

To: Chair Kennelly, Vice Chair Chaudhary
 Members, Immigrant Rights Commission
 Jorge Rivas, Executive Director

From: Chloe Noonan, Policy and Civic Engagement Officer

Re: Quarterly Report - Language Access Complaints

Date: May 13, 2024

As mandated by the Language Access Ordinance, the Office of Civic Engagement and Immigrant Affairs (OCEIA) must provide a quarterly report to the Immigrant Rights Commission regarding language access complaints received by OCEIA.

Reporting Period (February 2024 – May 2024)

OCEIA received two (2) complaints since our last report.

Department	Description	Language(s)	Status
Department of Homelessness and Supportive Housing	A community member expressed general concerns about a person having lost access to their affordable housing.	Sign Language	Closed.
San Francisco Municipal Transportation Agency	A community member submitted a complaint on behalf of a family member, who was not provided with interpretation assistance during a safety issue on a City bus.	Chinese	In Progress.

Previous Report Comparison

Time Frame	Total complaint(s) received
October 2023 – January 2024	1

