



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 Nevada Division of Outdoor Recreation (NDOR) 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 NDOR is inclusive of persons with LEP as it strives to meet its mission and statutory requirements.

Mission: To advance and promote sustainable, world-class outdoor recreation opportunities throughout Nevada.

Statutory requirements: (a) maintain a statewide plan for outdoor recreation, financial assistance, and accounting (NRS 407A.120); (b) represent state agencies and/or political subdivisions in obtaining federal assistance for outdoor recreation and facilities (NRS 407A.130); (c) impose fees for administering certain federal grants (NRS 407A.135); (d) pay for costs associated with the administration of federal grant funds with fees from the federal grants (NRS 407A.140); and (e) enter into agreements for the planning, acquisition and development of outdoor recreation projects (NRS 407A.145)

II. **General Policy**

NDOR recognizes that persons with LEP may contact the agency for technical assistance, data, programmatic support, or other services, and NDOR is committed to ensuring meaningful access to persons with LEP. This LAP applies to all NDOR programs and services including:

- Access to outdoor recreation-related programmatic and funding expertise

- Access to outdoor recreation data, technical assistance, and/or programmatic support

NDOR will use the following procedures to ensure that persons with LEP can gain equal access to NDOR services and support for the purposes of effective and timely communication.

- NDOR will take all reasonable steps to provide persons with LEP meaningful access to its services;
- NDOR staff at any initial point of contact have the specific duty to identify and record language needs;
- NDOR staff may not suggest or require that persons with LEP provide an interpreter in order to receive agency services; NDOR, as a State agency, bears the responsibility for providing appropriate language services, regardless of preferred language(s) of the person(s) with LEP, at no cost to the person(s) with LEP.

NDOR Language Access Coordinator(s)

Denise Beronio, Administrator, dberonio@ndor.nv.gov, 775-684-2716 Elisabeth Johnson, Deputy Administrator, ejohnson@ndor.nv.gov, 775-684-2722. Language Access Coordinator(s) will review and update (if needed) the NDOR LAP biennially. All NDOR staff will report language access needs to the Language Access Coordinator(s). Any public comment on the Language Access Plan should be directed to the Language Access Coordinator(s).

III. Profile of NDOR's LEP Clients

NDOR is committed to documenting the languages preferred for communication with members of the public with LEP so that we can provide meaningful, timely access to NDOR services, technical assistance, and programs without regard to language.

NDOR will maintain data about requests for support for persons with LEP who contact the agency. Since January 27, 2020 (FY20), when NDOR was first staffed, no requests for language accommodations have been received.

The primary content used by Division customers is the NDOR website. This website will be updated to include a phone number and email address for person(s) with LEP to contact if they require access to the content in a language other than English.

With additional funding, NDOR would explore the possibility of translating the Division's website and user-facing content to additional languages to be made available on demand by persons with LEP.

NDOR will create an Excel spreadsheet to document requests from person(s) with LEP. NDOR staff and/or Language Access Coordinators will document requests for language accessibility and report the request(s) to the Division's Language Access Coordinators, who will maintain the spreadsheet with information about the requests and responses

IV. NDOR Language Access Services and Procedures

NDOR does not currently have any known requests for services or programmatic support from persons with LEP; therefore, NDOR 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 – NDOR does not have employees that are trained or certified to provide language services. If the need arises, NDOR will contract with a State-approved vendor for oral and sign language services. NDOR 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 – NDOR does not have employees that are trained or certified to provide written language services in languages other than English. If the need arises, NDOR will contract with a State-approved vendor for written language services. NDOR 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

NDOR does not have employees that are trained or certified to provide language services in-house for languages other than English. NDOR will take steps to publicize the availability of language access services on the ndor.nv.gov website.

NDOR will provide resources for division 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/>

V. Implementing NDOR’s Language Access Services

If/when language access services are requested, staff will inform the NDOR Language Access Coordinator(s). The Language Access Coordinator(s) 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 NDOR Language Access Coordinator(s). The Language Access Coordinator(s) will secure a qualified person to provide the needed service(s) 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

NDOR ensures that its staff are familiar with this LAP. All staff will inform the NDOR Language Access Coordinator(s) if language access services are requested. The NDOR Language Access Coordinator(s) will periodically remind staff about the LAP and the agency’s responsibility to provide language access, if requested.

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

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

Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance: The NDOR Language Access Coordinator(s) will be responsible for reviewing and updating (if needed) the NDOR 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 NDOR will simply document its LAP's performance by tracking the number of requests for language access services using an Excel spreadsheet, and how language access services are provided.

Evaluation Outcomes and Proposed Changes

Performance Monitoring Data: NDOR will document requests for language accessibility going forward, to monitor requests and responses by the agency.

Proposed LAP Revisions: This is the first LAP that NDOR has prepared. Therefore, there are no proposed revisions currently. Prospective future revisions will be considered biannually.

Proposed Budgetary Implications: Based on the lack of need for language access services in the past, NDOR does not foresee the need for significant funding for language access services in the FY24/25 biennium. Funding will be needed; however, to provide translation services on the agency's website.

Suggested Legislative Amendments: NDOR proposes that certain agencies be considered for exemption from maintaining a Language Access Plan. Smaller agencies that don't have the capacity to provide language access roles could be served by a shared liaison who works for ONA who could be assigned to provide those duties for multiple smaller agencies on an as-needed basis, similar to an assigned Deputy Attorney General (DAG).