



Language Access Plan (DRAFT)

1) **Purpose and Authority**

Nevada’s Senate Bill 318 (SB318) and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As SB318 states, “Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language.” Moreover, it makes it clear that it is the responsibility of government to provide that access:

State and local agencies and entities that receive public money have an obligation to provide meaningful, timely access for persons with limited English proficiency (LEP) to the programs and services of those agencies and entities.

The Nevada Conservation District Program (NCDP) is committed to compliance with SB318 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) in ensuring meaningful access to State services and programs for individuals with limited English proficiency.

The purpose of this Language Access Plan (LAP) is to establish a reasonable and effective plan and protocol when providing services to, or interacting with, LEP individuals. Following this plan and protocol will ensure Nevada Division of Forestry (NCDP) is inclusive as it strives to meet its mission and statutory requirements.

Mission: To support Nevada’s 28 locally led conservation districts and encourage community based efforts to conserve natural resources and ecosystems.

Statutory requirements:

NRS 548: Conservation
NAC 548 Conservation

2) **General Policy**

NCDP recognizes that LEP individuals may contact the agency for data or other services, and NCDP is committed to ensuring meaningful access to LEP individuals. This LAP applies to all NCDP programs and services.

NCDP will use the following procedures to ensure that LEP individuals can gain equal access to NCDP services and communicate effectively.

- NDCDP will take all reasonable steps to provide LEP individuals with meaningful access to its services.
- Staff at the initial points of contact have the specific duty to identify and record language needs that may arise.

- No staff may suggest or require that a LEP individual provide an interpreter in order to receive agency services, and the agency rather than the LEP individual, bears the responsibility for providing appropriate language services, regardless of the LEP individual's preferred language, at no cost to the LEP individual.
- Due to the scientific and technical nature of our work, use of informal interpreters of any kind is not allowed to minimize misinterpretation.

NCDP Language Access Coordinator

Melany Aten Conservation District Program Manager, Maten@dcnr.nv.gov, 775-625-0901 Language Access Coordinator will review and update (if needed) the NCDP LAP biennially. All NCDP staff will report language access needs to the Language Access Coordinator.

3) Profile of NCDP's LEP Clients

NCDP is committed to tracking the languages preferred for communication with potential LEP clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments. NCDP will maintain a database of LEP individuals that contact the agency to request information. The agency does not currently know how many of the individuals that request information are LEP or requested translation or American Sign Language services. It is unknown if any of these individuals identify as Indigenous or Refugee.

In the agency's history, NCDP has never had a request for translation or American Sign Language services from LEP individuals. With the help of its website maintenance contractor, NCDP will explore the possibility of adding a button to the ncdp.nv.gov website that will translate the website to the user's preferred language and if there is a way to track the use of the translation button.

4) NCDP Language Access Services and Procedures

NCDP does not have any known LEP clients; therefore, does not have full-time or on demand language access services. Any future language access needs will be addressed in the following manner:

- **Oral/Sign Language Services** – NCDP does not have employees that are trained or certified to provide language services. If the need arises, NCDP will contract with a State's approved vendor for oral and sign language services. NCDP will use the list of approved vendors located on the Department of Administration's Purchasing Division website. https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/
- **Written Language Services** – NCDP does not have employees that are trained or certified to provide written language services in languages other than English. If the need arises, NCDP will contract with a State-approved vendor for written language services. NCDP will use the list of approved vendors located on the Department of Administration's Purchasing Division website. https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/
- **Community Outreach and Engagement** - NCDP does not have employees that are trained or certified to provide language services in-house for languages other than English. NCDP will take steps to publicize the availability of language access services on the ncdp.nv.gov website.

NCDP will utilize translation services from approved vendors to produce information pamphlets and handouts when requested.

NCDP will provide resources for its staff to improve their cultural competency and ability to work with diverse groups by utilizing the educational materials and tools on the Nevada Department of Health and Human Services' (DHHS) Cultural Literacy Strategies website.
<https://dhhs.nv.gov/Programs/CHA/MH/Toolkit/culturalliteracystrategies/>

5) Implementing NDNH's Language Access Services

If language access services are requested, employees will inform the NCDP Language Access Coordinator. The Language Access Coordinator will take the appropriate steps as outlined in this document to secure a qualified person to provide the needed service(s).

Language Access Procedures

- **Accessing Appropriate Oral/Sign Language Services:** If oral/sign language services are needed, employees will inform the NCDP Language Access Coordinator. The Language Access Coordinator will secure a qualified person to provide the needed service by utilizing the list of approved vendors located on the Department of Administration's Purchasing Division website https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/.
- **Accessing Appropriate Written Language Services:** If written language services are needed, employees will inform the NCDP Language Access Coordinator. The Language Access Coordinator will secure a qualified person to provide the needed service by utilizing the list of approved vendors located on the Department of Administration's Purchasing Division website https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/.
- **Language Services Quality Assurance:** NCDP is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. NCDP will secure qualified professionals by utilizing the list of approved vendors located on the Department of Administration's Purchasing Division website https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/.
- **Staff Training Policies and Procedures**
- NCDP ensures that its staff are familiar with this LAP. All staff will inform the NCDP Language Access Coordinator if language access services are requested. The NCDP Language Access Coordinator will periodically remind staff about the LAP and the agency's responsibility to provide language access if requested.

6) Evaluation of and Recommendations for NCDP's Language Access Plan

NCDP is committed to monitoring the performance of the above policies, procedures, and resources to ensure that its LAP is responsive to the needs of both NCDP and the people it serves. NCDP will review, evaluate, and update (if needed) its LAP biennially.

Processes for Monitoring and Evaluation

- **Parties Responsible for LAP Maintenance:** The NCDP Language Access Coordinator will be responsible for reviewing and updating (if needed) the NCDP LAP biennially.
- **Criteria and Methods for LAP Evaluation:** In the history of the agency, language access has not been a barrier to doing business and the agency has never had a request for translation services. Based on this history NCDP will simply track its LAP's performance by tracking the number of requests for language access services using a database.

Evaluation Outcomes and Proposed Changes

- **Performance Monitoring Data:** NCDP serves hundreds to thousands of individuals with agency services annually. None of these individuals were LEP; therefore, no language access services were needed.
- **Proposed LAP Revisions:** This is the first LAP that NCDP has prepared. Therefore, there are no proposed revisions.
- **Proposed Budgetary Implications:** Based on the lack of need for language access services in the past, NCDP does not foresee the need for significant funding for language access services in the FY24/25 biennium. Funding will be needed; however, to provide a translation button on the agency website. It is likely that this can be accomplished under the agency's current website maintenance contract.



Nevada Conservation
District Program

State of Nevada
Department of Conservation & Natural Resources
Governor Joe Lombardo
Director James Settelmeyer
Program Manager Melany Aten

Language Access Plan (DRAFT)

LANGUAGE/ GROUP SERVED	TOTAL #	% OF TOTAL	SERVICES/PROGRAMS ACCESSED	NOTES (INCLUDE LITERACY LEVEL, TRIBE, OR COUNTRY OF ORGIN)
SPANISH	0	0%		
TAGALOG	0	0%		
CHINESE	0	0%		
KOREAN	0	0%		
VIENTNAMESE	0	0%		
AMHARIC	0	0%		
ALL CLIENTS / PARTNERS / INTERESTED PARTIES	>1000	100%	Conservation District (CD) coordination, CD reporting, Sage grouse grant, State Conservation Commission meeting information.	
ALL LEP CLIENTS	0	0%		
INDIGENOUS	0	0%		
REFUGEES	0	0%		

Summary: