

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

June 11, 2024

**FROM**

**DIANA ALEXANDER, Assistant Executive Officer, Human Services**

**SUBJECT**

Amendments to Contracts for Translation and Interpretation Services

**RECOMMENDATION(S)**

Approve **Amendment No. 1** to contracts with the following agencies to provide translation and interpretation services for County customers experiencing English language barriers and/or who are deaf, hearing impaired, or hard of hearing, increasing the total aggregate amount by \$750,000, from \$3,750,000 to \$4,500,000, and extending the contract term by five months, for the total period of September 1, 2019 through January 31, 2025:

1. **Contract No. 19-583** with Asian American Educational & Cultural Resources Center, Inc. dba Asian American Resource Center
2. **Contract No. 19-584** with Avantpage, Inc.
3. **Contract No. 19-585** with Focus Language International, LLC
4. **Contract No. 19-586** with Hanna Interpreting Services, LLC
5. **Contract No. 19-587** with Interpreters Unlimited, LLC
6. **Contract No. 19-588** with Keller Translation Development Services, LLC dba GlobalReady (Presenter: Diana Alexander, Assistant Executive Officer, 387-4261)

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

**Promote the Countywide Vision.**

**Improve County Government Operations.**

**Ensure Development of a Well-Planned, Balanced, and Sustainable County.**

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

**FINANCIAL IMPACT**

This item does not require additional Discretionary General Funding (Net County Cost). The total aggregate amount of \$4,500,000 for translation and interpretation services is funded with approximately 75% (\$3,375,000) federal and state sources, 20% (\$900,000) 1991 and 2011 Realignment, and 5% (\$225,000) budgeted Discretionary General Funding. Adequate appropriation and revenue have been included in the Human Services (HS) Administrative Claim 2024-25 Recommended Budget.

**BACKGROUND INFORMATION**

The HS Departments and division that use these services include, Children and Family Services, Department of Aging and Adult Services, Transitional Assistance Department, and the Human Services Program Integrity Division. They provide mandated translation and interpretation services for customers experiencing English language barriers and who are deaf, hearing impaired, or hard of hearing. The Dymally-Alatorre Bilingual Services Act requires

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governmental agencies directly involved in the delivery of information, or the administering of services to the public, to provide non-English-speaking customers with services in a language they understand, including American Sign Language. Translation and interpretation services are essential when delivering information and administering social and medical services to those challenged by language barriers and are delivered in more than 26 languages. The County has utilized contracted agencies to provide these services since July 2001.

On August 20, 2019 (Item No. 32), the San Bernardino County Board of Supervisors approved contracts with the agencies in the Recommendation in the amount of \$3,750,000 for the period of September 1, 2019, through August 31, 2024.

Approval of this item will allow HS Departments to continue providing translation and interpretation services as required by the Dymally-Alatorre Bilingual Services Act for an additional five months and allow HS time to complete another formal procurement, and avoid any disruption to services. HS will be performing a formal procurement for new contracts, partnering with other County Agencies in an effort to bring down costs for the County.

**PROCUREMENT**

Not applicable.

**REVIEW BY OTHERS**

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on May 3, 2024; County Counsel (Kaleigh Ragon, Deputy County Counsel, 387-5455) on May 3, 2024; Finance (John Hallen, Administrative Analyst, 388-0208) on May 21, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0332) on May 22, 2024.

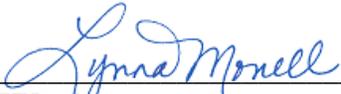
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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

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

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: June 11, 2024



cc: HS - Younger w/agree  
Contractor - c/o HS w/agree  
File - w/agree  
CCM 06/12/2024