

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

From: Chloe Noonan, Policy and Civic Engagement Officer

Re: Quarterly Report - Language Access Complaints

Date: September 11, 2023

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 (April 2023 – September 2023)

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

Department	Description	Language(s)	Status
Planning Department	A community member expressed concerns about the lack of Chinese translated content in a public notice and inadequate in-language support at public meetings about upcoming projects.	Chinese	Department has met with OCEIA. Investigation and resolution in progress.
San Francisco Housing Authority	A community member reported they visited an agency office in person to request housing case updates. The community member asked for Chinese interpretation, and the front desk worker repeatedly verbalized that they could not provide the community member with interpretation.	Chinese	Investigation in progress.

Trends and Analysis
The complaints submitted during this reporting period highlight the importance of internal staff training on Department-specific interpretation arrangement protocols and how to work effectively with interpreters when serving members of the public. OCEIA will explore ways to increase support to Departments on this topic through technical assistance tools and/or training.

Previous Report Comparison

Time Frame	Total complaint(s) received
November 2022 – March 2023	1

