



Napa County

Board Agenda Letter

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Board of Supervisors

Agenda Date: 12/6/2022

File ID #: 22-2162

TO: Board of Supervisors
FROM: Jennifer Yasumoto, Director Health and Human Services Agency
REPORT BY: Summer Isham, Contracts Supervisor
SUBJECT: Amendment No. 2 to Agreement No. 170846B with Language Line Services, Inc.

RECOMMENDATION

Director of Health and Human Services Agency (HHSA) requests approval of and authorization for the Chair to sign Amendment No. 2 to Agreement No. 170846B with Language Line Services, Inc., for a new annual maximum of \$50,000 for the term upon approval through June 30, 2023, and each subsequent automatic renewal, to provide professional interpretation and translation services.

EXECUTIVE SUMMARY

Approval of today's action will expand services to include InSight Video Interpreting services to facilitate effective communication by converting spoken or signed language statements between English and another language. Additionally, the contract maximum is being increased by \$10,000 for a new annual contract maximum of \$50,000 per fiscal year.

FISCAL & STRATEGIC PLAN IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Health and Human Services Agency, Multiple Divisions
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	This contract is discretionary in that there is no mandate to contract with Language Line Solutions for translation related services, however, these services are necessary for HHSA to ensure equitable access.
Is the general fund affected?	No

Future fiscal impact:	Appropriations have been included in the approved Fiscal Year 2022-2023 budget and future fiscal years will be budgeted accordingly.
Consequences if not approved:	If the contract is not approved, the level of service provided to Napa County HHSA clientele could be severely impacted. Without adequate translation services, communication with individuals and families could be non-existent, leading to potential issues in regard to compliance with federal and state mandates.
County Strategic Plan pillar addressed:	Effective and Open Government

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

As a federally assisted public service agency, HHSA is required by Title VI of the Civil Rights Act of 1964 to provide for services to applicants and recipients who are non-English speaking. HHSA uses certified bilingual staff whenever feasible for Spanish and Tagalog translation and interpretation. In Fiscal Year 2021-2022, HHSA utilized Language Line to serve speakers of Vietnamese, Cantonese, Russian, Punjabi, Arabic, and several other languages spoken by Napa County residents. Language Line services are currently accessed through HHSA's existing phone system and with handsets that can be used with splitters to convert single port phones to dual port to allow for two individuals to share a single line when in contact with Language Line. Additionally, Language Line provides support and training materials including posters, signage, and brochures that help aid in our obligations to notify individuals of their right to linguistic services. These support materials are provided at no cost and are currently posted in all lobbies of HHSA.

By adding the new feature for video interpretation, InSight Video Interpreting, HHSA will provide language assistance services to individuals seeking or receiving services who have limited English proficiency (LEP) or who have other language or communication barriers, in a manner that ensures that all clients are afforded equal access to HHSA Services.

Contracting with Language Line allows HHSA to maintain availability of and access to language services 24 hours a day, seven days a week, as to avoid any delay in service or benefit to LEP persons. Language Line will be provided for all languages spoken by clients, including Sign Language.