



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



DATE: May 6, 2013
BOARD MEETING DATE: June 4, 2013
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors

FROM: Jean S. Fraser, Chief, Health System
SaraT L. Mayer, Director, Public Health, Policy and Planning

SUBJECT: Agreement with Avid Translation

RECOMMENDATION:

Adopt a Resolution authorizing a superseding agreement with Avid Translation for language interpretation and translation services for the term of June 4, 2013 through June 30, 2016, in an amount not to exceed \$640,000.

BACKGROUND:

In October 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 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 Public Health, Policy and Planning released a Request for Proposals for qualified contractors to provide interpretation and translation services for the Health System. Avid Translation is one of the contractors selected to provide interpretation and translation services for clients of the Health System.

DISCUSSION:

The County currently has an agreement in effect with Avid Translation through June 30, 2013. Overall the program is successful in helping Health System staff and its client users. During the last 10 months, an average monthly interpreter request has increased by approximately 63% due to higher client demand and staff utilization. Although the rate structure has not changed, the elevated usage has resulted in monthly costs that exceed prior projections. A superseding agreement beginning June 4, 2013 is necessary to prevent costs of interpretation and translation services exceeding the \$450,000 limit of the current agreement.

In order to adequately serve the County's limited English proficient (LEP) clientele, it is necessary to ensure continued access to language assistance services. Upon entering into this agreement, Avid Translation will provide in-person language interpretation and document translation assistance to the following Health System divisions: Aging and Adult Services, Behavioral Health and Recovery Services, Environmental Health, Family Health Services and Public Health, Policy and Planning. Interpretation services for the San Mateo Medical Center are provided through the hospital-specific Health Care Interpreter Network.

Public Health, Policy and Planning requests your Board to authorize the Chief of the Health System or designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

The contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

The agreement and Resolution have been reviewed and approved by County Counsel as to form. The contractor meets insurance certification requirements.

Approval of the agreement 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.

Performance Measure(s):

Measure	FY 2012-13 Estimated	FY 2013-14 Projected
Number of clients using interpreters	500	600

FISCAL IMPACT:

The term of the agreement is June 4, 2013 through June 30, 2016. The total amount for the three-year period will not exceed \$640,000. Of that amount, the following maximum budget obligations apply: \$42,000 for Aging and Adult Services, \$510,000 for Behavioral Health and Recovery Services, \$5,000 for Environmental Health, \$75,000 for Family Health Services, and \$8,000 for Public Health, Policy and Planning. Funding will be included in individual division Recommended Budgets for FY 2013-14, FY 2014-15 and FY 2015-16; they will be covered by funds from a variety of funding sources, including Net County Cost. The payment provisions of the agreement are different from the prior agreement because of increased interpreter utilization services from Health System staff over the past fiscal year. This requires a higher maximum obligation for the Health System. The rate structure for this agreement is identical to the prior agreement.