AGENDA STAFF REPORT

Control: 26001421

MEETING DATE:	11/17/2026
LEGAL ENTITY TAKING ACTION:	Board of Supervisors
BOARD OF SUPERVISORS DISTRICT(S):	All Districts
SUBMITTING AGENCY/DEPARTMENT:	Health Care Agency
DEPARTMENT CONTACT PERSON(S):	Veronica Kelley, 714-834-7024 Michelle Smith, 714-834-6023

SUBJECT: Approve Contract for Language Interpretation and Translation Services

CEO CONCUR	**COUNTY COUNSEL REVIEW**	**CLERK OF THE BOARD**
Concur	Approve agreement to form	DISCUSSION 3 Votes Board Majority

Budgeted: Yes	**Current Year Cost:** $210,000	**Annual Cost:** FY 2027-28 $420,000 FY 2028-29 $420,000
Staffing Impact: No		**Sole Source:** No
Current Fiscal Year Revenue: N/A	**Funding Source:** See Financial Impact Section	**County Audit in Last 3 years:** No
Levine Act Review Completed? Yes		
Prior Board Action: N/A		

RECOMMENDED ACTION(S):

1. Approve Contract with Language Line Services, Inc. for provision of Language Interpretation and Translation Services for the term of January 1, 2027, through June 30, 2029, in an amount not to exceed $1,050,000.

2. Authorize the County Procurement Officer or Deputized designee to execute Contract with Language Line Services, Inc., as referenced in the Recommended Action above.

SUMMARY:

Approval of the contract with Language Line Services, Inc. for Language Interpretation and Translation Services will allow the Health Care Agency to continue providing immediate language interpretation and translation services to County of Orange residents in clinical and healthcare settings.

BACKGROUND INFORMATION:

The Health Care Agency (HCA) requires language interpretation and translation services in a healthcare setting, as per State and Federal requirements including the California Welfare and Institutions Codes §

14029.91 & § 14029.92, for clients and other programs operated by or contracted with HCA Behavioral Health Services (BHS), Correctional Health Services (CHS) and Public Health Services (PHS).

Scope of Services
HCA is subject to the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) and is considered a covered entity. As a covered entity, any contracts for creating, maintaining, receiving or transmitting Protected Health Information (PHI) on behalf of HCA require a Business Associate Contract, which is incorporated in the proposed contract with Language Line.

The proposed contract with HCA is specific to medical interpretation and translation and is distinct from the countywide language translation contracts. The interpreters and translators utilized in this contract have completed the medical services track of Language Line's Interpreter training program, which includes an advanced medical training course through Language Line Interpreter School™.

The scope of services includes immediate in-person and over-the-phone verbal language interpretation as required by HCA programs for immediate client needs. Additional services include American Sign Language (ASL) interpretation, written translation of documents, audio recording of translated documents, reformatting of translated forms and documents, and video remote language interpretation.

The proposed contract is a subordinate to an Omnia Partners cooperative contract with Language Line Services, Inc. (Language Line), for Language Interpretation and Translation Services. The use of the Omnia Partners cooperative contract program is consistent with Section 4.7, Cooperative Procurement, of the County's 2026 Contract Policy Manual. Language Line Services, Inc. was the incumbent provider for Language Interpretation and Translation Services. Language Line Services, Inc., met the previous performance outcome measurements.

Performance Outcomes
Language Line has provided language interpretation and translation services in over 39 languages for the County of Orange (County) for six years. Language Line will continue to track utilization and provide usage reports to better inform HCA programs of County's threshold languages as displayed in the table below.

Per California state mandate, all covered entities providing services to Medi-Cal beneficiaries must offer language assistance in threshold language as defined by the Department of Health Care Services (DHCS).

Threshold Language	Number of Calls: Jan 2026 to Present	Number of Calls: Jan to Dec 2025	Number of Calls: Jan to Dec 2024
Vietnamese	834	1,417	1,379
Spanish	4,050	6,256	5,970
Korean	171	242	243
Chinese	650	1,095	964
Arabic	236	252	289
Farsi	147	264	224
Russian	93	215	334
Threshold Language Total	6,181	9,741	9,403

HCA has verified there are no concerns that must be addressed with respect to Contractor's ownership/name, litigation status or conflicts with County interests.

The Orange County Preference Policy is not applicable to this contract award.

This contract does not currently include subcontractors or pass through to other providers. See Attachment B for Contract Summary Form

HCA requests that the Honorable Board of Supervisors authorize the County Procurement Officer or Deputized designee to execute Contract with Language Line Services, Inc., as referenced in the Recommended Actions.

FINANCIAL IMPACT:
State: 52% (Prop1/ Behavioral Health Services Act//Mental Health Realignment)
Federal: 14% (Substance Abuse Prevention and Treatment Block Grant)
Fees/Licenses/Other: 19% (Federal Financial Participation Medi-Cal)
County: 15%

The Contract includes provisions allowing HCA to terminate the Contract, reduce the level of services, and/or renegotiate the levels of services provided, as necessary. This includes a notice that allows HCA adequate time to transition or terminate services to clients, if necessary.

STAFFING IMPACT:
An analysis was completed to determine the contracts provide the County with persons specially trained, experienced, expert and competent to perform the special services in accordance with the law.

REVIEWING AGENCIES/DEPARTMENTS:
N/A

ATTACHMENTS:
Attachment A - Contract MA-042- 27010204 for Language Interpretation and Translation Services
Attachment B - Contract Summary Form
Attachment C - California Welfare and Institutions Code § 14029.91 & § 14029.92