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**STATE OF NEVADA  
BOARD FOR FINANCING  
WATER PROJECTS**



Board Members:  
Bruce Scott, *Chair*  
Andrew Belanger, *Vice  
Chair*  
Abigail Yacoben  
Mike Workman  
Jeremy Hutchings

Non-Voting Member:  
Andrea Seifert

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**LANGUAGE ACCESS PLAN**

**NRS 232.0081**

**Purpose and Authority for the Language Access Plan**

The Board for Financing Water Projects (Board) is required to comply with Nevada Revised Statutes (NRS) 232.0081 and Title VI of the Civil Rights Act of 1964. The purpose of this Language Access Plan (LAP) is to establish protocol that the Board will follow when providing individuals with limited English proficiency (LEP).

**General Policy**

The Board recognizes that the population eligible to receive its services may include LEP individuals. It is the policy of the Board to ensure meaningful access to LEP individuals. The Board will adopt the following policies and procedures to ensure that LEP individuals can gain equal access to the services the Board provides and regulates.

It is Nevada's policy to grant access to services or programs to every person regardless of their ability to speak, understand, read, or write English. The Board intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. The Board seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

The Board endorses the following policies:

1. The Board is committed to equity and will take all reasonable steps to provide LEP individuals with meaningful access to all its services, programs, and activities.
2. The Board, 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.
3. Staff at the initial points of contact have the specific duty to identify and record language needs.
4. The use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.
5. Staff may not suggest or require that an LEP individual provide an interpreter in order to receive Board services.

Language Access Coordinator shall be the advisor to the Board: Jason B. Cooper [ndep-ofa@ndep.nv.gov](mailto:ndep-ofa@ndep.nv.gov) 775-687-9531

## **Profile of Clients of the Board**

Our preliminary assessment is that the Board has an unknown LEP constituency. Our primary “service” is:

- The Board shall administer the program to provide grants for water conservation and capital improvements to certain water systems and shall adopt regulations necessary for that purpose (NRS 349.981). This program is commonly referred to as the Capital Improvements Grant Program; and
- Approving loans to Drinking Water State Revolving Fund Recipients (NRS 445A.265(3)), and
- Approving the Priority List for the Drinking Water State Revolving Fund (NRS 445A.265(3)).

The Board has determined that individuals, businesses, and tribal governments may have interaction with the Board as a result of the service the Board provides. The Board does not have any known LEP applicants or registrants. Currently, it is unknown whether any applicants or registrants identify as indigenous or refugee.

The Board is committed to tracking the languages preferred for communication among the individuals with LEP whom the Board serves, so that the Board can better provide meaningful, timely access to the Board’s services without regard to any language impediments.

The most common methods for the public to access services are through the Board staff’s website and email communication.

## **Language Access Services and Procedures**

The Board does not have staff who can provide language assistance services.

The Board does not have any known LEP applicants. Currently, it is unknown whether any applicants identify as indigenous or refugee. The Board has never received a request for translation or American Sign Language Services from LEP applicants, registrants or the public.

Language access needs will be addressed in the following manner:

- The Board will utilize one of the active statewide contracts for translation and interpreter services offered by the state, which can be found here:

[https://purchasing.nv.gov/Contracts/Documents/Translation Interpretation/](https://purchasing.nv.gov/Contracts/Documents/Translation%20Interpretation/)

All staff will be made aware of appropriate Language Assistance Services. Those seeking services may also request language assistance by contacting the Board staff by email, which is posted on the Board’s website, or to [ndep-ofa@ndep.nv.gov](mailto:ndep-ofa@ndep.nv.gov).

## **Implementation of the Language Access Services**

The Language Access Coordinator will provide staff with the necessary training to ensure that staff are familiar with the Language Access Plan and its related policies.

This training will include:

- How to respond to LEP individuals via phone, writing, or in person.
- How to seek assistance with internal or state sanctioned language access resources.
- How to document the mode of communication and preferred language of an LEP individual to better understand the needs of those accessing services and ensure that equitable access is available throughout the duration of their interactions with the

Board.

- How to report these interactions to the Language Access Coordinator.
- In addition to staff training, the Board will use the internal and state authorized resources to provide information in languages other than English.

### **Evaluation of and Recommendations for the Language Access Plan**

The Board is committed to providing our limited English proficient individuals full access to our services and is committed to monitoring the policies and procedures stated above to ensure that LEP Nevadans are receiving equitable access to Board services. The Language Access Coordinator will continue to develop and monitor this plan, and update it biennially based on applicant data and language accommodation requests documented by staff and demographic data obtained through surveys. We will also track any costs we may incur by using state sanctioned resources. All expenses are paid from fees received from grant applicants or bond proceeds. A summary of expenses will be included in Board updates provided by staff.