



Nevada Sagebrush Ecosystem Program

STATE OF NEVADA
Department of Conservation and Natural Resources

Joe Lombardo, Governor
James Settlemeyer, Director
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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 Sagebrush Ecosystem Program (NVSEP) 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 NVSEP is inclusive as it strives to meet its mission and statutory requirements.

Mission:

To maintain and restore a functional and resilient sagebrush ecosystem to benefit all species while allowing for various land uses. This will be accomplished by working through a diverse coalition of public and private stakeholders.

Statutory requirements:

NRS 232: State Department of Conservation and Natural Resources,

NRS 321: Sagebrush Ecosystems, and

NAC 232: Sagebrush Ecosystem Council: Mitigation of Adverse Impacts to Greater Sage-Grouse and Habitat

II. General Policy

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

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

- NVSEP 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 scientific and technical nature of our work, use of informal interpreters of any kind is not allowed to minimize misinterpretation.

NVSEP Language Access Coordinator

Kathleen Steele, Program Manager, ksteele@sagebrushco.nv.gov, 775.687.2005. Language Access Coordinator will review and update (if needed) the NVSEP LAP biennially. All NVSEP staff will report language access needs to the Language Access Coordinator.

III. Profile of NVSEP's LEP Clients

NVSEP 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.

NVSEP 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.

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

NVSEP has an option on the sagebrushco.nv.gov website that will translate the website to the user's preferred language. Currently, there is no way to track the use of the translation button.

IV. NVSEP Language Access Services and Procedures

NVSEP 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:

NVSEP does not have employees that are trained or certified to provide language services. If the need arises, NVSEP will contract with a State-approved vendor for oral and sign language services. NVSEP 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:

NVSEP does not have employees that are trained or certified to provide written language services in languages other than English. If the need arises, NVSEP will contract with a State-approved vendor for written language services. NVSEP 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

Providing Notice of Language Assistance Services:

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

Procedures and Resources for LEP Community Outreach:

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

Cultural Competency Resources:

NVSEP 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/>

V. Implementing NDNH's Language Access Services

If language access services are requested, employees will inform the NVSEP 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 NVSEP 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 NVSEP 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:

NVSEP is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. NVSEP 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

NVSEP ensures that its staff are familiar with this LAP. All staff will inform the NVSEP Language Access Coordinator if language access services are requested. The NVSEP 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 NVSEP's Language Access Plan

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

Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance:

The NVSEP Language Access Coordinator will be responsible for reviewing and updating (if needed) the NVSEP 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 NVSEP 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:

NVSEP serves hundreds to thousands of individuals with Program services annually. None of these individuals were LEP; therefore, no language access services were needed.

Proposed LAP Revisions:

This is the first LAP that NVSEP has prepared. Therefore, there are no proposed revisions.

Proposed Budgetary Implications:

Based on the lack of need for language access services in the past, NVSEP does not foresee the need for significant funding for language access services in the next fiscal year biennium.

Suggested Legislative Amendments:

Based on the lack of need for language access services in the past, NVSEP does not recommend revisions to SB318 or other legislation at this time.



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VII. SEP Language Preferred Database

| LANGUAGE/ GROUP SERVED | TOTAL # | % OF TOTAL | SERVICES/PROGRAMS ACCESSED | NOTES (INCLUDE LITERACY LEVEL, TRIBE, OR COUNTRY OF ORIGIN) |
|---|---------|------------|---|---|
| SPANISH | 0 | 0% | | |
| TAGALOG | 0 | 0% | | |
| CHINESE | 0 | 0% | | |
| KOREAN | 0 | 0% | | |
| VIENTNAMESE | 0 | 0% | | |
| AMHARIC | 0 | 0% | | |
| AMERICAN SIGN LANGUAGE | 0 | 0% | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| ALL CLIENTS / PARTNERS / INTERESTED PARTIES | >400 | 100% | CCS / NEPA Analysis / Conservation Collaboration / GIS Services | |
| ALL LEP CLIENTS | 0 | 0% | | |
| INDIGENOUS | 0 | 0% | | |
| REFUGEES | 0 | 0% | | |

Table 1: This database is for tracking the languages preferred for communication with potential LEP clients.

Summary of table:

The Program has never had a request for translation or American Sign Language services from LEP individuals. It is unknown if any of our current clients, partners, and interested parties identify as Indigenous or Refugee.