



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: June 8, 2021

Subject: Contract #23-457-18 with Health Care Interpreter Network

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #23-457-18 with Health Care Interpreter Network, a non-profit corporation, in an amount not to exceed \$1,577,500, to provide qualified foreign language and sign language interpretation services via video conferencing, for the period from July 1, 2021 through June 30, 2023.

FISCAL IMPACT:

This contract will result in contractual service expenditures of up to \$1,577,500 over a two year period and will be funded 100% by Hospital Enterprise Fund I revenues. (No rate increase)

BACKGROUND:

Individuals with limited English proficiency are at risk of receiving lower quality health treatment because of language barriers. When an interpreter is not readily available patients may rely on family members, even children, to interpret health treatment instructions. California law has required hospitals to provide language assistance since 1990. The Healthcare Interpreter Network's system will allow physicians at Contra Costa Regional

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **06/08/2021** ☒ 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: June 8, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Patrick Godley,
925-957-5405

Medical Center and Contra Costa Health Centers and various Health Services Divisions to use a software program to route calls to a video conferencing device allowing in-house interpreters and interpreters at other hospitals or remote locations to be connected within seconds to a patient. The County has contracted with Healthcare Interpreter Network for these services since 2009.

BACKGROUND: (CONT'D)

On July 23, 2019, the Board of Supervisors approved Contract #23-457-17 with Health Care Interpreter Network for the provision of consulting and technical assistance on the Healthcare Interpreter Network System including, but not limited to providing qualified foreign language and sign language interpretation services via video conferencing, for the period from July 1, 2019 through June 30, 2021.

Approval of Contract #23-457-18 will allow this contractor to provide translation services through June 30, 2023.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, the County will not be able to schedule translation appointments to ensure the translator is available at a specific time.