



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 6/18/2019

Agenda Placement: 6B

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Mary Butler - Chief Probation Officer
Probation
REPORT BY: Ferlyn Buenafe, Staff Services Manager - 707.253.4126
SUBJECT: Agreement with Language Line Services, Inc., Amendment No. 1

RECOMMENDATION

Chief Probation Officer requests approval of and authorization for the Chair to sign Amendment No. 1 to Agreement No. 180048B with Language Line Services, Inc. for a \$1,500 increase with an annual contract maximum of \$3,500 for interpretation services available via phone for non-English speaking clients.

EXECUTIVE SUMMARY

Language Line Services, Inc. provides 24-hour, on-demand phone interpreting with a team of over 8,000 professional interpreters fluent in over 200 languages. Individuals and families with limited English proficiency seeking services at Probation have the right to an interpreter free of charge. A toll free number is dialed, and the department is connected with a professional interpreter in seconds.

Language Line is not a local vendor.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Probation
Is it Mandatory or Discretionary?	Mandatory
Is the general fund affected?	No

Future fiscal impact: The Agreement has an auto renewal feature and will be budgeted accordingly in future years.

Consequences if not approved: If the Agreement is not approved, telephone translation services may not be available for limited English speaking clients and Probation business matters could be delayed.

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

Probation uses Language Line Services, Inc. (Language Line) for its phone interpreting services to meet short-term and/or immediate translation needs on behalf of the Department when such services are needed to interact with non-English speaking members of the public. Language Line Services has over 9,000 professionals interpreters that can interpret for over 200 languages. The vendor provides a phone interpreting solution that is easy to use on any phone, connectivity to an interpreter in seconds, and services 24 - hours per day. This Amendment No.1 increases the contract maximum an additional \$1,500 to accommodate additional interpretation services needed in the future.

Language Line provides services to the Health and Human Services Agency and the Department of Corrections.

Language Line is not a local vendor.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Susan Kuss