



Board Agenda Item 48

DATE: May 12, 2026

TO: Board of Supervisors

SUBMITTED BY: Sanja Bugay, Director, Department of Social Services
Susan Holt, Director, Department of Behavioral Health
Joe Prado, Director, Department of Public Health
Kirk Haynes, Chief Probation Officer, Probation Department
Steven E. White, Director, Department of Public Works and Planning
James A. Kus, County Clerk/Registrar of Voters
Melissa Cregan, Agricultural Commissioner/Sealer
Alimat Adebiyi, Executive Director, In-Home Supportive Services Public Authority

SUBJECT: Agreement for Written Translation and Telephonic Interpretation

RECOMMENDED ACTION(S):

Sitting as the Fresno County Board of Supervisors:

Approve and authorize the Chairman to execute an Agreement with Interpreters Unlimited, Inc. for written translation and telephonic interpretation services, effective upon execution through June 30, 2031, which includes two optional one-year extensions, total not to exceed \$5,248,500.

Sitting as the In-Home Supportive Services Public Authority Governing Board:

Approve and authorize the Chairman to execute an Agreement with Interpreters Unlimited, Inc. for written translation and telephonic interpretation services, effective upon execution through June 30, 2031, which includes two optional one-year extensions, total not to exceed \$5,248,500.

There is no additional Net County Cost associated with the recommended actions, which will allow the County to continue to deliver mandated access to government services for clients with Limited English Proficiency (LEP) by providing translation and interpretation services. This item is countywide.

ALTERNATIVE ACTION(S):

If the recommended actions are not approved, the County will be out of compliance with Title IV of the Civil Rights Act of 1964 (42 U.S.C. et seq.; 45 Code of Federal Regulations (CFR), Section 80.1 et seq.; and 28 CFR Sections 42.101-42.112) and the Executive Order 13166, which requires recipients of Federal funding to provide LEP persons with meaningful access to government services.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. If approved, the maximum cost of the Agreement (\$5,248,500) will be offset with State and Federal funds (\$4,208,540), Mental Health (\$180,000), Public Health (\$38,500), and Social Services Realignment (\$621,578), Mental Health Services funds (\$20,000), Grants and Fees (\$52,375), and budgeted Net County Cost (\$127,507).

Sufficient appropriations and estimated revenues are included in the FY 2025-26 Adopted Budget for the participating Departments and will be included in subsequent budget requests.

ALLOCATION BEING ADDED BY DEPARTMENT

Department	ALLOCATION Requested
Social Services	\$4,795,900
IHSS public authority	\$24,100
Probation	\$2,500
Public Health	\$90,000
Public Works & Planning	\$110,000
Agriculture	\$1,000
County Clerk/Registrar	\$25,000
Behavioral Health	\$200,000
TOTAL:	\$5,248,500

DISCUSSION:

The County Departments of Social Services (DSS), Public Health, Behavioral Health, County Clerk/Registrar of Voters, Probation, Public Works and Planning, Agriculture, and the In-Home Supportive Services Public Authority (IHSS PA) use written translation and telephonic interpretation to ensure individuals with LEP have access to government services and ensure communication between County employees, contracted providers, patients, and clients in accordance with the Civil Rights Act of 1964 and Executive Order 13166. The Departments' current telephonic interpretation and written translation services contract expires June 30, 2026.

A Request for Proposal (RFP #25-098) was issued June 5, 2025 for written translation and telephonic interpretation services and closed on July 30, 2025. Twenty-eight (28) responses were received and twenty-four (24) were identified as responsive to the RFP. The 24 responses included A Foreign Language Service, Accent on Language, Ad Astra, AvantPage, Big Language Solutions, Cal Interpreting, Dynamic Language Center, Effectiff, eTranslations, Focus Language, Fox Case aka Fox Translation, GLOBO Language, Idea Language aka IdeaTranslations, Interpreters Unlimited, Inc., Languages Inc, Language Line, Language Phone, Lazar, Linguanational, Stillman aka Language Solutions, Translinguist, Translations Solutions Corp, Transperfect, and Visual Language Professionals. A five-member Review Committee comprised of two Division Chiefs and an Information Technology Analyst from the Department of Social Services, a Staff Analyst from Public Works and Planning, and a Staff Analyst from Public Health reviewed the responses and unanimously recommended Interpreters Unlimited, Inc. for funding. Their proposal was deemed the most responsive to the RFP in the delivery of translation and interpretation services, organizational capability, experience, quality control processes, and cost-effectiveness.

Interpreters Unlimited, Inc. will provide written translation services and telephonic interpretation services for all languages prevalent in Fresno County, including but not limited to Spanish, Hmong, Punjabi, Lao, Cambodian, Armenian, Chinese (Cantonese and Mandarin), Russian, Tagalog, and Vietnamese.

The recommended agreement will replace the existing Agreement No. 25-595 with United Language Group LLC. A transition period of up to two (2) months following execution may be utilized to support implementation and continuity of services; however, such transition shall not extend beyond June 30, 2026, the expiration date of the current agreement with United Language Group LLC. Upon expiration, the existing agreement will terminate, and services will be provided solely under the new agreement with Interpreters Unlimited, Inc.

Upon approval, the recommended Agreement will be effective upon execution through June 30, 2031, which includes the option to renew for two additional 12-month terms based upon satisfactory performance with

written notice by the DSS Director or designee, in consultation with participating departments, and the Contractor. Termination without cause requires 30-day written notice from the County, DSS Director or designee, or Contractor.

REFERENCE MATERIAL:

BAI #55, November 18, 2025

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with Interpreters Unlimited, Inc.

CAO ANALYST:

Ronald Alexander