



State of Nevada Committee on Catastrophic Leave

LANGUAGE ACCESS PLAN

Approved by the Committee on Catastrophic Leave: <DATE>

I. Purpose and Authority

The Committee on Catastrophic Leave (Committee) is committed to compliance with Nevada Revised Statute (NRS) 232.0081 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) to ensure meaningful access to the Committee's services for individuals with limited English proficiency (LEP).

NRS 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 Committee staff to follow when providing services to, or interacting with, LEP individuals.

II. General Policy

The Committee is composed of five members as follows:

- (a) Three persons who are "executive officers".
- (b) Two persons who are representatives of labor.

The Committee serves in an appellate capacity to state departments' appointing authorities with respect to matters of catastrophic leave as outlined in NRS 294.3627-3629. The Members of the Committee ("Members") are appointed by the Governor.

The Committee adopts the following policies and procedures to ensure that LEP individuals are afforded equal access to services and effective communication. The Committee is well versed in accommodating individuals with language barriers and limited language proficiency.

It is the Committee's policy to grant access to services 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. The Committee intends to take all reasonable steps to provide LEP individuals with meaningful access to its services. The Committee seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

To this end, the Committee endorses the following policies:

- A commitment to equity and taking reasonable steps to provide LEP individuals with meaningful access to all its services.
- The Committee, 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.
- The Committee will not suggest or require that an LEP individual provide an interpreter in order to receive agency services.

The Committee's Language Access Coordinators are:

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III. Profile of the Committee's LEP Clients

The Committee's clients consist of current state employees and agency management. Based on our interactions with our client base, a large percentage of our current state employees are typically English proficient. The Committee does not collect information on its client base regarding English proficiency. The Committee is committed to tracking the languages preferred for communication among our LEP clients so staff can provide meaningful, timely access to services.

The Committee used national demographic data from the U.S. Census to identify limited English proficiency in the State of Nevada. According to U.S. Census data, 69% of the Nevada population speaks English only with 31% speaking a language other than English. The American Community Survey (ACS) administered by the U.S. Census Bureau is the nation's most current, reliable, and accessible data source for local statistics on critical planning topics. The survey samples approximately 3.5 million addresses each year. Data is collected continuously throughout the year to produce annual social, economic, housing, and demographic estimates. The ACS data indicates Limited English Proficiency for the State of Nevada as follows:

Limited English – Households Speaking --

Spanish	20.9%
Other Indo-European Languages	2.50%
Asian and Pacific Island Languages	6.70%
Other Languages	1.0%

IV. The Committee's Language Access Services and Procedures

The Committee provides the following language access services (LAS) to facilitate LEP individuals' access to the Committee's services and ensures that all language service providers are fully competent to provide these services. The Committee will handle language access on a case-by-case basis, as the need arises.

A. Oral and Sign Language Services

As requested, the Committee will provide spoken and sign language translation services utilizing two resources, the State's bi-lingual list or contracted vendors through the current statewide contract held by the Purchasing Division for the State of Nevada.

In accordance with the Americans with Disabilities Act (ADA), the Committee will not discriminate against any individual based on disability and will make reasonable accommodations to ensure equal opportunity to access services. LEP individuals who are deaf, hard of hearing, speech impaired, visually impaired, blind, deaf/blind, or persons with language disorders may request assistive technology or alternative language access services.

Assistive technology or alternative language access services may include but are not limited to:

- Augmentative and Assistive Communication Systems
- Braille Translations
- CapTel
- Screen Braille Communicator
- Text Telephone (TTY) or Telecommunication Devices (TDD)

Statewide Contract #99SWC-S3538 makes 29 vendors accessible to state agencies for on-site spoken, sign language interpretation and document translation services at a cost.

Link: <https://www.purchasing.nv.gov/statewide-contracts/translation-interpretation/>

The Bilingual Contact list provided by DHRM can be found [here](#).

B. Written Language Services

As requested, the Committee 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.

C. Providing Notice of Language Assistance Services

The Committee will provide notification of the relevant points of contact on the Division of Human Resource Management’s website.

V. Implementing the Committee’s Language Access Services

In order to implement LAS for clients who have limited English proficiency, the Committee requires its members and Division staff to follow the policies and procedures referenced below to ensure meaningful access to available language services. The Committee is committed to full compliance with these procedures and provides staff with the training described below so that all staff are familiar with these policies and procedures and recognize their importance to the Committee’s mission.

Language Access Procedures

To promote diversity and inclusion of all individuals who receive services from the Committee, it will facilitate all types of language access for LEP individuals who they serve.

The Committee will provide notice of its available language services to LEP individuals at the relevant points of contact, at no cost to the LEP individuals.

A. Identifying Client Language Needs and Preferred Language

In order to understand the Committee’s client language access needs, the Division, on behalf of the Committee, will gather and assess data, and update the LAP as needed. This will include DHRM staff: (1) interacting appropriately with LEP clients, (2) informing clients of the availability of language services, (3) determining clients’ preferred languages, and (4) documenting and tracking LEP client language preferences. These policies and procedures will guide the Committee’s staff through all their interactions with LEP clients.

B. Accessing Appropriate Oral and Sign Language Services

The Committee recognizes that certain circumstances may require specialized interpretation and translation services even when staff with bilingual abilities are available, and in those instances, staff should seek assistance from the Language Access Coordinators along with staff on the bi-lingual contact list or contracted vendors for professional in-person or telephone interpreters.

C. Accessing Appropriate Written Language Services

A determination of “vital” documents will be based on front-line interactions with LEP clients and an evaluation of the Committee’s documents. These actions will identify the necessary steps to ensure meaningful access to qualified written language services. This will apply to both written information intended for broad distribution, as well as

written communications between the Committee and individuals accessing services.

If qualified staff are unable to meet these needs, the Committee will utilize State of Nevada contracted language translation services to provide accessible vital documents.

D. Language Services Quality Assurance

The Committee 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 establish provider qualifications and track provider performance.

- DHRM staff, on behalf of the Committee, who are identified as possible interpreters or translators will be screened to determine qualifications and officially designated as interpreters or translators if qualifications are deemed sufficient.
- The Committee will use vendors contracted through statewide contracts by the Purchasing Division for the State of Nevada.

E. Staff Training Policies and Procedures

The Committee acknowledges that appropriate interactions with diverse clients and the provision of language services for clients with limited English proficiency is vital to the fulfillment of its mission. To that end, DHRM, on behalf of the Committee, will ensure that its staff are familiar with its LAP for providing services.

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

The Committee is committed to monitoring the performance of the applicable policies, procedures, and resources to ensure that its LAP is responsive to the needs of its clients. At a minimum, DHRM, on behalf of the Committee, will review, evaluate, and, as appropriate, update the LAP biennially.

A. Processes for Monitoring and Evaluation

On behalf of the Committee, the Language Access Coordinators will solicit qualitative and quantitative data biennially from DHRM employees and review statistical data to determine LAP needs and program compliance.

B. Evaluation Outcomes and Proposed Changes

DHRM, on behalf of the Committee, will evaluate LAP data and propose changes to LAP policy and procedures as necessary.

C. Proposed Budgetary Implications

Additional funding needs are currently being identified.

D. Suggested Legislative Amendments

No suggestions at this time.

VII. Language Access Complaint Process

This process provides a formal mechanism for employees and management to report concerns

about language access barriers, including lack of interpretation, inaccurate translation, or failure to provide meaningful access to Committee of Catastrophic Leave programs or services. It applies to all contractors, grantees, and partners, consistent with NRS 232.0081 requirements.

A. How to File a Complaint

Complaints may be submitted in any language and through multiple accessible channels:

- Email DHRM.EEO@admin.nv.gov is a dedicated email inbox monitored by the Language Access Coordinators.
- Phone the EEO hotline at 1 (800) 767-7381.
- Mail written complaints, accepted in any language.

B. Required Complaint Information

Complainants are encouraged—but not required—to provide:

- Name and contact information (anonymous complaints accepted).
- Date, time, and location of the incident.
- Description of the language barrier encountered.
- Language spoken by the complainant.
- Names of staff involved (if known).
- Any supporting documents or screenshots.

C. Intake and Acknowledgment

- Complaints are logged within 3 business days.
- Complainant receives confirmation in their preferred language.
- If clarification is needed, Language Access Coordinator contacts the complainant using interpretation services.

D. Investigation Process

DHRM conducts a neutral, timely review that includes:

- Interviewing staff and the complainant (with interpretation as needed).
- Reviewing relevant documents, recordings, or service logs.
- Assessing whether the issue reflects noncompliance with NRS 232.0081.
- Identifying whether contractors or grantees were involved and ensuring they meet required standards.

E. Resolution and Corrective Action

If a violation or gap is confirmed, the Committee on Catastrophic Leave may implement:

- Staff retraining on language access obligations.
- Updates to translation or interpretation procedures.
- Revisions to signage, forms, or digital content.
- Immediate provision of the previously denied language service.

F. Recordkeeping and Reporting

To comply with the requirements of NRS 232.0081 for monitoring and public engagement, the Committee on Catastrophic Leave will:

- Maintain a secure log of all complaints, outcomes, and corrective actions.
- Analyze trends annually to identify systemic issues.
- Include complaint data in biennial updates to the Language Access Plan.

- Provide anonymized summaries during public comment periods required by the statute.

G. Non-Retaliation

The Committee on Catastrophic Leave prohibits retaliation against any person who files a complaint or participates in an investigation. This protection applies to employees and managers.