



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 2/27/2018

Agenda Placement: 6A

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors

**FROM:** Paul Reyes for Lenard Vare - Director  
Corrections

**REPORT BY:** Erica Flores, Administrative Secretary I - (707) 253-4031

**SUBJECT:** Approval of Amendment No. 1 to Agreement No. 180062B with Language Line Services, Inc

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### **RECOMMENDATION**

Director of Corrections requests approval of and authorization for the Chair to sign Amendment No. 1 to Agreement No. 180062B with Language Line Services, Inc., increasing the amount by \$4,000 for a new maximum of \$6,000 to provide professional, on-demand phone interpretation services to inmates housed at the Napa County Department of Corrections.

### **EXECUTIVE SUMMARY**

Napa County Department of Corrections is contracted with Language Line Services, Inc. (Language Line) for interpretation services. Language Line provides affordable 24-hour on-demand phone interpretation services in over 200 languages. Inmates with limited English proficiency have the right to an interpreter, free of charge, and without undue delay. This service provides a toll-free number which can be dialed and an interpreter will be available within seconds.

The purpose of the recommended action is to amend the current agreement, increasing the maximum amount to six thousand dollars (\$6,000) for the services provided.

### **FISCAL IMPACT**

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Corrections-Inmate Welfare Fund

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Is it Mandatory or Discretionary?	Mandatory
Is the general fund affected?	No
Future fiscal impact:	The contract will automatically renew and will be budgeted accordingly in future years.
Consequences if not approved:	If the amendment is not approved, the service provided to Napa County Jail inmates would cease. Without available translation services, communication with individuals and families from varying language backgrounds could be non-existent, leading to potential issues, including legal action against the County.

Additional Information:

### **ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

### **BACKGROUND AND DISCUSSION**

The Department of Corrections is contracted with Language Line Services, Inc. for phone interpretation services to meet short-term and immediate translation needs of inmates or when such services are needed to interact with non-English speaking members of the public. Language Line Services, Inc. has over 9,000 professionals interpreters that can interpret for over 200 languages. The vendor provides a phone interpreting solution that provides ease of use, connectivity to an interpreter in seconds, and 24-hour service.

Approval of this amendment will increase the maximum annual amount from \$2,000 to \$6,000 which will allow Language Line Services, Inc. to continue providing interpretation services to the Department of Corrections through June 30, 2018.

### **SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi