25 Defendants are sued under such fictitious names, and Plaintiff will seek leave from this Court to
26 amend this Complaint when such true names and capacities are discovered. Plaintiff is informed, and
27 believes, and thereon alleges, that each of said fictitious Defendants, whether individual, partners, or
28 corporate, were responsible in some manner for the acts and omissions alleged herein and proximately

1 caused Plaintiff and the Classes to be subject to the unlawful employment practices alleged herein.

2 14. Plaintiff is informed, and believes, and thereon alleges, that at all times mentioned
3 herein, Defendants were and are the employers of Plaintiff and all members of the Classes. At all
4 times herein mentioned, each of said Defendants participated in the doing of the acts hereinafter
5 alleged to have been done by the named Defendants. Furthermore, the Defendants, and each of them,
6 were the agents, servants, and employees of each and every one of the other Defendants, as well as
7 the agents of all Defendants, and at all times herein mentioned, were acting within the course and
8 scope of said agency and employment. Defendants, and each of them, approved of, condoned, and/or
9 otherwise ratified each and every one of the acts or omissions complained of herein.

10 15. At all times mentioned herein, Defendants, and each of them, were members of and
11 engaged in a joint venture, partnership, and common enterprise and acting within the course and
12 scope of and in pursuance of said joint venture, partnership, and common enterprise. Further, Plaintiff
13 alleges that all Defendants were joint employers for all purposes of Plaintiff and all members of the
14 Classes.

15 **COMMON FACTUAL ALLEGATIONS**

16 16. Defendant offers in-home care, emergency response, personal care, housekeeping and
17 personal laundry, senior care, and careology classes to customers in the United States.

18 17. Plaintiff was employed by Defendant with the title of “Care Manager”, beginning in
19 February 2022, out of its Vacaville, California, location. Alongside Plaintiff, other non-exempt
20 employees, including but not limited to Caregiver, Home Manager, Shift Leader, Home Care Aide,
21 and Occupational Therapist, played a critical role in supporting Defendant’s daily operations and
22 overall success across California. However, in these roles, Plaintiff and all employees were often not
23 afforded all protections and rights conferred under the California Labor Code and applicable Wage
24 Orders.

25 18. At all relevant times, Plaintiff and other non-exempt employees regularly worked
26 various shifts, many of which were more than 8.0 hours in a workday and 40.0 hours in a workweek.
27 Plaintiff alleges that other non-exempt employees were also subjected to the same policies,
28 procedures, practices, working conditions, and corresponding wage and hour violations to which she

1 was subjected during her employment.

2 19. First, at all relevant times, Defendant has consistently failed to accurately record and
3 pay for all time worked, including the time non-exempt employees were under the employer's control.
4 This included a policy and practice of failing to properly record the time worked by non-exempt
5 employees, including all time spent working off the clock. As a result of this company-wide
6 policy/practice, Plaintiff and other non-exempt employees are not compensated for all the hours that
7 they work and all of the overtime hours they work, in violation of Labor Code §§ 204, 210, 510,
8 1194, 1197.1, 1199, and applicable Wage Orders.

9 20. As a result, over a period of time, Plaintiff and other non-exempt employees were not
10 properly paid for all hours worked, in violation of Cal. Labor Code §§ 204, 210, 1194, 1197.1, 1199,
11 and applicable Wage Orders. Additionally, due to the unlawful timekeeping policy/practices, Plaintiff
12 and other non-exempt employees were not properly paid at the correct overtime rate for hours worked
13 in excess of eight hours per shift in violation of Labor Code § 510.

14 21. Labor Code § 1197.1 authorizes employees who are paid less than the minimum fixed
15 by an applicable state or local law or by an order of the commission a civil penalty, restitution of
16 wages, and liquidated damages as follows: (1) for any initial violation that is intentionally committed,
17 one hundred dollars (\$100) for each underpaid employee for each pay period for which the employee
18 is underpaid....[and] (2) [f]or each subsequent violation for the same specific offense, two hundred
19 fifty dollars (\$250) for each underpaid employee for each pay period for which the employee is
20 underpaid regardless of whether the initial violation was intentionally committed.

21 22. Labor Code § 510 requires an employer to compensate an employee who works more
22 than eight (8) hours in one workday, forty (40) hours in a workweek, and for the first eight (8) hours
23 worked on the seventh consecutive day, no less than one and one-half times (1 1/2) the regular rate of
24 pay. In addition, Labor Code § 510 obligates employers to compensate employees at no less than
25 twice the regular rate of pay when an employee works more than twelve (12) hours in a workday or
26 more than eight (8) hours on the seventh consecutive day of work. Pursuant to Section 3 of the
27 applicable Wage Orders, non-exempt employees shall not be employed more than eight (8) hours in
28 any workday or more than 40 hours in any workweek unless the employee receives one and one-half

1 (11/2) times such employee's regular rate of pay for all hours worked over 40 hours in the workweek.

2 23. Furthermore, at all relevant times, Plaintiff and other non-exempt employees worked
3 regular shifts that lasted longer than 8.0 hours in a workday and resulted in non-exempt employees
4 regularly working more than 40 hours in a workweek. However, Defendant uniformly failed to
5 properly calculate and pay overtime wages at the proper legal rate due to Defendant's failure to
6 include all forms of compensation/remuneration, including, but not limited to, commissions, shift
7 pay, incentives, non-discretionary bonuses, and all other forms of remuneration in calculating the
8 "regular rate of pay" for purposes of overtime compensation.

9 24. Under the California Labor Code (as well as the FLSA), courts have consistently held
10 that regularly paid non-discretionary bonuses (and other forms of pay) must be included in
11 determining an employee's "regular rate of pay" for purposes of calculating overtime. (See *Haber v.*
12 *The Americana Corp.* 378 F. 2d 854, 855-856 (9th Cir. 1967) [holding that regularly paid efficiency
13 bonuses must be included in calculating the "regular rate"]; *Wang v. Chinese Daily News, Inc.* 435 F.
14 Supp. 2d 1042, 1055-1057 (C.D. Cal. 2006) [granting summary judgment to Plaintiff under California
15 and federal law on the grounds that Defendant improperly calculated overtime by excluding annual
16 bonuses paid to employees from the "regular rate of compensation"]; see *Walling v. Youngerman-*
17 *Reynolds Hardwood Co.* (1945) 65 S.Ct. 1242, 1245. ("The regular rate by its very nature must reflect
18 all payments which the parties have agreed shall be received regularly during the workweek,
19 exclusive of overtime payments. It is not an arbitrary label chosen by the parties but an actual fact.
20 Once the parties have decided upon the amount of wages and the mode of payment, the determination
21 of the regular rate becomes a matter of mathematical computation, the result of which is unaffected
22 by any designation of a contrary 'regular rate' in the contracts."); see also 29 CFR §§ 778.110
23 ("production bonus") and 778.111 ("piece-rate").

24 25. Labor Code § 510 requires an employer to compensate an employee who works more
25 than eight (8.0) hours in one workday, forty (40.0) hours in a workweek, and for the first eight (8.0)
26 hours worked on the seventh consecutive day, no less than one and one-half times (11/2) the regular
27 rate of pay. In addition, Labor Code § 510 obligates employers to compensate employees at no less
28 than twice the regular rate of pay when an employee works more than twelve (12.0) hours in a

1 workday or more than eight (8.0) hours on the seventh consecutive day of work. Pursuant to Section
2 3 of the applicable Wage Orders, non-exempt employees shall not be employed more than eight (8.0)
3 hours in any workday or more than 40.0 hours in any workweek unless the employee receives one
4 and one-half (1 1/2) times such employee's regular rate of pay for all hours worked over 40 hours in
5 the workweek.

6 26. By their policy of requiring Plaintiff and the other non-exempt employees to work in
7 excess of eight (8) hours in a workday and/or forty (40) hours in a workweek without compensating
8 them at the lawful rate of one-half (1 1/2) their "regular rate of pay," Defendant willfully violated the
9 provisions of Labor Code § 510 and the applicable Wage Orders.

10 27. Similarly, at all relevant times, Defendant also failed in its obligation to provide
11 Plaintiff and other non-exempt employees the legally required paid sick days at the legal rate pursuant
12 to Labor Code §§ 246(a),(b), which requires that "[a]n employee who, on or after July 1, 2015, works
13 in California for the same employer for 30 or more days within a year from the commencement of
14 employment is entitled to paid sick days. . . at the rate of not less than one hour per every 30 hours
15 worked, beginning at the commencement of employment." Labor Code § 246(l)(1) provides that paid
16 sick time for non-exempt employees must be "calculated in the same manner as the regular rate of
17 pay for the workweek in which the employee uses paid sick time, whether or not the employee
18 actually works overtime in that workweek."

19 28. Additionally, Labor Code § 246(l)(2) states that the paid sick time must be "calculated
20 by dividing the employee's total wages, not including overtime premium pay, by the employee's total
21 hours worked in the full pay periods of the prior 90 days of employment." Finally, Labor Code §246(i)
22 requires employers to "provide an employee with written notice that sets forth the amount of paid
23 sick leave available, or paid time off leave an employer provides in lieu of sick leave, for use on either
24 the employee's itemized wage statement described in Section 226 or in a separate writing provided
25 on the designated pay date with the employee's payment of wages."

26 29. Here, at all relevant times, Defendant failed in its obligation to provide Plaintiff and
27 other non-exempt employees the legally required paid sick days at the legal rate, including all forms
28 of compensation, pursuant to Labor Code §§ 246(a), (b). As such, Defendant paid sick time below

1 the “regular rate of pay” as required by Labor Code §§ 246(l) (1-2).

2 30. Moreover, at all relevant times, Plaintiff and other non-exempt employees were denied
3 compliant and timely 30-minute off-duty meal periods as mandated by California law. Due to
4 Defendant’s uniform meal period policies/practices, operational requirements, staffing shortages, and
5 work demands, Plaintiff and other non-exempt employees often could not take timely and
6 uninterrupted net 30-minute first meal periods before the end of the fifth hour of work. Further, when
7 Plaintiff and other non-exempt employees worked more than 10.0 hours in a shift, they were not
8 always allowed and permitted to take a mandated second meal period before the end of the tenth hour
9 of work in violation of the Labor Code and applicable Wage Orders. Indeed, Plaintiff’s and other
10 non-exempt employees’ meal periods were often interrupted and/or lasted fewer than 30 minutes due
11 to Defendant’s meal period policies/procedures, operational requirements, and work demands.

12 31. In addition, for each missed or non-compliant meal period, Defendant failed and
13 continues to fail to maintain a mechanism by which non-exempt employees were paid meal period
14 premiums at the “regular rate of pay” pursuant to *Ferra v. Loews Hollywood Hotel, LLC* (2021) and
15 Labor Code § 226.7.

16 32. Accordingly, due to Defendant’s uniform meal period practices, non-exempt
17 employees were also regularly denied legally compliant meal periods in violation of Labor Code §§
18 226.7, 510, 516, and applicable Wage Orders.

19 33. Next, at all relevant times, Plaintiff and other non-exempt employees were not
20 provided with all 10-minute rest periods for every four hours worked, or a major fraction thereof, due
21 to Defendant’s uniform rest period policies/practices, operational requirements, staffing shortages,
22 and work demands. As a result, Plaintiff and other non-exempt employees were and are often unable
23 to take a net 10-minute duty-free rest period for every major fraction of four hours worked. This
24 includes a second rest period for shifts in excess of six hours and a third rest period for shifts in excess
25 of 10.0 hours in a workday.

26 34. By not relieving all non-exempt employees of all duties during rest periods, Defendant
27 failed to provide legally compliant rest periods. See *Augustus v. ABM Security Services, Inc.* (2016)
28 2 Cal. 5th 257, 269 [concluding that “during rest periods employers must relieve employees of all

1 duties and relinquish control over how employees spend their time.”] (Emphasis added). In *Augustus*,
2 the California Supreme Court expressly rejected the employer’s assertion that it could provide an on-
3 duty rest period to employees who worked as security guards and further explained: “that employers
4 [must] relinquish any control over how employees spend their break time and relieve their employees
5 of all duties.” *Id.* at 273. Each time non-exempt employees could not take a compliant rest period,
6 Defendant failed and continues to fail to adequately pay rest period premium payments at the “regular
7 rate of pay” as required by Labor Code § 226.7.

8 35. Accordingly, due to Defendant’s uniform rest period policies/practices, non-exempt
9 employees were regularly denied legally compliant rest breaks in violation of Labor Code §§ 226.7,
10 512, and applicable Wage Orders.

11 36. As a result of Defendant’s failure to pay Plaintiff and other non-exempt employees for
12 all hours they were subject to the control of Defendant, including all minimum, overtime, and sick
13 pay wages, Defendant’s failure to adequately pay for all overtime/sick pay wages at the appropriate
14 legal rate, and Defendant’s failure to pay all meal and rest period premiums at the “regular rate of
15 pay,” Defendant issued wage statements which failed to identify the gross wages earned accurately,
16 the total hours worked, the net wages earned, and the correct corresponding number of hours worked
17 at each hourly rate, in violation of Labor Code § 226(a)(1, 2, 5, and 9).

18 37. In addition, the wage statements provided to Plaintiff and all employees failed to
19 include the name and address of the legal entity that is the employer in violation of Labor Code §
20 226(a)(8). For example, attached as **Exhibit A** is a true and correct copy of Plaintiff’s wage statement
21 that fails to include the name and address of the legal entity that is the employer. As such, the wage
22 statements Defendant issued to Plaintiff and all employees are in violation of Labor Code § 226(a)(8).

23 38. Labor Code § 226.3 provides that “[a]ny employer who violates subdivision (a) of
24 Section 226 shall be subject to a civil penalty in the amount of two hundred fifty dollars (\$250) per
25 employee per violation in an initial violation and one thousand dollars (\$1,000) per employee for
26 each violation in a subsequent citation, for which the employer fails to provide the employee a wage
27 deduction statement or fails to keep the required in subdivision (a) of Section 226.”

28 39. Thus, for the violations of Labor Code section 226 described above, Plaintiff and other

1 non-exempt employees may also recover Labor Code § 226.3 penalties for Defendant’s violations of
2 Labor Code § 226(a). Consequently, because Defendant failed to comply with Labor Code § 226(a),
3 Plaintiff and other non-exempt employees would be entitled to recover penalties under Labor Code §
4 226(e).

5 40. Furthermore, at all relevant times, Defendant required Plaintiff and other non-exempt
6 employees to incur necessary expenses for work-related purposes but did not reimburse non-exempt
7 employees adequately for these necessary expenditures in violation of Labor Code §§ 2802-2804.
8 Here, Defendant uniformly failed to reimburse non-exempt employees for the necessary costs
9 incurred in discharging their duties. (*See Cochran v. Schwan’s Home Service, Inc.*, (2014) 228
10 Cal.App.4th 1137, 1144 [“[i]f an employee is required to make work-related calls on a personal cell
11 phone, then he or she is incurring an expense for the purposes of section 2802. It does not matter
12 whether the phone bill is paid for by a third person or at all...To show liability under section 2802, an
13 employee needs only to show that he or she was required to use a personal cell phone to make work-
14 related calls, and he or she was not reimbursed”].) Accordingly, due to Defendant’s uniform failure
15 to adequately reimburse for necessary business expenditures in violation of Labor Code §§ 2802-
16 2804 and applicable Wage Orders.

17 41.

18 42. Finally, because Defendant failed to pay all minimum, overtime, and sick pay wages,
19 and meal and rest period premiums at the “regular rate of pay,” Defendant also failed and continues
20 to fail to pay Plaintiff and other non-exempt employees all wages owed at their time of separation
21 from employment in violation of Labor Code §§ 201-203. Thus, non-exempt employees would be
22 entitled to recover waiting time penalties under Labor Code §§ 201-203.

23 **CLASS ACTION ALLEGATIONS**

24 43. Plaintiff brings this action on behalf of herself and the following Classes pursuant to §
25 382 of the Code of Civil Procedure:

26 All current or former non-exempt hourly employees who work or worked
27 for Defendant in California during the four years immediately preceding the
28 filing of the Complaint through the date of trial. (the “Class”);

1 All current or former non-exempt employees who worked for Defendant in
2 California and worked overtime hours during at least one shift during the
3 four years immediately preceding the filing of the Complaint through the
date of trial. ("the Overtime Subclass");

4 All current or former employees who work or worked for Defendant in
5 California during the one year immediately preceding the filing of the
Complaint through the date of trial. ("the Wage Statement Subclass")

6 All employees who work or worked for Defendant in California and who
7 left their employment during the three years immediately preceding the
8 filing of the Complaint through the date of trial. ("Waiting Time Penalty
Subclass")

9 (collectively "the Classes")

10 44. **Numerosity/Ascertainability:** The members of the Classes are so numerous that
11 joinder of all members would be unfeasible and not practicable. The membership of the Classes is
12 unknown to Plaintiff at this time; however, it is estimated that the Classes consist of at least one
13 hundred (100) individuals. The identity of such membership is readily ascertainable via inspection of
14 Defendant's employment and payroll records.

15 ///

16 45. **Common Questions of Law and Fact Predominate/Well-Defined Community of**
17 **Interest:** There are common questions of law and fact as to Plaintiff and all other similarly situated
18 non-exempt employees, which predominate over questions affecting only individual members
19 including, without limitation to:

- 20 1. Whether Defendant failed to record and pay for all hours worked by Class Members;
- 21 2. Whether Defendant failed to properly calculate the "regular rate of pay" for purposes of
22 paying overtime and sick pay wages to the members of the Class;
- 23 3. Whether Defendant provided legally compliant meal and rest periods or proper
24 compensation at the "regular rate of pay" in lieu thereof to members of the Class;
- 25 4. Whether Defendant furnished legally compliant wage statements to members of the
26 Wage Statement Subclass pursuant to Labor Code § 226(a); and
- 27 5. Whether the timing and amount of payment of final wages to members of the Waiting
28 Time Penalty Subclass at the time of separation from employment were unlawful.

1 46. **Predominance of Common Questions:** Common questions of law and fact
2 predominate over questions that affect only individual members of the Classes. The common
3 questions of law set forth above are numerous and substantial and stem from Defendant's policies
4 and/or practices applicable to each individual class member, such as without limitation, Defendant's
5 failure to pay for all hours worked, Defendant's failure to properly pay overtime and sick pay wages,
6 Defendant's failure to provide all compliant meal and rest periods or premiums at the "regular rate of
7 pay" in lieu thereof, Defendant's failure to provide accurate itemized wage statements, and
8 Defendant's failure to pay for all wages due upon separation of employment. As such, the common
9 questions predominate over individual questions concerning each class member's showing as to his
10 or her eligibility for recovery or the amount of his or her damages.

11 47. **Typicality:** The claims of Plaintiff are typical of the claims of the Classes because
12 Plaintiff was employed by Defendant as a non-exempt employee in California during the statute(s)
13 of limitation applicable to each cause of action pled in the Complaint in this action. As alleged herein,
14 Plaintiff, like the members of the Classes, was deprived of minimum, overtime and sick pay wages,
15 was deprived of meal and rest period premium wages, was subject to Defendant's uniform meal and
16 rest period policies/practices, was not provided accurate itemized wage statements, and was not
17 timely paid all wages owed upon separation of employment.

18 48. **Adequacy of Representation:** Plaintiff is fully prepared to take all necessary steps to
19 represent fairly and adequately the interests of the members of the Classes. Moreover, Plaintiff's
20 attorneys are ready, willing, and able to fully and adequately represent the members of the Classes.
21 Plaintiff's attorneys have prosecuted and are actively litigating several wage-and-hour class actions
22 in state and federal courts and are committed to vigorously prosecuting this action on behalf of the
23 members of the Classes.

24 49. **Superiority:** The California Labor Code is broadly remedial in nature and serves an
25 important public interest in establishing minimum working conditions and standards in California.
26 These laws and labor standards protect the average working employee from exploitation by
27 employers who have the responsibility to follow the laws and who may seek to take advantage of
28 superior economic and bargaining power in setting onerous terms and conditions of employment. The

1 nature of this action and the format of laws available to Plaintiff and members of the Classes make
2 the class action format a particularly efficient and appropriate procedure to redress the violations
3 alleged herein. If each employee were required to file an individual lawsuit, Defendant would
4 necessarily gain an unconscionable advantage since they would be able to exploit and overwhelm the
5 limited resources of each individual plaintiff with their vastly superior financial and legal resources.

6 50. Moreover, requiring each member of the Classes to pursue an individual remedy would
7 also discourage the assertion of lawful claims by employees who would be disinclined to file an action
8 against their former and/or current employer for real and justifiable fear of retaliation and permanent
9 damages to their careers at subsequent employment. Further, the prosecution of separate actions by
10 the individual class members, even if possible, would create a substantial risk of inconsistent or
11 varying verdicts or adjudications with respect to the individual class members against Defendant
12 herein and which would establish potentially incompatible standards of conduct for Defendant; and/or
13 legal determinations with respect to individual class members which would, as a practical matter, be
14 dispositive of the interest of the other class members not parties to adjudications or which would
15 substantially impair or impede the ability of the class members to protect their interests. Further, the
16 claims of the individual members of the class are not sufficiently large to warrant vigorous individual
17 prosecution considering all of the concomitant costs and expenses attending thereto. As such, the
18 Classes identified in Paragraph 41 are maintainable as Classes under § 382 of the Code of Civil
19 Procedure.

20 **FIRST CAUSE OF ACTION**

21 **MINIMUM WAGE VIOLATIONS**

22 **(AGAINST ALL DEFENDANTS)**

23 51. Plaintiff re-alleges and incorporates by reference all previous paragraphs.

24 52. Section 4 of the applicable Wage Order(s) and Labor Code §§ 1197 and 1182.12
25 establish the right of employees to be paid minimum wages for all hours worked, in amounts set by
26 state law. Labor Code §§ 1194(a) and 1194.2(a) provide that an employee who has not been paid the
27 legal minimum wage as required by Labor Code § 1197 may recover the unpaid balance together
28 with attorneys' fees and costs of suit, as well as liquidated damages in an amount equal to the unpaid

1 wages and interest accrued thereon.

2 53. At all relevant times herein, Defendant failed to record all time accurately worked,
3 including failing to record time worked properly and all time spent working off-the-clock, which
4 resulted in these individuals not being paid for all hours they actually suffered or permitted to work.
5 Accordingly, Plaintiff and members of the Classes were not compensated for all hours worked,
6 including all hours they were subject to the control of Defendant and/or suffered or permitted to work
7 under the Labor Code and applicable Wage Orders.

8 54. Labor Code § 1198 makes an employee's employment unlawful under conditions the
9 Industrial Welfare Commission prohibits. Labor Code §§ 1194(a) and 1194.2(a) provide that an
10 employer who has failed to pay its employees the legal minimum wage is liable to pay those
11 employees the unpaid balance of the unpaid wages as well as liquidated damages in an amount equal
12 to the wages due and interest thereon.

13 55. As a direct and proximate result of Defendant's unlawful conduct as alleged herein,
14 Plaintiff and the Classes have sustained economic damages, including but not limited to unpaid wages
15 and lost interest, in an amount to be established at trial, and they are entitled to recover economic and
16 statutory damages and penalties and other appropriate relief as a result of Defendant's violations of
17 the Labor Code and applicable Wage Orders.

18 56. Defendant's practice and uniform administration of corporate policy regarding illegal
19 employee compensation is unlawful and creates an entitlement to recovery by Plaintiff and members
20 of the Classes in a civil action for the unpaid amount of minimum wages, liquidated damages,
21 including interest thereon, statutory penalties, attorney's fees, and costs of suit according to Labor
22 Code §§ 204, 558, 1194 *et seq.*, 1197, 1198, and Code of Civil Procedure § 1021.5.

23 **SECOND CAUSE OF ACTION**

24 **FAILURE TO PAY ALL OVERTIME WAGES**

25 **(AGAINST ALL DEFENDANTS)**

26 57. Plaintiff re-alleges and incorporates all previous paragraphs by reference.

27 58. This cause of action is brought pursuant to Labor Code §§ 204, 210, 510, 558, 1194,
28 and 1198, which provide that non-exempt employees are entitled to overtime wages for all overtime

1 hours worked and provide a private right of action for the failure to pay all overtime compensation
2 for overtime work performed.

3 59. At all times relevant herein, Defendant was required to properly pay Plaintiff and
4 members of the Overtime Subclass for all overtime hours worked pursuant to California Labor Code
5 § 1194 and the applicable Wage Orders.

6 60. Section 3 of the applicable Wage Order requires an employer to pay an employee “one
7 and one-half (1 1/2) times the employee’s regular rate of pay” for work in excess of 8 hours per
8 workday and/or in excess of 40 hours of work in the workweek. The same section also requires an
9 employer to pay an employee double the employee’s regular rate of pay for work in excess of twelve
10 hours each workday and/or for work in excess of 8 hours on the seventh consecutive day of work in
11 the workweek. Defendant caused Plaintiff to work overtime and hours but did not compensate
12 Plaintiff or members of the Overtime Subclass at one and one-half times their “regular rate of pay”
13 for such hours.

14 61. At all relevant times herein, Defendant failed to conform its pay practices to the
15 requirements of the law. This unlawful conduct includes but is not limited to, Defendant’s failure to
16 pay for all hours properly worked off the clock as alleged herein above, and Defendant’s failure to
17 include all forms of compensation, including, but not limited to, commissions, incentive pay, shift
18 pay, and non-discretionary bonuses in calculating the “regular rate of pay,” which resulted in these
19 individuals not being paid for all overtime hours worked.

20 62. The foregoing policies and practices are unlawful and create an entitlement to recovery
21 by Plaintiff and the members of the Overtime Subclass in a civil action for the unpaid amount of
22 overtime wages, including interest thereon, statutory penalties, attorney’s fees, and costs of suit
23 according to Labor Code §§ 204, 210, 510, 1194, and 1198, the applicable Wage Orders, and Code
24 of Civil Procedure § 1021.5.

25 **THIRD CAUSE OF ACTION**

26 **MEAL PERIOD VIOLATIONS**

27 **(AGAINST ALL DEFENDANTS)**

28 63. Plaintiff re-alleges and incorporates all previous paragraphs by reference.

64. Plaintiff is informed and believes, and based thereon alleges, that Defendant failed in its affirmative obligation to provide all of their hourly non-exempt employees, including Plaintiff and members of the Class, with all required meal periods in accordance with the mandates of the California Labor Code and applicable Wage Orders, for the reasons set forth in the Common Allegations section of this Complaint.

65. Despite Defendant's violations, Defendant has not paid an additional hour of pay at the "regular rate of pay" to Plaintiff and Class members at their respective regular rates of pay for each violation, per California Labor Code § 226.7.

66. As a result, Defendant is responsible for paying premium compensation for meal period violations, including interest thereon, statutory penalties, and costs of suit pursuant to the applicable Wage Orders, Labor Code §§ 226.7, 512, and Civil Code §§ 3287(b) and 3289.

FOURTH CAUSE OF ACTION

REST PERIOD VIOLATIONS

(AGAINST ALL DEFENDANTS)

67. Plaintiff re-alleges and incorporates all previous paragraphs by reference.

68. Section 12 of the applicable Wage Orders and Labor Code §§ 226.7 and 516 establishes the right of non-exempt employees to be provided with a rest period of at least ten (10) minutes for each four (4) hour period worked or major fraction thereof.

69. Due to its unlawful rest period policy/practices and operational requirements/work demands, Defendant did not authorize and permit Plaintiff and Class members to take all rest periods to which they were legally entitled.

70. Despite Defendant's violations, Defendant has not paid an additional hour of pay at the "regular rate of pay" to Plaintiff and Class members at their respective regular rates of pay for each violation, per California Labor Code § 226.7.

71. The foregoing violations create an entitlement to recovery by Plaintiff and members of the Class in a civil action for the unpaid amount of rest period premiums owing, including interest thereon, statutory penalties, and costs of suit pursuant to the applicable Wage Orders, Labor Code §§ 226.7 and 516, and Civil Code §§ 3287(b) and 3289.

FIFTH CAUSE OF ACTION
FAILURE TO PAY ALL SICK TIME
(AGAINST ALL DEFENDANTS)

72. Plaintiff re-alleges and incorporates all previous paragraphs by reference.

73. This cause of action is brought pursuant to Labor Code §§ 246, 558, 1194.2, 1197.1, 1198, and 1199 which provide that “[a]n employee who, on or after July 1, 2015, works in California for the same employer for 30 or more days within a year from the commencement of employment is entitled to paid sick days. . . at the rate of not less than one hour per every 30 hours worked, beginning at the commencement of employment.”

74. At all times relevant herein, Defendant was required to properly pay Plaintiff and Class members for all sick time pursuant to California Labor Code § 246 and the applicable Wage Orders.

75. Labor Code § 246(l)(1) provides that paid sick time for non-exempt employees must be “calculated in the same manner as the regular rate of pay for the workweek in which the employee uses paid sick time, whether or not the employee actually works overtime in that workweek.” Additionally, Labor Code § 246(l)(2) states that the paid sick time must be “calculated by dividing the employee’s total wages, not including overtime premium pay, by the employee’s total hours worked in the full pay periods of the prior 90 days of employment.” Finally, Labor Code §246(i) requires employers to “provide an employee with written notice that sets forth the amount of paid sick leave available, or paid time off leave an employer provides in lieu of sick leave, for use on either the employee’s itemized wage statement described in Section 226 or in a separate writing provided on the designated pay date with the employee’s payment of wages.”

76. Defendant failed in its obligation to provide Plaintiff and the Class the legally required paid sick days at the legal rate pursuant to Labor Code §§ 246(a),(b). Plaintiff and the Class members were not paid at the correct “regular rate of pay.”

77. The foregoing policies and practices are unlawful and create an entitlement to recovery by Plaintiff and the members of the Class in a civil action for the unpaid amount of wages, including interest thereon, statutory penalties, attorney’s fees, and costs of suit according to Labor Code §§ 246 1192, 1194 *et seq.*, 1197, 1198, the applicable Wage Orders, and Code of Civil Procedure § 1021.5.

1 **SIXTH CAUSE OF ACTION**

2 **FAILURE TO PROVIDE ACCURATE ITEMIZED WAGE STATEMENTS**

3 **(AGAINST ALL DEFENDANTS)**

4 78. Plaintiff re-alleges and incorporates all previous paragraphs by reference.

5 79. Labor Code 226(a) states in pertinent part the following:

6 “(a) An employer, semimonthly or at the time of each payment of wages,
7 shall furnish to his or her employee, either as a detachable part of the check,
8 draft, or voucher paying the employee’s wages, or separately if wages are
9 paid by personal check or cash, an accurate itemized statement in writing
10 showing (1) gross wages earned, (2) total hours worked by the employee,
11 (3) the number of piece-rate units earned and any applicable piece rate if the
12 employee is paid on a piece-rate basis, (4) all deductions, provided that all
13 deductions made on written orders of the employee may be aggregated and
14 shown as one item, (5) net wages earned, (6) the inclusive dates of the
15 period for which the employee is paid, (7) the name of the employee and
16 only the last four digits of his or her social security number or an employee
17 identification number other than a social security number, (8) the name and
18 address of the legal entity that is the employer, and (9) all applicable hourly
19 rates in effect during the pay period and the corresponding number of hours
20 worked at each hourly rate by the employee.”

21 80. As set forth above, during the Class Period, Defendant issued and continues to issue
22 wage statements to its employees, including Plaintiff and members of the Wage Statement Subclass,
23 which are inadequate under Labor Code Section § 226(a).

24 81. As a result of Defendant’s failure to pay Plaintiff and the Wage Statement Subclass
25 for all minimum, overtime, sick pay wages, and missed meal and rest period premiums at the
26 appropriate legal rate, Defendant failed to include required information on Plaintiff and the Wage
27 Statement Subclass’ wage statements, including, but not limited to, the gross wages earned and the
28 net wages earned in violation of Labor Code section 226(a)(1,2,5, and 9).

82. In addition, Defendant uniformly issued wage statements to non-exempt employees
that fail to include the name and address of the legal entity that is the employer in violation of Labor
Code § 226(a)(8). (See **Exhibit A.**)

83. Defendant’s failure to comply with section 226(a) of the Labor Code was knowing
and intentional.

84. As a result of Defendant's issuance of inaccurate itemized wage statements to Plaintiff and members of the Wage Statement Subclass in violation of section 226(a) of the California Labor Code, Plaintiff and members of the Wage Statement Subclass are each entitled to recover an initial penalty of \$50, and subsequent penalties of \$100, up to an amount not exceeding an aggregate penalty of \$4,000 per Plaintiff and per every member of the Wage Statement Subclass from Defendant's pursuant to section 226(e) of the Labor Code, costs and reasonable attorneys' fees.

SEVENTH CAUSE OF ACTION

WAITING TIME PENALTIES

(AGAINST ALL DEFENDANTS)

85. Plaintiff re-alleges and incorporates all previous paragraphs by reference.

86. The actionable period for this cause of action is three years before the filing of this Complaint through the present and ongoing until the violation is corrected or the class is certified.

87. Labor Code §§ 201 and 202 require Defendant to pay all compensation due and owing to Plaintiff and the Waiting Time Subclass during the actionable period for this cause of action at or around the time their employment is terminated or ended.

88. Labor Code § 203 provides that if an employer willfully fails to pay compensation promptly upon discharge or resignation, as required by Labor Code sections 201 and 202, the employer is liable for penalties for continued compensation up to thirty (30) workdays.

89. Defendant willfully failed to pay the Waiting Time Subclass for all hours worked, including all minimum, overtime, sick pay wages, and their meal and rest period premiums at the “regular rate of pay” before or upon termination or separation from employment with Defendant as required by Labor Code §§ 201 and 202.

90. As a result, Defendant is liable to the Waiting Time Subclass for waiting time penalties amounting to thirty (30) days wages for Plaintiff and the Waiting Time Subclass pursuant to Labor Code § 203. *See, e.g.,* DLSE Manual, 4.3.4 (Failure to pay any sort of wages due upon termination entitles an employee to recover waiting time penalties).

1 **EIGHT CAUSE OF ACTION**

2 **FAILURE TO REIMBURSE FOR NECESSARY BUSINESS EXPENDITURES**

3 **(AGAINST ALL DEFENDANTS)**

4 91. Plaintiff re-alleges and incorporates by reference all previous paragraphs.

5 92. Labor Code 2802(a) states in pertinent part the following: “(a) An employer shall
6 indemnify his or her employee for all necessary expenditures or losses incurred by the employee in
7 direct consequence of the discharge of his or her duties, or of his or her obedience to the directions
8 of the employer, even though unlawful, unless the employee, at the time of obeying the directions,
9 believed them to be unlawful.”

10 93. As set forth above, Plaintiff and Class members must be compensated for all necessary
11 business expenditures, including, but not limited to, a reasonable portion of their monthly personal
12 cell phone bills incurred in the discharge of their duties. (See *Cochran v. Schwan’s Home Service,*
13 *Inc.* (2014) 228 Cal.App.4th 1137 (“We hold that when employees must use their personal cell phones
14 for work-related calls, Labor Code section 2802 requires the employer to reimburse them. Whether
15 the employees have cell phone plans with unlimited minutes or limited minutes, the reimbursement
16 owed is a reasonable percentage of their cell phone bills.”).

17 94. At all relevant times, Defendant has failed to comply with Labor Code Section 2802 and
18 the applicable Wage Orders by failing to reimburse Plaintiff and the Class for all necessary business
19 expenditures.

20 **NINTH CAUSE OF ACTION**

21 **UNFAIR COMPETITION**

22 **(AGAINST ALL DEFENDANTS)**

23 95. Plaintiff re-alleges and incorporates by reference all previous paragraphs.

24 96. Defendant has engaged and continues to engage in unfair and/or unlawful business
25 practices in California in violation of California Business and Professions Code § 17200 *et seq.*, by
26 failing to pay all minimum, overtime and sick pay wages at the proper legal rate, by failing to provide
27 all legally required meal and rest periods or pay premium payments at the “regular rate of pay” in
28 lieu thereof, by failing to provide accurate wage statements, and by failing to pay all earned wages at

1 the time of separation from employment.

2 97. Defendant's utilization of these unfair and/or unlawful business practices deprived
3 Plaintiff and continues to deprive members of the Classes of compensation to which they are legally
4 entitled, constitutes unfair and/or unlawful competition, and provides an unfair advantage over
5 Defendant competitors who have been and/or are currently employing workers and attempting to do
6 so in honest compliance with applicable wage and hour laws.

7 98. Because Plaintiff is a victim of Defendant's unfair and/or unlawful conduct alleged
8 herein, Plaintiff, for herself and on behalf of the members of the Classes, seeks full restitution of
9 monies, as necessary and according to proof, to restore any and all monies withheld, acquired and/or
10 converted by Defendant's pursuant to Business and Professions Code §§ 17203 and 17208.

11 99. The acts complained of herein occurred within the last four years immediately
12 preceding the filing of the Complaint in this action.

13 100. Plaintiff was compelled to retain the services of counsel to file this court action to
14 protect her interests and those of the Classes, to obtain restitution and injunctive relief on behalf of
15 Defendant's current hourly non-exempt employees, and to enforce important rights affecting the
16 public interest. Plaintiff has thereby incurred the financial burden of attorneys' fees and costs, which
17 she is entitled to recover under Code of Civil Procedure § 1021.5.

18 **TENTH CAUSE OF ACTION**

19 **PRIVATE ATTORNEYS GENERAL ACT**

20 **(AGAINST ALL DEFENDANTS)**

21 101. Plaintiff re-alleges and incorporates by reference all previous paragraphs.

22 102. Defendant has committed several Labor Code violations against Plaintiff and other
23 similarly aggrieved employees. Plaintiff, an "aggrieved employee" within the meaning of Labor Code
24 § 2698 *et seq.*, acting on behalf of himself and other similarly aggrieved employees, brings this PAGA
25 representative action against Defendant to recover the civil penalties due to Plaintiff, other similarly
26 aggrieved employees, and the State of California according to proof pursuant to Labor Code § 2699
27 (a) and (f) including, but not limited to (1) \$100 for each initial violation and (2) \$200 for each
28 subsequent violation per employee per pay period for those violations of the Labor Code for which

1 no civil penalty is specifically provided based on the following Labor Code violations:

2 a) Failing to pay Plaintiff and similarly Aggrieve Employees for all minimum wages for
3 all hours worked or for which they were subject to the control of the employer;

4 b) Failing to pay Plaintiff and other similarly Aggrieved Employees all overtime and
5 sick pay wages at the appropriate premium rates in violation of Labor Code §§ 246, 510, 1194, 1197;

6 c) Failing to provide Plaintiff and other similarly Aggrieved Employees with all of their
7 statutorily mandated meal periods in violation of Labor Code §§ 204, 510, 1194 and 1198;

8 d) Failing to authorize and permit Plaintiff and other similarly Aggrieved employees
9 with all of their statutorily mandated rest periods in violation of Labor Code §§ 226.7 and 516; and

10 e) Failing to furnish Plaintiff and other similarly situated employees with complete,
11 accurate, itemized wage statements in violations of Labor Code § 226(a) and applicable Wage Orders;
12 and

13 f) Failing to pay final wages in a timely manner in violation of Labor Code §§ 201-203
14 and applicable Wage Orders.

15 103. On or about May 10, 2024, Plaintiff notified Defendant Support for Family, LLC. *dba*
16 ApexCare (“Defendant”) and the California Labor and Workforce Development Agency (“LWDA”)
17 via email of Defendant’s violations of the California Labor Code § 2698 *et seq.*, with respect to
18 violations of the California Labor Code identified in Paragraph 96 (a)-(f). Now that the sixty-five
19 days have passed from Plaintiff notifying Defendant of these violations, Plaintiff has exhausted her
20 administrative requirements for bringing a claim under the Private Attorneys General Act with respect
21 to these violations.

22 104. Plaintiff was compelled to retain the services of counsel to file this court action to
23 protect her interests and the interests of similarly aggrieved employees, and to assess and collect the
24 civil penalties owed by Defendant. Plaintiff has hereby incurred attorneys’ fees and costs, which she
25 is entitled to receive under California Labor Code § 2699.

26 **PRAYER FOR RELIEF**

27 **WHEREFORE**, Plaintiff prays for judgment for herself and all others on whose behalf this
28 suit is brought against Defendant, as follows:

- 1 1. For an order certifying the proposed Classes;
- 2 2. For an order appointing Plaintiff as representative of the Classes;
- 3 3. For an order appointing Counsel for Plaintiff as Counsel for the Classes;
- 4 4. Upon the First and Second Cause of Action for compensatory, consequential,
5 general, and special damages according to proof pursuant to Labor Code §§ 204, 210, 510, 1194,
6 1197, 1197.1, and 1198 and reasonable attorneys' fees and costs;
- 7 5. Upon the Third Cause of Action, for compensatory, consequential, general, and
8 special damages according to proof pursuant to Labor Code §§ 204, 210, 510, 1194, 1197, and 1198
9 and reasonable attorneys' fees and costs;
- 10 6. Upon the Third Cause of Action, for compensatory, consequential, general, and
11 special damages according to proof pursuant to Labor Code §§ 226.7 and 512;
- 12 7. Upon the Fourth Cause of Action, for compensatory, consequential, general, and
13 special damages according to proof pursuant to Labor Code §§ 226.7 and 516;
- 14 8. Upon the Fifth Cause of Action, for compensatory, consequential, general, and
15 special damages according to proof pursuant to Labor Code §§ 246, 558, 1194.2, 1198, and 1199;
- 16 9. Upon the Sixth Cause of Action, penalties pursuant to Labor Code § 226(a), and
17 reasonable costs and attorney's fees;
- 18 10. Upon the Seventh Cause of Action, for statutory waiting time penalties pursuant to
19 Labor Code §§ 201-203;
- 20 11. Upon the Eighth Cause of Action, for unreimbursed expenses, interest, and
21 attorney's fees and costs pursuant to Labor Code § 2802;
- 22 12. Upon the Ninth Cause of Action, for restitution to Plaintiff and members of the
23 Classes of all money and/or property unlawfully acquired by Defendant by means of any acts or
24 practices declared by this Court to be in violation of Business and Professions Code § 17200 *et seq.*;
- 25 13. Upon the Tenth Cause of Action, for civil penalties due to Plaintiff, other similarly
26 Aggrieved Employees, and the State of California according to proof pursuant to Labor Code § 2699
27 (a) and (f) including, but not limited to: (1) \$100.00 for each initial violation and \$200 for each
28 subsequent violation per employee per pay period for those violations of the Labor Code for which

1 no civil penalty is specifically provided under the Labor Code, and for reasonable attorneys' fees and
2 costs;

3 14. Prejudgment interest on all due and unpaid wages pursuant to California Labor Code
4 § 218.6 and Civil Code §§ 3287 and 3289;

5 15. On all causes of action, for attorneys' fees and costs as provided by Labor Code §§
6 218.5, 226, 1194, Code of Civil Procedure § 1021.5; and

7 16. For such other relief that the Court may deem just and proper.

8
9 Dated: January 28, 2026

FALAKASSA LAW, P.C.
BOKHOUR LAW GROUP, P.C.

10
11
12 By: _____

Joshua Falakassa, Esq.

Mehrdad Bokhour, Esq.

Attorneys for Plaintiff and the Putative Classes

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PROOF OF SERVICE

STATE OF CALIFORNIA, COUNTY OF LOS ANGELES

I am employed in the County of Los Angeles, State of California. I am over the age of eighteen years and not a party to the within action; my business address is 1901 Avenue of the Stars, Suite 520, Los Angeles, California 90067.

On January 30, 2026, I served the following document(s) described as **SECOND AMENDED CLASS ACTION COMPLAINT** on the interested parties in this action:

Joel M. Van Parys
jvanparys@cdflaborlaw.com
CDF Labor Law
900 University Avenue, Suite 200
Sacramento, CA 95825

Attorney for Defendant
SUPPORT FOR FAMILY, LLC

BY ELECTRONIC SERVICE: I transmitted the above-referenced document(s) via electronic service provider First Legal to the person(s) identified above at the email address(es) indicated and did not, within a reasonable time after transmission, receive any message or communication indicating that delivery failed or that any other error had occurred which would delay or caused failure in transmission and delivery of the document and/or any attachments thereto.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on January 30, 2026, in Los Angeles, California.

/s/ Cynthia Garcia
Cynthia Garcia