



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: February 12, 2019

Subject: Amendment #23-384-12 with Language Line Services, Inc.

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract Amendment Agreement #23-384-12 with Language Line Services, Inc., a corporation, effective September 1, 2018, to amend Contract #23-384-11, to increase the payment limit by \$1,500,000, from \$3,900,000 to a new payment limit of \$5,400,000, with no change in the term of May 1, 2015 through April 30, 2020.

**FISCAL IMPACT:**

This amendment is funded 100% by Hospital Enterprise Fund I budget. (No rate increase)

**BACKGROUND:**

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

On July 7, 2015, the Board of Supervisors approved Contract #23-384-11 with Language 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

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **02/12/2019** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, 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 12, 2019

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

By: Laura Cassell, Deputy

Contact: Anna Roth,  
925-957-5403

qualified interpreters to translate over 100 languages, for the period from May 1, 2015 through April 30, 2020.

BACKGROUND: (CONT'D)

Approval of Contract Amendment Agreement #23-384-12 will allow the Contractor to provide additional Federal and State mandated services and back-up telephonic services to the County's Health Services Department, through April 30, 2020.

CONSEQUENCE OF NEGATIVE ACTION:

If this amendment is not approved, the Contractor will not be able to provide translation services required by State and Federal mandates.