

LANGUAGE ACCESS PLAN



NEVADA GOVERNOR'S
OFFICE ^{OF} **ENERGY**

Last Revised: July 31, 2026

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I. Purpose and Authority

The purpose of this Language Access Plan (LAP) is to establish a protocol for the Nevada Governor's Office of Energy (GOE) to follow when providing language services to individuals who have limited English proficiency (LEP).

This LAP was developed pursuant to Nevada Revised Statute (NRS) 232.0081 and Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*). Together, these authorities require GOE to take reasonable steps to ensure meaningful access to its programs, services, and activities for LEP individuals.

General Policy

Nevada agencies must ensure equal access to their services, programs, and activities by every person, regardless of their ability to speak, understand, read, or write in the English language. The persons served by or eligible to receive services from GOE include LEP individuals; it is GOE's goal that they receive provide access to its services, programs, and activities.

GOE adopts the following policies and procedures to ensure that LEP individuals may gain access to GOE services, programs, and activities

1. GOE 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 agency, 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. GOE will ensure that translators and interpreters used by the agency adequately represent the preferred languages spoken by LEP individuals served by the agency or eligible to receive services from the agency, and that such translators and interpreters are adequately credentialed.

II. Language Access Coordinators

The Language Access Coordinator will develop, implement, maintain, and biennially update the GOE Language Access Plan; coordinate interpretation and translation services; monitor compliance with applicable language access laws and policies; track language access requests and related performance measures; coordinate employee training; and serve as the agency's liaison with the Governor's Office for New Americans and other language access partners.

The following GOE staff are designated as Language Access Coordinators for FY27:

Angie Rojas, Management Analyst, Primary Language Access Coordinator

Laule'a Akana-Phillips, Communications Director, Secondary Language Access Coordinator

III. Assessment of Language Access Needs

Population Served

GOE presently serves the following persons, or groups of persons:

- Homeowners
- Renters
- Contractors
- Local governments
- Tribal governments
- Utilities
- Businesses
- Nonprofit organizations
- Federal and State agencies

Existing Needs Assessment

GOE has assessed the existing needs of persons served by the agency for language services. The following language services are presently available:

- Interpreter requests
- Website analytics
- Public inquiries
- Community outreach
- Feedback from contractors and program implementers

Based on U.S. Census and Nevada demographic information, GOE anticipates providing services primarily in the following languages:

- Spanish
- Tagalog
- Chinese
- Korean
- Vietnamese

Additional languages will be accommodated as requested.

IV. Compliance with Federal and State Requirements

GOE observes all compliance obligations in NRS 232.0081 and Title VI of the Civil Rights Act of 1964 concerning the availability of language services provided by the agency to LEP individuals.

GOE additionally ensures that its contractors, grantees, subrecipients, and other program implementers that provide direct services on behalf of GOE comply with existing federal and state laws and regulations, and any requirements associated with funding received by the agency, concerning the availability of language services to LEP individuals.

V. Demographic Profile

GOE currently has limited historical demographic data regarding LEP individuals, as the agency's primary customers are businesses, contractors, local governments, Tribal governments, utilities, nonprofit organizations, and other entities applying for grants or participating in energy-related programs. Consequently, GOE receives few direct requests for language services through walk-in visits, telephone, or other inquiries. Still, some GOE programs provide direct services to Nevada residents. For those programs, translation and interpretation services are incorporated into program implementation and funded through applicable grant funds. GOE will continue to monitor language services requests and to collect demographic information, including the types of services received, the preferred language and literacy level of requesters, the ability of requesters to access agency services electronically, the number and percentage of requesters who are indigenous, and the number and percentage of requesters who are refugees, to better assess the language needs of the communities it serves.

VI. Current Language Access Resources

A. Vital Documents

Vital documents are those which are used to apply for, gain access to, or participate in GOE's services, programs, or activities. Vital information and documents include, but are not limited to, applications for services and current fact sheets, guidance, and reports.

Determinations of whether a document is vital are made on a case-by-case basis and may be informed by interactions with LEP individuals.

B. Interpretation Services

GOE's primary point of contact with LEP individuals is our GOE Info Box info@energy.nv.gov. Requests are then submitted to the Primary Language Access Coordinator. However, all GOE staff are trained to transmit language services requests

received in any form (e.g., walk-in, telephone, email, etc.) to the Primary Language Access Coordinator.

After receiving a request for language services, GOE utilizes State of Nevada contracted language vendors to provide oral language services and translation services.

C. Public-Facing Staff

GOE has identified employees whose duties include regular interaction with the public, as well as employees who are fluent in more than one language. Maintaining this inventory enables the agency efficiently to identify internal language resources, improve customer service, and support compliance with applicable language services requirements. GOE's Info Box point of contact ensures that LEP individuals are promptly connected with the Primary Language Access Coordinator and language services.

D. Dual-Role Interpreters

GOE currently has no positions at the agency designated for dual-role interpreters.

E. Community Outreach

GOE regularly coordinates with the Governor's Office for New Americans (ONA), Diversity and Inclusion Liaisons across Nevada agencies, Tribal and local governments, and community-based organizations to improve awareness of GOE programs, services, and activities.

Through these partnerships, GOE identifies language service needs, gathers feedback from LEP individuals, and ensures outreach efforts are accessible to diverse populations throughout Nevada.

VII. Cultural Competency Training

GOE is committed to ensuring that employees understand their responsibilities for providing meaningful access to LEP individuals. GOE staff are encouraged to participate in language access training opportunities made available through the State of Nevada and other training resources, as available. Training topics may include identifying individuals who require language services, accessing interpreter and translation services, working effectively with interpreters and translators, documenting preferred language information, protecting the confidentiality of customer information, and informing customers of the availability of free language assistance services.

VIII. Gap Analysis, Improvement Plan, and Necessary Funding

The GOE recognizes opportunities to strengthen its language access services as the agency's programs continue to expand throughout Nevada. While historical data

regarding language preferences and language service requests is currently limited, GOE will implement a standardized process to collect and track preferred language, interpreter and translator requests, and other language services data to better assess the needs of LEP individuals served by or eligible to receive services from the agency. GOE will continue to identify and maintain an inventory of vital documents and prioritize their translation based on program needs, customer demand, and available funding resources.

To improve outreach, GOE will continue to strengthen partnerships with community-based organizations, Tribal governments, and local governments to increase awareness of available programs and language services. GOE will also continue to provide GOE staff with ongoing language access and cultural competency training, as available for state employees, and will periodically evaluate its website to identify opportunities for improving accessibility for LEP individuals.

The agency will review these improvement efforts during each biennial update of the LAP and revise priorities as community needs and available resources evolve.

Estimate of funding required to meet LEP needs:

Language Access Services	Funds Needed
Written translations Cost between \$0.19 and \$0.29 per word Approx. inventory of vital documents: • 100 pages and 25,000 words ○ Calculated at \$.25 per word	\$ 6,250
Audio-Only Interpretation over the phone • Cost per minute \$0.73 ○ Approx. 50 hours of interpretation	\$ 2,190
Translation devices X6 \$344 a piece including a 2yrs unlimited data, protective case, screen protector, lanyard, carry case, 3-year warranty, 1-year subscription.	\$ 2,064
Total	\$ 10,504

X. Public Comment

GOE will provide an opportunity for public review and comment prior to adopting this LAP on GOE's website: <https://www.energy.nv.gov/>. Comments may be submitted from 07/15/2026 to 07/30/2026. Comments received will be evaluated and incorporated as appropriate before final adoption.