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Nevada Division of Minerals
Language Access Plan
August 2022

Acronyms:

Language Access Plan (LAP)
Limited English Proficiency (LEP)
Nevada Division of Minerals (NDOM)

Overview:

The Mission of NDOM is to encourage and assist in the responsible exploration for and the production of minerals, oil, gas, and geothermal energy which are economically beneficial to the State, to provide for public safety by identifying, ranking and securing dangerous conditions at mines that are no longer operating, and collecting and disseminating information on exploration, production and related topics.

The LAP reviews NDOM's activities and programs to ensure compliance with Senate Bill 318 from the 2021 Legislative session which was enacted in order to provide translated priority materials to the public in an alternate language if found to be needed. The LAP should:

- Be reviewed biannually including potentially soliciting public comment concerning the LAP.
- Make recommendations to the Legislature concerning statutory changes necessary to implement the LAP
- Identify the funding necessary to budget for the LAP.

Demographic Outline Required in LAP

- The type of services that NDOM provides those with limited English language proficiency
- The primary language and literacy levels of those who interact with NDOM
 - Their ability to access the NDOM website
- The number of Native Americans who utilize/interact with NDOM
- The number of refugees who utilize/ interact with NDOM

NDOM LEP Language Services Acquisition

NDOM will need to contract out language translations for publications that are found to be needed in more than one language.

- NDOM staff does not receive training on working with LEP Nevadans.
- NDOM staff has not received training on how to obtain and work with interpreters because there has never been a demonstrated need.
- NDOM staff does not receive periodic training on how to request the translation of a written documents in other languages. This is only because, to date, no documents have been requested in a language other than English
 - Once a request is made, training will be provided to NDOM staff as requested

NDOM Response to LEP Nevadans

The Division does not provide any direct services to the public. It could be interpreted that the following programs are general services:

- Abandoned Mine physical hazard program
- Public Outreach

NDOM will need to contract out any language translators for public interactions with LEP Nevadans.

In the event of another Declaration of Emergency for COVID-19 or other pandemic related event, NDOM will communicate with any LEP Nevadan remotely through email, telephonic services, and online conference platforms authorized by the State.

NDOM staff LEP Nevadan Communication Protocol

- If a need to provide language services for a LEP resident ever presented itself, then NDOM staff would contact their supervisor immediately for assistance.
- There are no constraints for NDOM staff in communicating with the executive level. NDOM staff can address the Administrator in person, at any time.
- The process for monitoring the flow of non-English language needs is done at the personal level.
- Staff will have access to language services ([The Language Bank | Northern Nevada International Center | University of Nevada, Reno \(unr.edu\)](#)) to communicate to a LEP Nevadan if the situation ever presents itself.
- Staff will document the language if language services are ever requested and immediately address the need by inquiring with a translation service.
 - Staff will record the number of emails and letters from LEP Nevadans
 - The Division will survey the use of the Google Translator widget on the Division's website to estimate the percentage of site visitors that may need translating services.
- The Division has identified two documents with information that could be considered "vital" pertaining to public safety.
 - Metal "Danger – Unsafe Mine – Stay Out – Stay Alive" public safety warning signs in two sizes. These are used by staff, contractors, and responsible parties for posting at known abandoned mine hazard sites for notification to the general public throughout Nevada.

- Informational tri-fold brochure describing the “Dangers in and Around Abandoned Mines.

How NDOM will Assess LEP Nevadans

- Monitor the number of emails and letters written in a foreign language.
- Geo-Language metric provided by Google web services. Stateweb may have more metrics.
- 5% or less of the eligible population and less than 1,000 in number access NDOM’s website from a foreign language address.

<input type="checkbox"/>	Language ?	Acquisition		
		Users ? ↓	New Users ?	Sessions ?
		1,629 % of Total: 100.00% (1,629)	1,283 % of Total: 100.00% (1,283)	2,271 % of Total: 100.00% (2,271)
<input type="checkbox"/>	1. en-us	1,510 (92.64%)	1,175 (91.58%)	2,057 (90.58%)
<input type="checkbox"/>	2. en-gb	20 (1.23%)	17 (1.33%)	31 (1.37%)
<input type="checkbox"/>	3. zh-cn	16 (0.98%)	15 (1.17%)	19 (0.84%)
<input type="checkbox"/>	4. en-ca	15 (0.92%)	15 (1.17%)	15 (0.66%)
<input type="checkbox"/>	5. en	14 (0.86%)	14 (1.09%)	19 (0.84%)
<input type="checkbox"/>	6. ko-kr	9 (0.55%)	9 (0.70%)	9 (0.40%)
<input type="checkbox"/>	7. de	5 (0.31%)	1 (0.08%)	53 (2.33%)
<input type="checkbox"/>	8. fr	4 (0.25%)	3 (0.23%)	5 (0.22%)
<input type="checkbox"/>	9. de-de	3 (0.18%)	2 (0.16%)	3 (0.13%)
<input type="checkbox"/>	10. en-au	3 (0.18%)	3 (0.23%)	3 (0.13%)

July 2022 total of Google translation for NDOM’s website