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Clark County

2024 Language Access Plan

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Background

Clark County is a dynamic and innovative organization dedicated to providing top-quality service with integrity, respect, and accountability. Clark County consistently seeks to improve service delivery and efficiency, including providing meaningful access for those with Limited English Proficiency (LEP).

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 traditionally provided by cities to one (1) million residents in the unincorporated area. Those include fire protection, roads and other public works, parks and recreation, and planning and development.

Clark County employs over 9,300 full-time employees (FTEs) in 38 departments and is the largest and most complex governmental agency in the State of Nevada in providing both regional and town (municipal) services.



Figure 1: Clark County Regional and Municipal Services

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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

In accordance with, Nevada Assembly Bill (A.B.) 266 of the 2023 Legislative Session, Title VI of the Civil Rights Act of 1964, and Title II of the Americans with Disabilities Act, As Amended (ADA), this Plan assesses language procedures and resources utilized by Clark County to assist individuals with Limited English Proficiency. Clark County has formed a Language Access Committee (Committee), responsible for the initial and ongoing development of this Plan. This Plan is intended to be an active document that is updated biennially, or as needed, to meet the language needs of the growing Clark County community.

Policy Guidelines

- Clark County is dedicated to serving the community and making a meaningful difference for those we serve. Clark County and its departments will regularly evaluate how LEP residents can 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 leveraging employee skills and technology solutions.
- Clark County will ensure that any emergency notice issued by the County is available in the languages required for voting materials. In compliance with Section 203 of Voting Rights Act, election materials are currently available in Spanish and Filipino.

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- Clark County bears the responsibility for providing appropriate language services, regardless of the LEP individual's 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 can be sensitive in nature. As authorized, Clark County will allow informal interpreters such as family and friends if requested by the LEP individual.

Introduction

The United States Census Bureau (Census Bureau) serves as the nation's leading provider of quality data identifying America's changing population and economy. While census data is just one tool, the results help the Committee understand the characteristics of the County and how the state is evolving. For example, based on the 2020 Census, Nevada is the third most diverse state in the United States and the fifth fastest-growing state.¹ Over 30% of Clark County's population speaks a language other than English at home.² To better identify the needs of the community, Clark County intends to complete a community survey and planning is currently underway. Clark County intends to work closely with community groups to enhance the distribution of the survey. Clark County has recently procured a records management and data collection tool that will allow the County to collect data on language services provided and requested across all departments. Moreover, this data collection tool will allow the County to determine language access needs and future enhancements to be included in forthcoming updates to this Plan.

Internal Assessment

Earlier this year, Clark County launched an internal assessment to understand how County departments provide public services to LEP persons. The survey, developed by the Committee, was completed by all 38 departments and provided a baseline of how departments interact with residents, the demand for language translation and/or interpretation, and how departments respond to the needs of LEP persons. After completing the assessment, the Committee followed up with 36 departments to

¹ Source: [State Profiles: 2020 U.S. Census](#)

² Source: [S1601: Language Spoken at Home - Census Bureau Table](#)



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elaborate on key points from the assessment. These meetings allowed the departments to explain their answers to the survey and helped the Committee better understand how departments serve the public, particularly LEP constituents.

Clark County departments embody the true meaning of public service, meeting the needs of residents in creative ways that leverage employee skills, technology, and community partners. Many departments have identified the language needs of the various constituencies they regularly interact with, and many times proactively translate information materials, applications for programs and services, and various notices. Moreover, several departments offer formal and informal interpretation services to assist LEP individuals access services and programs. Results of the assessment and the after-survey focus meetings provided the Committee with valuable insight to develop the initial recommendations found in this Plan.

Current County-Wide Initiatives

Digital Services

The Clark County website is equipped with a plug-in for automated translation via Google Translate, which could help convey general or informal information to LEP persons. While this may be sufficient for some non-vital content, it is important to note this option may not be appropriate for translations of vital content as it is not always accurate or complete. Additionally, the website for Harry Reid International Airport is available in ten (10) languages, including English.

Social Media

In January 2023,³ Clark County launched Spanish-language social media pages to provide a direct line of communication between Clark County and Spanish-speaking constituents.

Platform	Website
Facebook	https://www.facebook.com/ClarkCountyNVEnEspanol
Twitter/X	https://twitter.com/ClarkCountyNVes

Figure 2: Clark County Spanish Social Media

Since the start of Clark County's engagement on social media through May 7, 2024, Clark County's Facebook and Twitter/X pages have seen over one million impressions,

³ Source: [Clark County Hosts Social Media Pages in Spanish](#).



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meaning the number of times the content is seen. Both platforms had a total of 84,000 engagements which includes how individuals interact with the content such as likes, clicks, comments, shares, etc. Lastly, the content is intended to be a two-way dialogue. Since the platforms went live, over 70% of the 700 Facebook messages that were received were answered. 30% of messages received were unsolicited messages from unverified users that could not be responded to. In addition to Facebook and Twitter/X, the County has a Clark County En Español [YouTube Channel](#) to inform the community of critical programs, services, and issues.

Effective Communication Policy Statement

In compliance with the ADA and Section 504 of the Rehabilitation Act of 1973, Clark County ensures that communications with individuals who have hearing, speech, vision, communication, and cognitive limitations are as effective as communications with others in the delivery of its programs, services, and activities. Upon the request of a qualified individual with a disability affecting hearing, vision, speech, or cognitive limitations, the County will furnish appropriate auxiliary aids and services where necessary to afford such an individual an equal opportunity to participate in and have access to County programs, services, and activities. Auxiliary aids and services available:

- Information presented in visual formats (e.g. booklets, flyers, brochures) produced in 18-point print, audio tape format, or Braille for the visually impaired
- Qualified readers for the visually impaired
- Telecommunications devices (TDD) for the hearing or speech impaired
- Telephone handset amplifiers
- Assistive listening devices
- Qualified sign language interpreters for hearing or deaf individuals
- Communication access real-time translation (CART)
- Illustrative communications for individuals with cognitive disabilities
- Flashing alarms
- Open and/or closed captioning
- Audiotapes



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Summary of A.B. 266

Any public notice issued by the planning commission shall be available on the county website in every language in which voting materials are required to be prepared for the county (Spanish & Filipino).

Public Notices

Public notice means any notice or other written matter that the planning commission of the county is required to send by mail to a person or post in a public manner, including without limitation, by posting on a website.

The county shall make good faith effort to find certified translators to translate public notices.

Language Access Staff

Each Board of County Commissioners shall designate one or more employees to be responsible for developing and biennially revising a language access plan.

A language access plan must assess the existing needs of the county residents for language services and the degree to which the county has met those needs. The plan must include recommendations to expand language services, if needed, to improve access to the services provided by the county.

Language Access Plan

The plan must also:

- Provide an inventory of language services currently provided by the county, including oral language services offered by language and type.
 - Develop a procedure for designating certain information and documents as vital and providing such information and documents to residents served by the county in the preferred language of such persons.
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	<ul style="list-style-type: none">• Outline the compliance with existing federal and state laws and regulations.
Public Outreach	The plan shall include procedures and resources used by the county for outreach to LEP persons who are residents of the county, including, without limitations, procedures for building relationships with community-based organizations that serve such persons.
	The plan shall include any resources made available to employees of the county related to cultural competency.
Training	The plan must provide an inventory of the training and resources provided to employees of the county who serve residents who are LEP persons, including training and resources regarding: <ul style="list-style-type: none">• Obtaining language services internally or from a contractor.• Responding to LEP persons over the telephone, in writing, or in person.• Notifying LEP residents who are eligible for or currently receiving services from the county of the services available from the county in the preferred language of those residents at a literacy level and in a format that is likely to be understood by those residents.
Data Tracking	The county shall record when a resident served by the county is an LEP person, the preferred language of the person, and his or her literacy level in English.
Funding	The Board of County Commissioners shall include any funding necessary to carry out a language access plan, including without limitation, any additional funding necessary to meet the needs of LEP residents served by the county.

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Workforce

The plan shall include targets for employing persons who are fluent in more than one language, including:

- Additional requirements, training, incentives, and recruiting initiatives to employ or contract with interpreters who speak the preferred language of residents the county serves.

Public Input

The Board of County Commissioners shall solicit public comment concerning the language access plan developed and each revision thereof.

Submission of Plan

On or before August 1 of each even-numbered year, each Board of County Commissioners shall submit the language access plan developed and revised to the Office for New Americans created in the Office of the Governor.



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Implementation: Clark County Language Access Plan

Phase 1 (FY 2024)		Status
Initiative	Description	Status
Planning Commission Notices	Create a process by which public notices and meeting agendas issued by the Clark County Planning Commission are available on the County's website in every language in which voting materials are required (Spanish & Filipino).	Complete
Language Access Committee	Designate staff to develop and biennially revise a County-wide Language Access Plan that meets the requirements of A.B. 266 and continually identify ways to improve language access.	Complete
Internal Assessment	Conduct a County-wide assessment of the services currently offered by County departments for LEP individuals and identify immediate gaps and challenges that will be addressed.	Complete
Data Tracking	Procure a records management and data collection tool that will allow the County to collect data on language services provided and requested across all departments including self-reported literacy level.	Complete
Department Liaisons	Each County department will begin to identify a language access liaison who will work with the Committee on department-specific needs related to language access.	In Process
Budget Allocation	Start to budget the appropriate financial resources to support language access services. Including but not limited to joining current vendor contracts available from the State and procuring additional needed vendors and/or technology solutions that address common accuracy challenges.	In Process

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Phase 1 (FY 2024)	
Initiative	Status
Complaint Mechanism	Begin to establish a procedure to receive, acknowledge, and review complaints regarding language access for LEP individuals. Currently, any violations of Title VI can be reported to Clark County's Office of Diversity.
Cultural Competency Training	Develop a plan to integrate cultural competency into new employee orientation and develop a plan to require all employees complete an online training course.
Vital Documents Policy	The Committee will begin to draft a County-wide policy for identifying vital documents that should be translated.

Phase 2 (FY 2025)	
Initiative	Status
Department Liaisons	The Committee will begin regularly meeting with identified County department liaisons.
Language Services Inventory	In collaboration with department liaisons, the Committee will begin to establish an inventory of language services currently available within each department, including an inventory of languages spoken by department staff.
Department Language Access Plans	Each liaison will develop a language access plan that is specific to their County department and reflective of their interactions with constituents. Plans shall include: <ul style="list-style-type: none">• An inventory of vital documents.• Signage needs for their department that indicate the availability of free language services.• Staff capacity to provide translation and interpretation services.• Staffing needs to provide language services if needed.• Process to collect data on language services, including the language type.

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Phase 2 (FY 2025)	
Initiative	Status
Identify Workforce Needs	Utilizing department language access plans, the Committee shall determine workforce capacity to meet the language access needs of each department. The Committee will identify: <ul style="list-style-type: none">• Cross-departmental support for language access to expand capacity, if needed.• Recruitment strategies, if needed.• Vendors needed to meet language access needs, if needed.• Employee incentives, such as the value of current bilingual pay policies and modifications, if needed. Planned
Public Outreach	Prepare a community-wide survey and identify mediums to measure language access needs within the community. Planned
Identify Community Partnerships	Identify community partners and foster partnerships to address any gaps in language access. Planned
Translating Vital Documents	Departments shall begin translating vital documents that have been identified. Based on current needs, vital documents will first be available in Spanish. Phase 3 will expand vital document availability in Filipino. It should be noted that vital documents will be made available in any language as requested by a constituent. Planned
Employee Training	Conduct a county-wide culturally inclusive training program that includes how to provide language access services and identify county-wide resources available to departments. Planned
Procure Department Signage	Procure county-wide signage identifying available language services, including "I-Speak" cards and posters. The County will prioritize public-facing departments first. Planned
Public Awareness	Develop a language access campaign to inform the public of language services available, Planned

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Phase 2 (FY 2025)

Initiative	Status
including how to access them, provide feedback, and report any complaints.	

Phase 3 (FY 2026)

Initiative	Status
Monitoring and Evaluation	The Committee will continually monitor available county data collected related to the language services requested. The Committee will identify trends and strategize future initiatives to improve language access.
Strategies for Improvement	The Committee, in collaboration with department liaisons, will identify success points and challenges related to language access.
Updating Plan	The Committee will update the county-wide language access plan as needed and prepare an update for the Nevada Office of New Americans by August 1, 2026.



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Potential Challenges:

Clark County is determined to identify the language needs of its residents and utilize available resources to better assist residents access and receive services. However, with 38 departments, Clark County anticipates a need to translate a high volume of vital documents into multiple languages. With many of these documents time sensitive the County faces challenges translating documents effectively and timely. Additionally, while Clark County has a diverse bilingual workforce, few Clark County employees have any formal certification which makes utilizing our current workforce challenging. Thus, Clark County anticipates the need to contract with various vendors to meet language service needs which can come at a significantly higher cost than utilizing Clark County's local workforce.

Questions and comments for the Clark County Language Access Committee can be directed to:

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