



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

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Language Access Plan

2026 Update

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POLICY

The Division of Public and Behavioral Health (DPBH) is committed to complying with Nevada Senate Bill 318 (SB 318) from the 81st Legislative Session, as well as federal guidance related to Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006). DPBH ensures meaningful access to state services and programs for individuals with limited English proficiency (LEP) and prohibits 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 federal regulation and state law. On March 22, 2021, the Nevada Senate Bill 318 was introduced to make various changes relating to improving access to governmental services for individuals with LEP.

The policy ensures that information contained in vital documents — such as consent forms, waivers of rights, and financial benefit forms — is communicated effectively. All certified interpreters, translators, and other language assistance services must comply with this policy. These services are provided at no cost to the individuals receiving them, and those individuals must be informed of the availability of free language assistance. This plan applies to all DPBH programs and services. All DPBH personnel are required to follow this plan when providing services to, or interacting with, individuals seeking language assistance or individuals with LEP.

Many Nevadans rely on DPBH and its programs, services, and activities to obtain vital information about their health and well-being. As defined by the federal government, an individual with LEP is someone who cannot speak, read, write, or understand the English language at a level that allows them to interact effectively with agency staff. A citizen maintains the right to self-identify as an individual with LEP. DPBH adopts the following policies:

- DPBH is committed to equity and will take all reasonable steps to provide individuals with LEP with meaningful access to all its services, programs, and activities.
- DPBH, rather than the individual with LEP, bears the responsibility for providing appropriate language services, regardless of the individual's preferred language, at no cost to the individual.
- DPBH staff at specific points of contact have the specific duty to identify and record language needs.
- Use of informal interpreters such as family, friends of the people seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.
- No DPBH staff may suggest or require that an individual with LEP provide an interpreter to receive agency services.
- DPBH will designate one or more employees to be responsible for developing and biennially revising the agency's Language Access Plan (LAP). DPBH assesses the language service needs of its clients, evaluates how well those needs are currently being met, and identifies recommendations for expanding language services. These findings are incorporated into the agency's LAP.
- DPBH will develop procedures to obtain the missing information to include in future revisions to the LAP.
- DPBH will be responsible for soliciting public comments regarding the initial LAP and each revision thereafter; and making recommendations to the Legislature concerning statutory changes necessary to implement or improve the LAP, including any funding to implement the LAP.

PURPOSE AND AUTHORITY

The LAP is required for the DPBH to ensure meaningful access to individuals with LEP to the agency's offered programs and activities with accordance to Executive Order 13166, *Improving*

Access to Services for Persons with Limited English Proficiency, issued August 11, 2000. In accordance with Title VI, Section 601 of the Civil Rights Act of 1964, U.S.C. 2000d, et seq, and its regulations, DPBH is required to offer language assistance with respect to services/benefits from or interactions with recipients of federal financial assistance. Further, all DPBH staff will inform individuals about the services available to them.

Nevada's Senate Bill 318 (SB318), introduced in the 81st Legislative session, and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. To ensure meaningful access for individuals with LEP to programs and activities, DPBH will:

1. Conduct the four-factor analysis (Section IV)
2. Develop a LAP (Section IV)
3. Implement the LAP to provide appropriate language assistance (Section VI)

Following this plan and protocol is essential to the success of DPBH's mission to improve the health and wellness of Nevadans and visitors to our State.

AGENCY DESCRIPTION

A. Agency Background

The Nevada DPBH is part of the Department of Human Services (DHS), under the Executive Branch of the State of Nevada. There are five major sections within the agency.

1. [Administrative Services Branch](#)

The Administrative Services Branch provides support to the Fiscal Office, the Office of Human Resources and the Office of Informatics and Technology within the Division of Public and Behavioral Health and provides information to the public regarding the Division.

2. [Behavioral Health Services Branch](#)

The Behavioral Health Services Branch provides statewide inpatient, outpatient, community-based public and behavioral health services to Nevadans. Service locations include Northern Nevada Adult Mental Health Services (NNAMHS), Southern Nevada Adult Mental Health Services (SNAMHS), and Rural Clinics. The Behavioral Health Services Branch also includes the Bureau of Behavioral Health, Wellness, and Prevention.

3. [Community Health Branch](#)

The Community Services Branch was established to develop relationships with community partners, including collaborating on resources that will improve public health and behavioral health outcomes for all communities within Nevada. These programs include Women, Infants and Children (WIC); Maternal, Child and Adolescent Health (MCAH); Nevada Immunization Program (IZ); Chronic Disease Prevention and Health Promotion (CDPHP); Community Health Nursing Program (CHN); and the Office of HIV. This section also includes the Public Health Infrastructure and Improvement Section.

4. [Office of State Epidemiology and the Bureau of Health Protection and Preparedness Branch](#)

The Medical Epidemiologist oversees the Office of State Epidemiology and the Bureau of Health Protection and Preparedness (HPP).

5. [Forensic Services Branch](#)

The Forensic Services Branch oversees the Lake's Crossing Center and the Stein Hospital.

It is DPBH's mission to protect, promote, and improve physical and behavioral health of the people of Nevada. Within DPBH, there are several sections that contain programs that provide services directly as well as in partnership with community-based organizations. For more information on DPBH programs, visit dpbh.nv.gov.

LAP SUCSESSES AND UPDATES – 2026

In 2022, DPBH released the Language Access Plan (LAP) for the agency. This foundational document outlined the policy ensuring that state services and programs are available to individuals with LEP and without discrimination. Much of the content in this report is generated from the original LAP prepared by DPBH.

The LAP was designed to assess the needs of DPBH clients to ensure that access to services is implemented in alignment with those needs. To accomplish this, DPBH conducted a four-factor analysis that assessed the number or proportion of individuals who require language assistance, the frequency of those contacts, the nature and importance of the service provided to the individual, and the resources and costs of implementing full access.

Since the first LAP written in 2022, DPBH has made great progress in meeting objectives set forth in the plan. This document provides a summary of success in written and verbal translation services, I-speak card accessibility, and information technology accessibility.

WRITTEN TRANSLATION SERVICES

DPBH received state general funds from the appropriation in AB480 from the 82nd Legislative Session to implement translation of documents in accordance with NRS 232.0081 for language access.

Through AB480, DPBH has completed translation requests for 22 documents, which included 161 pages in total. The language translation included only the Spanish language. The translation services were provided by Language Translation Services, an approved contract vendor. All translation expenditures were committed by the specified date of June 20, 2025, as stated within the language of AB480.

[Verbal Translation Services](#)

DPBH utilizes the approved State of Nevada [Translation & Interpretation Services](#) to provide verbal translation services to clients. The most common vendor used is [Diversidad LLC](#). This service is most often used in the DPBH clinical settings. These services include access to spoken language interpreters as well as sign language services.

I-Speak Cards

DPBH offers a variety of services, from direct service in the case of clinical services, to more administrative support. To ensure that all staff have access to I-speak material to print and provide to a member of the public, DPBH has developed a one-page document to provide for the individual. This document is illustrated to the right.

Technology Systems

DPBH has a variety of technology systems which allow members of the public or businesses to access information or apply for services.

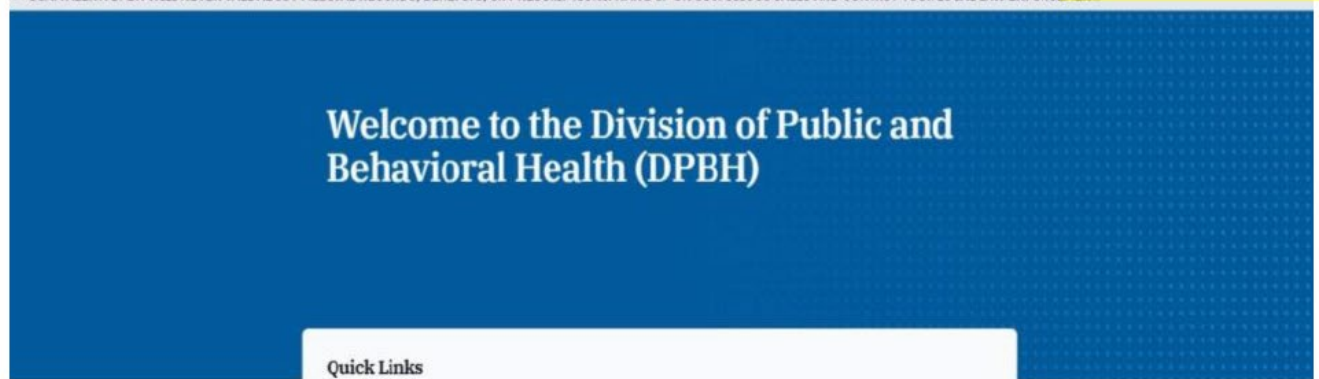
DPBH currently uses Google Translate, as illustrated below, to allow the language of preference to be selected when viewing the DPBH website. This is a free tool provided by Google that translates words, phrases, and webpages from English to more than 100 other languages. When selected, the user can choose from the list of languages for a real-time translation of the material.



I Speak Card

☐ Unë flas shqip (Albanian)	☐ N' a po Klao Wuu. (Kru)
☐ አማርኛ አገልግሎት (Amharic)	☐ ຂ້າພະເຈົ້າເວົ້າ ພາສາລາວ . (Lao)
☐ أنا أتتكلم اللغة العربية. (Arabic)	☐ Yie gongv Mienh waac. (Mien)
☐ Ես խոսում եմ հայերեն (Armenian)	☐ म नेपाली बोल्छु (Nepali)
☐ আমি বাংলা ভাষী। (Bengali)	☐ Mówię po polsku . (Polish)
☐ Ja govorim bosanski jezik (Bosnian)	☐ Eu falo Português . (Portuguese)
☐ ကျွန်ုပ်တို့သည် မြန်မာစကား ကို ပြောသည်။ (Burmese)	☐ ਇ ਸ੍ਰੀਅਕ ਪੰਜਾਬੀ (Punjabi)
☐ 我说中文 (Chinese Simplified)	☐ Cunoșc limba Română . (Romanian)
☐ 我說中文 (Chinese Traditional)	☐ Я говорю по-русски . (Russian)
☐ Ja govorim hrvatski . (Croatian)	☐ Ou te tautala faaSamoa . (Samoan)
☐ اینچنین به زبان فارسی صحبت می کنم (Farsi)	☐ Govorim srpski . (Serbian)
☐ Je parle français . (French)	☐ Waxaan ku hadlaa Somali . (Somali)
☐ Je parle le Français haïtien (French Creole)	☐ Yo hablo español . (Spanish)
☐ Μιλώ ελληνικά . (Greek)	☐ اتحدث السودانية (نغوي سودانية) (Sudanese)
☐ હું ગુજરાતી બોલું છું (Gujarati)	☐ Marunong po akong magsalita ng Tagalog . (Tagalog)
☐ Mwen pale Kreyòl . (Haitian Creole)	☐ ข้าพเจ้าพูด ภาษาไทย (Thai)
☐ मैं हिंदी बोलता हूँ (Hindi)	☐ እነ ትግርኛ ይወረብ እየ. (Tigrinya)
☐ Kuv hals lus hmoob . (Hmong)	☐ Я розмовляю українською . (Ukrainian)
☐ Ana m a su Igbo (Igbo)	☐ میں اردو بولتا/بولتی ہوں۔ (Urdu)
☐ Parlo Italiano (Italian)	☐ Tôi nói tiếng Việt . (Vietnamese)
☐ 私は 日本語 を話します (Japanese)	☐ איך ערד יידיש (Yiddish)
☐ Mi chat Jamiekan langwiji (Jamaican Creole)	☐ Mo gbo Yoruba (Yoruba)
☐ ខ្ញុំប្រើភាសាខ្មែរ (Khmer)	
☐ 본인의 모국어는 한국어 입니다 (Korean)	
☐ ئە ز زمانی گوردی ده ناخهم. (Kurdish)	

For more information on DPBH's Language Access Plan or to report an issue related to language access, please call: (775) 684-4200 or email: DPBH@health.nv.gov.



Quick Links	
Birth/Death, Marriage/Divorce Records	Medical Marijuana Patient Cardholder Registry
WIC Clinic Locations	Nevada WebIZ
Health Facilities, Labs and Personnel (HCQC)	

»Select Language	»Assamese	»Batak Karo	»Bulgarian	»Chuvash	»Dutch	»French	»Haitian Creole	»Icelandic	»Kannada	»Komi	»Ligurian	»Makassar	»Marwadi
»Abkhaz	»Avar	»Batak Simalungun	»Buryat	»Corsican	»Dyula	»Frisian	»Hakha Chin	»Igbo	»Kanuri	»Konkani	»Limburgish	»Malagasy	»Mauritian C
»Acehnese	»Awadhi	»Batak Toba	»Cantonese	»Crimean Tatar	»Dzongkha	»Friulian	»Hausa	»Ilocano	»Kapampangan	»Korean	»Lingala	»Malay	»Meadow M
»Acholi	»Aymara	»Belarusian	»Catalan	»Croatian	»Esperanto	»Fulani	»Hawaiian	»Indonesian	»Kazakh	»Krio	»Lithuanian	»Malay (Jawi)	»Meiteilon (I
»Afar	»Azerbaijani	»Bemba	»Cebuano	»Czech	»Estonian	»Ga	»Hebrew	»Irish	»Khasi	»Kurdish (Kurmanji)	»Lombard	»Malayalam	»Minang
»Afrikaans	»Ballinese	»Bengali	»Chamorro	»Danish	»Ewe	»Galician	»Hiligaynon	»Italian	»Khmer	»Kurdish (Sorani)	»Luganda	»Maltese	»Mlzo
»Albanian	»Baluchi	»Betawi	»Chechen	»Dari	»Faroese	»Georgian	»Hindi	»Jamaican Patois	»Kiga	»Kyrgyz	»Luo	»Mam	»Mongolian
»Alur	»Bambara	»Bhojpuri	»Chichewa	»Dhivehi	»Fijian	»German	»Hmong	»Japanese	»Kikongo	»Lao	»Luxembourgish	»Manx	»Myanmar (I
»Amharic	»Baoulé	»Bikol	»Chinese (Simplified)	»Dinka	»Filipino	»Greek	»Hungarian	»Javanese	»Kinyarwanda	»Latgalian	»Macedonian	»Maori	»Nahuatl (E
»Arabic	»Bashkir	»Bosnian	»Chinese (Traditional)	»Dogri	»Finnish	»Guarani	»Hunsrik	»Jingpo	»Kituba	»Latin	»Madurese	»Marathi	»Ndau
»Armenian	»Basque	»Breton	»Chuukese	»Domba	»Fon	»Gujarati	»Iban	»Kalaallisut	»Kokborok	»Latvian	»Maithili	»Marshallese	»Ndebele (S

Beyond the DPBH website, there are many online tools that members of the public access on behalf of the division. One of the largest is WebIZ, the Nevada immunization registry. WebIZ already has the capacity to be accessed in English or Spanish, which are the most common languages of preference for the system. Within the system, as shown in the illustration below, the user can select the language, and the application will display in that language.



In addition to applications such as WebIZ, DPBH is in the process of developing the public portal for client records. This tool, called [myHealthPointe](#), is developed by Netsmart. This application will allow clients to access their personal and clinical information electronically. This tool already has the capability to offer expanded language of preference options for the client.

Over the course of SFY 27, DPBH will complete an inventory of all public-facing databases or language access tools options, as well as the estimated costs of translating the systems into additional languages of preference. DPBH will also engage with other governmental agencies to understand best practices and successes in language access implementation.

LAP PROCEDURES

DPBH recognizes that the population eligible to receive its services includes individuals with LEP. As DPBH provides a wide range of services to its diverse population, it is important that the agency staff are equipped to serve those who face an English language barrier. DPBH has a diverse collection of programs that provide numerous services for the community within Nevada. Each program has its own set of needs and procedures to serve the LEP community. Between June 2 and July 2, 2026, each program completed a LAP survey with questions related to language assistance services, resources, and protocols. The survey responses contributed to the content of this LAP.

The DPBH Language Access Coordinator is responsible for the development and maintenance of the LAP to include:

- Acting as a liaison and overseeing the DPBH LAP.
- Facilitating meetings with DPBH programs and leadership to obtain necessary data and information to comply with all SB318 requirements.
- Drafting the LAP and incorporating feedback from division staff.
- Soliciting public feedback.
- Training staff on how to use language assistance services when serving individuals with LEP.
- Coordinating and managing requests for interpretation and translation.
- Finalizing the LAP to include funding impacts, receiving Administrator approval, and submitting with the agency recommended biennial budget.
- Reviewing, monitoring and revising the plan on a biennial basis, to ensure continued responsiveness to community needs and compliance with SB 318.

The DPBH executive leadership team is responsible for implementation of the LAP within their applicable sections to include:

- Making recommendations to the Legislature concerning statutory changes necessary to implement or improve the DPBH LAP.
- Actively participating in the LAP meetings and decision making.
- Implementing and overseeing the LAP for their respective programs and staff/contractors, including providing training to new staff.
- Managing a budget to provide language assistance services.
- Regularly assessing and improving the language assistance services provided by DBPH.

This LAP is aligned to the DPBH population demographics, accessibility goals, and requirements established in SB 318. This plan serves to address the DPBH responsibilities as a state agency to provide meaningful access to Nevadans with LEP, including individuals with disabilities requiring information tailored to their needs, such as American Sign Language (ASL). Individuals with LEP will be provided with language services using culturally competent and bilingual DPBH staff, contractors/vendors, subgrantees, and local organizations, either online or through telephonic interpretation services. Language services should be provided by people who are qualified bilingual or multilingual staff or dual role interpreters. All sign language interpreters and Communication Access Realtime Translation (CART) providers must be registered through the Nevada Interpreter/CART Registry to practice in the State of Nevada (NRS 656A.800).

FOUR-FACTOR ANALYSIS

The DPBH LAP includes a four-factor analysis that will influence the proposed actions for the implementation of the LAP. Each factor is examined below, as they pertain to DPBH. The four factors are:

1. The number or proportion of individuals with LEP served or encountered in the eligible service population.
2. The frequency with which DPBH encounters individuals with LEP.
3. The nature and importance of the program, activity, or service provided by the program.
4. The resources are available at no cost to the recipient.

Factor 1: The number or proportion of LEP persons served or encountered in the eligible service population.

To identify the language needs of those individuals the DPBH is most likely to encounter and require language assistance, the DPBH language access coordinator received U.S. Census Bureau data from the Nevada Health Authority's Office of Analytics. The table below was used to determine the primary languages spoken as well as English proficiency within the Nevada population.

Table 1
Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for Nevada: 2020-2024. Release Date: June 2026.

Primary Language Spoken	Number of Speakers	Speak English less than "very well"	% Of Population, Speak English less than "very well"
Spanish and Spanish Creole	600,083	235,380	39.2%
Asian and Pacific Island Languages	182,252	72,526	39.8%
Other Indo-European Languages	71,750	18,936	26.4%
All Other Languages	32,500	10,834	33.3%

Additionally, data was analyzed from the Nevada Department of Education 's Nevada Accountability Portal Data Interaction Tool. This data was provided by the Nevada Health Authority's Office of Analytics regarding public schools in Nevada to capture the number or proportion of students who are English Language Learners by race/ethnicity and are likely to require language assistance. In 2024-2025, approximately 69,010 students were identified as English Language Learners within their schools; 86.7% of the total population of English Language Learner students identified as Hispanic or Latino.

Table 2

Number and Percentage of Public-School Students Who are English Language Learners, by race/ethnicity by State (Nevada): School Year 2024-2025.

Race/Ethnicity	Number of Students	Percent % of Students
American Indian or Alaska Native	131	0.2%
Asian	4,282	6.2%
Hispanic or Latino of any race	59,826	86.7%
Black or African American	1,590	2.3%
White	2,350	3.4%
Native Hawaiian or Other Pacific Islander	474	0.7%
Two or More Races	357	0.5%
Total	69,010	100%

Profile of DPBH Clients With LEP

The DPBH language access coordinator examined the U.S Census Bureau, “American Community Survey” Table 2, “Nevada QuickFacts: Race and Hispanic Origin” data. The data was provided by the Nevada Health Authority’s Office of Analytics, to determine demographic characteristics within the Nevada population. It was determined that the total population estimate in July 2025 was 3,282,188. Of the total population, the highest racial demographic in Nevada was among White alone (70.8%) and second highest was White alone, not Hispanic or Latino (44.2%).

Table 3

Population Estimates: Race and Hispanic Origin in Nevada (July 2025)

Race and Hispanic Origin	Percent % Population
White	70.8%
White, not Hispanic or Latino	44.2%
Hispanic or Latino	30.6%
Black or African American	11.0%
Asian	10.3%
Two or More Races	5.3%
American Indian and Alaska Native	1.8%
Native Hawaiian and Other Pacific Islander	0.9%

* Relevant Demographics of Persons Served by/Eligible to Receive Services in Nevada

Further, the DPBH LAP Coordinator examined the U.S Census Bureau data “Place of Birth by Nativity and Citizenship Status for the State of Nevada.” The data was provided by the Nevada Health Authority’s Office of Analytics to determine the demographics of Nevadans that are foreign-born by U.S Citizenship Status, Naturalized Citizens, and Citizens. The highest number of Nevadans (354,933) that are foreign-born are born in Latin America.

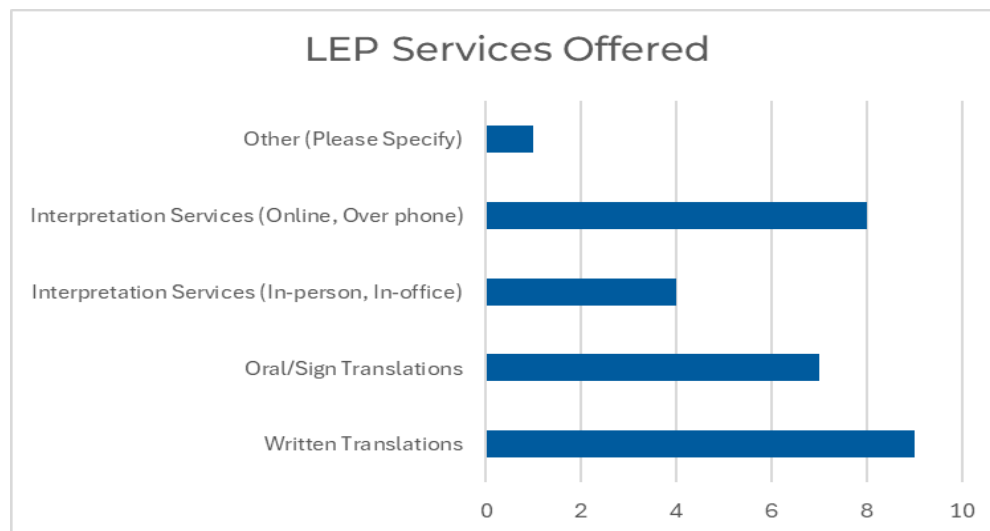
Table 4
Nevada's Place of Birth by Nativity and Citizenship Status data (2024)

Region of Birth	Foreign Born	
*Excluding born at sea	Number	%
Born in Africa	21,995	3.4%
Born in Asia	210,892	32.5%
Born in Europe	45,062	6.9%
Born in Latin America	354,933	54.6%
Born in Northern America	11,270	1.7%
Born in Oceania	5,559	0.9%

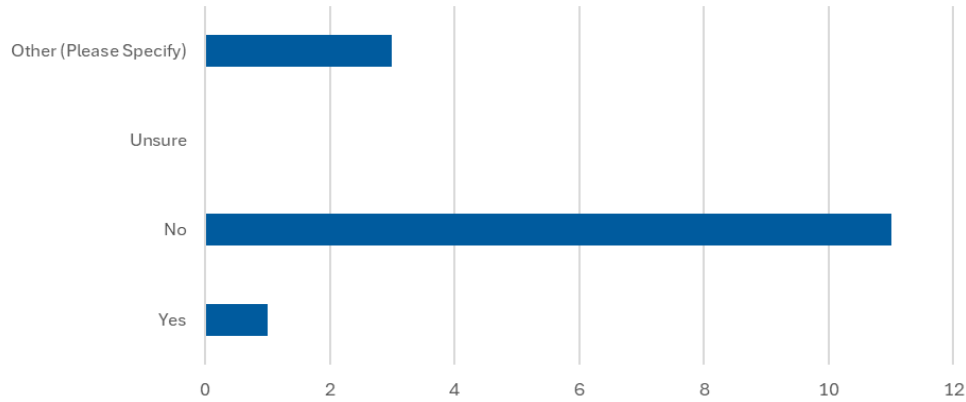
Table 5
Nevada's Place of Birth by Nativity and Citizenship Status data (2024)

Foreign Born by U.S Citizenship Status		
Naturalized Citizens	342,521	52.7%
Noncitizens	307,190	47.3%

After conducting an internal survey within DPBH, a representative from each of the programs within the division was required to submit a survey to identify the types of language assistance services their program provides as well as the demographics of their clients with LEP. The survey was sent out by the LAP Coordinator to internal staff between June 2 and July 2, 2026.



Does your program have staff that are certified to provide translation services to clients?



Are program staff available to provide translation services and do they have access to training or resources to request language assistance?

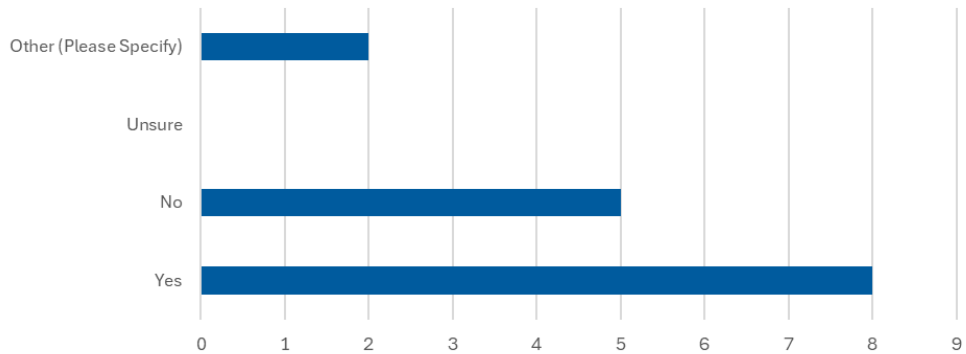


Table 6
DPBH Language Access Services and Future Needs: Internal Survey

Program Name	Services Provided	Does your program serve refugees or indigenous populations?	Does your staff have access to trainings / resources on how to request language assistance for a client?
Chronic Disease Prevention and Health Promotion	Oral/Sign Translations; Written Translations	Yes to both	Yes
Office of HIV/AIDS (Community Services Branch)	Interpretation Services (online, over the phone); Oral/Sign Translations	Yes to both	Yes
Lake's Crossing Center (Clinical Services Branch)	Oral/Sign Translations; Interpretation Service	N/A	Yes
SNAMHS	Interpretation Services (online, over phone)	No to both	Yes
Rural Clinics	Written Translations; Oral/Sign Translations; Interpretation Services (in-person); Interpretation Services (online, over phone)	Yes to both	Yes

Program Name	Services Provided	Does your program serve refugees or indigenous populations?	Does your staff have access to trainings / resources on how to request language assistance for a client?
Community Health Services Section, Administration	Oral/Sign Translations; Interpretation Service	N/A	Yes
Community Health Nursing	Written Translations; Oral/Sign Translations; Interpretation Services (online, over phone)	Yes to both	Yes
Office of State Epidemiology	Written Translations; Interpretation Services (online, over phone)	Yes to both	Yes
Immunization Program	Written Translations	Yes to both	Yes
Nevada WIC	Written Translations; Oral/Sign Translations; Interpretation Services (in-person); Interpretation Services (online, over phone)	Yes, to both	Yes

Program Name	Services Provided	Does your program serve refugees or indigenous populations?	Does your staff have access to trainings / resources on how to request language assistance for a client?
Maternal, Child, and Adolescent Health Section	Oral/Sign Translations; Interpretation Service	N/A	Yes
Office of Vital Records	Oral/Sign Translations; Interpretation Service	No to both	Yes
Medical Marijuana Registry	Oral/Sign Translations; Interpretation Services	No to both	Yes
Office of Food Security and Wellness	Oral/Sign Translations; Interpretation Service	Yes to both	Yes
Clinical and Community Engagement	Oral/Sign Translations; Interpretation Service	N/A	Yes
Population Health & Wellness	Oral/Sign Translations; Interpretation Service	N/A	Yes
Public Health Infrastructure and Improvement	Written Translations; Oral/Sign Translations; Interpretation Services (online, over phone)	Yes to both	Yes
NNAMHS	Written Translations; Oral/Sign Translations; Interpretation Services (in-person); Interpretation Services	Yes to both	Yes

Program Name	Services Provided	Does your program serve refugees or indigenous populations?	Does your staff have access to trainings / resources on how to request language assistance for a client?
	(online, over phone)		
Syndemics	Other; Completing Program Inception Phase	No to both	Yes
Community Wellness Unit	Written Translations; Interpretation Services (in-person)	Yes to both	Yes
Account for Family Planning	Oral/Sign Translations; Interpretation Service	Yes to both	Yes

*N/A = skipped questions, not answered in survey.

The results of this internal survey assist in updating this LAP document and making improvements to language access for Nevadans with LEP.

Additionally, data from the new DPBH website's Google Analytics was reviewed to identify the top 10 language preferences selected by users between January and June 2026. This is the timeframe that could be analyzed since the "go live" date of the new website installation that occurred on Jan. 1, 2026. Several languages chosen include English, Spanish, German, and Chinese. The highest chosen language is English with Chinese and Spanish as second and third most chosen languages. As part of improving language access within DPBH, the DPBH website will include a notice of availability of language services as well as "I speak" cards and a list of language services on the website. "I speak" cards will be offered on the website in the language access plan webpage as a pdf document link, to be used at the public's discretion.

Translation of the DPBH website is available with Google translation and translated documents from a contracted translation provider.

DPBH Website: Google Analytics of the Top Ten Languages (January 2026-June 2026)

Language	Number of Users
English	45,167
Chinese	439
Spanish	264
Korean	21
German	20
Indonesian	20
Portuguese	16

Vietnamese	16
French	13
Japanese	13
Total:	45,989

Factor 2: The frequency with which individuals with LEP come in contact with DPBH

The DPBH LAP internal survey asked a question about how often LEP services are requested by each of DPBH's programs. Three programs responded daily, two programs responded weekly, three programs responded monthly, two programs responded more than once a month, two programs were unsure, and four programs responded as no contact with individuals with LEP. The survey was conducted from June 2 to July 2, 2026. When asked, "Does your program provide direct services to individuals with LEP in Nevada?" 56.0% of programs responded "Yes," whereas 38.0% responded "No," and 6.0% responded "Unsure." Program managers will direct their staff who have contact with individuals with LEP to record contact frequency for all LEP engagements. The staff will report contact frequency yearly to the LAP Coordinator.

Factor 3: The nature and importance of DPBH services

DPBH is the primary provider of public health services in many rural areas of the state, and provides certain public health services statewide, though most public health services in urban areas and certain rural areas are provided by local health authorities. DPBH primarily serves to coordinate resources for local and tribal partners in Nevada, although it also provides direct services. This breadth of programs, services, and populations creates a complex system designed to work toward achieving measurable improvements in the lives and health of all Nevadans, including vulnerable populations. DPBH provides a wide range of behavioral health services through civil and forensic inpatient psychiatric hospitals in northern and southern Nevada, rural outpatient clinics and programs, and other critical facilities. The vast differences in geography and population for communities across Nevada present an additional complexity. Nevada's more populated counties, namely Clark and Washoe Counties, have established public health districts that serve many of their needs at a local level. This allows DPBH to provide technical assistance, funding support, and direct assistance when necessary to their established programs. Throughout the remainder of the state, which is much more rural, DPBH provides more direct services in the areas of community health, environmental health, public health, and more. This landscape is changing, especially with the establishment of the Central Nevada Health District, and DPBH is poised to meet the changing service, and coordination needs as they are identified.

Factor 4: The resources available to DPBH and overall costs to provide LEP assistance.

DPBH will ensure that all access points to its programs, services, and staff offer language assistance for individuals with LEP, such as:

- All DPBH offices statewide
- DPBH website
- DPBH media (social media, public service announcements, townhall meetings, etc.)
- Outreach events
- Publications (printed materials, posters, brochures)
- Public meetings (recordings, remote interpretation)
- Resources and referrals

DPBH will make available identification cards or "I speak" cards and posters to determine the

language and communication needs of individuals with LEP in Nevada. The Google Translation application on the DPBH website was analyzed by the Public Information Officer using Google Translate Analytics on June 2, 2026, capturing the total use of each language per session by each DPBH client that utilized the website.

Additionally, as part of improving language access services moving forward, DPBH will keep records of LEP clients' preferred language and communication needs to track the languages and services requested. These tracking systems will ensure that DPBH staff can provide meaningful and timely assistance to future individuals with LEP. Additionally, all contracts within DPBH should include language that would require subgrantees to provide for translators that can be used for individuals with LEP.

All DPBH staff and contractors have training opportunities to help them support the individuals with LEP, whom they serve. This includes health equity and cultural competency training as well as professional development opportunities through continuing competency training in accordance with the [State of Nevada Administrative Manual](#).

During initial orientation, the following training is planned to be provided for all staff:

- Information on Title VI Civil Rights Act, American with Disabilities Act (ADA), Executive Order 13166, and Nevada Senate Bill 318 and Language Access for LEP populations.
- Description of language assistance services offered to the public.
- Use of the "I speak" cards.
- Definition of LEP, Language Assistance, Translation, Indigenous Persons, Refugee Persons, and more.
- Documentation process for language assistance requests.
- Cultural Competency training.
- How to address a potential LEP complaint.

The compliance and qualifications for language assistance providers, contractors, etc. are listed below.

- Oral Language Service Providers: NRS 232.08 (5)(b)
- Communication Access Real-Time Translators (CART): NRS 656A
- Sign Language Interpreters: NRS 656A
- Translators: NRS 232

Obtaining Qualified Interpreters

DPBH will provide oral and sign language services to LEP Nevadans using direct service providers, staff interpreters, bilingual/multilingual staff, and contracted interpreters.

Oral Interpreter/Sign Language Interpreter Services:

Oral/interpreter/sign language interpreter services may be accessed in person, over the phone, and video remote.

Written Language Services:

Written language services provide individuals with LEP equitable access to crucial information related to health and services offered by DPBH. When determining if a document is considered vital information, DPBH will consider the following questions:

- Could a Nevadan with LEP access or participate in this program, activity, or service if they are unable to complete and/or understand the information in this document?
- Could a Nevadan with LEP be terminated from this program, service, or activity if

- they are unable to complete and/or understand the information in this document?
- Could a Nevadan with LEP suffer significant financial, physical, or other harm if they are unable to complete and/or understand the information in this document?

DPBH will provide translation services for vital documents for DPBH constituents. The following written materials are considered vital and will be translated by DPBH:

- Forms: application forms, consent forms, complaints, waivers, release forms, and claims.
- Letters or notices: eligibility criteria, rights, reduction, denial, termination of services, programs, benefits.
- Time-sensitive communication: notices of deadlines related to hearings, investigations, litigation, commentary, feedback, and public hearings.
- Public health emergencies including disease outbreak information such as surveillance and statistical data, disease definitions, outbreak recommendations, etc.
- All other documents: Any additional documents that DPBH is required to translate and notices of availability of language services.

All documents will be submitted to the appropriate DPBH program manager or supervisor, who will have the documents translated into the “safe harbor” languages, meeting all ADA guidelines. To determine which languages to translate vital information into, DPBH will follow the “safe harbor” provision described by the U.S Department of Health and Human Services in its Title VI guidance that organizations will undertake efforts to comply and meet the minimum standards for providing language access to individuals with LEP. DPBH programs will be responsible for translating all new and existing documents following the “safe harbor” guidelines. For any written materials or vital documents which DPBH uses but does not own, the program will work with the authority to address the translation needs (IDEA, WIC, CMS, etc.)

DPBH supervisors and managers are responsible for:

- Obtaining a current list of certified bilingual or multilingual staff.
- Identifying bilingual/multilingual staff who could be trained as interpreters or dual-role interpreters.
- Notifying bilingual/multilingual staff and staff interpreters when interpretation services are needed.
- Assisting DPBH staff in obtaining an external interpreter if a bilingual staff member or staff interpreter is not available or does not speak the language needed.

DPBH recognizes that it is not appropriate to use family members, including children, friends/acquaintances, and/or untrained volunteers as interpreters as it is out of compliance with federal Title VI guidelines, the ADA and Nevada’s SB318. This is considered a breach of confidentiality and could undermine honest and forthright communication with clients.

Providing Notice to Individuals with LEP

DPBH is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, DPBH will be taking steps to publicize the availability of its language services in the community. DPBH will provide notifications of its services at all relevant points of contact. Additionally, DPBH staff are required to inform individuals with LEP about the availability of language assistance, at no cost, by providing written notice in the individual’s preferred language. Persons with LEP will be notified of the availability of language services through the one or more of the following: the DPBH website, flyers, brochures, printed materials, “I speak” cards/posters, telephonic messages, local radio and television, social media platforms, townhall,

community forums, and/or community-based organizations. DPBH will ensure outreach materials for LEP persons is available in “safe harbor” languages, interpreters (oral/sign language) are provided during outreach activities including townhalls, and “I speak” cards are available to individuals with LEP. Additionally, the draft of the LAP was posted on the DPBH website for public comment for a two-week period from June 8 to July 8, 2026. All feedback was reviewed and incorporated into this LAP. Once completed, the LAP will be available for public viewing on the DPBH website. DPBH continues to strengthen relationships and make new partnerships with external organizations to increase outreach, engagement, and information sharing by conducting the following activities:

- Presentations to boards/commissions and community organizations
- Surveys, needs assessments, and reports
- Trainings
- Participation in community events such as town halls, forums, educational webinars, etc.

Staff Recruitment

DPBH is committed to improving language access services and resources with qualified and trained staff. DPBH follows Division of Human Resource Management (DHRM) policies and procedures for all recruitments to ensure fair and equitable hiring practices. As part of this LAP, DPBH will recruit dual-role interpreters to provide appropriate language access resources to constituents as needed. DPBH will leverage MSA contracts to the extent funding is available to meet requirements and qualifications as certification becomes available to State of Nevada employees. Currently, the State of Nevada’s Human Resources Data Warehouse (HRDW) does not capture data to identify DPBH staff who are bilingual interpreters and translators, or the languages they speak.

Training

To ensure equitable and timely language access services, as well as access to qualified and trained staff to provide these services, DPBH will ensure the availability of several training courses for DPBH staff and contractors such as:

- Training on DPBH language access policies for new employees during onboarding process by the hiring program will be available as soon as possible.
- Specific training based on the staff member’s position and for direct service work with the public.
- Cultural competency training is incorporated into DPBH language access policies.

IMPLEMENTATION AND EVALUATION OF THE DPBH LANGUAGE ACCESS

To implement the updates of this LAP, the DPBH language access coordinator has created a timeline of activities to conduct at the onset of this plan and monitor the progress. The activities are as follows:

LAP Action Items	Initial Timeline Identified in LAP Plan
Establish Contracts or Memorandums of Understanding for Translations services (verbal and written): □□ Seek translation services for language access needs within DPBH. □□ Expand current contracts within DPBH to sustain language assistance services.	By January 1, 2026 - Completed

Distribution of LAP: □□ Promote availability of the LAP to DPBH staff and public □□ Promote existing and planned resources for LEP clients	By September 30, 2026
Dissemination and Training: □□ Training DPBH LAP for leadership/managers, conducted by LAP coordinator.	By December 31, 2026
Complaint Procedures: □□ Develop, distribute, and post LAP complaint procedures on DPBH website for individuals to file a complaint about Language Access.	By September 30, 2026
Website Updates for Language Access: □□ Update new and existing language access information and language assistance services/resources on the DPBH website.	By December 31, 2026
Data Collection: □□ Program managers/chiefs to mandate program-specific staff to record everyone with LEP's primary language and English proficiency (to extent possible with current system capabilities). □□ System enhancements to establish a data collection system in program-specific database (where absent).	By December 31, 2026 Dependent on status of system enhancements and budget authority.
Development and Distribution of "I speak" Cards and Posters: □□ LAP Coordinator to develop DPBH specific cards and posters for dissemination.	By January 1, 2027

changes in the way services are provided, and if DPBH language services are meeting the needs of Nevadans with LEP. Lastly, DPBH will review the budget, funding opportunities, collaborations with other State agencies (including the Division of Human Resource Management), and other mechanisms to ensure further improvement on access to DPBH programs and services by Nevadans with LEP. Updates will be incorporated using data gained from reporting tools or by observations from staff such as:

- Number of documented translation requests by individuals with LEP, along with documentation of the vendor(s) that were used when providing translation services for each request.
- Determination of the current population with LEP in Nevada.
- How the needs of individuals with LEP have been identified and addressed.
- Determination as to whether the need for translation services has changed.
- Improvements needed for review.
- Determination of whether local language assistance programs have been effective and sufficient to meet the need.
- Determination of whether the DPBH financial resources are sufficient to fund language resources needed.
- Determination of whether DPBH fully complies with the goal of this Language Access Plan.
- Determination of whether complaints have been received concerning the agency's failure to meet the needs of individuals with LEP.

Declared Emergency/Natural Disaster

Translation and interpretation services will be provided to communicate effectively to Nevadans, including but not limited to individuals with LEP, regarding declared emergencies or natural disasters.

Providing this information in a language that the public can understand is essential for preparedness, response, and recovery. DPBH will provide meaningful access to individuals with LEP in their preferred language during all declared emergencies or natural disaster as follows:

- All staff/contractors/grantees will follow the DPBH Public Health Preparedness policy for Disaster Preparedness and Emergency Response.
- All DPBH emergency notifications/information will be translated for written or spoken use.
- DPBH will provide oral interpreters in safety committees; and "I speak" cards will be distributed to assist DPBH in identifying languages spoken by disaster victims.

Language Access Complaints

A form will be created for language access complaints and will be posted on the DPBH website. Complaints will be submitted by email to DPBHPHII@health.nv.gov, or in person/regular mail at the DPBH Reno Office at 10375 Professional Circle, Reno, NV, 89521. The public will have access to read the LAP and provide a complaint in multiple languages via the Google Translate option tab at the DPBH website (dpbh.nv.gov). To access the LAP webpage, users will click on the "Resources" tab, then on the "Language Access Plan" bullet. The LAP webpage will allow users to access the instructions for submitting a LAP complaint. Complaints about language access will be submitted to the language access coordinator. The language access coordinator will share LAP complaint information with program supervisors and staff to review the deficiencies in interpretation services. Language access meetings and/or trainings are also ways language access complaints will be communicated to the program managers and bureau chiefs. These complaints should be discussed monthly.

Language Access Plan Public Comments

The LAP public comment period was conducted from June 8 to July 8, 2026. Public comments were accepted by email, in person or by regular mail. The public was given access to read the LAP in pdf format which didn't allow for the "Google Translate" option tab to be utilized at the DPBH website dpbh.nv.gov. The LAP document format will be changed to allow translation access during the following public comment period. To access the LAP webpage, users click on the "Resource" tab, then on the "Language Access Plan" bullet. The LAP webpage allows users to access the instructions for submitting a public comment. A LAP public comment social media advertisement was posted on June 8, 2026. This posting was disseminated on all the DHS social media platforms along with a link to the DPBH LAP webpage. Upon receiving an LAP public comment, the LAP coordinator recorded the comment on the 2026 LAP Public Comment reporting document. The document was then reported to the DPBH-PHII manager and to the DPBH Deputy Administrator for further reporting and action. The open public comment period for the LAP resulted in no public comments.

Legislative Recommendations

The following legislative recommendations and revisions to SB318 are based on the current requirements of language access and experience in developing this LAP.

- Offer diversity and language interpretation training to be provided by the Office of Employee Development (Department of Administration) on a statewide basis.
- Define and outline the parameters to measure and collect English proficiency level for populations of focus.
- Include information regarding assistive technology and visual language requirement for individuals with disabilities.

Appendix A
Key Terms and Definitions

Term	Definition
limited English proficiency (LEP)	A person with limited English proficiency is unable to speak, read, write, or understand the English language at a level that permits them to interact effectively with state agencies. Individuals who communicate through American Sign Language are included in this definition. On the U.S. Census, a person with LEP is someone who self-assesses as speaking English less than “very well.” May also be called English Language Learner.
language access	The ability of individuals to access information, services, and opportunities in their preferred language or mode of communication. It ensures that all individuals, regardless of the language they speak or their hearing ability, can fully understand and participate in the services provided.
Language Access Plan (LAP)	A set of policies and procedures established by each agency of the Executive branch of state government to provide the most effective services for individuals with limited English proficiency.
meaningful access	A legal and practical standard requiring organizations, especially those receiving federal funding, to provide equitable access to services for individuals who face barriers such as English proficiency (LEP) or disabilities.
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. Note that some bilingual persons are native speakers but have never attended school for the non-English language.
primary language	The dominant language used by a person for communication. The language in which an individual with LEP chooses to communicate with others.
interpretation	The delivery of a spoken or written message from one language to another without changing the original message or meaning. There are various types of interpretation, including: simultaneous interpretation, consecutive interpretation, summary interpretation, and whispered interpretation.
certified interpreter	A certified interpreter is an interpreter who has passed a valid and reliable certification exam administered by an independent entity, such as the Supreme Court of Nevada Administrative Office of the Courts.

dual-role interpreter	An employee who has been tested for non-English language skills, is trained as an interpreter, and assumes the task of part-time interpreting as a component of their formal duties.
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Appendix B
Acronyms

Abbrevia tion	Term	Definition
ADA	Americans with Disabilities Act	The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the public.
DPBH	Division of Public and Behavioral Health	DPBH is within the Nevada Department of Human Services, under the Executive Branch of the State of Nevada. DPBH is comprised of the former Health Division and Division of Mental Health and Developmental Services.
DHS	Department of Human Services	The Nevada Department of Human Services (DHS) is part of the Executive branch of Nevada State Government. DHS is the largest department in state government, comprised of four divisions along with additional programs and offices overseen by the DHS' Director's Office. DHS Director Laura Rich was appointed by Governor Joe Lombardo and manages nearly one-third of the state's budget.
LAP	Language Access Plan	A document that spells out how to provide services to individuals who are non-English speaking or have limited English proficiency.
LEP	limited English proficiency	A person with limited English proficiency is unable to speak, read, write, or understand the English language at a level that permits them to interact effectively with state agencies. Individuals who communicate through American Sign Language are included in this definition. On the U.S. Census, a person with LEP is someone who self-assesses as speaking English less than "very well." May also be called English Language Learner.
SB 318	Senate Bill 318	Senate Bill 318, enacted in 2021, makes various changes relating to improving access to governmental services for persons with limited English proficiency. SB 318 states "the Division shall

		take reasonable steps to ensure that persons with limited English proficiency who are eligible to receive services from the Division.”
IDEA	Individuals with Disabilities Education Act	The Individuals with Disabilities Education Act (IDEA) is a federal law that makes available a free appropriate public education to eligible children with disabilities throughout the nation and ensures special education and related services to those children.
NRS	Nevada Revised Statutes	The current codified laws of the State of Nevada. The Statutes of Nevada are a compilation of all legislation passed by the Nevada Legislature during a particular Legislative Session.
MSA	Master Service Agreement	A legal contract between two parties – typically a client and a service provider- that sets out the standard terms and conditions for their commercial relationship. Nevada State Purchasing provides a list of MSA’s, including Language services.
CART	Communication Access Realtime Translation	The Nevada Interpreter/CART Registry is a list of sign language interpreters and Communication Access Realtime Translation (CART) providers (NRS 656A.080) who meet the minimum qualifications in as required by NRS 656A.100. All sign language interpreters and CART providers must be registered to practice in the State of Nevada (NRS 656A.800).

Appendix C
DPBH Language Access Services and Resources

DPBH Language Access Services	
Services	Contact Information
Written Translation, On-Demand Language Interpreting (phone), Sign Language Interpreters, Bilingual Interpreters, CART – Communication Access Real-Time Transcription, and External Language Services and Providers	<u>All DPBH Language Access Services contact information is provided at the State of Nevada Department of Administration's Purchasing Division website.</u> Website link: Translation & Interpretation Services Contract information for Translation and Interpretation Services includes: • Contract Overview • Permissive Users • Ordering Instructions • Contract Administrator contact information • Solicitation Documents • Vendor Names • Vendor Numbers • Vendor Contact Information • Vendor Contract Documents • Vendor Website Link • Vendor Specific Instructions
"I speak" Cards	All "I speak" cards will be available online as well as in-person copies.