



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 24-439

Board Meeting Date: 6/11/2024

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

**To:** Honorable Board of Supervisors

**From:** Louise F. Rogers, Chief, San Mateo County Health  
Kimberlee Kimura, Director, Health Administration

**Subject:** Agreement with Excel Interpreting, LLC for Language Interpretation Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Excel Interpreting, LLC for language interpretation services for the term of July 1, 2024, through June 30, 2027, in an amount not to exceed \$650,000.

**BACKGROUND:**

Since 2010, County Health has contracted with various agencies to provide in-person interpretation services to various Health divisions, bridging the language gap between County staff and the County's Limited English Proficient residents to support the provision of high quality and timely care to its most vulnerable clients. By bridging the language gap, County Health can better connect with and serve its culturally, ethnically, and linguistically diverse communities. The County's success in this arena is evidenced by the fact that it was recognized as a Certified Welcoming place by Welcoming America in January 2024, becoming the first county in California and one of only 21 cities and counties in the United States to achieve the distinction for its commitment to immigrant inclusion and belonging.

Staff utilize these services throughout the County in various settings, such as one-on-one clinic appointments, group counseling sessions, home visits, training sessions, and community meetings.

In January 2023, San Mateo County Health released a Request for Proposals for qualified contractors to provide interpretation and translation services for all divisions of County Health. Excel Interpreting, LLC (Excel) was elevated to provide in-person interpretation services based on its over 10 years of experience in the industry, online capacity to reserve and track interpretation requests, strong vetting process for its interpreters, and understanding of the County's service needs.

**DISCUSSION:**

The current contract with Excel ends on June 30, 2024. Pursuant to the RFP process, Health Administration recommends entering a new agreement with Excel for language interpreting services

for the term of July 1, 2024, through June 30, 2027, in an amount not to exceed \$650,000. The resolution contains the County’s standard provisions allowing amendment of the County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by the County Attorney as to form.

It is anticipated that a minimum of 98% of all interpretation requests will be filled.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2023-24 Estimated</b>	<b>FY 2024-25 Projected</b>
Percentage of interpretation requests filled	≥98%	≥98%

**EQUITY IMPACT:**

Contracting with Excel will positively impact the County’s diverse population of over 750,000 residents because it allows for healthcare services and appointments with clients to be interpreted in over 225 languages, which serve the County’s target audience. Having this contract with Excel allows access to in-person interpreters who are trained and certified in areas of health, medical, and mental health terminology, overcoming not only language barriers but also bridging the gap for individuals who are deaf and require American Sign Language. This provider is committed to breaking linguistic barriers through high-quality language access services and is aligned with making a positive equitable impact to the County.

**FISCAL IMPACT:**

The term of the agreement is July 1, 2024, through June 30, 2027. The amount of the agreement is not to exceed \$650,000 for the three-year term. Of this amount, the following maximum budget obligations apply: \$58,500 for Aging and Adult Services, \$260,000 for Behavioral Health and Recovery Services, \$195,000 for Family Health Services, \$6,500 for Public Health, Policy, and Planning, and \$130,000 for San Mateo Medical Center. Funding is included in individual division Recommended Budgets for FY 2024-25; such funding is provided by a variety of sources, including Net County Cost. Similar arrangements will be made for future budget years.