



San Bernardino County

Legislation Text

File #: 866, Agenda Item #: 21

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

August 20, 2019

FROM

VERONICA KELLEY, Director, Department of Behavioral Health

SUBJECT

Contracts for Translation and Interpretation Services

RECOMMENDATION(S)

Approve the following contracts to provide translation and interpretation services for clients with Limited English Proficiency and who are deaf or hard of hearing, in an aggregate amount not to exceed \$2,500,000, for the period of September 1, 2019 through August 31, 2025:

1. Asian American Educational & Cultural Resources Center, Inc. DBA Asian-American Resource Center
2. Avantpage, Inc.
3. Focus Language International, LLC
4. Hanna Interpreting Services, LLC
5. Interpreters Unlimited, LLC
6. Keller Translation Development Services, LLC DBA GlobalReady
(Presenter: Veronica Kelley, 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 amount of \$2,500,000 for translation and interpretation services is funded by Substance Abuse Prevention and Treatment Block Grant, California Work Opportunity and Responsibility for Kids, Children and Family Services (CFS), 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) 2019-20 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 (LEP) and those who are deaf or hard of hearing. The recommended agencies will provide translation and interpretation services to San Bernardino County residents in need of behavioral health information, treatment, and resources. The contracts do not require a minimum or maximum number of language service requests and are paid on a fee-for-service basis. 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 25 languages. DBH has utilized contracted

agencies to provide these services since July 2001.

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 interpretation of information 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.

PROCUREMENT

On May 10, 2019, the County Administrative Office approved and authorized the release of a Request for Application (RFA) to solicit agencies for the provision of countywide translation and interpretation services, for the period of September 1, 2019 through August 31, 2025. The RFA was posted to the County's Electronic Procurement System and mailed to agencies with experience in providing translation and interpretation services.

Human Services (HS) Contracts Unit conducted a non-mandatory application conference held on May 21, 2019. HS received 16 proposals in response to the RFA. Fourteen met the minimum qualifications and were reviewed during the evaluation process.

Agency/Location	Proposed Service	Languages
Asian American Educational & Cultural Resources Center, In. DBA Asian-American Resource Center San Bernardino, CA	On-Site Telephonic Translation Video	All
Avantpage, Inc. Davis, CA	On-Site Telephonic Translation Video	All
Excel Interpreting and Translating Sacramento, CA	On-Site Translation	All
Fiax Luxx Sacramento, CA	On-Site Translation	No ASL
Flix Translations Group, LLC Coral Gables, FL	Translation	All
Focus Language International, LLC Victorville, CA	On-Site Telephonic Translation Video	All
Global Interpreting Network Panorama City, CA	On-Site Telephonic Translation	All
Hanna Interpreting Services, LLC Spring Valley, CA	On-Site Telephonic Translation Video	All
Interlingva, Inc. Sacramento, CA	On-Site Telephonic Translation Video	No ASL
Interpreters Unlimited, LLC San Diego, CA	On Site Telephonic Translation Video	All
Keller Translation Development Services, LLC dba GlobalReady Glendale, CA	On-Site Telephonic Translation Video	All
Language Line Solutions, Inc. Monterey, CA	On-Site Telephonic Translation	All

Translating Services Inc. DBA Lazar Translating & Interpreting Los Angeles, CA	Telephonic Translation Video	No ASL
Stratus Video, LLC Clearwater, FL	On-Site Telephonic Translation	N/A in all languages.

The applications were reviewed and evaluated by an evaluation team comprised of HS staff from Children and Family Services, Aging and Adult Services, DBH, and HS Auditing. The evaluation of the applications was based on the criteria referenced in the RFA, including, but not limited to: ability to meet the requirements of RFA; ability to meet language needs 24/7; experience of translators or interpreters in providing proposed services; ability to provide services in a culturally competent manner; available countywide services; translation and interpretation rates and ancillary costs; and breadth of languages available.

Based on the evaluation of the applications, the following six top-ranking agencies were determined to best meet the needs of the County and are recommended for contract award:

1. Asian-American Resource Center
2. Avantpage, Inc.
3. Focus Language International, LLC
4. Hanna Interpreting Services, LLC
5. Interpreters Unlimited, LLC
6. Keller Translation Development Services, LLC dba GlobalReady

The agencies recommended for contract award are able to meet the specifics needs of DBH. Selection of multiple agencies will provide the flexibility to meet a broad range of countywide services. Agencies not recommended for contract award did not fully meet the criteria, proposed relatively higher rates and ancillary fees, offered a limited range of language skills and experience, were unavailable to deliver countywide services, did not provide telephonic services and/or on-site services, only provided written translation services, or a combination thereof. The unsuccessful agencies were notified by mail that they may protest recommendations by submitting a formal protest letter to the HS Contracts Unit. No written protests were received.

An aggregate amount is utilized for translation and interpretation services to allow for flexibility and cost management across all service providers. The contracts may be terminated by either party without cause upon 30 days written notice. DBH will monitor the contracts on a regular basis to ensure contract standards are met.

REVIEW BY OTHERS

This item has been reviewed by Behavioral Health Contracts (Ellayna Hoatson, Contract Supervisor, 388-0858) on August 2, 2019; County Counsel (Dawn Martin, Deputy County Counsel, 387-5455) on August 6, 2019; Purchasing (Michelle Churchill, Lead Buyer, 387-2070) on August 6, 2019; Finance (Christopher Lange, Administrative Analyst, 386-8393) on July 31, 2019; and County Finance and Administration (Tanya Bratton, Deputy Executive Officer, 388-0332) on July 31, 2019.