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I.   Purpose and Authority

The purpose of this Language Access Program is to ensure that the African Diaspora of Las Vegas (ADOLV) effectively serves the diverse communities within the African Diaspora in Las Vegas. This program is designed to provide equitable access to services, resources, and information for all individuals, regardless of their primary language. By implementing this program, ADOLV aligns its operations with the legal obligations and best practices established by state and federal guidelines on language access and non-discrimination.

This program is grounded in the authority of Title VI of the Civil Rights Act of 1964, which mandates that no person in the United States shall be denied access to services or face discrimination based on race, color, or national origin. Additionally, it adheres to Nevada state regulations that require public agencies and organizations receiving state funding to provide meaningful language access to all community members.

The Language Access Program directly supports ADOLV's mission to serve the African Diaspora in Las Vegas by mobilizing resources, empowering the next generation, and celebrating cultural diversity. Through this program, ADOLV is committed to creating sustainable and inclusive communities where all individuals, regardless of language, can fully participate and benefit from the organization's initiatives.

II. General Policy - The African Diaspora of Las Vegas (ADLV) is committed to ensuring that all members of the diverse African Diaspora in Las Vegas have meaningful access to its programs, services, and activities, regardless of their primary language. This commitment reflects ADOLV's dedication to fostering inclusive and sustainable communities, empowering future generations, and celebrating the rich cultural diversity of the African Diaspora.

To uphold this commitment, ADOLV has established a comprehensive Language Access Program that ensures effective communication with individuals who have limited English proficiency (LEP). ADOLV recognizes that language should never be a barrier to accessing vital services or participating fully in the community.

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ADLOLV's staff and volunteers are expected to uphold this policy by taking proactive steps to identify language needs and provide appropriate language assistance. This includes offering interpretation and translation services, using culturally and linguistically appropriate methods of communication, and ensuring that all public-facing materials and resources are accessible to those with LEP.

Through this policy, ADOLV reaffirms its dedication to equity, inclusion, and the well-being of all individuals it serves. By providing meaningful language access, ADLV ensures that every member of the African Diaspora in Las Vegas can engage with, benefit from, and contribute to the organization's mission and activities.

III. Profile of African Diaspora of Las Vegas' LEP Clients –

In alignment with the requirements set forth by SB318 Section 7.2.b, the African Diaspora of Las Vegas recognizes the diverse linguistic and cultural composition of its Limited English Proficient (LEP) clients. The following demographic profile highlights the primary language groups served by ADOLV, reflecting the rich cultural tapestry of the African Diaspora in Las Vegas.

1. **Amharic/Ethiopian Speaking Persons (40%)**

   A significant portion of ADOLV's clientele comprises individuals of Ethiopian descent, including first-generation American-born individuals and their families. This group primarily communicates in Amharic, with a smaller subset speaking various native Ethiopian languages, such as Tigrinya, Oromo, and Somali. Additionally, the Sudanese people and families within this demographic also speak Arabic and other indigenous Sudanese languages, adding to the linguistic diversity of this group.

2. **Congo and Angola (Central Africa) (25%)**

   The Congolese community represents a substantial portion of ADOLV's clients, many of whom are refugees resettling in Las Vegas. This group is characterized by a diverse range of languages, including French, Lingala, and other Congolese languages such as Kikongo, Tshiluba, and Swahili, which is also widely spoken due to its status as a lingua franca in much of East and Central Africa. The Angolan community, while smaller in number, also contributes to the linguistic

diversity, with Portuguese as the primary language and various Bantu languages like Umbundu, Kimbundu, and Kikongo also spoken.

3. **West African Communities (10%)**

   This group includes individuals from various West African nations, such as Nigeria, Ghana, Senegal, and Mali. Languages spoken in this demographic include Mandingo, Yoruba, Hausa, Igbo, and other ethnic dialects. Pidgin English is also commonly used among this community, serving as a lingua franca for communication across different linguistic groups and facilitating interaction with English speakers.

4. **North and South Africans (5%; Including those of European Descent)**

   ADOLV serves a diverse North and South African community, which includes both native Africans and those of European descent. The languages spoken by this group include a variety of South African languages, such as Zulu, Xhosa, and Afrikaans, as well as Arabic, which is prevalent in North Africa. English is also widely spoken due to historical colonial influence. Afrikaans, a language derived from Dutch, is also spoken by a significant portion of the South African community.

5. **East Africans (20%)**

   The East African population served by ADOLV includes individuals from countries such as Kenya, Tanzania, Uganda and Ethiopia. Swahili is the dominant language among this group, reflecting its status as a regional lingua franca across East Africa. However, other languages are also spoken within this community, including Somali, Oromo, Amharic, and various Bantu languages.

Demographic Profile:

This demographic profile underscores ADOLV's commitment to tailoring its Language Access Program to meet the unique needs of its LEP clients. By recognizing and addressing the linguistic diversity within the African Diaspora, ADLV ensures that all members of the community have meaningful access to its services, resources, and programs.

Language/Group Served	Total #	% of Total LEP	"Safe Harbor"?	Services/Programs Accessed	Notes (Including literacy levels)
Total Clients	30	100%	Yes	In-Person and Remote Translation Assistance, Document Translation/ Interpretation related to; health, legal, employment, community engagement	Moderate to low literacy levels
Total Indigenous	n/a	n/a	n/a	n/a	n/a
Total Refugees	7	23.3%	Yes	Translation services via telephone and in-person outreach events	Low, Moderate and High
Total LEP Clients	30	100%	Yes	In-Person and Remote Translation Assistance, Document Translation/ Interpretation related to; health, legal, employment, community engagement	Congo, Mali, Senegal, Angola, Ethiopia, Eritrea Nigeria
Specific Languages:					
- French (Mali)	3	10%	Yes	In-Person Translation Assistance, document Translation	Low to moderate
- French (Senegal)	2	6.7%	Yes	In-Person Translation Assistance	low
- Portuguese (Angolan)	2	6.7%	Yes	Translation Assistance, Social Services document translation	Low to moderate
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- Yoruba (Nigeria)	2	6.7%	Yes	In-Person Translation Assistance	Low to moderate
- Amharic (Ethiopia, Eritrea	4	13%	Yes	In-Person and Remote Translation Interpretation	low
- French Congo	5	16.7%	Yes	In-Person and Remote Translation/Interpretation	Low

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-Arabic (Sudan)	2	6.7%	Yes	In-Person and Remote Translation/Interpretation	Low to moderate
- [other]					

Data Collection:

Where will it be archived? Who else needs to know about this data?

- **Archiving:** Currently, data is stored on ADOLV's google drive. Moving forward, we will explore acquiring software where data will be stored in a secure, centralized database that complies with relevant privacy laws and regulations (e.g., HIPAA, FERPA). Consider cloud-based solutions with role-based access controls to ensure data integrity and confidentiality.
- **Stakeholders:**
  - **Internal:** Program staff, managers, executive leadership, data analysts, and legal counsel.
  - **External:**
    - **Oversight & Funding:** Government agencies, grant funders, regulatory bodies.
    - **Partners:** Community-based organizations, healthcare providers, educational institutions, legal aid services, and other relevant service providers.
    - **Research & Advocacy:** Academic institutions, think tanks, and advocacy groups working on LEP issues.

The information below outlines some of the methods used by ADOLV currently to collect all the required data. Moving forward, we will ramp up efforts to ensure data collection produces the most accurate results.

Needs Assessment:

- Identify data gaps by comparing current data collection against legal requirements and program goals.
- Consult with stakeholders to determine data needs for service delivery, evaluation, and compliance.

2. **Data Collection Plan:**
   - **Data Elements:** Define specific data points to be collected (e.g., language spoken, service utilization, demographics).
   - **Collection Methods:** Choose appropriate methods (surveys, interviews,

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administrative records) considering LEP client needs and privacy concerns.

- ○ **Tools & Technology:** Select data collection tools (e.g., online forms, database software) and ensure compatibility with existing systems.
- ○ **Staff Training:** Provide training on data collection procedures, cultural competency, and language access.
- ○ **Timeline & Budget:** Establish a realistic timeline and allocate sufficient resources for implementation.

3. **Implementation & Monitoring:**
   - ○ **Pilot Testing:** Test the data collection system on a small scale to identify and address any issues.
   - ○ **Data Quality Assurance:** Implement procedures to ensure data accuracy, completeness, and consistency.
   - ○ **Ongoing Monitoring:** Regularly review data collection processes and make adjustments as needed.

What are the most common methods of communication with LEP clients?

- ● **Language Services:**
  - ○ **Interpretation:** In-person, telephone, or video remote interpreting services for real-time communication.
  - ○ **Translation:** Written translation of documents, forms, and other materials.
- ● **Culturally and Linguistically Appropriate Communication:**
  - ○ **Plain Language:** Use of clear, simple language and avoid jargon.
  - ○ **Visual Aids:** Use of images, diagrams, and other visual aids to support understanding.
  - ○ **Community Outreach:** Partnering with community-based organizations to reach LEP communities.

How can you determine how many LEP individuals attempt to access your programs or services, or are in your service areas?

- ● **Data Analysis:**
  - ○ **Census Data:** Utilize Census data and American Community Survey (ACS) data to estimate the LEP population in your service area.
  - ○ **Administrative Data:** Analyze agency records to identify LEP clients who have contacted or attempted to access services.
  - ○ **Community Surveys:** Conduct surveys in multiple languages to gather information about LEP individuals in the community, including their needs

and barriers to accessing services.
- **Geographic Information Systems (GIS):** Map LEP populations and service locations to identify areas of need and potential gaps in service delivery.

Who will collect this data? How will this data be collected?

- **Data Collectors:**
  - **ADOLV Staff:** Front-line staff, case managers, and data entry personnel.
  - **Bilingual/Multilingual Staff:** Staff with language skills to communicate directly with LEP clients.
  - **Community Health Workers:** Trained community members who can bridge the gap between LEP communities and service providers.
  - **Contractors:** External vendors specializing in data collection and language services.
- **Data Collection Methods:**
  - **Client Intake Forms:** Collection of demographic and language information during the intake process.
  - **Service Utilization Records:** Tracking services provided to LEP clients, including language assistance.
  - **Satisfaction Surveys:** Gathering feedback from LEP clients about their experiences with language services and program accessibility.
  - **Community Outreach:** Conductgin needs assessments and focus groups in LEP communities.

Additional Considerations:

- **Confidentiality & Privacy:** Ensure compliance with data privacy laws and obtain informed consent from LEP clients before collecting data.
- **Cultural Competency:** Train staff on cultural differences and communication styles to build trust and rapport with LEP clients.
- **Language Access:** Provide language assistance throughout the data collection process to ensure LEP individuals can fully participate.
- **Technology:** Leverage technology (e.g., online surveys, mobile apps) to facilitate data collection and analysis while ensuring accessibility for LEP individuals.
- **Evaluation:** Regularly evaluating the effectiveness of data collection efforts and use the data to inform program improvement and policy advocacy.

IV. African Diaspora of Las Vegas Language Access Services and Procedures – *This section details the types of services the agency provides, as required by SB318 Section 7.2.c.*

ADOLV has secured the language access services described below to enable our LEP clients to access our services and programs more fully. In every case, ADOLV ensures that all language service providers are fully competent to provide these services.

Written Language Services

ADOLV uses the following procedures to identify vital written information used in the provision of its services and programs, including both paper and electronic communications:

Vital Documents Identification Procedures:

ADOLV is currently working to employ a more rigorous evaluation process to identify agency documents containing critical information that significantly impacts client access and comprehension. This process encompasses a wide array of documents, including but not limited to:

- **Health and safety notices:** These documents contain crucial information about health risks, safety precautions, and emergency procedures that clients need to understand to protect themselves and others.
- **Legal rights and obligations:** These documents outline the legal rights and responsibilities of clients, ensuring they are aware of their entitlements and obligations under the law.
- **Community event announcements:** These documents inform clients about upcoming community events, promoting engagement and participation in local activities.
- **Program application forms:** These documents enable clients to apply for various programs and services, facilitating access to essential resources.

Translated Documents and Safe Harbor Languages:

ADOLV recognizes the diverse linguistic needs of its client base and has taken proactive steps to translate essential documents into "safe harbor" languages. These languages have been identified based on the demographics of the communities served by the agency. The following documents have been translated into the designated safe harbor languages:

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- **Amharic:** Health fair flyers, legal aid forms, immigration summit guides, financial literacy class materials, technical assistance resources, and community resources contact information.
- **French:** Health fair flyers, legal aid forms, immigration summit guides, financial literacy class materials, technical assistance resources, and community resources contact information.
- **Portuguese:** Health fair flyers, legal aid forms, immigration summit guides, financial literacy class materials, and technical assistance resources.
- **Swahili:** Health fair flyers, legal aid forms, immigration summit guides, financial literacy class materials, and technical assistance resources.
- **Arabic:** Health fair flyers, legal aid forms, immigration summit guides, financial literacy class materials, and technical assistance resources.

Translation Services:

ADOLV ensures the accuracy and cultural sensitivity of translated documents by engaging professional translation services and native bilingual speakers. The translation process includes a rigorous review process to maintain the highest quality standards:

- **Peer review by native speakers:** Translated documents are reviewed by native speakers of the target language to ensure linguistic accuracy, cultural appropriateness, and natural expression.
- **Review by professional Translation/Interpretation Companies:** ADOLV collaborates with professional translation and interpretation companies to leverage their expertise and ensure that the translated documents meet industry standards.

By implementing these comprehensive language access procedures, ADOLV demonstrates its commitment to providing equitable services and fostering meaningful engagement with clients from all linguistic backgrounds.

Community Outreach and Engagement

ADOLV is committed to ensuring that the larger LEP community is aware of and able to access all available language services. To achieve this, ADOLV has undertaken the following:

Outreach Activities:

ADOLV has actively engaged with LEP communities through a range of targeted initiatives:

- **Health Fairs:** Biannual events offering vital health information and resources in Amharic, French, Portuguese, Swahili, and Arabic, catering to the diverse linguistic needs of the community. These fairs may include free health screenings, consultations with healthcare professionals, and educational workshops on prevalent health concerns.
- **Financial Literacy Classes:** Quarterly classes conducted in French and Amharic to empower individuals with essential financial knowledge and skills. These classes may cover topics such as budgeting, saving, investing, and managing debt, and may also offer individualized financial counseling.
- **Provision of Basic Necessities:** Monthly distributions of food, clothing, and other essential items to individuals and families in need, with communication and support provided in Yoruba and Portuguese to ensure accessibility and understanding.
- **Technical Assistance and Civic Engagement Workshops:** Ongoing workshops offered in French and Amharic to equip community members with technical skills and knowledge, and to encourage active participation in civic life. These workshops may cover topics such as computer literacy, job search skills, and community organizing, and may also provide opportunities for hands-on learning and mentorship.
- **Immigration and Refugee Summits:** Annual events providing critical information and resources to immigrants and refugees in French, Amharic, and Swahili. These summits may include legal clinics, workshops on immigration rights and responsibilities, and opportunities for networking and community building.

Notifications of Language Assistance Services:

ADOLV ensures that individuals are aware of available language assistance services through multiple channels:

- **Multilingual Signage:** Clear and prominent signage in multiple "safe harbor" languages at outreach events and relevant points of contact, informing individuals of their right to language assistance and how to access it.
- **Online Notices:** Information about language assistance services prominently displayed on ADOLV's social media pages and website in multiple languages, ensuring accessibility for LEP individuals.

Cultural Competency Resources for Staff:

ADOLV invests in its staff cultural competency to ensure effective and respectful service delivery to diverse communities:

- **Cultural Sensitivity and Implicit Bias Training:** Regular training sessions to increase staff awareness of cultural differences, challenge stereotypes, and mitigate implicit bias, fostering a more inclusive and equitable work environment.
- **Language Access Tools:** Provision of software and other tools for translation and interpretation, enabling effective communication with LEP individuals and facilitating access to ADOLV's services.
- **Community-Specific Workshops:** Workshops on the customs, traditions, and cultural norms of specific communities served by ADOLV, equipping staff with the knowledge and skills to provide culturally responsive services.

Dates for Activities over the past year are as follows:-Monthly financial, health, and business workshops (virtual and in-person) since January 2019

-Monthly financial, health, and business workshops (virtual and in-person) since January 2019

-Monthly networking Mixers - Since 2019 (civic engagement, business spotlight, community discussions/roundtable)

-Africa Day (Annually) May 25

-Men's Health Fair (June 29th)

-Women's Health Fair (August 3d)

-Technical Assistance and Language Access Information Session (In-Person): 8/21/2024

-Community Access Survey on-line and printed (Includes LAP Section): Began: 8/01/24.

Ongoing

-African Community Leaders Meeting (Sept.21st)

-Civic Engagement Outreach, Oct. 27

Publicizing ADOLV's Language Access Program

ADOLV informs the public/community about its Language Access Program through its newsletters, social media, organizational brochures and outreach events.The organization translates its program and outreach materials to inform LEP individuals about the availability of free language access services. Currently, ADOLV does not advertise on non-English media (TV, radio, newspaper, and websites), but moving forward will explore/implement. We also inform community groups and nonprofits about the availability of free language access services. We will work to include non-English information that would be easily accessible and readable by LEP individuals.

Due to the absence of an office space, we do not have office signage. However, we have multilingual signs and posters that are displayed during outreach activities/ events.

V. Procedures for Implementing and Tracking Language Access Services-

ADOLV is committed to providing our LEP clients full access to our services and programs. Towards this end, ADOLV requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, ADOLV is committed to 100% compliance with these procedures and provides the staff with the training described below to help ensure that all staff are familiar with these procedures and recognize their importance to ADOLV's mission.

Language Access Procedures

- **Identifying Client Language Needs and Preferred Language**:
    1. Staff should record the client's preferred language in a centralized database immediately after identification.
    2. Clients are informed about the availability of free language services through visual aids, signage, and verbal communication in their preferred language.

- **Accessing Appropriate Oral/Sign Language Services**:
    1. Staff will work to implement:
        - Competent bi-lingual and multilingual staff for direct communication.
        - Trained bi-lingual and multilingual staff for interpretation in-person or via telephone.
        - Professional interpreters for specialized needs or when staff resources are unavailable.
    2. Staff can access telephone or video interpreter services through pre-approved vendors, with emergency access protocols available 24/7.
    3. ADOLV will implement Services for Deaf and Hard of Hearing clients coordinated via ASL interpreters or video relay services.
- **Accessing Appropriate Written Language Services**:
    1. Vital documents will be reviewed biannually to ensure relevance and updated translations.
    2. Staff submit document translation requests to pre-approved vendors and follow up with a peer review process.
    3. All translated materials are posted online and on social media following internal quality checks and approval.
- **Language Services Quality Assurance**:
    1. ADOLV will implement verification of interpreter certifications annually and maintain a record of service evaluations.
    2. A feedback mechanism is in place for clients to report concerns or suggestions regarding language services (community access survey, organizational email)

Staff Training Policies and Procedures

- **Training Types and Schedules**:
    1. New staff receive language access training during orientation, including step-by-step procedural guides.
    2. ADOLV will implement conduction refresher workshops to cover updated policies, practical exercises, and cultural competency.
    3. ADOLV will implement specialized sessions for bilingual and multilingual staff focus on interpretation ethics and advanced skills.
- **Promoting Inclusion and Emphasizing Mission Alignment**:
    1. Trainings underscores the importance of language services in fulfilling ADOLV's mission.
    2. Role-play scenarios and testimonials from LEP clients highlight real-world

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impacts.
3. Cultural competency resources and ongoing mentorship programs foster a culture of inclusion.

VI. SB318 Section 7.2.d Compliance: Reporting Requirements

In accordance with SB318 Section 7.2.d, ADOLV reports on its existing language access services and provides recommendations for further improvements. This process includes:

- **Existing Services**:
    1. ADOLV's current language support encompasses in-house and contracted multilingual and bilingual staff, contracted interpreters, and professional document translation services in key languages such as Amharic, French, Swahili, Arabic, Portuguese, and Yoruba.
    2. Notifications of available services are provided through signage, online platforms, and verbal communication.
    3. Quality assurance measures are in place to ensure all services meet established standards.
- **Recommendations for Further Improvements**:
    1. Expand the roster of in-house bilingual staff to include additional high-demand languages such as Amharic and French..
    2. Increase the frequency and scope of cultural competency training for all staff to better address diverse client needs.
    3. Enhance outreach efforts by partnering with community organizations to identify and address emerging language needs.
    4. Invest in technology-driven solutions such as AI-powered real-time translation tools to improve service delivery.

Through these measures, ADOLV aims to continually improve language access for LEP individuals, ensuring alignment with its mission and compliance with SB318.

VII. Evaluation of and Recommendations for ADOLV's Language Access Plan

Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance: The ADOLV Language Access Coordinator, in collaboration with department heads and the Executive Director, is responsible for developing, monitoring, evaluating, and updating the LAP.

Criteria and Methods for LAP Evaluation: ADOLV will track its LAP's performance using the criteria indicated below. The methods for gathering/tracking the relevant data for these criteria include:

1. **Customer Satisfaction Surveys**:
   ○ Survey LEP clients about their experiences accessing ADOLV's services, including effectiveness and satisfaction with language assistance. Surveys will be translated into preferred languages or conducted by multilingual staff.
2. **Staff Feedback**:
   ○ Conduct internal surveys to gauge staff usage, perceptions, and suggestions regarding current language services.
3. **Community Stakeholder Input**:
   ○ Host forums and solicit feedback from community-based organizations, school districts, and other stakeholders about ADOLV's language services.
4. **Performance Metrics**:
   ○ Track frequency of language service requests, most utilized languages, and associated costs.
   ○ Monitor response rates and outcomes for language-related complaints or suggestions.
5. **Training Evaluation**:
   ○ Assess staff performance and feedback post-training sessions to ensure program goals are met.

Evaluation Outcomes and Proposed Changes

Performance Monitoring Data: ADOLV's analysis of the above performance measure data has found the following:

● High demand for services in Amharic and French, indicating a gap in current language offerings.
● Positive feedback on the competence of bilingual staff but a need for more advanced training in cultural sensitivity.

- Increased satisfaction among LEP clients when translated materials are readily available.

Proposed LAP Revisions:

1. Expand the roster of in-house multilingual and bilingual staff to include additional French and Amharic speakers.
2. Increase the frequency and depth of cultural competency training for staff.
3. Develop new partnerships with technology providers for AI-powered real-time translation solutions.
4. Enhance outreach efforts to identify and address emerging language needs within the LEP community.

Proposed Budgetary Implications:

- Costs for expanding bilingual staff: $100,000 annually.
- Training and professional development: $20,000 annually.
- Technology upgrades for translation tools: $30,000 initial investment.
- Community outreach initiatives: $10,000 annually.

16Suggested Legislative Amendments: Based on ADOLV's experience with language access to date, the following revisions to SB318 or other legislation are recommended:

1. Increase funding allocations for community-based organizations addressing LEP needs.
2. Introduce a state-level credentialing program for interpreters to streamline hiring processes.
3. Mandate biennial community needs assessments to ensure alignment with LEP demographics.

Through ongoing monitoring and evaluation, ADOLV is committed to ensuring its Language Access Plan meets the needs of the communities it serves while aligning with SB318 requirements.