



Contra  
Costa  
County

To: Board of Supervisors  
From: William Walker, M.D., Health Services Director  
Date: February 3, 2009

Subject: Contract #23-384-5 with Language Line Services, Inc.

**RECOMMENDATION(S):**

Approve and authorize the Health Services Director to execute on behalf of the County, Contract #23-384-5 with Language Line Services, Inc., a corporation, in an amount not to exceed \$400,000, for the provision of over the phone interpreting services, competency interpreting testing of the County's in-house healthcare interpreters, and translation services for the Health Services Department, for the period from January 1, 2009 through December 31, 2010.

**FISCAL IMPACT:**

This contract is funded 100% by the Department's Enterprise Fund I.

**BACKGROUND:**

This Contract allows County to meet Title VI language access regulations and Limited English Proficient (LEP) patient/client needs for the County.

On January 8, 2008, the Board of Supervisors approved Contract #23-384-2 (as amended by Contract Amendment Agreements #23-384-3 and #23-384-4) with Language

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **02/03/2009** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Gayle B. Uilkema, District II Supervisor  
Mary N. Piepho, District III Supervisor  
Susan A. Bonilla, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: February 3, 2009

David Twa, County Administrator and Clerk of the Board of Supervisors

By: , Deputy

Contact: William Walker, M.D.  
957-5403

BACKGROUND: (CONT'D)

Line Services, Inc., for the provision of mandated over-the-phone interpretation, testing of our in-house healthcare interpreters, and translation services for the Health Services Department including, but not limited to recruiting, screening, training and supervising qualified interpreters to translate over 100 languages, for the period from January 1, 2008 through December 31, 2008.

Approval of Contract #23-384-5 will allow the Contactor to continue to provide services through December 31, 2010.