



## Board Report

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**File #:** A 21-105, **Version:** 1

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Approve and authorize the Director of Health or Assistant Director of Health to execute Amendment No. 2 to Agreement No. A-14497 with Natividad Medical Foundation (NMF) DBA Indigenous Interpreting+ for the provision of indigenous language translation services, extending the term three (3) years for an amended term of May 1, 2016 to June 30, 2024 and increase the total Agreement amount by \$45,000, for a total Agreement amount not to exceed \$95,000.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

Approve and authorize the Director of Health or Assistant Director of Health to execute Amendment No. 2 to Agreement No. A-14497 with Natividad Medical Foundation (NMF) DBA Indigenous Interpreting+ for the provision of indigenous language translation services, extending the term three (3) years for an amended term of May 1, 2016 to June 30, 2024 and increase the total Agreement amount by \$45,000, for a total Agreement amount not to exceed \$95,000.

**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.

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:

The office of County Counsel and Auditor-Controller have reviewed and approved this Amendment as to legal form, and fiscal provisions, respectively.

FINANCING:

This Agreement is 100% funded by Health Realignment. The funds for this Agreement are included in the Health Department's Administration Bureau (HEA014-8438) FY 2021-22 Requested Budget and will be included in the Health Department's Administration Bureau (HEA014-8438) FY 2022-23 and FY 2023-24 Requested Budgets.

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, 755-4018

Approved by:

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Date:

Elsa Jimenez, Director of Health, 755-4526

Attachments:

Amendment No 2 is on file with the Clerk of the Board

Amendment No 1 is on file with the Clerk of the Board

Agreement is on file with the Clerk of the Board