

Clark County Language Access Plan – 2026 Version

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Executive Summary

Clark County is committed to ensuring meaningful access to County programs, services, and information for all residents, including individuals with Limited English Proficiency (LEP). Language access promotes equitable service delivery, strengthens community engagement, and helps ensure compliance with federal and state laws.

In 2024, the Clark County Board of County Commissioners (County Commission) adopted Clark County's first Language Access Plan in response to Assembly Bill (A.B.) 266 of the 2023 Legislative Special Session, now codified as NRS 244.184. Since that time, Clark County has made progress in establishing the governance, policies, and resources necessary to support a sustainable countywide language access program.

Key accomplishments since adoption of the initial plan include:

- Establishment of a network of Department Language Access Liaisons representing County departments.
- Adoption of Administrative Guideline 22, establishing a countywide process for identifying vital documents.
- Implementation of regular Language Access Liaison meetings to support collaboration, communication, and training.
- Development of a countywide Language Services Inventory to establish a baseline assessment of existing language access services and resources.

This updated Language Access Plan builds upon the foundation established in 2024 by documenting current language access practices, outlining the County's governance structure, identifying ongoing implementation efforts, and establishing priorities for continued improvement.

Clark County recognizes that language access is an ongoing process requiring collaboration across departments, continuous assessment, and engagement with the communities it serves. This plan provides the framework for strengthening language access while supporting the County's mission of delivering accessible, equitable, and high-quality public services.

Since adoption of the 2024 Language Access Plan, Clark County has transitioned from establishing a framework for language access to actively implementing countywide initiatives that strengthen equitable access to County programs and services.

Background

Clark County

Clark County (County) is a dynamic and innovative organization dedicated to providing top-quality service with integrity, respect, and accountability. With jurisdiction over the world-famous Las Vegas Strip and covering an area the size of New Jersey, Clark County is the nation's 11th-largest county and provides extensive regional services to more than 2.4 million citizens and an average of 45 million visitors a year. Included are the nation's 8th-busiest airport, air quality compliance, social services, and the state's largest public hospital, University Medical Center. The County also provides municipal services that are traditionally provided by cities with more than one (1) million residents in the unincorporated area. Those include fire protection, roads and other public works, parks and recreation, and planning and development.

The famed Las Vegas Strip sits at the heart of Clark County, featuring unparalleled attractions like dancing fountains, a replica of the renowned Eiffel Tower, and some of the world's largest and most beautiful resorts. Millions of people visit annually to enjoy our fine restaurants, shop at a dazzling array of stores, and relax at our luxurious spas. Las Vegas boasts more than 152,000 hotel rooms and is among the world's top convention destinations.

Nevada has no shortage of compelling landscapes, and Clark County is no different. Mt. Charleston and skiing are just 45 minutes away, and Red Rock National Conservation Area beckons on the western fringe of the Las Vegas Valley. Lake Mead National Recreation Area, located 30 miles southeast of Las Vegas, caters to boaters, swimmers, fishermen, hikers, wildlife photographers, and roadside sightseers.

The Organization

Clark County is a political subdivision of the State of Nevada, established in 1909 and operated under the provisions of the general laws of Nevada. The County is governed by a seven-member Clark County Commission, which is responsible for setting and implementing policy. The Commission, in turn, hires a county manager, who is responsible for implementing policies and desired outcomes established by the Commission and directing the day-to-day activities involved in running the County.

Clark County employs more than 10,000 employees in 39 departments. It has a fiscal year general fund budget of \$2.3 billion and a total budget of \$13.3 billion. The County is known for its strong ending-fund balance, overall financial strength, and an investment-quality credit rating. It retains one of the highest bond ratings of any local government in the state.

Clark County provides extensive regional services to more than 2.4 million citizens and more than 45 million visitors a year. The County provides a wide range of regional services such as the 8th-busiest airport, the state's largest public hospital, air quality compliance, protective services for abused/neglected children, foster and adoption services, health and welfare assistance, property assessment, tax collection, elections administration, as well as a criminal justice system including

Courts, District Attorney, Public Defender, and Juvenile Justice services. The County also provides municipal services traditionally provided by cities. As a “city” government, Clark County responds to the needs of more than one (1) million residents in the urban and rural unincorporated areas. Services provided to the unincorporated residents include all those functions normally associated with a city, such as fire protection, road maintenance and construction, code enforcement, animal control, sewer services, parks and recreation, building safety, planning and development, and business licensing/enforcement.

Accessibility Statement

Clark County’s mission is to provide responsible, progressive, and results-oriented government that is responsive, accessible, and accountable to its citizens, ensuring their right to cost-effective and open government. It is the policy of Clark County to ensure that LEP persons have meaningful access to services and resources currently provided by the County.

Purpose & Authority

Purpose

The purpose of the Clark County Language Access Plan (LAP) is to establish a countywide framework for providing meaningful access to County programs, services, and information for individuals with Limited English Proficiency (LEP). The LAP identifies existing language access resources, outlines County policies and procedures, and establishes priorities for continually improving language access across County departments.

The LAP serves as the County's strategic framework for implementing language access initiatives, assessing progress, and establishing priorities for continuous improvement. Moreover, the LAP is intended to be a living document that is reviewed and updated biennially to reflect changes in law, community needs, and County operations.

Authority

The LAP is developed and maintained in accordance with applicable federal and state law, including NRS 244.184, Title VI of the Civil Rights Act of 1964, and the Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA).

Administration

The Clark County Language Access Committee (Committee) provides countywide oversight for implementation of the LAP and serves as a forum for advancing language access initiatives.

The Clark County Office of Performance & Engagement (OPE) coordinates implementation of the LAP and associated initiatives on behalf of the Committee and works collaboratively with Department Language Access Liaisons and County departments.

Each County department has designated a Department Language Access Liaison to serve as the department's primary point of contact for language access initiatives. Liaisons support implementation of the LAP by coordinating department participation in the initiatives, communicating language access information with their departments, and serving as the liaison between their department and OPE.

Effective Communication

Clark County is committed to ensuring effective communication for all individuals accessing County programs, services, and activities. In accordance with the ADA, Section 504 of the Rehabilitation Act of 1973, and other applicable laws, the County provides appropriate auxiliary aids and services, when necessary, to afford individuals with disabilities an equal opportunity to participate in and benefit from County services.

Auxiliary aids and services could include qualified sign language interpreters, Communication Access Real-Time Translation (CART), assistive listening devices, alternate formats for printed materials, captioning, Braille, and other communication accommodations, as appropriate.

While this LAP focuses primarily on services for individuals with LEP, Clark County recognizes that effective communication encompasses both language access and accessibility. The organization remains committed to providing equitable access to County services for all members of the community.

General Policy

Clark County is committed to providing meaningful access to County programs, services, and information for all residents, including individuals with LEP. Language should not be a barrier to accessing County services, participating in public processes, or obtaining important information.

To support this commitment, Clark County is committed to the following guidelines:

- Clark County is dedicated to serving the community and making a meaningful difference for those whom we serve. Clark County and its departments will regularly evaluate how LEP residents could be better served.
- Clark County is committed to preserving the integrity of service delivery and will make meaningful steps to ensure LEP persons can equitably access all County programs and services.
- Clark County respects the diversity of its community and is committed to treating every person with dignity and respect.
- Clark County is results-oriented and will continually evaluate ways to increase capacity to meet the needs of residents in their preferred language.
- Clark County is committed to finding solutions and will regularly evaluate ways to increase language access capacity by leveraging employee skills and technology solutions.
- Clark County bears the responsibility for providing appropriate language services, regardless of the LEP's individual preferred language. Clark County will make reasonable efforts to provide or arrange free language assistance for LEP persons, including online resources and telephonic services. Clark County will provide a clear process to request and receive these services.
- No employee may suggest or require an LEP individual to provide their own interpreter to receive services. However, Clark County recognizes the wide array of services provided by the County could be sensitive in nature. As authorized, Clark County will allow informal interpreters such as family and friends if requested by the LEP individual.

Clark County recognizes that departments vary in programs and services they provide and in the populations they serve. Accordingly, language access strategies may differ across departments while remaining consistent with the County's commitment to meaningful access.

Language Access Services

Clark County provides a variety of language access services to support meaningful communication with individuals with LEP. These services help ensure residents and visitors are able to access County programs, services, and information regardless of their primary language.

Language access services are provided through a combination of County resources, contracted service providers, department-specific practices, and technology solutions. As County departments provide a diverse range of services, the type and extent of language services available may vary based on operational needs, the populations served, and applicable legal and/or program requirements.

Certain departments also maintain language access procedures or plans to comply with program-specific federal requirements. For example, the Clark County Election Department provides multilingual election materials and services in accordance with applicable election laws, while the Clark County Department of Aviation maintains a LEP Plan to comply with applicable federal aviation requirements. These department-specific efforts complement the County's overall Plan.

Clark County is committed to continually evaluating and strengthening its language access services through collaboration with departments, ongoing assessment of community needs, employee training, and continuous improvement.

Language access services continue to evolve as departments identify new opportunities to improve communication, leverage technology, and respond to changing community needs.

Oral Language Services

Clark County departments provide oral language services to support communication with individuals who have LEP. Depending on the services provided and the needs of the individual, departments may utilize bilingual employees, contracted interpretation services, or other language assistance resources.

Written Language Services

Written language services are an essential component of ensuring meaningful access to County programs, services, and information. Departments provide translated written materials to help individuals with LEP understand important information, access services, and participate in County programs and activities. The availability of translated materials varies based on departmental operations, community needs, and applicable legal requirements.

Vital Documents

The County recognizes that not all written materials require translation. Priority is given to vital documents. Vital documents are any documents that are critical for ensuring meaningful access to the County's services or programs by beneficiaries generally and LEP individuals specifically.

To support a consistent countywide approach, Clark County adopted Administrative Guideline 22: Identification and Collection of Vital Documents, effective January 15, 2025. Administrative Guideline 22 establishes consistent guidelines relating to identifying and collecting vital documents. It also provides departments with a common framework for assessing documents based on importance of the information provided, the services affected, and the potential impact on residents if information is not available in a language they understand.

As part of the continued implementation of the LAP, departments will work collaboratively with OPE and the Department Language Access Liaisons to identify departmental vital documents and establish a countywide inventory. This inventory will help prioritize future translation efforts, improve consistency across departments, and support long-term planning for written language services.

Planning Commission Public Notices

Pursuant to NRS 244.1843, Clark County provides Clark County Planning Commission (Planning Commission) public notices in the languages required for voting materials under federal and state law. The first Planning Commission agendas were available in Spanish and Tagalog on April 16, 2024. The Clark County Comprehensive Planning Department (Comprehensive Planning) also began publishing the Clark County Zoning Commission agendas on April 17, 2024, in Spanish and Tagalog.

Moreover, as a proactive approach to continuing to provide resources to those individuals with LEP, public hearing cards were provided by Comprehensive Planning to both the Planning Commission and Zoning Commission in December 2024.

The County will continue to evaluate opportunities to enhance multilingual access to planning-related communications in support of meaningful public engagement.

Digital Communications & Public Outreach

Clark County utilizes a variety of digital communication platforms to increase public awareness of County programs, services, and initiatives while expanding access to information for individuals with LEP.

The County's website provides multilingual access through automated translation tools (e.g., Google Translate), allowing residents to access general information in multiple languages. Additionally, the website for the Harry Reid International Airport is available in ten (10) languages.

Recognizing the importance of meeting residents where they already receive information, Clark County also maintains dedicated Spanish-language social media channels to communicate directly with Spanish-speaking community members. These platforms provide timely information regarding County programs, services, public meetings, emergency information, and community events.

To further expand access to public information, Clark County maintains the Clark County en Español YouTube channel, which features videos designed to better serve the Spanish-speaking residents. These resources complement the County's broader communication efforts by providing accessible, multilingual content in a format that is familiar and convenient for many residents.

Digital communications provide an important opportunity to increase awareness of County services and engage multilingual communities. The County will continue evaluating opportunities to expand multilingual digital content while balancing operational needs and available resources.

Employee Training & Resources

Clark County recognizes that effective language access depends on providing employees with the knowledge, resources, and tools necessary to effectively serve individuals with LEP. As the County's LAP continues to evolve, employee training and resource development remain key priorities.

The County is committed to providing guidance and educational opportunities that increase employee awareness of language access principles, available resources, and best practices for communicating with multilingual communities.

To support these efforts, Clark County has developed and continues to expand a variety of language access resources, including:

- Department Language Access Liaisons to serve as departmental points of contact.
- Regular Language Access Liaison meetings to share information, best practices, and resources.
- Plain writing training to support clear and accessible communication.

Language Access Technology

Technology plays an increasingly important role in expanding language access and improving communication with individuals with LEP. Clark County continues to evaluate and implement technology solutions that enhance interpretation, translation, multilingual communication, and equitable access to County programs and services.

Current and planned technology initiatives include:

- *Website Translation:* Clark County is expanding website translation capabilities to provide one-click translation for County webpages. These tools allow visitors to quickly translate web content into more than 249 languages, improving access to online information and services.
- *Digital Assistants:* The County is exploring the use of digital assistants to support online services, website navigation, and customer interactions. These tools include multilingual capabilities that allow users to interact with County resources in their preferred language.
- *Translation Software:* Departments will use commercially available translation software to assist with translating vital documents and other written materials. These tools support the preparation of multilingual communications while improving efficiency and expanding access to written information.

- *Customer Service Technology:* Clark County is piloting tablet-based interpretation technology to support face-to-face interactions between County employees and individuals with LEP. The technology allows each participant to communicate in their preferred language while providing near real-time translated text and audio to facilitate communication during customer service interactions.
- *Public Meeting Accessibility:* The County is also evaluating technology that would allow attendees at the County Commission and Planning Commission meetings to access real-time translated audio and text using their personal smartphones. By scanning a QR code and selecting a preferred language, attendees would be able to follow meeting discussions in near real time, supporting greater accessibility and public participation.

The County will continue evaluating technology solutions that enhance language access while considering operational effectiveness, sustainability, and available funding. Technology is intended to complement, not replace, traditional language access services.

Assessment, Monitoring, & Continuous Improvement

Language access is an ongoing process that requires regular assessment, collaboration, and continuous improvement. Clark County is committed to evaluating language access services, identifying opportunities for enhancement, and adapting to the evolving needs of the community.

Through countywide coordination, data collection, and engagement with departments, the County will continue to strengthen language access services while promoting consistency across departments and improving equitable access to County programs and services.

Clark County will continue evaluating language access implementation through ongoing assessment activities, quarterly reporting, Department Language Access Plans, and future performance measures. As the Language Access Initiative matures, the County will explore development of a countywide Language Access Dashboard to support monitoring, trend analysis, and data-informed decision making.

Language Services Inventory

To better understand existing language access practices across County departments, the County has developed a countywide Language Services Inventory. The inventory establishes a baseline assessment of language services currently available throughout the organization and supports the requirements of NRS 244.184.

Information collected through the inventory includes department language access practices, interpretation and translation resources, written language services, multilingual staffing, and current challenges and opportunities related to language access.

The inventory will assist the County in:

- Establishing a countywide baseline of existing language services.

- Identifying opportunities to improve language access.
- Supporting future implementation of department-specific Language Access Plans.
- Informing future training, resource development, and strategic planning.
- Supporting future updates to the Clark County LAP.

Funding & Resource Considerations

Clark County recognizes that providing meaningful language access requires ongoing investment in translation and interpretation services, technology, employee training, and other language access resources. Funding needs may vary across departments depending on the services provided, the populations served, and operational requirements.

The County uses existing procurement mechanisms, including participation in statewide contracts for language services, to support departmental access to interpretation and translation resources.

As implementation of the Language Access Plan continues, information collected through the Language Services Inventory, Department Language Access Plans, and other assessment activities will help the County better understand future resource needs. This information will support planning for future investments in language access services, translated materials, technology solutions, employee training, and other initiatives that improve access for individuals with LEP.

Future Priorities

Clark County is committed to continuously improving language access through collaboration, innovation, and ongoing assessment. Building on the foundation established through this LAP, the County will continue to expand language access services and resources while responding to the evolving needs of the community.

Future priorities include, but are not limited to:

- *Department Language Access Plans:* Support each County department in developing department-specific Language Access Plans that reflect the programs, services, and communities they serve.
- *Vital Documents:* Continue implementation of Administrative Guideline 22 by identifying departmental vital documents, establishing translation priorities, and expanding access to translated written materials.
- *Employee Training:* Expand employee training opportunities related to language access, plain writing, cultural competency, and effective communication with individuals with LEP.
- *Community Outreach:* Continue identifying opportunities to strengthen communication with multilingual communities and enhance collaboration with community organizations that support individuals with LEP.
- *Technology & Innovation:* Develop and evaluate technology solutions that enhance interpretation, translation, multilingual communications, and data collection while improving customer service and operational efficiency.
- *Data Collection & Evaluation:* Continue strengthening countywide data collection and evaluation efforts to better understand language access needs, monitor trends, and inform decision-making. The County will explore the development of a countywide Language Access Dashboard.
- *Continuous Improvement:* Regularly review County language access policies, resources, and practices to ensure they continue to meet legal requirements and support equitable access to County programs and services.

Conclusion

Clark County is committed to providing meaningful access to County programs, services, and information for all residents, including individuals with LEP.

This LAP establishes a framework for continued collaboration, assessment, and improvement while supporting compliance with applicable federal and state requirements. Through the continued efforts of the Committee, Department Language Access Liaisons, and County departments, Clark County will strengthen language access and improve equitable access to public services.