

Purpose and Authority

The Language Access Plan (LAP) aims to establish a protocol for Storey County employees when interacting with individuals who have Limited English Proficiency (LEP) and assess existing needs of Storey County residents to improve access to services, as needed/when identified. LEP refers to individuals who do not speak English as their primary language and have limited ability to read, write, speak, or understand English; these individuals may be competent in English for some types of communication but still struggle with others. This plan aligns Nevada's Senate Bill 318 (2021), Assembly Bill 266 (2023), the federal guidance on Title VI of the Civil Rights Act of 1964, and Nevada Revised Statutes (NRS) 244 & 268, which collectively emphasize that language should not hinder access to government services.

By implementing this LAP, Storey County demonstrates its commitment to providing excellent, efficient, and accessible services while adhering to State and Federal regulations. The plan focuses on improving communication and sharing information effectively with all community members, especially those with LEP. Storey County acknowledges its responsibility to serve the public, including LEP individuals, and is dedicated to reducing barriers by delivering services in their preferred languages for Storey County Vital Documents, Vital Website Documents and information, public meetings, and other services that provide essential information.

Vital Documents Identification Procedure

Storey County will conduct a needs assessment by evaluating the following factors and the needs of LEP individuals in the development and revisions of the LAP to determine the needs by LEP individuals to provide meaningful access to programs, services, and activities offered by Storey County or for new or updated communications (print, website, videos, news releases, forms, applications, etc.) based on a needs assessment which will review the following:

1. The number or proportion of LEP individuals eligible to be served or likely to be encountered by the program;
2. The frequency with which LEP individuals encounter the program;
3. The nature and importance of the program, activity, or service provided by the program to LEP individuals, specifically if related to public safety or emergencies, accessing food security resources, or the ability to operate a business in Storey County; and
4. The resources available to the program and the costs of providing interpretation/translation services.

Training: Cultural Competency & Communicating with Limited English Proficiency Individuals

“Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professionals and enable that system, agency or those professions to work effectively in cross-cultural situations.” (Georgetown University Center for Child and Human Development, 2025)

Human Resources and/or Nevada POOL/PACT may offer training throughout the year and should be contacted for additional training needs, however, the following resources are available to all employees, contractors, and the public to improve their ability to work with diverse groups (free of charge):

- State of Nevada – Cultural Competency and DEIB Trainings: https://dhhs.nv.gov/Programs/CHA/MH/Toolkit/CCtrainings_Noreq/
- Georgetown University Center for Child and Human Development – Curricula Enhancement Module Series: <https://nccc.georgetown.edu/curricula/modules.html>
- U.S. Department of Health and Human Services – Improving Cultural Competency for Behavioral Health Professionals: <https://thinkculturalhealth.hhs.gov/education/behavioral-health>
- U.S. Department of Health and Human Services – Cultural Competency Program for Disaster and Emergency Management: <https://thinkculturalhealth.hhs.gov/disaster/>
- U.S. Department of Health and Human Services – LEP Trainings and Guidance for Recipients of Federal Financial Assistance: <https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html>
- Limited English Proficiency.gov – <https://www.lep.gov/videos>

General Policy

The Storey County Board of Commissioners (BOCC) will designate one or more county employees as the Language Access Facilitator (LAF) for developing and revising biennially the Language Access Plan (on or before August 1st of each even numbered year) in accordance with NRS 244.184 and NRS 268.01925. The LAF(s) will work with employees, with the help of department heads, elected officials and others to develop and implement the Storey County LAP.

The BOCC will also solicit public comment concerning the LAP developed, and each revision pursuant to NRS 244.184 and NRS 268.0195. When/if there is sufficient information to update the LAP, the employee(s) designated will obtain and include the information in any revision to the LAP. Any funding necessary to carry out a language access plan, including, without limitation, any additional funding necessary to meet the needs of residents who are persons with limited English proficiency served by the county is to be included in the proposed budget for the county.

Storey County employees and any contractors, grantees, assignees, transferees or successors of the county with existing federal and state laws and regulations and any requirements associated with funding received by the county concerning the availability of language services and accessibility of the services provided by the county or any contractors, grantees, assignees, transferees or successors to residents of the county who are persons with limited English proficiency must also comply with County, State, and Federal regulations per NRS 244.184.

Language Access Plan Facilitator

Lisa Maciel, Storey County Administrative Officer
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Documentation and Data Collection of Storey County LEP Residents

Each department within Storey County will record in electronic records of the county that a resident served by the county is a person with LEP, the preferred language of the person and his/her literacy level in English and his/her preferred language.

An electronic data collection form has been created for each department within Storey County to utilize as necessary at this QR code or: <https://forms.office.com/g/R4b6Z46WXV>



Providing Notice for Language Assistance Services

Storey County will provide notification of the language services it provides at all relevant points of contact. As needed, all Storey County Boards, and residents of the county will be communicated with/notified, that those eligible or currently receiving services from the county that services are available from the county to those with LEP in their preferred language and at a literacy level and format that can be understood by those residents. Because the population of Storey County is below 100,000, public notice is *not required* to be available in certain languages by the planning commission (NRS 244.1843).

Written & Oral Language Translation

The county website has been designed with the ability to translate English into a different language (249 total). The website contains a prominent "Change Language" button that is on all pages, at the top in a bold yellow box that connects to Google Translate. Google Translate and other software programs such as Microsoft Office and Microsoft Translator are also available to employees and the public to translate other text, documents, and real-time conversations, street-signs, etc.

Employees and others needing assistance in determining the language needs of an LEP individual (in-person) may utilize a *Language Identification Guide*, which is available to assist literate individuals not proficient in English to identify their preferred language. This will then assist in obtaining translation services as needed. The guide may be found at the Department of Homeland Security website: www.dhs.gov/xlibrary/assets/crcl/crcl-i-speak-booklet.pdf

When correspondence, or a telephone call, is received by an employee or others in another language, determine the language utilized. Google Translator and/or Microsoft Translator can assist in translating; these and other programs are available for free online or as an application to download on cell phones. If this is not successful, use the appropriate steps to obtain translation services (attempt to retain the telephone number from caller ID and/or mailing address to respond appropriately/timely).

LEP individuals requesting minutes or videos of meetings may request a translated version. YouTube offers features to translate video titles, descriptions, and captions into various languages, making content accessible to a global audience.

Requests for more formal translation assistance, including oral translation services or the translation of physical forms, brochures, pamphlets, etc., are minimal and handled on a case-by-case basis due to the small number of translation services requested. The Storey County Human Resources Department maintains a list of employees fluent in languages other than English; Storey County also offers bilingual pay incentives for employees that meet specific eligibility requirements¹.

When a Storey County employee is not available or does not meet the preferred language for the requested translation services, a vetted and approved vendor specializing in oral/written translation services will be utilized if they are fully capable of providing the services requested. Translators and interpreters must be adequately credentialed and adequately represent the preferred languages spoken by residents of the county requesting services. Employees should work with their supervisors, department heads, elected officials, human resources and/or the comptrollers office as necessary to obtain services for an approved translation service provider.

A list of translation service vendors may be found on the State of Nevada Governor's Office for New Americans, Nevada Initiative for Language Access (NILA) at the link below:

https://ona.nv.gov/Programs/Language_Access/

¹ Storey County Administrative Policies and Procedures Number 506

References and Resources:

DHS Language Access Resources

<https://www.dhs.gov/archive/publication/dhs-language-access-materials>

Limited English Proficiency Government Website

<https://www.lep.gov/>

Nevada Assembly Bill 266 (2023)

<https://www.leg.state.nv.us/App/NELIS/REL/82nd2023/Bill/10033/Text>

Nevada Governor's Office for New Americans (NILA)

<https://ona.nv.gov/>

Nevada Revised Statute 268.01925 Language access plan: Development and biennial revision; requirements; public comment; submission to Office for New Americans

<https://www.leg.state.nv.us/nrs/nrs-268.html#NRS268Sec01925>

Nevada Revised Statute 244.184 Language access plan: Development and biennial revision; requirements; public comment; inclusion of necessary funding in proposed budget of county; submission to Office for New Americans

<https://www.leg.state.nv.us/nrs/nrs-244.html#NRS244Sec184>

Nevada Senate Bill 318 (2021)

<https://www.leg.state.nv.us/App/NELIS/REL/81st2021/Bill/7943/Text>

Title VI of the Civil Rights Act of 1964

<https://www.justice.gov/crt/fcs/TitleVI>

Acronyms and Definitions

Acronym	Term	Definition
AB	Assembly Bill	A proposal for a new law, or to change, or repeal an existing law introduced in the State Assembly.
	Bilingual Fluency	The ability to speak and understand two languages easily and accurately. Bilingual fluency does not always mean that a person can serve as an interpreter or translator.
BOCC	Board of County Commissioners	A group of elected or appointed officials who govern Storey County.
	Certified Interpreter	An interpreter who has passed a valid and reliable certification exam administered by an independent entity.
	Certified Translator	Certified translators are linguists who have passed some kind of exam which assesses their ability to accurately translate from one language into another. The exam is usually given by a professional association such as the American Translators Association or by a state or local government.
	Dual-role Interpreter	A multilingual employee that has been tested for language skills and trained as an interpreter; and is engaged in interpreting as part of their job duties.
	Language Access	Effective strategies to engage and communicate with people acknowledging that language is not a barrier.
LAF	Language Access Facilitator	Employee that has been delegated the responsibility of developing and implementing language access strategies as identified in the Language Access Plan.
LAP	Language Access Plan	A document that identifies how to effectively provide services to LEP individuals.
LEP	Limited English Proficiency	Individuals who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English

	Meaningful Access	When language assistance provided is accurate, timely, and effective at no cost to the LEP individual. It is also the ability of an LEP individual to access, apply for, and receive resources without significant restrictions from language barriers.
NILA	Nevada Initiative for Language Access	A state-wide effort to improve access to government services for individuals with limited English proficiency (LEP)
NRS	Nevada Revised Statute	Codified Laws of Nevada
SB	Senate Bill	A proposal for a new law, or to change, or repeal an existing law introduced in the Senate.
	Vital Documents	Documents that provide essential information. Examples include applications, consent, notice of rights, notice of activities, notices of advising of the availability of free language assistance.