

Regular Meeting 9/12/02

TO: Juvenile Welfare Board Members

FROM: James E. Mills, Executive Director 
Lisa A. Sahulka, Director of Programs and Finance 

Requested Action

The Board is requested to allocate up to \$3,000 of one-time-only Program Contingency Funds for FY 02-03 to 2-1-1 Tampa Bay Cares to purchase a telephone interpreter service (language line) to benefit 2-1-1 services.

Options

1. Approve the request.
2. Approve an alternate amount.
3. Deny the request.
4. Any other action the Board deems appropriate.

Recommended Action

Allocate up to \$3,000 of one-time-only Program Contingency Funds for FY 02-03 to 2-1-1 Tampa Bay Cares to purchase a telephone interpreter service (language line) to benefit 2-1-1 services.

Source of JWB Funds

FY 02-03 Program Contingency Fund

Fiscal Impact

The FY 02-03 Program Contingency Fund would be reduced by \$3,000 from \$110,000 to \$107,000.

Narrative

2-1-1 Tampa Bay Cares, Inc. is requesting \$3,000 to purchase a subscription-based telephone interpreter service (language line) for 2-1-1. 2-1-1 Tampa Bay Cares plans to purchase language line services from Tele-interpreters, who provide translators and interpreters 24 hours a day/7 days a week/365 days per year, in more than 150 languages. The cost is \$1.39 per minute and it is estimated that 2,150 minutes will be needed. Tele-Interpreters specializes in OPI (Over-the-phone interpreting) for all industries, globalization and cross-cultural communications. Currently, Tele-Interpreters is being used by other 2-1-1 services across the nation including 2-1-1 Atlanta, 2-1-1 Tallahassee and 2-1-1 Connecticut.

2-1-1 Tampa Bay Cares is requesting one-time only funds from JWB to establish a benchmark for usage and cost for Tele-Interpreter services. Once benchmarks have been established for usage and cost, 2-1-1 Tampa Bay Cares will research additional funding to support this feature for 2-1-1.

2-1-1 Tampa Bay Cares recently received a \$20,000 grant from the Verizon Foundation to translate the 2-1-1 Tampa Bay Cares website www.211pinellas.org into 5 languages including Bosnian, Russian, Spanish, Greek, and Vietnamese. Bosnian, Russian and Vietnamese were chosen specifically because these are refugee populations continuing to grow in Pinellas County. 2-1-1 Tampa Bay Cares added Spanish translation in response to the growing Spanish speaking population, and Greek for the Tarpon Springs community. 2-1-1 Tampa Bay Cares noted that once the website was translated, language barriers would still exist: for example, a Vietnamese individual visiting the "Dial 2-1-1" website in their language may call 2-1-1, but be unable to receive information or referrals without the assistance of a tele-interpreter service. Without the language line service, 2-1-1 Tampa Bay Cares will not be able to serve individuals in Pinellas County who do not speak English.

Currently, 2-1-1 Tampa Bay Cares has 1.5 FTE Telephone Counselors who speak and can interpret Spanish calls. However, Spanish-speaking staff are not available 24 hours a day. When Spanish telephone counselors are unavailable due to illness or vacation, 2-1-1 is unable to translate a Spanish call and the call is lost. With Tele-Interpreter services, 2-1-1 could continue to ensure that callers, no matter what language they speak, would receive local community resource information 24 hours a day. Additionally, 2-1-1 Tampa Bay Cares will be able to track the needs of these communities that do not speak English and then report those needs to local community planners including the Juvenile Welfare Board, United Way of Tampa Bay, Pinellas County Government, etc.

This one-time only request will also bring 2-1-1 Tampa Bay Cares into compliance with National AIRS (Alliance of Information and Referral Services) standards for Intake & Referral (I&R) services.

2-1-1 Tampa Bay Cares requested funding from United Way of Tampa Bay and was told to reallocate funds within the current allocation. That option did not provide the funding needed for this initiative.

Number of Clients Served (annually)	70,000
FY 02-03 JWB Allocation	\$243,641
FY 02-03 Other Revenue Sources: United Way	\$132,855
FY 02-03 Other Revenue Sources: Governmental	\$428,437
FY 02-03 Other Revenue Sources: Other	\$116,805
FY 02-03 Total Program Budget	\$921,738

Staff Resource Person: Rod Cyr, Senior Contract Manager