



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: April 3, 2014
Board Meeting Date: May 6, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Agreement with Pacific Interpreters, Inc., a Language Line Solutions Company

RECOMMENDATION:

Adopt a Resolution authorizing:

- A) The Director of Procurement to issue Purchase Orders to Pacific Interpreters, Inc., a Language Line Solutions Company for translation services for the Human Services Agency Call Center, for the term of September 1, 2013 through December 31, 2014, in an amount not to exceed \$111,000; and
- B) The Chief of Health System to execute an amendment, for Language Line services for the term of January 1, 2014 through December 31, 2016, in an amount not to exceed \$800,000.

BACKGROUND:

Since 2000, the Human Services Agency (HSA) complied with State and Federal regulations to provide effective language services to all clients by the use of a telephone language line. During the installation of its telephone routing automation (Syntellect) in 2004, language line services were incorporated into HSA's automated call handling, in addition to maintaining language line services as a call in service to provide direct support during client encounters. It is in the best interest of the County to waive the Request for Proposal process and to continue with the vendor as disruption of service would adversely affect HSA's ability to serve clients.

DISCUSSION:

Pacific Interpreters, Inc., a Language Line Solutions Company, is an integral part of HSA's Call Center Services. The Call Center provides service delivery to a diverse population within San Mateo County. The Purchase Orders will temporarily allow HSA to continue language line services for those individual with Limited English Proficiency (LEP) while moving services from the Information Services Department (ISD) to a

master contract with the Health System. The Health System and HSA will combine Pacific Interpreters, Inc., a Language Line Solutions Company's services into one master agreement that will be shared by both agencies. This will reduce the overall cost of services as the Health System currently has a lower rate. Pacific Interpreters, Inc., a Language Line Solutions Company has agreed to these terms. The Health System will amend its current agreement to add any Scope of Work changes and costs associated with services required by HSA. Allowing the Chief of the Health System to execute an amendment to the agreement will avoid a delay in payment to the Contractor for current services. ISD, Procurement, Health System and HSA are all in agreement with this arrangement.

Did CCO review & approve the Resolution?

Approval of the Agreement and Purchase Orders contributes to the Shared Vision 2025 outcome of a Healthy Community by enabling HSA to provide access to safe, rapid and high quality medical insurance benefits for residents of San Mateo County who have limited English proficiency and are not able to communicate effectively with benefits staff. It is anticipated that 95% or more of the requests for interpretation will be fulfilled by Pacific Interpreters, Inc., a Language Line Solutions Company within three minutes.

PERFORMANCE MEASURE:

Measure	FY 2013-14 Projected	FY 2014-15 Projected
Percent of requests for phone interpretation that are fulfilled by Pacific Interpreters within three minutes.	90%	95%

FISCAL IMPACT:

The collective amount of the Purchase Orders is \$111,000 for the period of September 2013 through December 2013 and the amount of the amendment to the Health System Agreement is \$800,000 (includes a contingency of \$50,000) for a total of \$911,000. The total amount of \$911,000 will be funded 82% (\$747,020) by Federal and State funding and 18% (\$163,980) by Net County Cost; this has been included in the FY 2013-14 Adopted Budget and will be included in the FY 2014-15 Recommended Budget and the FY 2015-16 Recommended Budget.