



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: November 1, 2016
Board Meeting Date: December 13, 2016
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise Rogers, Chief, Health System
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

Subject: Amendment to the Agreement with Pacific Interpreters, Inc., a Language Line Solutions Company, for Interpreter Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Pacific Interpreters, Inc., a Language Line Solutions Company, for interpreter services, extending the term of the agreement through February 28, 2017, and increasing the amount by \$150,000 to an amount not to exceed \$2,025,000.

BACKGROUND:

On April 22, 2014, your Board approved an agreement with Pacific Interpreters, Inc. (Pacific Interpreters), a Language Line Solutions Company, for interpreter services. On May 23, 2014, your Board approved an amendment to add the Human Services Agency (HSA) to this agreement for their interpretation needs at the San Mateo Medical Center's (SMMC) negotiated rate, which increased the amount by \$800,000. On December 15, 2015, your Board approved an amendment to increase the amount by \$350,000 to an amount not to exceed \$1,750,000 due to an increase in demand for interpreter services. On November 15, 2016, your Board increased the not to exceed amount to \$1,875,000, due to a further increase in demand for interpreter services.

DISCUSSION:

Pacific Interpreters provides a vital communication link between SMMC's limited English proficiency (LEP) patients and their providers. SMMC recently initiated a Request for Proposals (RFP) for interpretation services. However, the RFP committee is still reviewing proposals and has not yet made a decision. SMMC is requesting that your Board extend the term of the current agreement by two months, and approve the increase in funding associated with the term extension, to allow SMMC time to select a vendor.

The County's Contract Compliance Committee has approved a waiver extending the term of the agreement to thirty-nine months.

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

Approval of this amendment contributes to the Shared Vision 2025 outcome of a Healthy Community by enabling SMMC to provide access to safe, rapid, and high quality medical care for LEP residents of San Mateo County. It is anticipated that requests for interpretations will be fulfilled within three minutes 95% of the time.

PERFORMANCE MEASURE:

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percentage of the requests for interpretations will be fulfilled within three minutes	95%	95%

FISCAL IMPACT:

The term of the revised agreement is January 1, 2014 through February 28, 2017. The amount of the agreement is not to exceed \$2,025,000. The amendment increases the contract by \$150,000. Funds in the amount of \$100,000 are included in the SMMC FY 2016-17 Adopted Budget and funds in the amount of \$50,000 are included in the HSA FY 2016-17 Adopted Budget.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medically indigent or to those covered by programs that do not meet the full costs of care are covered by the County's General Fund contribution to SMMC, and are within the existing annual appropriation.