



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 8/14/2018

Agenda Placement: 6S

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors  
**FROM:** Karen Taylor - Acting Director  
Human Resources  
**REPORT BY:** Kevin Lemieux, Senior Human Resources Analyst - 253-4000  
**SUBJECT:** Approval of Professional Services Agreement with The Language People

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### **RECOMMENDATION**

Acting Director of Human Resources requests approval of and authorization for the Chair to sign an agreement with The Language People (TLP) for the term of August 14, 2018 through June 30, 2019 with an automatic renewal of an additional year at the end of each fiscal year to provide language proficiency testing and face-to-face interpretation services at a cost not to exceed \$10,000.

### **EXECUTIVE SUMMARY**

After a thorough study of possible vendors, Human Resources selected The Language People, Inc. (TLP) to provide specialized language proficiency testing and face-to-face interpretation services, effective August 14, 2018. Under the proposed agreement, TLP will provide Level One (oral proficiency only) and Level Two Certification (oral and written proficiency) of Spanish and Tagalog language fluency. TLP will also provide Level One Certification (face-to-face proficiency only) of American Sign Language (ASL) fluency, and face-to-face interpretation services on an as-needed basis for the County during community meetings, press conferences, and other events where the presence of a translator would be appropriate.

### **FISCAL IMPACT**

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Human Resources
Is it Mandatory or Discretionary?	Discretionary

Discretionary Justification:	It is necessary for Napa County to execute a contract with a vendor that is able to provide bilingual verification of employees in the languages most commonly used by the community. The Language People (TLP) is a specialized translation services provider that not only can certify employees as bilingual in Spanish, but also Tagalog and American Sign Language (ASL). It is also critical to have translation services readily available in situations where the County needs to share a message with our entire community in multiple languages.
Is the general fund affected?	Yes
Future fiscal impact:	The proposed contract with TLP is budgeted at \$10,000 annually, with auto-renewal options for future fiscal years at the same amount.
Consequences if not approved:	If the proposed contract with TLP is not approved, the County will be without a vendor to certify that employees are fluent in languages spoken by the community, as specified by the 2017-2020 Memorandum of Understanding and the County Policy Manual Part I: Section 37F, Bilingual Pay Differential Policy. The County would also be without on-call translation services during emergency situations. TLP is the only provider Human Resources identified that provides each of these critical services.

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**

Napa County provides various services to the community in multiple languages. Prior to the approval of the 2017-2020 Public Services Employee (PSE) Memorandum of Understanding (MOU), the only compensable language covered by the Bilingual Pay Differential Policy was Spanish. The negotiated agreement included the addition of Tagalog and American Sign Language (ASL) as compensable languages for county employees, and the policy was updated accordingly. Human Resources currently facilitates the certification process for employees if one of the compensable languages is frequently used in the course of their work assignments. The previous language services vendor did not provide certification of Tagalog and ASL fluency, nor did they provide face-to-face interpretation, therefore the contract was not renewed. Human Resources studied potential new language services providers and determined that TLP was the only vendor with the ability to provide the desired combination of specialized language proficiency testing services and face-to-face interpretation.

Under the proposed agreement, Human Resources will continue to act as the proctor and coordinate all testing with TLP, which will assess an individual's ability to communicate in a second non-English language. TLP will provide Level One bilingual verification testing via telephone or videoconference (for ASL). For Level Two bilingual verification, TLP will provide written excerpts for translation from either Spanish or Tagalog into English. There is no Level Two certification or differential pay for ASL. The proposed agreement also includes professionally certified face-to-face translation services for the County to use on an as-needed basis during, emergencies, community meetings, press conferences and other events where the presence of a translator would be appropriate.

Therefore, the Acting Director of Human Resources requests approval of the proposed Professional Services Agreement with The Language People to provide specialized language proficiency testing and face-to-face interpretation services, effective August 14, 2018.

**SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi