



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** March 23, 2016  
**Board Meeting Date:** April 26, 2016  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise Rogers, Chief, Health System  
Kimberlee Kimura, Director, Health System Administration

**Subject:** Amendment with Avid Translation, Inc for language interpretation and translation services

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Avid Translation, Inc. for language interpretation and translation services, increasing the amount by \$150,000 to an amount not to exceed \$815,000.

**BACKGROUND:**

In 2006, your Board accepted the "Linguistic Access Study: Summary of Findings and Recommendations Report." A key recommendation noted in the report included expanding the availability and use of oral language services and translation services to a wider range of settings and languages. As part of implementation of this recommendation, the County of San Mateo entered into an agreement with Avid Translation, Inc. (AVID) to provide in-person interpretation and translation services to Health System divisions for the term of July 1, 2010 through June 30, 2013, in the amount of \$450,000.

In January 2013, Health System released a Request for Proposals for qualified contractors to provide interpretation and translation services for the Health System. AVID was one of the contractors selected to provide interpretation and translation services for clients of the Health System. On June 4, 2013, your Board approved a three year contract with AVID for the amount of \$640,000, for the term of July 1, 2013 to June 30, 2016.

In January 2016, the Director of Health Administration approved an amendment to the agreement with AVID for \$25,000.

**DISCUSSION:**

During the last 10 months, the average monthly interpreter request has increased by approximately 63% due to higher client demand and staff utilization, resulting in monthly costs that exceed prior projections. Through this amendment, AVID will continue to provide in-person language interpretation and document translation assistance to the following Health System divisions: Aging and Adult Services (AAS), Behavioral Health and Recovery Services (BHRS), Environmental Health (EH), Family Health Services (FHS) and Public Health, Policy and Planning (PHPP).

In addition, Health Administration is currently conducting an RFP for language assistance services, to begin on July 1, 2016, i.e. immediately after this contract.

The amendment and Resolution have been reviewed and approved by County Counsel as to form.

This amendment contributes to the Shared Vision 2025 commitment of a Healthy Community by allowing County health service providers to effectively communicate with limited English proficient people. It is anticipated that 600 clients will use interpreters annually.

**PERFORMANCE MEASURE(S):**

Measure	FY 2015-16 Estimated	FY 2016-17 Projected
Number of clients using interpreters	600	700

**FISCAL IMPACT:**

The term of the amended agreement is July 1, 2013 through June 30, 2016. The total amount for the three-year period will not exceed \$815,000. The latter amount is allocated to the following divisions' FY 2015-16 Adopted Budgets: AAS (\$62,000), BHRS (\$630,000), EH (\$5,000), FHS (\$110,000), and PHPP (\$8,000). Funding is from a variety of sources, including net county cost.