

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

May 24, 2022

**FROM**

**GEORGINA YOSHIOKA, Interim Director, Department of Behavioral Health**

**SUBJECT**

Amendments to Contracts for Translation and Interpretation Services

**RECOMMENDATION(S)**

Approve **Amendment No. 1** to the following contracts for translation and interpretation services, increasing the total aggregate amount by \$2,506,976, from \$2,500,000 to \$5,006,976, with no change to the contract period of September 1, 2019 through August 31, 2025:

1. Asian American Educational & Cultural Resources Center, Inc. DBA Asian-American Resource Center, **Contract No. 19-574**
2. Avantpage, Inc., **Contract No. 19-575**
3. Focus Language International, LLC, **Contract No. 19-576**
4. Hanna Interpreting Services, LLC, **Contract No. 19-577**
5. Interpreters Unlimited, LLC, **Contract No. 19-578**
6. Keller Translation Development Services, LLC DBA GlobalReady, **Contract No. 19-579**  
(Presenter: Georgina Yoshioka, Interim Director, 388-0801)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Provide for the Safety, Health and Social Service Needs of County Residents.**

**FINANCIAL IMPACT**

This item does not impact Discretionary General Funding (Net County Cost). The total aggregate increase of \$2,506,976 is funded by the Substance Abuse Prevention and Treatment Block Grant, California Work Opportunity and Responsibility for Kids, Memorandum of Understanding with Children and Family Services, 1991 Realignment, 2011 Realignment, Public Safety Realignment, and Mental Health Services Act funding. Adequate appropriation and revenue have been included in the Department of Behavioral Health's (DBH) 2021-22 budget and will be included in future recommended budgets.

**BACKGROUND INFORMATION**

DBH utilizes contracted agencies to provide mandated translation and interpretation services to clients who have Limited English Proficiency and those who are deaf or hard of hearing. The recommended amendments to translation and interpretation services will increase the total contract amount by \$2,506,976 due to an increased need for telephonic services due to COVID-19 restrictions provided at a higher rate than in-person interpretation, as well as an overall increased need for these services. Translation and interpretation services are essential when delivering behavioral health information, treatment, resources and administering social and medical services to those challenged by language barriers.

## **Amendments to Contracts for Translation and Interpretation Services May 24, 2022**

DBH is responsible for providing mental health and substance use disorder services to San Bernardino County residents who are experiencing major mental illness and/or substance use disorders. An integral part of the service delivery system consists of translating and/or interpreting information in more than 25 languages in order to provide these services. The Dymally-Alatorre Bilingual Services Act and the American with Disabilities Act requires governmental agencies directly involved in the delivery of information or administering services to the public to provide non-English-speaking consumers with services in their preferred language. Language services are important in order to provide high quality behavioral health services. Translation and interpretation services are provided via video, over the phone, in person, and in writing. Language services are also required to be provided at community events, stakeholder meetings, and in other community engagement settings. DBH has utilized contracted agencies to provide these services since July 2001.

### **PROCUREMENT**

On August 20, 2019 (Item No. 21), as the result of a formal procurement, the Board of Supervisors approved the contracts in the Recommendation to provide translation and interpretation services, in the aggregate amount of \$2,500,000, for the period of September 1, 2019 through August 31, 2025.

DBH will continue to monitor contractor performance on a regular basis to ensure compliance standards are met by reviewing monthly reports. The contractor invoices will be reviewed and approved to ensure language services provided are for DBH clients and are accurate prior to issuing payment.

### **REVIEW BY OTHERS**

This item has been reviewed by Behavioral Health (Ellayna Hoatson, Contracts Supervisor, 388-0858) on May 4, 2022; County Counsel (Dawn Martin, Deputy County Counsel, 387-5455) on May 5, 2022; Finance (Christopher Lange, Administrative Analyst, 386-8393) on May 5, 2022; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on May 10, 2022.

**Amendments to Contracts for Translation and Interpretation Services  
May 24, 2022**

Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

Moved: Curt Hagman Seconded: Janice Rutherford  
Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: May 24, 2022



cc: DBH - Ramos w/agrees  
Contractor - C/O DBH w/agree  
File - w/agree  
CCM 06/1/2022