

Joe Lombardo

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Language Access Plan 2026

Purpose and Authority

Nevada's Senate Bill 318 (S.B. 318; 2021) and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. Pursuant to S.B. 318, "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 in that:

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 Department of Employment, Training and Rehabilitation (DETR) is committed to ensure and maintain compliance with S.B. 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 Language Access Plan (LAP) and protocol for DETR 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 assist Nevada counties in developing quality, equitable, and sustainable indigent defense systems that strengthen local communities and meet or exceed the state and federal constitutional guarantees that protect each of us.

The Department of Employment, Training and Rehabilitation (DETR) aims to support Nevada's workforce and strengthen the state's economy by connecting job seekers with employment opportunities, providing training and skill-development programs, and offering employers the resources they need to grow. As an agency, DETR promotes fair labor practices, ensures equal access to employment services, and delivers timely unemployment assistance to individuals in need. Central to this mission is a strong commitment to language access, recognizing that Nevadans with limited English proficiency must be able to fully understand and participate in the services available to them. By breaking down language barriers, DETR helps create a more inclusive, informed, and empowered workforce, ensuring that all individuals, regardless of the language they speak, can achieve economic stability and upward mobility.

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I. Policy

DETR recognizes that individuals that seek and/or are eligible to receive its services includes individuals with limited English proficiency (LEP). It is the intention of DETR to ensure meaningful access for LEP individuals. Therefore, it is DETR's policy to ensure that LEP individuals can gain equal access to DETR services and communicate effectively.

The key to providing equal access to DETR services for LEP individuals is to ensure that there is effective communication between the DETR staff and the LEP individuals. To ensure that all LEP individuals can participate in services provided, service providers shall take reasonable steps to provide information to individuals who have limited English proficiency and shall take appropriate steps to ensure that communications with individuals with disabilities and individuals with limited English proficiency are as effective as communications with others.

Further, DETR recognizes its responsibility to the citizens of Nevada to provide essential and purposeful information in all communication mechanisms, e.g., websites, printed materials, social media, and all other forms of communication. In that respect, DETR adopts the following policies and procedures to ensure LEP individuals gain equal access to DETR's services, and that DETR communicates information regarding said services in an effective and meaningful manner. DETR recognizes and takes ownership of its ability to grant access to services and programs to every person, regardless of their ability to speak, understand, read, and/or write English.

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. DETR intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. DETR seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages. Toward this end, DETR endorses the following:

- DETR 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 a specific duty to identify and respond to language needs.
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is discouraged but allowed if the LEP individual so desires it. 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.

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II. DETR's Language Access Coordinator (LAC)

Valentina Bonaparte, Public Information Officer II
Department of Employment, Training and Rehabilitation
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(775)684-3904

v-bonaparte@detr.nv.gov

- Fluent in English, Spanish and Portuguese
- Collects and responds to LEP LAP input
- Presents, reports and makes recommendations to DETR administration for program compliance to S.B. 318

DETR's LAC will work with staff and external departments, agencies, stakeholders, and the public to ensure that language access is made available according to this LAP.

III. Profile of DETR's LEP Clients

DETR has a variety of client and case management systems used in the provision of services. DETR is committed to developing a method to track language preferences as these client/case management systems are updated and modernized for communication with eligible LEP clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments.

Given the nature and diversity of program offerings within DETR, all Nevadans are considered to be potential individuals seeking DETR services. Based on census data, multiple spoken language supports may be needed to ensure LEP Nevadans equitable access to DETR programs. A number of DETR staff already self-report language fluency as follows: American Sign Language (2), Bosnian (1), Croatian (1), Farsi (1), French (2), German (2), Hindi (7), Italian (1), Japanese (1), Kannada (1), Luganda (1), Marathi (2), Portuguese (2), Punjabi (4), Romanian (2), Russian (1), Serbian (1), Spanish (34), Tagalog (1), Tamil (2), Telugu (1). They are available to assist individuals seeking access to DETR programs and services statewide.

Statewide interpretation contracts cover the remaining safe harbor level languages not spoken by DETR staff. Basic demographic information is currently requested of individuals applying for services and reporting is optional. Additional resources will be needed to update data collection means across all programs to accurately and consistently track the new level of detailed demographics expected with the passing of S.B. 318.

In addition, according to U.S. Census Bureau data, the Hispanic population is the predominant minority group in Nevada and therefore DETR information is readily provided in Spanish.

DETR offices have Spanish-speaking employees available. These offices will use existing staff that have the bilingual ability to interpret for LEP customers. If sufficiently bilingual staff to deliver equal services to LEP customers are unavailable, then qualified interpreters will be contracted according to Nevada State Purchasing's guidelines.

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Individuals can file unemployment claims by telephone in English or Spanish. When a claimant files an unemployment claim by telephone, they can receive instructions for completing the process in Spanish. In addition, Spanish-speaking claims representatives are available to assist claimants in the filing process. The Telephone Claim Center also has a TTY number, and Video Relay Services available for individuals with auditory disabilities and speech impairments.

IV. DETR Language Access Services and Procedures

DETR has secured the language access services described below to enable LEP individuals to access services and programs more fully. In every case, DETR ensures that all language service providers are fully competent to provide these services.

Internal staff resources are sufficient in many instances; however statewide translation interpretation contracts have been awarded to ensure communication access needs are fully met. Should there be a lapse in statewide interpretation contract services, DETR has the ability to utilize agency level interpretation service agreements to bridge what would otherwise constitute a gap in access for LEP individuals seeking or engaged in program services.

DETR has developed an interpreter directory of multilingual staff and external interpreter resources. The directory is updated every other year and includes spoken foreign language and American Sign Language fluent staff. Additionally, contracted spoken or sign language agency resources may be utilized if DETR staff is not available.

In addition, DETR has secured and implemented many systematic improvements in its case management systems (CMS), which include:

- Spanish translation of all of NUI.nv.gov, DETR’s current unemployment insurance (NUI) CMS, screens and information.
- Spanish translation of DETR’s NUI Claimant Handbook and its NUI Monetary Determination notification.

In DETR’s UI Modernization (i.e., from UINV to NUI CMS), which went live in July 2025, the following language access improvements were included:

- Plain Language translation for all of DETR’s unemployment insurance documents and website pages.
- Complete UI CMS site and documents translations from English to Spanish.
- Babble Notices, which are short notices included in a document or electronic medium (e.g., website, email, etc.) in multiple languages that inform the reader that communication contains information about services provided by DETR and directs the reader towards additional information and/or a request for translation or interpretation services if needed. This Notice is an acceptable, standard format used by other states under their UI Modernization projects.

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- Tracking and reporting capabilities within DETR’s EmployNV system of LEP clients.

DETR’s current EmployNV workforce system has turned on a language configuration to gather data on individuals' native languages and their proficiency levels in speaking, reading, writing, and understanding English. This configuration aligns with S.B. 318 request to track and report the following information:

- Preferred languages of LEP individuals
- Literacy levels of LEP individuals in their preferred language and in English
- Ability of LEP individuals to access agency services electronically
- Type of services received by LEP individuals

Since all UI claimants must register in Nevada’s workforce case management system, aka EmployNV, DETR has integrated specific questions into the EmployNV individual registration screens. These questions will capture essential data points without complicating the user experience. Additionally, we have prepared a pre-built report dedicated to gathering preferred language registration information and another report for tracking services provided to LEP individuals.

Regarding language accessibility, EmployNV supports translation into all languages through Google Translate and is optimized for ease of use in both English and Spanish. Furthermore, we have initiated a work order to produce printed application forms in Spanish alongside our current English defaults, ensuring accessibility across different language preferences.

DETR is confident that these system efforts significantly enhances DETR’s ability to meet S.B. 318 requirements and contribute to a more inclusive experience for all users of workforce services.

Vocational Rehabilitation (VR) Language Access Enhancements: The Vocational Rehabilitation (VR) program has significantly expanded language access and accessibility for individuals seeking VR services. During this reporting period, VR completed a comprehensive translation and accessibility initiative that included:

- Translation of the VR public website into five (5) languages: English, Spanish, Filipino, Korean, and traditional Chinese.
- Implementation of enhanced website accessibility features to improve access for individuals with disabilities. This includes American Sign Language (ASL), video descriptions, and audio descriptions for video clips.
- Development of a new VR Participant Services Manual written in plain language at a low reading grade level to improve comprehension and accessibility for all participants, with the manual also translated into Spanish.

Translation of all public-facing VR forms into five (5) languages to improve equitable access for

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individuals with limited English proficiency.

These improvements enhance meaningful access to VR services by reducing language barriers and increasing accessibility for individuals with disabilities and those with limited English proficiency. The total investment for these language access and accessibility enhancements for FY26 was \$24,797, demonstrating VR's continued commitment to providing equitable and inclusive services for all Nevadans.

Oral/Sign Language Services: Currently, there are no staff within DETR officially considered as dual-role interpreters by definition in S.B. 318. Language fluency differential pay incentives were eliminated by DHRM as a budget savings effort during the 2008-related economic crisis. Presently, DETR staff that have shared other language fluency are volunteering their assistance in addition to their regularly assigned role and duties. DETR staff speak: American Sign Language (2), Bosnian (1), Croatian (1), Farsi (1), French (2), German (2), Hindi (7), Italian (1), Japanese (1), Kannada (1), Luganda (1), Marathi (2), Portuguese (2), Punjabi (4), Romanian (2), Russian (1), Serbian (1), Spanish (34), Tagalog (1), Tamil (2), Telugu (1).

Statewide contracts for translation interpretation services also cover the remaining safe harbor level languages present in Nevada: Tagalog, Chinese (Cantonese & Mandarin), Korean, Vietnamese, Amharic, Thai, Arabic, Russian, Samoan, and Laotian. To find approved vendors, such as translators and interpreters, staff can visit the Purchasing Division website under the State Contracts option or access them through NevadaEPro.

DETR's intradepartmental interpreter directory is available on DETR's intranet and is distributed every other year to all employees. If any LEP individual requires information in a language other than English, a DETR or partner agency staff member will be provided first, followed by external resources from the interpreter directory if needed.

Written Language Services: DETR 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 DETR and individuals as well as the procedure for identifying vital communication targeting the broader public are both presented.

The following questions will be used as guidance when determining which agency documents are considered vital.

1. Could LEP individuals access or participate in a program, activity, or service if they are unable to understand and/or complete the information in a document? If no, the document is considered vital. If yes,
2. Could LEP individuals be terminated from a program, service, or activity if they are unable to understand and/or complete the information in a document? If no, the document is considered vital. If no,

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3. Could LEP individuals suffer significant financial, physical, or other harm if they are unable to understand and/or complete the information in a document? If yes, the document is considered vital.

Documents have been translated through state contract service providers when unfeasible to be completed internally and into languages as needed on an individualized basis. The public facing DETR website is currently available in English and Spanish. Furthermore, DETR's website and social media posting are compatible with WCAG 2.1 standards for screen readers.

During FY 26, DETR paid \$145,390.48 for translation and interpretation services. Each DETR division will be responsible for the cost of translation and interpretation services ordered within each program, respectively.

Community Outreach and Engagement: DETR is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, DETR will take steps to publicize the availability of its language services in the community. Additionally, DETR provides notification of its services at all relevant points of contact. Further, DETR will provide enhanced resources for its staff to improve their cultural competency and ability to work with diverse groups.

Procedures and Resources for LEP Community Outreach: DETR has engaged in or will be developing the following outreach activities:

- Identification of local organizations that serve LEP communities and offering presentations on DETR services and language assistance.
- Create and distribute program informational flyers in safe harbor languages for posting.
- Utilize social media platforms to generate awareness of DETR language services.

Providing Notice of Language Assistance Services: DETR is developing and collaborating to ensure the following notifications are made available for relevant points of contact within its offices and online:

- Informational wall posters in safe harbor languages
- "I Speak" printed guides for staff to efficiently identify LEP individuals' language needs
- Posting of Language Access Plan online for public input
- Social media platform informational notification posts
- Information on language assistance on all voicemail recordings at DETR offices

Cultural Competency Resources: A Language Access Coordinator has been designated for any follow-up or questions on DETR language services and resources. Language access resources are available on DETR's intranet.

Access During a Declared Emergency/Natural Disaster:

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DETR recognizes the importance of ensuring that individuals with limited English proficiency (LEP) have equal access to critical information related to emergency response, recovery, and preparedness for declared emergencies or natural disasters. DETR is currently developing an emergency preparedness plan that will incorporate language access services.

VI. Implementing DETR's Language Access Services

As part of DETR's commitment to ensure full access to LEP individuals, DETR requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, DETR 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 DETR's mission.

Language Access Procedures:

The following procedures are followed to (1) interact appropriately with LEP individuals, (2) inform individuals of the availability of language services, (3) determine individuals' preferred languages, and (4) record and track LEP individuals' language preferences so that the data will follow them throughout their interactions with DETR staff.

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

- The preferred method of serving LEP individuals is by using competent bilingual staff that can provide services 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 contracted 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.
- Staff must be authorized to provide language services to communicate effectively even when such assistance is not requested by the customer.

Staff Training: DETR believes that the appropriate provision of language services is vital to the fulfillment of its mission. Towards that end, DETR ensures that its staff will be familiar with its language access policies and the above procedures for providing said services. A DETR LAC has been designated for any follow-up or questions on language services and resources.

The Intradepartmental Interpreter Directory is posted in the intranet for staff reference. Additionally, the list is emailed to all staff annually. Supervisors ensure staff make use of internal resources prior to seeking outside fee-for-service providers following applicable purchasing policy procedures.

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

DETR is committed to monitoring the performance of the above policies, procedures, and

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resources to ensure that its LAP is responsive to the needs of both DETR and the people it serves. At a minimum, DETR will review, evaluate, and update its LAP (*if needed*) biennially.

Party Responsible for LAP Maintenance:

Valentina Bonaparte, DETR Public Information Officer II

(775) 775-301-7701

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VI. Implications

Recognizing that the LAP is an ongoing, continuous improvement process and relies on a shared responsibility by all governmental agencies, below is DETR’s projected annual budget implications required to efficiently and effectively assemble the range of translation and interpretation options for DETR and the citizens it serves.

Language Access Services	FY26 – Estimated Costs
<p>Written Translations: Vital Documents Professional rate depends on the language, subject matter, and other factors.</p> <ul style="list-style-type: none"> ▪ Costs between \$0.06 to \$0.22 per word. <p><u>Vital Documents</u> DETR has identified at least 20 vital documents per individual case from its programs that have been or will be translated into languages indicated. The exact page count for these vital documents varies on a case-by-case basis but may range from 30 – 90 pages per LEP individual.</p> <p>The estimated cost of translating a 2-page single-spaced document into Spanish, depending on contract vendor selection could total \$165 per document.</p> <p>NOTE: During FY 26, DETR paid \$145,390.48 for translation and interpretation services. Each DETR division will be responsible for the cost of translation and interpretation services ordered within each program, respectively.</p>	<p>\$68,750</p>

Audio-only Interpretation: Over-the-phone <ul style="list-style-type: none"> ▪ Costs between \$0.45 to \$1.10 per minute 	\$16,500
Video Remote Interpretation (VRI): Face-to-face <ul style="list-style-type: none"> ▪ Costs between \$1.35 to \$2.60 per minute. 	\$3,725
Onsite Interpretation: In-person <ul style="list-style-type: none"> ▪ Costs between \$60.00 to \$140.00 per hour (minimum of 2 hours) 	\$9,500
TOTAL Projected Costs:	\$98,475

The Vocational Rehabilitation program invested \$24,797 (completed FY 2026 Language Access Investment) to translate the VR website into five languages, implement enhanced accessibility features, translate the VR Participant Services Manual into Spanish, and translate all public-facing forms into five languages. This investment has substantially increased access to VR services for individuals with limited English proficiency and individuals with disabilities.

Suggested Legislative Amendments: Based on DETR’s experience with language access to date, we do not have any current suggestions for legislative amendments.

VII. Notice, Posting and Solicitation of Public Comments

A copy of DETR’s updated **2026 Language Access Plan (LAP)** was distributed for posting at the following locations/websites on/before **July 1, 2026**. Solicitation of public comments will occur for a period of **30 days**:

- Nevada State Library & Archives, 100 North Stewart Street, Carson City, NV 89701
- Legislative Building, 401 South Carson Street, Carson City, NV 89701
- Grant Sawyer State Building, 555 E. Washington Ave., Las Vegas, NV 89101
- Department of Employment, Training and Rehabilitation website: <https://detr.nv.gov/Publicmeetings>
- Employment Security Division, State Administrative Office, 500 East Third Street, Carson City, NV 89713
- Employment Security Division Southern Administrative Office, 2800 E. St. Louis Ave., Las Vegas, NV 89104
- Unemployment Insurance Contributions, 1320 South Curry Street, Carson City, NV 89703
- EmployNV/American Job Center of Nevada, 4001 South Virginia Street, Reno, NV 89502
- EmployNV Career/Business Hub-Carson City, 1929 North Carson Street, Carson City, NV 89701
- EmployNV Career/Business Hub-Elko, 172 Sixth Street, Elko, NV 89801
- EmployNV Career/Business Hub-Ely, 1500 Avenue F, Suite 1, Ely, NV 89301
- EmployNV Career/Business Hub-Fallon, 121 Industrial Way, Fallon, NV 89406
- EmployNV Career/Business Hub-Henderson, 4500 E. Sunset Road, Suite 40, Henderson, NV 89014
- EmployNV Career/Business Hub-Las Vegas, 3405 South Maryland Parkway, Las Vegas, NV 89169

EmployNV Career/Business Hub-North Las Vegas, 2827 Las Vegas Boulevard North, Las Vegas, NV 89030
EmployNV Career/Business Hub-Sparks, 2281 Pyramid Way, Sparks, NV 89431
EmployNV Career/Business Hub-Winnemucca, 475 Haskell St., Suite 1, Winnemucca, NV 89445

Written comments to DETR's LAP must be received by **DETR's language Access Coordinator (LAC)** on/before **July 31, 2026** for consideration:

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VIII. Definitions

Bilingual Staff Member – An agency staff member who has demonstrated proficiency in both English and at least one other language. A bilingual staff member may speak or write directly to an LEP individual in a language other than English.

Contractor – Any entity that performs work or provides services on behalf of DETR under a contractual agreement with reimbursement. ("Contract means a mutually binding legal relationship obligating the seller to furnish the supplies or services (including construction and the buyer to pay for them.).

Effective Communication – Communication sufficient to provide the LEP individual with substantially the same level of access to services and information received by individuals who are not LEP.

Interpretation – The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Interpreter – An individual who conveys meaning orally from one language (the source language) into another (the target language).

Limited English Proficient (LEP) Individuals – Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other types of communication (e.g., reading or writing).

Meaningful Access – Language assistance that results in accurate, timely, and effective communication to the LEP individual. For LEP individuals, meaningful access denotes reasonable efforts to provide language assistance services to ensure that LEP individuals have substantially equal access to DETR's programs, services, and activities.

Primary Language – An individual's primary language is the language in which an individual most effectively communicates.

Timely Access - Timely access means immediate access upon request. If immediate access is not possible for a legitimate reason, the access shall be as prompt as reasonably possible.

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Translation – The replacement of written text from one language (source language) into an equivalent written text in another language (target language).

Vital Document – Paper or electronic material that is critical for access to DETR’s programs, services, and activities or contains information about procedures or processes required by law. Classification of a document as “vital” depends on the importance of the program, information, encounter, service involved, or activity and the consequence to the LEP individual if the information in question is not provided accurately or in a timely manner.