



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: May 26, 2020

Subject: Contract #23-384-14 with Language Line Services, Inc.

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #23-384-14 with Language Line Services, Inc., a corporation, in an amount not to exceed \$6,810,000, to provide Federal and State mandated services and back-up telephonic services to the County's Health Services Department for the period from May 1, 2020 through April 30, 2025.

**FISCAL IMPACT:**

This contract 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 (as amended by Amendment Agreement #23-384-12 and #23-384-13) 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

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **05/26/2020** ☒ 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: May 26, 2020

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

By: Laura Cassell, Deputy

Contact: Patrick Godley,  
925-957-5405

including, but not limited to recruiting, screening, training and supervising

BACKGROUND: (CONT'D)

qualified interpreters to translate over 100 languages, for the period from May 1, 2015 through April 30, 2020. Approval of Contract #23-384-14 will allow the Contractor to continue to provide Federal and State mandated services and back-up telephonic services to the County's Health Services Department, through April 30, 2025.

CONSEQUENCE OF NEGATIVE ACTION:

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