

Department of Administration

Director's Office

LANGUAGE ACCESS PLAN

I. Purpose and Authority

The Department of Administration, Director's Office, (DOA-DO) is committed to compliance with Nevada Senate Bill 318 (SB 318) from the 81st Legislative Session, and the federal guidance on the 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 (LEP) without discrimination based on race, color, gender, gender identity, or expression, sexual orientation, religion, national origin, age, pregnancy, genetic information, domestic partnership, or disability in accordance with federal regulation and state law.

Nevada Revised Statute 232.0081 and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As stated in NRS 232.0081, "Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language," and the legislation states 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 to the programs and services of those agencies and entities.

The purpose of this document is to establish an effective plan and protocol for DOA-DO personnel to follow when providing services to, or interacting with, limited English proficiency individuals.

II. General Policy

It is Nevada's policy to grant access to services or programs to every person regardless of their ability to speak, understand, read, or write English, without discrimination based on race, color, gender, gender identity, or expression, sexual orientation, religion, national origin, age, pregnancy, genetic information, domestic partnership, or disability in accordance with state and federal law. DOA-DO intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. The DOA-DO seeks to reduce barriers by increasing its capacity to deliver requests to people in their preferred languages.

- Commitment to equality and taking all reasonable steps to provide individuals with LEP meaningful access to all its services, programs, and activities.
- The DOA-DO, rather than the LEP individual, will bear the responsibility for providing appropriate language services, regardless of the LEP individual's preferred language, at no cost to the LEP individual.
- Staff, at the initial points of contact, have the specific function to identify and record language needs to the LEP Coordinator.
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are specifically prohibited from acting as interpreters.
- The DOA-DO interpreter may include DOA-DO staff that have identified themselves as being fluent in a particular language that meets the needs of the person with LEP and in need of services.
- Staff may not suggest or require that an individual with LEP provide an interpreter to receive Department services.

The Department of Administration, Director's Office Language Access Coordinator:

Executive Assistant Cheryl Curtis

775-684-0229

cherly.curtis@admin.nv.gov

III. Profile of the Department of Administration, Director's Office's LEP Clients

The DOA-DO to better serve its client base is committed to employing diverse individuals to mirror the demographics of the State of Nevada. Our clients consist of current state employees and individuals from the public requesting Public Records. Those requests can be through written form or verbal over the phone.

IV. The Department of Administration, Director's Office Language Access Services and Procedures

The DOA-DO is aware of the need to provide sign language services to individuals that it serves pursuant to the Americans with Disabilities Act of 1990 (ADA). The need for sign language interpretation and other language access needs will be addressed in the following manner:

- The DOA-DO will utilize one of the active statewide contracts for translation and interpreter services offered by the state, which can be found here:
https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/.

- As requested, DOA-DO will provide translated “vital documents” and related written translation services by vendors contracted through statewide contracts by the Purchasing Division for the State of Nevada.
- Providing Notice of Language Assistance Services: All staff will be made aware of appropriate language assistance services. Those seeking services may also request language assistance by contacting the DOA-DO by email which is posted on the Department’s website.

V. Implementing the Department of Administration, Director’s Office’s Language Access Services –

To fulfill the goals of this plan, the Language Access Coordinator will provide staff with the necessary training to ensure that staff are familiar with the Language Access Plan and its related policies. This training will include:

- How to respond to individuals with LEP via phone, writing, or in-person.
- How to seek assistance with internal or state-sanctioned language access resources. How to document the mode of communication and preferred language of an individual with LEP to better understand the needs of those accessing services and ensure that equitable access is available throughout the duration of their interactions with the DOA-DO.
- How to report these interactions to the Language Access Coordinator. In addition to staff training, the DOA-DO will use the internal and state-sanctioned resources to provide information in languages other than English.

VI. Evaluation of and Recommendations for the Department of Administration, Director’s Office’s Language Access Plan

The DOA-DO is committed to monitoring the performance of the applicable policies, procedures, and resources to ensure that its LAP is responsive to the needs of the DOA-DO. The DOA-DO will review, evaluate, and, as appropriate, update the LAP biennially. Division leads within the Department of Administration will be responsible for ensuring subordinate staff collect the relevant data and submit it to the person responsible for LAP maintenance. DOA-DO staff responsible for LAP maintenance:

Cheryl Curtis, Executive Assistant.

Department of Administration, Director’s Office