



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Behavioral Wellness
Department No.: 043
For Agenda Of: May 19, 2020
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department: Alice Gleghorn, PhD, Director
Director(s): Department of Behavioral Wellness, (805) 681-5220
Contact Info: Pam Fisher, PsyD, Deputy Director of Clinical Operations
Department of Behavioral Wellness, (805) 681-5161

SUBJECT: Behavioral Wellness – FY 19-20 Ortiz Schneider Interpreting and Translation Services PO to BC

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a. Approve, ratify, and authorize the Chair to execute an Agreement for Services of Independent Contractor with **Ortiz Schneider Interpreting and Translation**, a California Corporation (and local vendor), to provide translation and in-person and over the phone interpretation services to the Department of Behavioral Wellness clients, for a new total contract amount not to exceed **\$330,000** for FY 19-20 through June 30, 2020, inclusive of \$200,000 under Purchase Order CN23088, but which otherwise cancels, nullifies, and supersedes Purchase Order CN23088;
- b. Approve and authorize the Chair to delegate to the Behavioral Wellness Director, or designee, the authority to make immaterial changes to the agreement, without needing to return to the Board for a formal amendment to the Agreement, subject to the Board's authority to rescind this delegated authority at any time;
- c. Determine that these activities are exempt from the California Environmental Quality Act per CEQA Guidelines Section 15378(b)(4) since the recommended actions are government fiscal activities which do not involve commitment to any specific project which may result in potentially significant physical impact on the environment.

Summary Text:

The above-referenced item is on the Board’s agenda to enter into an Agreement for Services of Independent Contractor with Ortiz Schneider Interpreting Services (“Ortiz Schneider”) for translation and in person and telephonic interpreting services. The County currently has a Purchase Order (No. CN23088) with Ortiz Schneider for translation and in person interpretation services, but due to an unanticipated increase in service needs and emergency services in response to COVID-19, Behavioral Wellness (BeWell) is requesting to enter into this agreement for a total contract maximum not to exceed \$330,000, inclusive of the \$200,000 under Purchase Order CN23088, but which otherwise cancels, nullifies, and supersedes Purchase Order CN23088. Approval of the recommended actions will allow BeWell to continue to provide mandated translation and interpretation services over the phone to County clients and their families who are non-English speaking.

Background:

Title VI of the Civil Rights Act of 1964 requires recipients of federal financial assistance to take reasonable steps to make their programs, services, and activities accessible to eligible persons with language support needs. Limited English Proficiency (LEP) beneficiaries form a substantial portion of individuals encountered within Medi-Cal, a mandated target population for BeWell. With the implementation of the federal Centers for Medicare & Medicaid (CMS) Managed Care Final Rule, mental health systems of care must provide interpretation services in all languages free of charge to beneficiaries. [Regulatory citation: 42 CFR §438.10(d)(2).]

BeWell utilizes Ortiz Schneider for the provision of in-person and phone interpretation services for beneficiaries with Limited English Proficiency (LEP) and their families. The availability of language services ensures equitable access to behavioral health services and meaningful engagement in treatment, and helps reduce disparities in outcomes for historically underserved and marginalized communities. Since expanding in-person interpreter services in 2017, interpreter utilization has steadily increased to meet LEP needs, primarily for Spanish- and Mixteco-speaking beneficiaries. BeWell has also observed that a significant proportion of minor beneficiaries have at least one LEP parent or guardian who is involved and/or responsible for a minor’s behavioral health care. This is supported by data that demonstrates children’s psychiatry uses 61% of all in-person interpreter services. Due to the specialization and complexity of treatments and services provided, including behavioral health concepts and terminology that the general public may be unfamiliar with, ensuring that a skilled, professional interpreter is available to facilitate communication and serve as a cultural broker is critical to the health and recovery of LEP beneficiaries and their families.

To successfully mitigate the challenges that COVID-19 continues to produce, providing over the phone interpretation services is critical to maintaining social distancing practices without a disruption in services. Ortiz Schneider is able to carry out over the phone interpretation services that are accessible and readily available to clients.

Approval will ensure the continued provision of high-quality, effective, and necessary language services critical to providing access to behavioral health resources for beneficiaries with Limited English Proficiency (LEP) and their families.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY 19-20 Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund			
State	\$ 165,000.00		
Federal	\$ 165,000.00		
Fees			
Other:			
Total	\$ 330,000.00	\$ -	\$ -

Narrative: The above-referenced contract is funded by State and Federal funds. The funding sources are included in the FY 2019-2020 Adopted Budget.

Key Contract Risks:

As with any contract funded by State and Federal sources, there is a risk of future audit disallowances and repayments. The agreement includes language which requires the contractor to repay any amounts disallowed in audit findings, minimizing financial risks to the County.

Special Instructions:

Please return one scanned (1) Minute Order to the Contracts Division at bwellcontractsstaff@santa-barbara.ca.us and to Ana Bello at: abello@sbcbwell.org.

Attachments:

Attachment A: Ortiz Schneider FY 19-20 Board Contract

Attachment B: Ortiz Schneider FY 19-20 Purchase Order executed (CN23088)

Authored by:

A. Bello