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**Language Access Plan**

**For the Governor's Finance Office, Governor's Office of Federal Assistance, and Office of Project Management**

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This Language Access Plan (LAP) was created to provide access for our agency's services to Limited English Proficient (LEP) Individuals and is divided into the following seven sections:

- I. **Purpose and Authority** - This section provides the legal basis for the agency's plan and protocol and connects the plan and protocol to the State Agency's mission.
- II. **Language Access Plan Agency Application** - This section explains what agencies and departments this Language Access Plan applies to.
- III. **Existing Services** - This section details existing services that the GFO provides to comply with statutory regulations and accommodate LEP individuals.
- IV. **General Policy** - This section explains the policy of the agency. It is the commitment of the agency and its employees to ensure meaningful language access.

- V. **The GFO Language Access Services and Procedures** – This section details the types of services the agency provides, as required by SB318 Section 7.2.c.
  - VI. **Implementing the GFO’s Language Access Services** – This section details the agency’s procedures for training its staff to use its language access services, as required by SB318 Section 7.2.d.
  - VII. **Evaluation of and Recommendations for the GFO’s Language Access Plan** – This section details how 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.
- I. **Purpose and Authority** – This section provides the legal basis for the agency’s plan and protocol and connects the plan and protocol to the State Agency’s mission.

The State of Nevada, through Nevada Revised Statute Chapter 232 and Federal guidance in Title VI, address the barriers persons with limited English proficiency (LEP) face in accessing governmental programs and services. Persons with limited English proficiency require and deserve both meaningful and timely access to government services in their preferred language. Moreover, 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 Governor’s Finance Office (GFO) is committed to compliance with NRS 232.0081 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 the GFO personnel to follow when providing services to, or interacting with, LEP individuals.

**VISION:**

Support and enforce the Nevada Executive Budget in accordance with the Governor’s Vision.

**MISSION:**

Making the State agencies successful.

- II. **Language Access Plan Agency Applicability** – This section explains what agencies and departments this Language Access Plan applies to.

While written for the Governor's Finance Office, this Language Access Plan also extends its applicability to the Nevada Governor's Office of Federal Assistance and the Office of Program Management, which closely collaborate with the Governor's Finance Office.

**III. Existing Services** - This section details existing services that the GFO provides to comply with statutory regulations and accommodate LEP individuals.

In general, the GFO provides services to the State and its' agencies, rather than "persons" as referenced in NRS 232.0081. Due to this, much of the statutory guidance is not applicable.

The GFO does not have any compliance concerns, nor has the GFO received any funding for language services as outlined in NRS 232.0081. The OP does not have any demographics on or information of persons who are served or eligible to receive services from the GFO, as there have not been any recorded incidents of this nature. The GFO does not have any currently provided language services.

The GFO has created this plan in the spirit of assuring that personnel have protocols to follow when interacting with individuals who have limited English proficiency, in order to fulfill our vision of propelling Nevada's government towards streamlined efficiency, transparency, and effectiveness.

**IV. General Policy** - This section explains the policy of the agency. It is the commitment of the agency and its employees to ensure meaningful language access.

The GFO recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of the GFO to ensure meaningful access to LEP individuals. The GFO adopts the following policies and procedures to ensure that LEP individuals can gain equal access to the GFO's services and communicate effectively.

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

With this goal in mind, the GFO endorses the following policies:

- The GFO is committed to equity and will take all reasonable steps to provide 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 to receive agency services.

V. **The GFO's Language Access Services and Procedures** – This section details the types of language services the GFO provides, as required by SB318 Section 7.2.c.

The GFO has secured the language access services described below to enable LEP individuals to access the information they seek. In every case, the GFO ensures that all language service providers are fully competent to provide these services.

- **State Agency Outreach**: The GFO will rely upon applicable State agency Language Access Plans to provide information and assistance to individuals with inquiries about agency programs and will utilize on-line Language Access Plan agency documents to obtain referral procedures and resource information.
- **Oral, Sign Language and Written Language Services**: The GFO has staff members and subject matter experts from around the State, within its' office regularly. Due to this, at intermittent times the GFO may have bilingual speakers available telephonically. If these employees are not available, and for all other oral or sign language needs, the GFO will utilize contract translation and interpreter services offered by the state which are located at: [https://purchasing.nv.gov/Contracts/Documents/Translation\\_Interpretation](https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation)
- **Community Outreach and Engagement**: The GFO is committed to ensuring that the LEP community as a whole is aware of how to access available language services.
- **Providing Notice of Language Assistance Services**: The GFO will provide notice of LEP resources within its office.

VI. **Implementing the GFO's Language Access Services** – This section details the agency's procedures for training its staff to use its language access services, as required by SB318 Section 7.2.d.

In order to fulfill the goals of this Plan, the GFO will provide staff with the necessary training to ensure that staff are familiar with this document, related policies, and resources available for LEP individuals.

This training will include:

- How to respond to LEP individuals via phone, writing, or in person,
- How to seek assistance with State approved language access resources,
- How to document the mode of communication and preferred language of a LEP individual and communicate this information,
- How to report these interactions to the Language Access Coordinator,
- How the Language Access Coordinator will log services to the LEP individual in order to maintain demographic data related to a LEP individual's interaction with the GFO, and
- Cultural competency.

**VII. Evaluation of and Recommendations for the GFO's Language Access Plan-**

This section details how 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 GFO is committed to providing limited English proficient individuals full access to state services and is committed to monitoring the policies and procedures stated above to ensure that limited English proficiency Nevadans are receiving equitable access to services.

The GFO will solicit public comment regarding this Language Access Plan through posting of this Plan to the GFO public facing website. Our agency's Language Access Coordinator (LAC) will monitor the implementation of the plan to confirm we comply.

The LAC reports to the Director of GFO.

The Language Access Coordinator will:

- Continue to develop and monitor this plan, updating it biennially based on language accommodation requests documented by staff and any other data obtained through public comment,
- Track any costs that may be incurred by using external, State approved resources,
- Estimates for additional funding needs to the GFO in relation to the Language Access Plan, and
- Identifying targeted needs for employing person(s) fluent in specific languages.