



COUNTY OF HUMBOLDT

For the meeting of: 4/28/2026

File #: 26-260

To: Board of Supervisors

From: County Administrative Office

Agenda Section: Consent

Vote Requirement: Majority

SUBJECT:

Professional Services Agreement with Language Line Services, Inc. Regarding the Provision of Language Translation and Interpretation Services in an Amount Not to Exceed Eight Hundred Ninety-Three Thousand Three Hundred Thirty-Three Dollars (\$893,333.00) for the Period of December 1, 2025 through June 30, 2031

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve, and authorize the Chair of the Board to execute, the attached professional services agreement with Language Line Services, Inc. regarding the provision of language translation and interpretation services in an amount not to exceed Eight Hundred Ninety-Three Thousand Three Hundred Thirty-Three Dollars (\$893,333.00) for the period of December 1, 2025 through June 30, 2031; and
2. Authorize the Humboldt County Purchasing Agent, or a designee thereof, to execute any and all subsequent amendments to the attached professional services agreement with Language Line Services, Inc., after review and approval by County Counsel, Risk Management and the County Administrative Office; and
3. Direct the Clerk of the Board to return one (1) fully executed original copy of the attached professional services agreement with Language Line Services, Inc. to the County Administrative Office for further processing.

STRATEGIC PLAN:

The recommended actions support the following areas of the Board of Supervisors' Strategic Plan:

Area of Focus: Core Services/Other

Strategic Plan Category: 9999 - Core Services/Other

DISCUSSION:

The County of Humboldt has an ongoing need for language translation and interpretation services for its limited English proficiency clients. Language Line Services, Inc. has provided telephone-based interpretation services for clients needing immediate interpreter

assistance on an as-needed basis since 1999. The specific services provided by Language Line Services, Inc. include, without limitation: over-the-phone interpretation of Spanish, Chinese, French, Japanese, Polish, Russian, Vietnamese, German, Haitian Creole, Italian, Korean, Portuguese, Farsi, Tagalog and other languages; document translation, training assistance and materials; interpreter appointments; and custom reporting.

The attached professional services agreement with Language Line Services, Inc. will allow eligible County of Humboldt clients to continue receiving language translation and interpretation services for the period of December 1, 2025 through June 30, 2031. It should be noted that the attached professional services agreement with Language Line Services, Inc. comes to Board after the start date thereof due to inadvertent delays that occurred during the contract development process.

Accordingly, the County Administrative Office recommends that the Board approve, and authorize the Chair of the Board to execute, the attached professional services agreement with Language Line Services, Inc. regarding the provision of language translation and interpretation services for the period of December 1, 2025, through June 30, 2031. It is also recommended that the Board authorize the Humboldt County Purchasing Agent, or a designee thereof, to execute any and all subsequent amendments to the attached professional services agreement with Language Line Services, Inc., after review and approval by County Counsel, Risk Management and the County Administrative Office, in order to avoid any unnecessary delays in the provision of needed language translation and interpretation services

SOURCE OF FUNDING:

All county funds

FINANCIAL IMPACT:

Expenditures	FY 25-26	FY 26-27 Projected*	FY 27-28 Projected*
Budgeted Expenses	\$93,333.00	\$160,000.00	\$160,000.00
Total Expenditures	\$93,333.00	\$160,000.00	\$160,000.00
Funding Sources	FY 25-26	FY 26-27 Projected*	FY 27-28 Projected*
State/Federal Funds	\$93,333.00	\$160,000.00	\$160,000.00
Total Funding Sources	\$93,333.00	\$160,000.00	\$160,000.00

**Projected amounts are estimates and are subject to change.*

The attached professional services agreement with Language Line Services, Inc. has a maximum amount payable of Eight Hundred Ninety-Three Thousand Three Hundred Thirty-Three Dollars (\$893,333.00) for the period of December 1, 2025 through June 30, 2031. In no event shall the maximum amount paid under the attached professional services agreement with Language Line Services, Inc. exceed Ninety-Three Thousand Three Hundred Thirty-Three Dollars (\$93,333.00) for fiscal year 2025-2026 and One Hundred Sixty Thousand Dollars (\$160,000.00) for fiscal years 2026-2027 through 2030-2031. However, in the event local, state or federal funding is reduced or eliminated, the County of Humboldt may reduce the above-referenced maximum amount payable or terminate the attached professional services agreement with Language Line Services, Inc. in its entirety.

Costs associated with the provision of language translation and interpretation services are distributed to the departments that utilize such services. These departments include, without limitation, Department of Health and Human Services - Child Welfare Services, the Department of Health and Human Services - Public Health, Department of Health and Human Services - Behavioral Health, Department of Health and Human Services - Social Services, District Attorney - Victim Witness, District Attorney - Child Abuse Services Team and Probation. Departments are responsible for paying for these costs using their revenue sources, which may include the Humboldt County General Fund.

STAFFING IMPACT:

Approval of the attached professional services agreement with Language Line Services, Inc. will not impact current staffing levels.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board may choose not to approve the attached professional services agreement with Language Line Services, Inc. regarding the provision of language translation and interpretation services. However, this alternative is not recommended as it would leave the County of Humboldt without language translation and interpretation services, and therefore unable to serve certain groups of citizens until a new vendor was located.

ATTACHMENTS:

1. Professional Services Agreement with Language Line Services, Inc. Regarding the Provision of Language Translation and Interpretation Services
2. Exhibit A - Scope of Services

PREVIOUS ACTION/REFERRAL:

Meeting of: April 4, 2021

File No.: 21-358