



Board Agenda Item 31

DATE: August 21, 2018

TO: Board of Supervisors

SUBMITTED BY: Delfino E. Neira, Director, Department of Social Services
David Pomaville, Director, Department of Public Health
Joy Cronin, Executive Director, In-Home Supportive Services Public Authority

SUBJECT: Retroactive Amendment I with Voiance Language Services, LLC for Telephonic Interpretation Services

RECOMMENDED ACTION(S):

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

Approve and authorize the Chairman to execute retroactive Amendment I to Agreement No. 17-189 with Voiance Language Services, LLC for telephonic interpretation services extending the term by one year from July 1, 2018 to June 30, 2019 and increasing the maximum by \$338,700 to a total of \$583,128.

Sitting as the County of Fresno Board of Supervisors:

Approve and authorize the Chairman to execute retroactive Amendment I to Agreement No. 17-189 with Voiance Language Services, LLC for telephonic interpretation services extending the term by one year from July 1, 2018 to June 30, 2019 and increasing the maximum by \$338,700 to a total of \$583,128.

Approval of the recommended actions will allow County departments and the In-Home Supportive Services (IHSS) Public Authority to continue to provide access to public services for clients with Limited English Proficiency (LEP). The services are required pursuant to the Civil Rights Act of 1964 and will be funded using State and Federal funds with no increase in Net County Cost. This item is countywide.

ALTERNATIVE ACTION(S):

There is no viable alternative action. Should your Board not approve the recommended actions, County departments and the IHSS Public Authority will be unable to provide legally mandated access to public services.

RETROACTIVE AGREEMENT:

The recommended amendment is retroactive to July 1, 2018. The original agreement contained a provision for an optional one-year extension; however, a Departmental designee with the authority to approve the extension was not designated, thus requiring approval by your Board.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. Costs for the Department of Social Services and IHSS Public Authority will be offset with State and Federal Social Services funds (\$432,137), County match comprised of 2011 Realignment (\$43,787), 1991 Realignment (\$21,185), and budgeted Net County Cost (\$4,279) for the General Relief share. Sufficient appropriations and estimated revenues have been included in the FY 2018-19 Recommended Budget for the Department of Social Services Org 5610, and the IHSS Public Authority Org 5611, and will be included in subsequent budget requests.

Costs for the Department of Public Health will be offset with State and Federal Grant funds (\$68,365), Environmental and Patient Health Fees (\$3,495), and 1991 Realignment (\$9,880). Sufficient appropriations and estimated revenues have been included in the FY 2018-19 Recommended Budget for the Department of Public Health Org 5620, and will be included in subsequent budget requests. Costs decreased by \$17,320 from \$33,020, a 52% decrease, due to lower usage.

Total maximum compensation of the recommended agreement is increasing by \$338,700. This figure includes the agreement's one-year extension amount of \$180,020 plus an additional \$158,680 for increased Call Center usage, which increases the agreement total to \$583,128. Department contract totals are reflected as follows:

Social Services	Org 5610	\$ 496,888
Public Health	Org 5620	\$ 81,740
IHSS	Org 5611	\$ 4,500

DISCUSSION:

On May 16, 2017, your Board approved agreement No. 17-189 with Voiance Language Services, LLC for telephonic interpretation services for County departments and the IHSS Public Authority. Continual evaluation and the streamlining of business practices has prompted the departments to adjust funding as needed, with the Department of Social Services increasing funding due to increased usage at the Call Center and the Department of Public Health decreasing funding due to lower usage than anticipated. Funding for IHSS remains unchanged.

The recommended amendment will allow the Department of Social Services to utilize English speaking only staff at the Call Center to serve Spanish-speaking clients with the assistance of Voiance. This new process would lower wait times for Spanish-speaking callers to be more equivalent with wait times for all callers.

The Department is requesting an extension of the existing agreement so that services will remain uninterrupted, and to keep the County departments and IHSS Public Authority in compliance with the Civil Rights Act of 1964.

REFERENCE MATERIAL:

BAI #28, May 16, 2017

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Amendment I

CAO ANALYST:

Ronald Alexander