



NEVADA STATE BOARD OF ARCHITECTURE, INTERIOR DESIGN & RESIDENTIAL DESIGN

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**NSBAIDRD LANGUAGE ACCESS PLAN
Effective August 22, 2023**

Purpose

This policy is intended to establish an effective plan and protocol for employees of the Nevada State Board of Architecture, Interior Design and Residential Design to follow when providing services with individuals who have limited English proficiency.

Policy Statement and Implementation:

The Nevada State Board of Architecture, Interior Design and Residential Design (the Board) recognizes that the population eligible to receive its services may include limited English proficiency (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 limited English proficient (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:

Monica Harrison

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Profile of Customers of the NV State Board of Architecture, Interior Design and Residential Design

Our preliminary assessment is that the Board has a limited LEP constituency. Our primary “service” is licensing and regulating professional architects, registered interior designers and residential designers. All applicants must meet educational, experience and national examination requirements in architecture, registered interior design and residential design.

The Board is committed to tracking the languages preferred for communication among the individuals with limited English proficiency 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 preferred language of the public and individual receiving services from the Board is English.

The most common methods for the public to access services are through the Board’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 or registrants. Currently, it is unknown whether any applicants or registrants 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/

The Board will be providing Notice of Language Assistance Services. All staff will be made aware of appropriate language assistance services. Those seeking services may also request language assistance by contacting the Board by email, which is posted on the Board’s website.

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 limited English proficiency 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 external, state sanctioned resources. The Board is exempt from the State Budget Act; all expenses are paid from fees received from registered individuals.