



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: July 6, 2016
Board Meeting Date: August 9, 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 \$25,000, to an amount not to exceed \$840,000.

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, increasing the maximum amount payable thereunder by for \$25,000, to \$665,000.

In April 2016, your Board approved an amendment to the agreement with AVID, further increasing the maximum amount payable thereunder by \$150,000, to \$815,000.

DISCUSSION:

During the last 2 months, utilization of interpretation services was approximately 20% higher than anticipated due to higher client demand and staff utilization. This trend has resulted in monthly costs that exceeded prior projections. Through this amendment, AVID will be compensated for these unanticipated additional in-person language interpretation services 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).

This amendment is late due to an unanticipated surge in utilization during June 2016.

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 700 clients will use interpreters annually.

PERFORMANCE MEASURE(S):

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

FISCAL IMPACT:

The term of the amended agreement is July 1, 2013 through June 30, 2016. The total amount for the three-year term will not exceed \$840,000. The latter amount is allocated to the following divisions' FY 2015-16 Adopted Budgets: AAS (\$62,000), BHRS (\$655,000), EH (\$5,000), FHS (\$110,000), and PHPP (\$8,000). Funding is from a variety of sources, including Net County Cost.