Legislation Details (With Text)

File #:	19-0648	**Name:**	Amendment to Voiance Agreement
		In control:	Social Services
On agenda:	6/4/2019	**Final action:**	6/4/2019
Enactment date:		**Enactment #:**	Agreement No.17-189-2

Title: Approve and authorize the Chairman to execute Amendment II to Agreement No. 17-189 with Voiance Language Services, LLC for telephonic interpretation services extending the term by one year from July 1, 2019 to June 30, 2020 and increasing the maximum by $592,450 to a total of $1,175,578

Sitting as the County of Fresno Board of Supervisors: Approve and authorize the Chairman to execute Amendment II to Agreement No. 17-189 with Voiance Language Services, LLC for telephonic interpretation services extending the term by one year from July 1, 2019 to June 30, 2020 and increasing the maximum by $592,450 to a total of $1,175,578

Sponsors:

Indexes:

Code sections:

Attachments: 1. Agenda Item, 2. Agreement A-17-189-2 with Voiance Language Services, LLC

Date	Ver.	Action By	Action	Result
6/4/2019	1	Board of Supervisors	Conducted Hearings	Pass

DATE: June 4, 2019

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: Amendment II 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 Amendment II to Agreement No. 17-189 with Voiance Language Services, LLC for telephonic interpretation services extending the term by one year from July 1, 2019 to June 30, 2020 and increasing the maximum by $592,450 to a total of $1,175,578.

Sitting as the County of Fresno Board of Supervisors:

Approve and authorize the Chairman to execute Amendment II to Agreement No. 17-189 with Voiance Language Services, LLC for telephonic interpretation services extending the term by

one year from July 1, 2019 to June 30, 2020 and increasing the maximum by $592,450 to a total of $1,175,578.
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. If the Board does not approve the recommended actions, County departments and the IHSS Public Authority will be unable to provide legally mandated access to public services.

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 ($928,470), County match comprised of 2011 Realignment ($96,377), 1991 Realignment ($47,233), and budgeted Net County Cost ($8,058) for the General Relief share. Sufficient appropriations and estimated revenues have been included in the FY 2019-20 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 ($79,612), Environmental and Patient Health Fees ($4,171), and 1991 Realignment ($11,657). Sufficient appropriations and estimated revenues have been included in the FY 2019-20 Recommended Budget for the Department of Public Health Org 5620, and will be included in subsequent budget requests. Costs decreased, for FY19/20 for DPH, by $2,000 from $15,700, a 13% decrease due to lower usage.

Total maximum compensation of the recommended agreement is increasing by $592,450. This amount includes the agreement's one-year extension amount of $532,450 plus an additional $60,000 for increased Call Center usage, due to implementation of a new expansion of CalFresh to Supplemental Security Income Recipients program, in FY 2018-19.This increases the agreement total to $1,175,578. Department contract totals are reflected as follows:

Social Services	Org 5610	$ 1,073,838
Public Health	Org 5620	$ 95,440
IHSS Public Authority	Org 5611	$ 6,300

DISCUSSION:

In June 2016, the County recommended an agreement with a vendor for telephonic interpreting that was competitively bid and included on a Master Agreement established by the California Department of General Services Cooperative Master Agreement. The Department of Social Services determined that Voiance Language Services, LLC could best serve the County's needs. As the State extends their current Master Agreement on an annual basis, with little advance notice, it leaves the County with little time to plan in the event that the agreement is not renewed. Therefore, the Department of

Social Services is electing to extend the existing contract with Voiance for an additional year with the intent of putting out an RFP. 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 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 continue to serve non-English speaking clients expeditiously and without disruption due to limited bilingual staffing. This service lowers wait times for non-English speaking callers and equalizes wait times for all callers.

The Department is requesting an extension of the existing agreement to avoid a disruption in services, and to keep the County departments and IHSS Public Authority in compliance with the Civil Rights Act of 1964. The requested extension will allow for a Request for Proposal (RFP) process to be completed and brought back to the Board of Supervisors for approval. The RFP will allow interested vendors to submit proposals for a three (3) year base contract, and two (2) optional one (1) year extensions.

The recommended amendment will be effective upon execution through June 30, 2020. The amendment also gives the DSS Director or designee, IHSS Public Authority Executive Director, or DPH Director authority to terminate the agreement without cause upon giving a thirty (30) day advance written notice. Termination of the agreement by one County department does not affect the agreement as it relates to the Voiance Language Services, LLC and the remaining County departments.

REFERENCE MATERIAL:

BAI #31, August 21, 2018
BAI #28, May 16, 2017

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Amendment II

CAO ANALYST:

Ronald Alexander