



STATE OF NEVADA
GOVERNOR'S OFFICE OF SCIENCE, INNOVATION AND TECHNOLOGY
680 W. Nye Lane, Suite 104
Carson City, Nevada 89703
Phone: (775) 687-0987 www.osit.nv.gov Fax: (775) 684-0990

Language Access Plan (DRAFT)

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 Governor's Office of Science, Innovation and Technology (OSIT) 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 Nevada Governor's Office of Science, Innovation and Technology is inclusive as it strives to meet its mission:

STEM: to coordinate and align efforts by K-12 and higher education, workforce development, and employers to improve science, technology, engineering, and mathematics (STEM) education and STEM workforce development so that Nevada's workforce can meet the demands of its growing economy.

BROADBAND: To coordinate the planning, mapping, and procurement of broadband to ensure connectivity across Nevada for schools, libraries, hospitals, clinics and communities meets national standards.





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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. OSIT recognizes that LEP individuals may contact the agency for data or other services, and OSIT is committed to ensuring meaningful access to LEP individuals.

OSIT endorses the following policies:

- OSIT 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.
- No staff may suggest or require that an LEP individual provide an interpreter in order to receive agency services.
- Due to the technical nature of OSIT'S work, use of informal interpreters of any kind is not allowed to minimize misinterpretation.

OSIT's Language Access Coordinator:

Lis Dziminski
STEM Program Manager
775-687-0993
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III. Profile of OSIT's LEP Clients

OSIT is committed to tracking the languages preferred for communication with LEP clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments.

OSIT may survey clients regarding their preferred languages to better understand language access needs and identify individuals who are indigenous or refugees. This information will serve to meet the requirements of SB318.

IV. OSIT's Language Access Services and Procedures

OSIT does not have staff who can provide language assistance services and no clients are known as LEP. Any future language access needs will be addressed in the following manner:

Language Services: As the need arises, OSIT will contract with a State- approved vendor for oral/ sign and written language services. OSIT 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/

Cultural Competency Resources: OSIT 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 OSIT'S Language Access Services

As language access services are requested, staff will inform OSIT's 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). The Language Access Coordinator will track LEPs served and the preferred language.

OSIT ensures its staff are aware of this LAP. All staff will inform the Language Access Coordinator if language access services are requested. The Language Access Coordinator will periodically notify staff about the agency's responsibility to provide language access if requested and OSIT's LAP procedures.





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VI. Process for Monitoring and Evaluation

OSIT 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 OSIT and its clients. The Language Access Coordinator will continue to develop and monitor this plan by using data collected through surveys and language access requests. The Language Access Coordinator will track any cost incurred from external, State sanctioned resources.

Parties Responsible for LAP Maintenance: The OSIT Language Access Coordinator will be responsible for reviewing and updating (as needed) the OSIT LAP biennially.

Criteria and Methods for LAP Evaluation: In the history of the agency, language access has not been a barrier and, to the agency's knowledge, the agency has not had a request for translation services. Based on this history, OSIT will track its LAP's performance by tracking the number of requests for language access services.

Evaluation Outcomes and Proposed Changes

Performance Monitoring Data: To be determined.

Proposed LAP Revisions: To be determined.

Proposed Budgetary Implications: Based on no previous requests for language access services, OSIT does not foresee the need for significant funding for language access services but is creating a budget for services. As services are requested, costs will be tracked and reported for future funding needs.

Funding Request for Plan Implementation:

Translation Services: \$65,400.00 to include telephone, virtual and page translation, as requested.





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Suggested Legislative Amendments: For agencies with few/intermittent LAP requests that have uncertain budgetary implications, it might be more efficient for ONA or another State Agency to have funding for language services in its budget that State agencies that do not have significant public facing, client serving operations could request ad hoc and ONA/other Agency could deploy on their behalf. Since state agencies are mandated to provide language access services, it would be beneficial to offer comprehensive and collaborative support to ease their burden and provide best practices with the procurement and provision of these services. To reduce redundant efforts, the State could consider establishing a department to provide these services to all agencies under its jurisdiction as needed. The State already follows this model with the Administrative Services Division, which provides accounting services to State Agencies to increase efficiencies and reduce duplication.



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