



## Board Summary Report

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**File #:** 20-007

**Agenda Date:** 1/11/2021

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**To:** Board of County Commissioners

**Through:** Click or tap here to enter text.

**From:** Joan Lopez, Clerk and Recorder

**Presenter:** Monica Kovaci, Senior Assistant County Attorney  
Karl Herrmann, Deputy Clerk and Recorder

**Subject:**

Agreement with United Language Group for Translation Services

**Purpose and Recommendation:**

Discussion of a request from the Clerk and Recorder's Office regarding their intent to enter into an agreement with United Language Group (ULG) for the ongoing use of interpreter and translation services in an effort to expand communication and improve customer service. The agreement will be valued at under \$25,000 annually and is within the Clerk's signature authority.

**Background:**

Arapahoe County is an incredibly diverse community, and in an effort to put "service first" and reach every one of our citizens, we want to expand our language aptitude.

**Discussion:**

United Language Group has a unique business in that it isn't just any translation service, but it regularly works with Government Agencies and has a distinctive history working within the Election industry. Too often than not, we see customers/voters where we have a harder than expected time communicating services, expectations, options and costs. Adding an interpreter and translation service partner to our portfolio of partnerships would provide broader community reach and improved messaging.

ULG will provide document translation services (most particularly for the Elections Division) and will provide on-going over-the-phone interpreter services to Clerk and Recorder customers. The cost to enter into the agreement with ULG is no more than \$24,000/yr.

Implementing a United Language Group partner will provide the following benefits:

- Financial commitment to "Service First" for ALL our citizens
- Immediate improved communication, information and access is the great equalizer
- Over the next five years we will be better prepared for the growing diversity within our communities

United Language Group has an existing relationship with Arapahoe County and has a proven track record of delivering value-add solutions. United Language Group has also been used successfully in Denver and

Chicago.

**Alternatives:**

Not provide translation services to County citizens.

**Fiscal Impact:**

The service cost is not to exceed \$24,000 annually over the course of the contract. The services of the Contractor shall be completed, or shall end, by one year from the date of the Agreement. The County thereafter has the option to renew the Agreement for up to four subsequent one year periods.

**Reviewed By:**

Karl Herrmann, Deputy Clerk and Recorder

Peg Perl, Director of Elections

Juan Guzman, Director of Records

Selina Baschiera, Director of Motor Vehicle

Monica Kovaci, Senior Assistant County Attorney

BOCC Drop In, January 11, 2021

**Attachments:**

NA