

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

January 28, 2025

FROM

DIANA ALEXANDER, Assistant Executive Officer, Human Services

SUBJECT

Amendments to Contracts for Translation and Interpretation Services

RECOMMENDATION(S)

Approve **Amendment No. 2** 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 \$250,000, from \$4,500,000 to \$4,750,000, with no change in contract term of September 1, 2019 through January 31, 2025:

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

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

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 \$4,750,000 for translation and interpretation services is funded with approximately 85% (\$4,037,500) federal and state sources and 15% (\$712,500) Local Share. Adequate appropriation and revenue have been included in the Human Services (HS) Administrative Claim 2024-25 budget.

BACKGROUND INFORMATION

Three HS departments have worked together to procure translation and interpreter services, which include Children and Family Services, the Department of Aging and Adult Services, and the Transitional Assistance Department, along with the HS Program Integrity Division, a division that provides supportive services to all three agencies. The Dymally-Alatorre Bilingual Services Act (Act) mandates governmental agencies directly involved in the delivery of information, or the administering of services to the public, to provide language services to Limited-English proficient and non-English proficient customers with services in a language they understand. This also includes special accommodations, such as sign language interpreters, for the deaf, hearing impaired and hard of hearing customers.

Amendments to Contracts for Translation and Interpretation Services

January 28, 2025

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. San Bernardino County has utilized contracted agencies to provide these services since July 2001.

On August 20, 2019 (Item No. 32), the Board of Supervisors (Board) approved contracts with selected agencies for translation and interpretation services in the amount of \$3,750,000 for the period of September 1, 2019 through August 31, 2024.

On June 11, 2024 (Item No. 53), the Board approved Amendment No. 1 to these contracts, 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.

The previous increase to the total aggregate will not cover additional costs due to an unanticipated increase in referrals since Amendment No. 1 was approved. Approval of Amendment No. 2 to increase the total aggregate amount, will allow HS Departments to continue providing translation and interpretation services as required by the Act through the end of the contract term. The formal procurement for new contracts for translation and interpretation services has been completed. The new contracts have an anticipated contract start date of February 1, 2025. The additional funds for this amendment are needed to avoid potential interruption in providing translation services and will bridge any potential gap from the existing contract until the new contract start date.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on December 10, 2024; County Counsel (Daniella Hernandez, Deputy County Counsel, 387-5455) on December 12, 2024; Finance (John Hallen, Principal Administrative Analyst, 388-0208) on December 19, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on January 9, 2025.

**Amendments to Contracts for Translation and Interpretation Services
January 28, 2025**

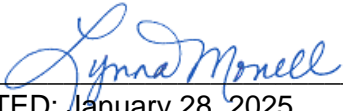
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.

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

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: January 28, 2025



cc: HS - West w/agree
Contractor - c/o HS w/agree
File - w/agree
MBA 01/30/2025