



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** COUNTY EXECUTIVE

**File #:** 24-213

Board Meeting Date: 3/26/2024

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Emma Gonzalez, Manager, Office of Community Affairs  
**Subject:** Amendment to Agreement with On Point Language Solutions, LLC to Provide Language Interpretation Services

### **RECOMMENDATION:**

Adopt a resolution to authorize an amendment to the agreement with On Point Language Solutions, LLC to provide language interpretation services to increase the maximum amount payable by \$150,000 in an amount not to exceed \$340,000 with no change to the term.

### **BACKGROUND:**

According to the 2021 U.S. Census Bureau, American Community Survey 1-Year Estimates, nearly half of San Mateo County residents (47.6 percent) speak a language other than English at home. Collectively, the County's residents speak more than 100 different languages from across the world with the most prevalent being English, Spanish, Chinese, and Tagalog.

Since 2021, the County has contracted to provide language interpretation services, such as in-person or via remote video to County departments. Interpretation services are available in 25 unique languages.

### **DISCUSSION:**

On June 2, 2021 the San Mateo County Office of Community Affairs (OCA) entered into an agreement with On Point Language Solutions, LLC, to provide in-person and video remote interpretation services.

The agreement provides in-person interpretation services for events, trainings, Board of Supervisor meetings, County commissions, and County councils. Additionally, On Point Language Solutions, LLC, provides video remote interpretation services for webinars, trainings, and meetings. The County accesses video remote interpreting services through a video device (which might include but is not limited to a video phone device, tablet device, or video-equipped computer) and if remotely

connected to an interpreter for American Sign Language and/or spoken language interpreting.

The initial agreement did not account for the increased demand and utilization of interpreter services, leading to an expenditure beyond the original estimates. The unanticipated high volume of services provided under this agreement is primarily due to the addition of interpreter services to all Board of Supervisor meetings, as well as the North Fair Oaks Community Council, the Juvenile Justice and Delinquency Prevention Commission, and the Farmworker Advisory Commission meetings. Additionally, the interpretation needs changed from solely virtual services, to provision in a hybrid model, which entails having both in-person interpretation and virtual interpretation simultaneously. As a consequence, interpretation staff required for each meeting doubled.

On November 14, 2023 this Board approved a resolution acknowledging the importance of language access in the County of San Mateo and directed the creation of a language access ordinance and implementation plan, and this agreement with On Point Language Solutions, LLC furthers the Board's language access efforts.

OCA expects to publish a Request for Proposal (RFP) for interpretation services in the Fall of 2024 and this proposed amendment will provide for continued funding under the current agreement until that RFP process is complete and a new agreement is established. OCA asks this Board to waive the requirement for a competitive bidding process at this juncture, to allow continued and consistent provision of interpretation services for the County for the remainder of the term of this agreement.

County Attorney has reviewed and approved the resolution and agreement as to form.

The resolution contains the County's standard provisions allowing amendment of the County fiscal obligations by a maximum of \$25,000 (in aggregate). If adopted, this amendment becomes effective March 1, 2024.

#### **PERFORMANCE MEASURE:**

Measure	FY 2023-24 Actual	FY 2024-25 Estimated
Percentage of interpretation requests that are fulfilled for available languages	99.5 percent	99.5 percent

#### **EQUITY IMPACT**

The County of San Mateo is dedicated to ensuring equitable access to County services and to foster inclusive and welcoming communities. Nearly half of the population of San Mateo County speaks a language other than English at home. The services provided under this agreement will enable the County to continue to offer interpretation services to residents participating in County events, boards and commission meetings, and other assemblies. In 2023, there were requests for interpretation at 91 unique events, with many of those events requiring interpretation in multiple languages. By offering equitable access to language services, the County strives to promote the health and welfare of all communities. Staff does not expect any negative impacts from amending this agreement.

#### **FISCAL IMPACT:**

The term of the agreement is June 1, 2021 through December 31, 2024 and the maximum amount

authorized is \$340,000. Funding for this agreement has been included in the Offices FY 2023-24 Adopted Budget and will be included in the FY 2024-25 Recommended Budget.