



STATE OF NEVADA

Department of Conservation & Natural Resources

Joe Lombardo, *Governor*

James A. Settelmeyer, *Director*

Chad J. Stephens, *Deputy Director*

Dominique Etchegoyhen, *Deputy Director*

Brandon J. Bishop, *Program Manager*

Language Access Plan

I. 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 Conserve Nevada Program (CNP) 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 CNP is inclusive as it strives to meet its mission and statutory requirements

Mission: Conserve Nevada supports the conservation and enhancement of Nevada's natural, cultural, and recreational resources with funding awards to public and private projects that benefit all Nevadans and visitors.

Statutory Requirements:

2019 Statutes of Nevada, Chapter 480

II. General Policy

- CNP recognizes that LEP individuals may contact the Program for grants, public comment, services or data, and



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- CNP is committed to ensuring meaningful access to LEP individuals. This LAP applies to all CNP programs and services.
- CNP will use the following procedures to ensure that LEP individuals can gain equal access to CNP services and communicate effectively.
- CNP 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.
- No staff may suggest or require that a LEP individual provide an interpreter in order to receive Program services and the Program, 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 variety, scientific, and technical nature of projects conducted by the CNP the use of informal interpreters of any kind is not allowed to minimize misinterpretation.

CNP Language Access Coordinator:

Brandon Bishop, Program Manager, Brandon.Bishop@dcnr.nv.gov, 775-684-2707. Language Access Coordinator will review and update (if needed) the CNP LAP biennially. All CNP staff will report language access needs to the Language Access Coordinator.

Any public comment on the Language Access Plan should be directed to the Language Access Coordinator.

III. Profile of CNP's LEP Clients:

CNP 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.

CNP will maintain a database of LEP individuals that contact the Program to request information. The Program 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.



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In the Program's history, CNP has never had a request for translation or American Sign Language services from LEP individuals.

IV. CNP Language Access Services and Procedures:

CNP does not have any known CNP 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:** CNP does not have employees that are trained or certified to provide language services. If the need arises, CNP will contract with a State-approved vendor for oral and sign language services. CNP 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/](https://purchasing.nv.gov/Contracts/Documents/Translation%20Interpretation/)
- **Written Language Services:** CNP does not have employees that are trained or certified to provide written language services in languages other than English. If the need arises, CNP will contract with a State-approved vendor for written language services. CNP 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/](https://purchasing.nv.gov/Contracts/Documents/Translation%20Interpretation/)

Community Outreach and Engagement:

- **Providing Notice of Language Assistance Services:** CNP does not have employees that are trained or certified to provide language services in-house for languages other than English. CNP will take steps to publicize the availability of language access services on the program website at <https://dcur.nv.gov/divisions-boards/conservenevada>.
- **Procedures and Resources for LEP Community Outreach:**

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

- **Cultural Competency Resources:** CNP 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/>



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V. Implementing NDNH's Language Access Services:

If language access strategies are requested, employees will inform the CNP 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).

- **Accessing Appropriate Oral/Sign Language Services:** If oral/sign language services are needed, employees will inform the CNP 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/](https://purchasing.nv.gov/Contracts/Documents/Translation%20Interpretation/)
- **Accessing Appropriate Written Language Services:** If written language services are needed, employees will inform the CNP 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/](https://purchasing.nv.gov/Contracts/Documents/Translation%20Interpretation/)
- **Language Services Quality Assurance:** CNP is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. CNP 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/](https://purchasing.nv.gov/Contracts/Documents/Translation%20Interpretation/)
- **Staff Training Policies and Procedures:** CNP ensures that its staff are familiar with this LAP. All staff will inform the CNP Language Access Coordinator if language access services are requested. The CNP Language Access Coordinator will periodically remind staff about the LAP and the Program's responsibility to provide language access if requested.

VI. Evaluation of and Recommendations for CNP's Language Access Plan

CNP 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 CNP and the people it serves. CNP will review, evaluate, and update (if needed) its LAP biennially.



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- **Processes for Monitoring and Evaluation Parties Responsible for LAP Maintenance:** The CNP Language Access Coordinator will be responsible for reviewing and updating (if needed) the CNP LAP biennially.
- **Criteria and Methods for LAP Evaluation:** In the history of the Program, language access has not been a barrier to doing business and the Program has never had a request for translation services. Based on this history CNP will simply track its LAP's performance by tracking the number of requests for language access services using a language access spreadsheet.
- **Evaluation Outcomes and Proposed Changes Performance Monitoring Data:** CNP supports projects across the State of Nevada and supports projects that directly benefit individuals who are LEP. CNP has not to date had any individuals who was LEP reach out to the program. Historically no request for language access services has been requested to serve our constituents. This is the first LAP that CNP has prepared. Therefore, there are no proposed revisions at this time.
- **Proposed Budgetary Implications:** Based on the lack of need for language access services in the past, CNP does not foresee the need for significant funding for language access services in the next fiscal year biennium. Given CNP is bond funded administrative funding is limited to bond proceeds. Should bond proceeds be unavailable the CNP would need to pursue funding if LAP services were requested.
- **Suggested Legislative Amendments:** Based on the lack of need for language access services in the past, CNP does not recommend revisions to SB318 or other legislation at this time.