



LANGUAGE ACCESS PLAN

DRAFT – SEPTEMBER 2024

THE NEVADA OFFICE OF THE ATTORNEY GENERAL

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LANGUAGE ACCESS COORDINATORS

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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 puts it, "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 to the programs and services of those agencies and entities.

The Nevada Attorney General's Office is committed to compliance with Nevada Senate Bill 318 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 document is to establish an effective plan and protocol for Nevada Attorney General's Office personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency. Following this plan and protocol is essential to the success of our mission [to serve Nevada by advising and defending its institutions, enforcing laws for the protection and benefit of its citizens, ensuring open government and empowering through education outreach.](#)

General Policy

The Nevada Attorney General's Office recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of The Nevada Attorney General's Office to ensure meaningful access to LEP individuals. The Nevada Attorney General's Office adopts the following policies and procedures to ensure that LEP individuals can gain equal access to Nevada Attorney General's Office services and communicate effectively. This Plan applies to all Nevada Attorney General's Office's programs and services including, but not limited to:

- Constituent Services
- Victim Advocate Services
- Criminal Prosecution – Missing Children
- Office of Military Legal Assistance
- Press Release and other public information
- Grants
- Tobacco Enforcement Unit
- Consumer Protection
- Various working groups and general office information

Commented [AW1]: From Sample Content - II. General Policy - This section explains the policy of the agency. It is the commitment of the agency and its employees to ensuring meaningful language access.



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constituent complaints, victim advocate Services, press releases and other public statements, public records requests, grant applications, various working group and annual unit reports, public posting of meeting agendas, consumer protection and fraud prevention education, tobacco enforcement unit, and general office information.

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.

The Nevada Attorney General's Office intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. The Nevada Attorney General's Office seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

Toward this end, the Nevada Attorney General's Office endorses the following policies:

- The Nevada Attorney General's Office is committed to equity and will take all reasonable steps to provide limited English proficient (LEP) individuals with meaningful access to all its services, programs, and activities.
- 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.
- Staff at the initial points of contact have the specific duty to identify and record language needs.
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.
- No staff may suggest or require that an LEP individual provide an interpreter in order to receive agency services.

The Nevada Attorney General's Office Language Access Coordinators:

The Nevada Attorney General's office Language Access Coordinators are appointed personnel in the Communications Division. They are responsible for developing the agency's LAP and correlating policies, implementation, maintaining language access service technology and/or program instructions, evaluating and making recommendations to the Chief of Staff.

COMMUNICATIONS DIVISION PERSONNEL

John Sadler, Director, jsadler@ag.nv.gov

Alcinia Whitters, Deputy Director awhitters@ag.nv.gov

Commented [AW2]: Are there any services, programs, benefits, etc. to add to this list? Should any of this be excluded?

Commented [TB3R2]: I asked grants about their ELP intersections. I cc you on the email.

I'll do the same with Stacy on tobacco



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Chief of Staff

Teresa Benitez-Thompson, tbthompson@ag.nv.gov

Profile of The Nevada Attorney General's Office LEP Clients

The Nevada Attorney General's Office] is committed to tracking the languages preferred for communication among our limited English proficient (LEP) clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments.

The Attorney General's Office had not previously tracked this data for our client base. However, beginning July 1, 2024, this information will be tracked with all applicable departments including but not limited to office reception desk, Constituent Services, Victim Services, Consumer Protection, and Tobacco Enforcement. As we collect this information, we will be able to compare data and more readily observe trends or changes in the groups that we serve when we complete revisions of the Language Access Plan.

Below is a data table summarizing available client data for The Nevada Attorney General's Office from 2018 to 2022.

Language Services	Total
Total Clients Served	15,041
Total LEP Clients Tracked	96
Spanish	94
Russian	1
Cantonese/Mandarin	1

The Nevada Office of the Attorney General will begin tracking the following client data for all of the programs and services we offer, in order to assess the evolving needs of our clients and to improve our procedures.

- total number of clients
- total number of LEP clients
- the proficient languages of each client



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- and the type of language service offered to the LEP clients.

(See Appendix ___)

The majority of the Nevada Attorney General's Office clientele are English proficient. However, our limited English proficient clientele is mostly Spanish speaking.

The Nevada Attorney General's Office will determine the literacy level of our LEP clients by requiring staff who work in our service programs to complete a literacy assessment after each LEP client interaction. The assessment should only be done once per day, per client. LEP clients are evaluated using the literacy levels guidelines developed from the National Center for Education Statistics [National Assessment of Adult Literacy](https://nces.ed.gov/naal/perf_levels.asp) performance levels.

https://nces.ed.gov/naal/perf_levels.asp.

Language Access Services and Procedures

The Nevada Attorney General's Office has secured the language access services described below to enable our LEP clients to access our services and programs more fully. In every case, The Nevada Attorney General's Office ensures that all language service providers are fully competent to provide these services.

The Nevada Office of the Attorney General currently uses Google Translate on its website to address LEP access issues on its website, and written communications are translated by office staff on an ad hoc basis.

Oral/Sign Language Services

The Nevada Attorney General's Office provides the following oral/sign language services:

Inside the Office

If a constituent comes into the office front desk staff first refers to the internal interpreter list to see if anyone in the office can translate. If we have no interpreter available, we log into our Homeland Language Services account and create an appointment for a telephone translator.

Outside the Office

(Need to confirm sign language)

[Add descriptions and rosters of any in-house language access staff: direct service providers, dual-role interpreters, staff interpreters. Include languages represented.]



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[Add descriptions of any contracted language access providers: in-person and remote services. Include languages represented.]

[Explain your process to establish the competence of all oral/sign language services.]

Translator and Interpreter Qualifications

The Nevada Attorney General's Office provides oral and sign language services to LEP members using contracted interpreters. The compliance and qualifications for language assistance providers, contractors, and staff are listed below.

- Oral Language Service Providers: NRS 232.08 (5)(b)
- Communication Access Real-Time Translators (CART): NRS 656A
- Sign Language Interpreters: NRS 656A
- Translators: NRS 232

The Nevada Attorney General's Office recognizes that it is not appropriate to utilize family members, including children, friends and acquaintance, and/or untrained volunteers as interpreters as it is out of compliance with Federal Title VI Guidelines, the ADA and Nevada's Senate Bill 318 and a potential breach of confidentiality, **unless the member requests the services of a friend or family member.**

Currently, the state of Nevada does not offer an Oral Language Certification program for state employees and there is no Master Service Agreement or contracted vendor to offer this opportunity. A process is under review with the Division of Human Resource Management (DHRM) to address oral language interpreter certification for state employees.

The Nevada Office of the Attorney General will continue to monitor progress and update its plan accordingly.

Written Language Services

The Nevada Attorney General's Office uses the following procedures to identify vital written information used in the provision of its services and programs, including both paper and electronic communications.

The procedures for identifying vital written communication between the Nevada Attorney General's Office and individuals as well as the procedure for identifying vital communication targeting the broader public are both presented.

Commented [AW4]: With respect to your agency's written language services, you should detail your agency's process for determining which documents (including both paper and electronic documents) contain vital information and thus necessitate written translation. This should include both written communications between your agency and LEP individuals as well as written communications intended for a broad, public audience. In this second case, an inventory of the documents that have been identified as vital and the "safe harbor" languages they have been translated into may be appropriate to include in your LAP. As with oral/sign language services, written language service providers must be demonstrably qualified, and your agency's method for determining those qualifications should be in your LAP.



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- Language Access Coordinators will assess each division and their subsequent departments' level of public interaction.
- Request managers/supervisors to identify all services and programs their department provides to the public and send copies of any electronic or paper communications they deem vital to communicating those services and programs to the public.
- Solicit a copy of the forms or documents associated with the identified services and programs that are issued to the public or submitted by the public to.
- The Language Access Coordinators will analyze the forms and documents for frequency of use, record keeping and alternative methods of communication

Based on the above vital documents' identification procedure, the Nevada Attorney General's Office has identified the following documents and translated them into the "safe harbor" languages indicated.

[List of documents and languages to be determined.]

The above documents will be prepared using professional written language services including language proficient office staff at the Nevada Attorney General's Office.

[Add descriptions of any in-house or contract translation services. Include languages represented and any review process undertaken to ensure accuracy.]

Community Outreach and Engagement

The Nevada Attorney General's Office is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, the Nevada Attorney General's Office has taken steps to publicize the availability of its language services in the community. Additionally, the Nevada Attorney General's Office has provided notification of its services at all relevant points of contact. Additionally, the Nevada Attorney General's Office has provided resources for its staff to improve their cultural competency and ability to work with diverse groups.

Include an option on our website, electronic forms, asking people what their preferred language is, explaining that the data is being collected as part of the OAG Language Access Plan.

Procedures and Resources for LEP Community Outreach

The Nevada Attorney General's Office has engaged in the following outreach activities.

[Add all outreach activities. Indicate relevant languages/communities/dates.]



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Providing Notice of Language Assistance Services

The Nevada Attorney General’s Office has provided the following notifications at relevant points of contact within its office and online.

Notice of language assistance

Notice of language assistance will be posted to the homepage of the Attorney General’s Office website, shared to the Attorney General’s Office social media platforms and signs will be posted in all areas accessible to the public.

[Add all internal notices of language services. Indicate relevant languages.]

Cultural Competency Resources:

The Nevada Attorney General’s Office has provided the following resources to its staff to improve their ability to work with diverse groups.

The Nevada Attorney General’s Office has provided a self-paced training on cultural competency through Nevada Cultural Competency, High Sierra AHEC and Nevada Primary Care Association.

[Add description of cultural competence efforts.]

Implementing The Nevada Office of the Attorney General’s Language Access Services

The Nevada Attorney General’s Office is committed to providing our LEP clients full access to our services and programs. Towards this end, the Nevada Attorney General’s Office requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, the Nevada Attorney General’s Office is committed to 100% compliance with these procedures and provides the staff with the training described below to help ensure that all staff are familiar with these procedures and recognize their importance to The Nevada Office of the Attorney General’s mission.

Language Access Procedures

To obtain both oral/sign and written language services.

Commented [AFW5]: Do we have any cultural competence efforts? Elena LAP Coordinator gave a presentation/demo for an online cultural competence training that we could use but I think we have to pay.

Commented [AFW6R5]: A self-paced Nevada Cultural Competency training is available for the agency for \$110 <https://www.nvculturalcompetency.com/>

Commented [AFW7]: This section of your LAP should explain your agency’s procedures to train staff in the proper ways of deploying the resources described in Section IV so that they are effective in fostering communication with your LEP clients.

SB318 specifically requires you to report:

- 1.How to obtain both oral/sign and written language services.
- 2.How to respond to LEP clients via phone, writing, or in person.
- 3.How to ensure the competency of all language services available in your agency.
- 4.How to track LEPs served, preferred language, and literacy level in that language and English.
- 5.How to communicate LEP language needs to superiors.
- 6.How to meaningfully inform LEPs of service availability.

You will note that there is overlap here with some of the requirements described earlier. For example, #4 concerns some of the demographic data described in Section III above. In this section, the focus should be on the procedures for tracking that data over time. How, where, and by whom should it be recorded? How should those records be used not only to enable your agency to report the required data, but also to allow your agency to track your LEP clients’ language preferences so that they can be accounted for and accommodated smoothly throughout their interactions with your agency?

In providing the required information, there are three areas you should focus on. First, what are the procedures that your staff must follow in order to efficiently provide meaningful language services to those who would benefit from them? These procedures should follow your LEP clients through all phases of interaction with your agency: from initial contact and determination of the need for language services in the clients’ preferred language, through the provision of appropriate language services, up to proper recording of client language data to help improve future services.



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Responding to LEP clients via:

- phone
- in writing
- in person

Ensuring the competency of all available language services

Tracking LEPs served, preferred language, and literacy level in that language and English

Communicating LEP language needs to superiors

Informing LEPs of service availability

Identifying Client Language Needs and Preferred Language

The following procedures should be followed to (1) interact professionally and appropriately with LEP clients, (2) inform clients of the availability of language services, (3) determine clients' preferred languages, and (4) record and track LEP client language preferences so that the data will follow them throughout their interactions with Nevada Attorney General's Office staff, and to provide to the Language Access Coordinators.

INTERACTING WITH LEP CLIENTS

When OAG staff come into contact with a member of the public with a limited English proficiency

[Add description of relevant procedures.]

Accessing Appropriate Oral/Sign Language Services:

Staff should seek appropriate oral/sign language services in this order:

- The preferred method of serving LEP clients is by using competent bilingual staff able to provide services directly to in the client's preferred language without the need for an interpreter.
- Available, trained, competent bilingual staff may be used for in-person or telephone interpreting to support other staff.
- Staff should seek assistance from professional in-person or telephone interpreters when staff cannot meet language needs. Agency should recognize that certain circumstances may require specialized interpretation and translation services even when staff with bilingual abilities are available.



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- Staff must be authorized to provide language services to communicate effectively even when such assistance is not requested by the customer.

[Additional relevant procedures to be determined.]

Accessing Appropriate Written Language Services:

According to the Nevada Office of the Attorney General’s stated policy on the determination of “vital” documents, the following procedures should be followed to access qualified written language services. This applies both to written information intended for broad distribution as well as written communications between the Nevada Attorney General’s Office and individual clients.

[Relevant procedures to be determined.]

Language Services Quality Assurance:

The Nevada Attorney General’s Office is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. The following procedures are in place to (1) establish provider qualifications and (2) track provider performance.

[Relevant procedures to be determined.]

Staff Training Policies and Procedures

The Nevada Attorney General’s Office believes that the appropriate provision of language services is vital to the fulfillment of its mission. Towards that end, the Nevada Attorney General’s office ensures that its staff are familiar with its language access policies and the above procedures for providing said services.

[Relevant training types and schedules to be determined.]

Evaluation of and Recommendations for The Nevada Office of the Attorney General’s Language Access Plan

The Nevada Attorney General’s Office 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 [Agency Name] and the people it serves. At a minimum, the Nevada Attorney General’s Office will review, evaluate, and update its LAP (if needed) biennially.

Commented [AFW8]: *This section details how well the agency’s language access policies and procedures have met the need, and what is required to improve those services if the need is not being fully met, as required by SB318 Section 7.2.f.*

The development of a Language Access Plan is not a one-time event. As with all agency policies and procedures, your LAP should be subject to review and revision to ensure that it is working effectively and is responsive to your agency’s changing needs. SB318 requires that it be reviewed biennially, though you may choose to review your LAP annually, for example. For your initial LAP and for future LAP review and revision, SB318 requires you to solicit public comment about your language access plan.

SB318 also specifically requires you to report:

1. Estimates of additional funding required to meet your LEP clients’ language access needs.
2. Targets for hiring multilingual employees.
3. Adequate credentialing and oversight of interpreting and translation.
4. How your language services represent the preferred languages of your LEP clients.
5. Recruitment/retention efforts to ensure adequate language services.

As you develop your initial LAP and as you evaluate its performance in the future, you will gain insights that will allow you to meet two additional SB318 requirements. Based on your data and experience, you must:

- Make recommendations to the Legislature about any statutory changes needed to improve language access to services and programs.
- Include funding required for language access in your agency’s budget proposals.

In developing your LAP, and especially in monitoring it, you should first consider:

- Who is responsible for developing, monitoring, evaluating, and updating your LAP?
- How will those parties develop, monitor, evaluate, and update your LAP?
- Who has final approval of the initial LAP and any future revisions?

Depending on your criteria for assessing your LAP’s performance, you may want to implement methods for tracking various data on a regular basis, so that you are not forced to try to reconstruct important data after the ...



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Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance:

The Nevada Attorney General's Office Communications Division staff are responsible for maintaining the Agency's LAP and reporting necessary updates or changes to the Chief of Staff.

Criteria and Methods for LAP Evaluation:

The Nevada Attorney General's Office will track its LAP's performance using the criteria indicated below. The methods for gathering/tracking the relevant data for these criteria are likewise described.

[Performance measures (e.g., customer satisfaction, staff satisfaction, changes in program compliance/retention for LEP clients, etc.) and specific methods to track those measures to be determined.]

Evaluation Outcomes and Proposed Changes

Performance Monitoring Data:

The Nevada Office of the Attorney General's analysis of the above performance measure data has found the following:

- The Nevada Attorney General's Office has been able to successfully help every limited English proficient constituent through staff interpreters and ____ .
- The data on limited English proficient constituents has not been fully or consistently tracked throughout the AGO.
- The majority of limited English proficient constituents are Spanish speaking.

[Relevant data (e.g., summary of survey results, etc.) to be determined.]

Proposed LAP Revisions:

Based on The Nevada Office of the Attorney General's LAP performance assessment, the following changes to the LAP are proposed:

The Nevada Office of the Attorney General's office will complete its first LAP performance assessment no later than June 1, 2025. The assessment will be reviewed by the LAP Coordinators who will propose necessary changes to the LAP by June 30, 2025.

[Proposed changes to policies, procedures, outreach, or resources to be determined.]



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Proposed Budgetary Implications:

The proposed changes to the LAP incur expenses for which additional funding is required. The following budgetary adjustments are proposed:

[Costs for the provision of language services over the relevant time period and any additional funding required to meet the agency's language access requirements/propose appropriate funding for the upcoming budget cycle to be determined.]