



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: A 19-321, **Version:** 1

Approve and authorize the Director of Health or Assistant Director of Health to execute a Renewal and Amendment No. 1 with Natividad Medical Foundation (NMF) DBA Indigenous Interpreting+, to renew the Agreement for the provision of translation services and extend the term for 2 years retroactive to July 1, 2019, for an amended term of May 1, 2016 to June 30, 2021, for a total Agreement amount not to exceed \$50,000.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of Health or Assistant Director of Health to execute a Renewal and Amendment No. 1 with Natividad Medical Foundation (NMF) DBA Indigenous Interpreting+, to renew the Agreement for the provision of translation services and extend the term for 2 years retroactive to July 1, 2019, for an amended term of May 1, 2016 to June 30, 2021, for a total Agreement amount not to exceed \$50,000.

SUMMARY/DISCUSSION:

Natividad Medical Foundation (NMF) DBA Indigenous Interpreting+ helps health care providers, courts and public agencies meet regulatory requirements for language access, minimize costs and ensure quality services, using the latest delivery platforms, including video and telephonic.

Federal and State mandates that govern and regulate equal access to all patients, include Title VI of the Civil Right Act of 1964 and HHS Section 1557, these prohibit discrimination on the basis of race, color, or national origin and require that healthcare be delivered with effective communication to limited English proficient (LEP) clients. The provision of interpretation services helps the Health Department reduce liability for medical errors due to a breakdown in communication and improves the quality of healthcare outcomes.

The Monterey County Health Department (MCHD) utilizes a multi-pronged approach to meet the language needs of patients: in-person interpreting by medical interpreters, dual-role bilingual staff, and independent contractors such as NMF; and over-the-phone interpreting.

NMF provides an umbrella of language services that are not available from other vendors, specifically targeting indigenous languages. Without these services, MCHD would lose the capacity to fully provide qualified interpretation services to a large group of clients and would not be in compliance with California and Federal laws that regulate equal access to all patients.

MCHD continues to experience an increase in interpreting requests in languages that are not provided by other interpreters. NMF has been an invaluable support in language resources that have supported us with the capacity to meet increasing demand.

Health Department staff have been working with Natividad Medical Foundation staff for several months to finalize Amendment No. 1 to the original Agreement. Unfortunately, there were unforeseen delays experienced by NMF to obtain appropriate insurance and obtain signatures for the final Amendment. MCHD was not in receipt of the final Amendment until July 30, 2019. The Health Department seeks approval to sign the Amendment retroactive to July 1, 2019.

This work supports the Monterey County Health Department 2018-2022 strategic plan initiatives:
3. Ensure access to culturally and linguistically appropriate, customer-friendly, quality health services. It also supports one of the ten essential public health services, specifically: 8. Assure competent public and personal health care workforce.

OTHER AGENCY INVOLVEMENT:

County Counsel-Risk Management and Auditor-Controller have reviewed and approved this Renewal and Amendment as to legal form, insurance provisions, and fiscal provisions respectively.

FINANCING:

This Agreement is 100% funded by Health Realignment.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Shiba Sumeshwar, Management Analyst III, x4018

Approved by: Elsa M Jimenez, Director of Health, x4526

Attachments:

Renewal and Amendment No. 1 is on file with the Clerk of the Board
Agreement is on file with the Clerk of the Board