



Make the Road Nevada Language Access Plan

I. Purpose and Authority

Nevada's Senate Bill 318 (SB318) and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As SB318 puts it, "Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language." Moreover, it makes it clear that it is the responsibility of government to provide that access:

State and local agencies and entities that receive public money have an obligation to provide meaningful, timely access for persons with limited English proficiency to the programs and services of those agencies and entities.

Make the Road Nevada (MRNV) is committed to compliance with Nevada Senate Bill 318 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) in ensuring meaningful access to services and programs for individuals with limited English proficiency.

The purpose of this document is to establish an effective plan and protocol for MRNV personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency. Following this plan and protocol is essential to the success of our mission to build the power of Latine and working class communities of color to achieve dignity and justice through organizing, policy innovation, and transformative education.

II. General Policy

Make the Road Nevada recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of Make the Road Nevada to ensure meaningful access to LEP individuals. MRNV is dedicated to equity and inclusion and takes all reasonable steps to ensure that LEP individuals can fully participate in and benefit from our services. Given the demographics of the communities we serve, including a significant Spanish-speaking population, MRNV prioritizes providing services in Spanish while striving to accommodate other languages as needed. To this end, MRNV adopts the following guidelines:

1. **Equitable Access:** MRNV ensures that all individuals, regardless of their ability to speak, read, write, or understand English, can access our programs, services, and advocacy efforts on equal terms.
2. **Responsibility for Language Services:** MRNV bears the responsibility for providing appropriate language services at no cost to LEP individuals. These services include translation, interpretation, and bilingual communication as necessary to meet their needs.
3. **Staff Responsibility:** Staff at initial points of contact are trained to identify language needs and respond appropriately, ensuring immediate access to language services where needed.



4. Emergency Situations: In urgent or emergency scenarios, MRNV staff may use informal or immediate language services to address critical needs. These services should be supplemented by formal interpretation or translation as soon as practicable.

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. Make the Road Nevada intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. Make the Road Nevada seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

Implementation Practices - To reduce language barriers and ensure meaningful engagement, MRNV will:

Language Services

- Maintain a directory of bilingual staff and external interpretation resources, updated annually.
- Ensure that Spanish-speaking staff or contracted interpreters are available during all operating hours.
- Utilize professional translation services to provide essential documents and public communications in Spanish and, where possible, other languages spoken by the communities we serve.

Training and Awareness

- Train staff on cultural competence and best practices for engaging with LEP individuals.
- Equip staff with resources to identify and address language needs efficiently and respectfully.

Communication Channels

- Provide multilingual information on MRNV's website, social media platforms, printed materials, and other communication mechanisms.
- Prioritize Spanish in all public-facing materials, with translations into additional languages as determined by community needs.

Community Engagement

- Partner with local organizations and community leaders to understand evolving language needs.
- Engage LEP individuals in workshops, town halls, and campaigns to foster inclusivity and active participation.

Monitoring and Accountability

- Regularly assess the effectiveness of MRNV's language access services through community feedback and internal evaluations.
- Adjust resources and strategies to meet changing community demographics and needs.



III. Profile of Make the Road Nevada’s Limited English Proficient Clients - Demographic information required by SB318 Section 7.2.b.

Make the Road Nevada serves a multilingual community where language access is a significant factor in determining equitable access to services. Based on survey data, 98.4% of respondents reported speaking a language other than English at home, making them Limited English Proficient (LEP). This high percentage highlights the linguistic needs within our membership and the importance of ensuring accessibility across various institutions and public services. Spanish dominates as the primary language spoken by LEP individuals, reflecting the broader demographic composition of Latine communities in Nevada:

- 67.2% of LEP individuals speak Mexican Spanish.
- 21.3% speak Caribbean Spanish.
- 8.2% speak Central American Spanish.
- 3.3% speak Spanish from Spain.
- 0% of surveyed individuals reported speaking Mandarin, Tagalog, or other non-Spanish languages at home.

Language/ Group Served	% of Total LEP	Services/ Programs Accessed	Notes (include literacy level data)
-Indigenous			It is the policy of MRNV that we do not collect this specific data point due to its sensitive nature for our members
-Refugees			It is the policy of MRNV that we do not collect this specific data point due to its sensitive nature for our members
-American Sign Language	0		
-Amharic	0		
-Arabic	0		
Mandarin/ Cantonese	0		
-Farsi/Dari	0		
-Korean			



-Spanish (Total)	100	All MRNV services: Spanish language social services, advocacy, voter engagement, and legal support	All LEP clients speak Spanish
—Mexican Spanish	67.2		
—Caribbean Spanish	21.3		
—Central American Spanish	8.2		
—Spanish from Spain	3.3		
-Tagalog	0		
-Vietnamese	0		

With 100% of LEP individuals identifying Spanish as their primary language, this data underscores the necessity of Spanish-language resources and support systems. The lack of reported speakers for other major non-English languages suggests that, within our surveyed membership, Spanish-language access remains the most critical priority. However, this does not negate the need for broader language access policies, particularly as our outreach continues to expand.

Challenges Faced by LEP Members

LEP individuals within MRNV’s membership experience significant challenges due to language barriers. These challenges impact their ability to access services, understand critical information, and effectively communicate their needs. Based on survey data, the most commonly reported issues include:

- Difficulty understanding documents – 65.6% of LEP respondents struggle to comprehend official forms, contracts, legal paperwork, and other written materials, which can create barriers to accessing essential services such as housing, healthcare, and financial assistance.
- Difficulty communicating needs and preferences – 44.3% of respondents report challenges in expressing their concerns or requests due to language limitations, which can lead to frustration and misinterpretation when seeking services.
- Limited access to information in their language – 42.6% of LEP members find that important resources, guidelines, and public information are not readily available in Spanish or other preferred languages, making it harder to make informed decisions.



- Miscommunication from service providers – 39.3% of respondents have faced misunderstandings due to language barriers when interacting with institutions such as healthcare providers, legal representatives, and government agencies.

These findings highlight the critical need for increased language accessibility, clear multilingual communication, and culturally responsive services to ensure LEP individuals can fully engage with their communities and access the support they need.

Data Privacy Considerations for Immigrant Communities

Given MRNV’s commitment to serving immigrant and mixed-status households, we recognize the heightened risks and fears surrounding data collection. We are currently determining the extent of sensitive data to be collected, ensuring that no information regarding legal status is documented unless explicitly necessary. To build trust and ensure safety, we are currently considering:

- All data will be anonymized where possible to prevent identification of immigration status.
- Sensitive questions will be optional, with clear explanations of why data is being collected and how it will be used.
- Community members will be informed about their rights regarding data privacy before participating in surveys or sharing personal information.

IV. Make the Road Nevada Language Access Services and Procedures - Types of services the agency provides, as required by SB318 Section 7.2.c.

MRNV is committed to ensuring that LEP individuals have full and equitable access to our services, resources, and programs. Through a combination of direct services, bilingual staffing, translation efforts, and community engagement, we strive to meet the linguistic needs of our members while fostering cultural responsiveness in all aspects of our work.

Language Access Services

MRNV provides comprehensive language access support to empower LEP individuals in navigating essential services, advocating for their rights, and building community power. Our offerings include:

- Bilingual Social Services Support – Our direct services department includes a fully bilingual director and associates who assist community members in accessing healthcare, community, and legal resources.
- Bilingual Case Management – LEP individuals receive support from staff fluent in both English and Spanish, ensuring seamless assistance with case navigation, applications, and referrals.
- Spanish-Language Know-Your-Rights Trainings – These workshops equip LEP individuals with crucial knowledge regarding immigration, housing, and other rights.



- Spanish-Language Digital & Print Resources – All organizational materials, including flyers, forms, reports, and educational materials, are fully translated into both English and Spanish.

Language Access Resources

Recognizing the importance of clear communication and representation, MRNV ensures that Spanish-speaking members are fully engaged in our work through:

- Bilingual Staff Across Departments – Our team includes Spanish-speaking advocates, organizers, and admin support personnel.
- Spanish-Language Community Navigation Support – Assistance in navigating public services, such as SNAP, Medicaid, housing applications, and workplace protections, is provided in Spanish.
- Spanish-Language Digital Engagement – Social media campaigns, newsletters, and informational videos are available in Spanish to reach our LEP community.
- Translation & Interpretation Services – We translate all materials into Spanish and provide interpretation for member meetings, public events, and policy briefings.

Translation and Interpretation Services and Procedures

Ensuring linguistic accessibility is a key priority in all of Make the Road Nevada's outreach, education, and advocacy efforts. Our language access procedures include:

- Interpretation for Community Meetings & Events – Spanish interpretation is provided at all major organizational events, town halls, and workshops.
- On-Demand Translation Assistance – Spanish-speaking staff are available to assist members in real-time with document translation and navigating complex systems.
- Bilingual Social Services Support – Our social worker ensures that Spanish-speaking members can access housing, employment, and public benefits with culturally and linguistically competent assistance.

Community Engagement & Outreach for LEP Individuals

MRNV understands that effective language access goes beyond translation—it requires intentional outreach and engagement to ensure LEP individuals feel fully included in civic and community life. Some of our targeted efforts include:

- Spanish-Language Voter Education – Ensuring Spanish-speaking voters have access to voter registration drives, ballot education, and election resources in their preferred language.
- Spanish-Language Advocacy Trainings – Empowering LEP community members to engage in advocacy, public hearings, and policy discussions in their preferred language.
- Bilingual Community Organizing – Ensuring that Spanish-speaking members have leadership opportunities and a voice in campaigns for housing justice, immigrant rights, and economic equity.



V. Implementing Make the Road Nevada's Language Access Services - Procedures for training its staff to use its language access services, as required by SB318 Section 7.2.d.

MRNV is committed to strengthening language access for LEP individuals by embedding bilingualism, cultural competence, and accessibility into every level of our organization. Through intentional internal procedures and training, we are strengthening our organizational capacity to serve Spanish-speaking communities. Additionally, through partnerships, we aim to set a standard for language equity within Nevada's progressive movement.

Identifying Client Language Needs

MRNV recognizes the importance of meeting LEP clients with culturally responsive and linguistically appropriate services from their first interaction. To ensure all members receive support in their preferred language, we will:

- Establish best practices and standardized protocols for initial interactions with members to determine their preferred language.
- Fully integrate bilingualism into all internal paperwork and procedures, ensuring that contracts, job interviews, intake forms, and service agreements are fully accessible in both English and Spanish.
- Improve outreach efforts by ensuring all materials, from community education flyers to advocacy toolkits, are available in Spanish.
- Regularly review and update our language access strategies based on census data, survey feedback, and ongoing engagement with Spanish-speaking members.
- Implement a tracking system to document the number of LEP clients served, their preferred language, and their literacy levels in both their native language and English.
- Develop protocols for reporting language needs to MRNV leadership to ensure ongoing responsiveness.

Obtaining Oral/Sign and Written Language Services

To ensure that all LEP individuals can access MRNV's services, we will:

- Provide oral and written translation services through in-house bilingual staff, professional interpreters, and vetted language service vendors.
- Offer sign language interpretation upon request and establish partnerships with certified ASL interpreters.
- Ensure interpretation services are available for in-person meetings, phone calls, and written communications, using trained bilingual staff or external providers.
- Implement a language request protocol so that LEP individuals know how to access translation and interpretation services at any time.

Responding to LEP Clients Across Different Communication Methods

MRNV staff will be trained to appropriately respond to LEP clients in various settings:

- Phone: Bilingual staff or professional interpretation services will be used to ensure effective communication. MRNV will maintain a list of staff who can provide immediate



assistance in Spanish and ensure that LEP callers are directed to the appropriate personnel.

- Writing: All written communication, including emails and letters, will be available in Spanish. Standardized templates for common inquiries will be translated to ensure efficiency.
- In-Person: Staff will be trained to use tools to quickly identify a client's preferred language. If bilingual staff are unavailable, professional interpreters will be utilized.

Expanding Bilingual and Multilingual Staff Training

To build a culturally competent team capable of fully supporting Nevada's Spanish-speaking community, MRNV will:

- Expand internal Spanish-language training for all staff, ensuring competency in both direct service interactions and organizing work.
- Provide opportunities for Spanish-language certification for staff in all departments, establishing high standards for bilingual communication.
- Develop legislative Spanish trainings to ensure that our advocacy efforts—including lobbying, public testimony, and campaign materials—are accessible to Spanish-speaking communities.
- Extend these Spanish-language trainings beyond our organization by developing a structured curriculum that supports bilingualism across the broader progressive movement in Nevada.
- Partner with language education institutions and community organizations to ensure staff training remains comprehensive and up to date.
- Implement regular language services competency evaluations to ensure all staff and service providers maintain appropriate language skills.

Ensuring the Competency of Language Services

MRNV will implement measures to ensure that all language services provided meet high standards:

- Require bilingual staff to undergo periodic assessments to confirm language proficiency.
- Conduct regular evaluations of external language service vendors to verify accuracy and cultural appropriateness of translations.
- Develop a feedback system where LEP clients can report concerns about interpretation or translation quality.

Accessing Written Language Services

Recognizing the need for high-quality translations and accessible materials, MRNV will:

- Ensure that all organizational materials, contracts, and digital communications are fully bilingual.
- Work toward streamlining Spanish-language accessibility for all internal and external written materials, including policy documents and hiring procedures.



- Develop a quality control process to ensure accurate and culturally competent translations of key materials.
- Establish a Spanish-language resource bank that can be shared with partner organizations to support a broader commitment to bilingual accessibility across Nevada's progressive network.

Tracking LEP Engagement and Language Needs

To improve data collection and better serve our LEP community, MRNV will:

- Maintain records of language access service requests to track demand and gaps in service.
- Conduct periodic member surveys to assess preferred languages, literacy levels, and barriers to accessing services.
- Develop reporting structures for staff to inform leadership about trends in language access needs.
- Work with community partners to cross-reference data and expand outreach to underserved LEP populations.

Communicating Language Access Services to LEP Individuals

To ensure LEP members are aware of their rights and available language services, MRNV will:

- Clearly publicize language access services at all physical office locations and in outreach materials.
- Incorporate language access information on our website, social media platforms, and event flyers in Spanish.
- Train frontline staff to proactively inform LEP clients about available translation and interpretation services.
- Partner with Spanish-language media to distribute information about MRNV's services.

Developing a Statewide Bilingual Advocacy Framework

As part of our broader commitment to language justice, MRNV is taking steps to ensure Spanish-speaking community members can engage in Nevada's legislative process. We will:

- Lead Spanish-language legislative training cycles to empower LEP individuals to participate in advocacy, lobbying, and civic engagement.
- Partner with other organizations to distribute Spanish-language legislative materials statewide.
- Create bilingual policy briefings and advocacy guides that can be used by grassroots organizations, legislators, and coalition partners.
- Work toward establishing Spanish interpretation as a standard practice in all progressive legislative spaces.

Through our collaboration with United Way of Southern Nevada in developing our Language Access Plan, MRNV has been able to identify and prioritize these areas of need. This partnership has reinforced the urgency of establishing robust bilingual infrastructure, not just



within our organization but across the entire movement. Embedding bilingualism, Spanish-language training, and culturally responsive advocacy into our internal policies and external outreach, will set a model for language accessibility in Nevada's progressive movement, and MRNV remains committed to ensuring that Spanish-speaking communities are not only included but are leading the fight for justice with full linguistic equity.

VI. Evaluation of and Recommendations for Make the Road Nevada's Language Access Plan - How well the language access policies and procedures have met the need, and what is required to improve those services if the need is not being fully met, as required by SB318 Section 7.2.f.

MRNV is committed to an iterative approach in maintaining and improving our Language Access Plan. We recognize that language accessibility is an evolving process that must be evaluated and adjusted regularly to meet the needs of our members. Our LAP will be reviewed biennially to ensure it remains effective, with updates submitted to relevant stakeholders and funders in alignment with best practices for language justice.

Process for Monitoring and Evaluation

LAP Maintenance and Oversight - The responsibility for monitoring and updating the LAP will be assigned to MRNV's Development department. The Development department will:

- Work across departments to evaluate the implementation of language access procedures and ensure compliance with organizational standards.
- Collect and analyze feedback from LEP members through surveys, direct engagement, and input from community organizations.
- Regularly consult with local language justice organizations and networks to stay informed on best practices and advancements in language accessibility.

Criteria and Methods for LAP Evaluation - MRNV will track the effectiveness of our LAP through the following methods:

- Tracking Language Service Utilization – We will document the frequency and types of language services requested, including interpretation at events and translation of materials.
- Surveying LEP Members – We will conduct periodic surveys to assess members' experiences accessing services in Spanish and identify emerging language barriers.
- Reviewing Outreach Metrics – Our digital outreach strategy will be analyzed for engagement trends, including Spanish-language website usage, social media metrics, and community responses.
- Recording Training Participation – Attendance and certification rates for bilingual staff training programs will be monitored to gauge progress in increasing Spanish-language capacity across the organization.
- Evaluating Translation and Interpretation Quality – Establishing a feedback system to assess accuracy and effectiveness of translation and interpretation services.

Evaluation Outcomes and Proposed Recommendations



Performance Monitoring Data - Our assessment has highlighted key strengths and gaps in our language access efforts. The following areas require continuous monitoring and improvement:

- High reliance on Spanish-speaking staff – While MRNV benefits from a strong bilingual team, ensuring standardized certification and ongoing training is necessary to maintain language proficiency levels.
- Expansion of Spanish-language engagement – Our Spanish-language trainings have been well received, and we aim to scale these programs to ensure broader accessibility for Spanish-speaking advocates.
- Gaps in industry-wide bilingualism – The progressive movement in Nevada lacks a coordinated bilingual training framework. MRNV will work toward developing and sharing Spanish-language training models across allied organizations.

Credentialing and Oversight of Language Services - To ensure quality control, MRNV will:

- Develop an internal standard for bilingual staff to pursue certification, ensuring consistency in translation and interpretation standards.
- Vet external interpreters to maintain cultural and linguistic competency.
- Regularly audit translation and interpretation services to maintain high-quality language access for LEP clients.

Language Access Challenges

Despite MRNV's ongoing commitment to language justice, several challenges persist in fully realizing equitable access:

- Limited number of certified bilingual staff – While many staff members are fluent in Spanish, formal certification is needed to ensure consistent and professional language services.
- Capacity constraints – The need for dedicated language access staff to manage translations, interpretations, and training remains a challenge.
- Cost barriers for high-quality interpretation services – Professional language service vendors present financial constraints, limiting access to real-time interpretation for large-scale advocacy efforts.
- Lack of centralized bilingual training resources within Nevada's progressive movement – Many allied organizations lack structured bilingual training, creating a gap in equitable engagement strategies.

Proposed Budgetary Considerations

To ensure the effective implementation of the LAP, MRNV will seek additional funding through:

- Grants for language justice initiatives – Exploring funding opportunities for Spanish-language legislative training, staff certification, and interpretation services.
- Strategic partnerships – Working with local and national funders to support bilingual hiring and training programs.
- Estimated Additional Funding Needs – MRNV estimates an additional \$75,000 - \$150,000 annually will be required to meet LEP clients' language access needs,



including hiring multilingual staff, expanding translation services, and offering professional interpretation.

Targets for Hiring Multilingual Employees - MRNV recognizes the necessity of increasing bilingual staffing and aims to:

- Ensure at least 50% of new hires are bilingual in Spanish and English to reflect the linguistic demographics of our membership.
- Recruit bilingual staff for key direct service roles, including legal support, organizing, and advocacy.

Proposed LAP Revisions

To strengthen the Language Access Plan, MRNV proposes the following enhancements:

- Develop a structured bilingual hiring policy – Ensuring that language accessibility is integrated into recruitment processes for new staff positions.
- Enhance language access during legislative sessions – Partnering with other advocacy organizations to develop shared Spanish-language resources for policy engagement.

Make the Road Nevada is committed to ensuring language accessibility is not just an afterthought, but a fundamental principle of our work. By continuously evaluating and improving our Language Access Plan, we aim to set a precedent for language justice across Nevada's advocacy landscape. Make the Road Nevada's plan to increase bilingual staffing, expand training, and increase legislative engagement for LEP clients will ensure that Spanish-speaking communities have the tools and resources they need to lead in the fight for justice.