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## NEVADA BOARD OF PAROLE COMMISSIONERS

### Language Access Plan

### NRS 232.0081 2026

#### SECTION I: PURPOSE AND AUTHORITY

The purpose of this document is to establish an effective plan and protocol for the Nevada Board of Parole Commissioners ("Parole Board" or the "Board") staff to follow when providing services to, or interacting with, individuals who have limited English proficiency ("LEP").

Following this plan is essential to the success of the Board's mission to render fair and just decisions on parole matters based on the law, the impact on victims and the community, and with the goal of successfully reintegrating offenders back into society. This plan will support and empower Board employees by encouraging diversity in the workforce, result-oriented service, productivity and meaningful career growth.

Nevada's Senate Bill 318 ("SB318"), which was subsequently codified as NRS 232.0081, 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.*

The Nevada Board of Parole Commissioners is committed to compliance with NRS 232.0081 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 State services and programs for individuals with limited English proficiency. Limited English proficiency inmates will continue to be served in compliance with Chapter 213 of NRS.

## SECTION II: GENERAL POLICY

The Board recognizes that the population eligible to receive its services include LEP individuals. It is the policy of the Board to ensure meaningful access to LEP individuals. The Board adopts the following policies and procedures to ensure that LEP individuals can gain equal access to Board services and communicate effectively. This Plan applies to all Parole Board programs and services. Programs and services the Board provides the public include, but are not limited to, the following:

- Programs related to parole and parole violation hearings.
- Programs related to victims.
- Programs of Lifetime Supervision.
- Programs related to accessing forms on the Board's website.

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. The Board intends to take all reasonable steps to provide limited English proficiency individuals with meaningful access to its services and programs. The Board seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

To best serve LEP individuals, the Board of Parole Commissioners endorses the following policies:

- The Board is committed to equity and takes all reasonable steps to provide LEP individuals with meaningful access to its services, programs, and activities.
- The Board, rather than the LEP individual, bears the responsibility for providing appropriate language services, regardless of the LEP individuals' preferred language, at no cost to the LEP-individual.
- Board staff at the initial points of contact have the specific duty to identify and record language needs.
- Use of informal interpreters at parole hearings, such as family members, friends, or other acquaintances of persons with limited English proficiency who have no formal training in interpreting is not allowed, with the exception of inmate interpreters assisting and appearing as a representative during a parole hearing at a state institution. Minor children are prohibited from acting as interpreters.
- No Board staff may suggest or require that a limited English proficiency individual provide an interpreter to receive agency services.
- Staff will make every effort to attain and record individuals' language needs.
- Staff will not encourage individuals to use informal interpreters.
- No staff may suggest or require that an LEP individual provide an interpreter to receive agency services.

### **Board of Parole Commissioners Language Access Coordinator:**

Katie Henrie, Senior Management Analyst

kathleen.henrie@parole.nv.gov

775-687-6507.

The Language Access Coordinator will review and update the Board's Language Access Plan as necessary.

### SECTION III: PROFILE OF THE BOARD OF PAROLE COMMISSIONERS LEP CLIENTS

The Parole Board is committed to tracking the languages preferred for communication among our LEP clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments.

Parole Board services are offered online through the Parole Board website, in person, via email, telephone, or via remote platforms (e.g., Zoom, TEAMS). The public is encouraged to contact Board staff if they are unable to access Board services electronically.

The Parole Board used national demographic data from the U.S. Census to identify limited English proficiency in the State of Nevada. According to U.S. Census data, 69% of the Nevada population speaks English only with 31% speaking a language other than English. The American Community Survey (ACS) administered by the U.S. Census Bureau is the nation's most current, reliable, and accessible data source for local statistics on critical planning topics. The survey samples approximately 3.5 million addresses each year. Data is collected continuously throughout the year to produce annual social, economic, housing, and demographic estimates. The ACS data indicates Limited English Proficiency for the State of Nevada as follows:

<b>Limited English – Households Speaking --</b>	
Spanish	20.9%
Other Indo-European Languages	2.5%
Asian and Pacific Island Languages	6.7%
Other Languages	1.0%

The World Population Review identifies approximately 100,704 American Indian/Alaska Native residents residing in the state of Nevada. This demographic data comes from their state-by-state data for 2024.

Refugees in Nevada come from a wide range of countries, reflecting global conflicts and migration trends. According to data from State Regs Today, there are approximately 150,000 migrants and refugees living in Nevada in 2024. Some of the main countries of origin include:

- Mexico: Due to geographic proximity and historical migration patterns.
- El Salvador and Guatemala: Many flee violence, political instability, and economic hardship.
- Syria and Somalia: Refugees from these countries have arrived in Nevada seeking safety from conflict and instability.
- Venezuela, Afghanistan, and Congo: Recent fiscal year arrivals to the U.S. include significant numbers from these nations, with Nevada among the states resettling refugees from these regions.

A historical lookback of language access requests in fiscal year 2026 (July 1, 2025 – June 30, 2026), of parole hearing translation calls was conducted. This review revealed the following:

Language	# of Translators	% of Translators
Spanish	27	84.38%
Punjabi	2	6.25%
Bengali	2	6.25%
Mandarin	1	3.13%
ASL	1	3.13%

The Board identifies and tracks the total LEP clients served and language preferences from a report through our state contract with Big Language, previously Language Link, through the Board's website and Google Translate and through scheduled ASL translations. The Board does not currently have a digitally based tracking system in place to identify and track the total indigenous served, total refugees served, literacy level of individuals, and/or the services/programs these groups of individuals are accessing as identified in SB318. The Parole Board uses census data, translator requests, and a variety of other resources and means to understand the needs of the public we serve.

The Parole Board recognizes that of the LEP individuals in Nevada, 80% of such individuals' preferred language is Spanish, which is the second-most common language in Nevada, according to the most recent U.S. Census.

#### SECTION IV: LANGUAGE ACCESS SERVICES AND PROCEDURES

The Parole Board provides the following language access services (LAS) to facilitate LEP individuals' access to Parole Board services and programs and ensures that all language service providers are fully competent to provide these services. The Parole Board handles language access on a case-by-case basis, as the need arises.

##### **Vital Documents**

The Board does not track vital information about inmates. The Department of Corrections (NDOC) tracks the relevant demographics of inmates. The Board sends a Notification of Parole Hearing form to inmates that appear on the monthly NDOC parole eligibility list. Inmates indicate if they need an interpreter on the hearing notification form. The NDOC translates their documents for LEP individuals that are inmates.

All documents are located on the Parole Board's website and can be translated through Google Translate.

As directed in NRS 213.131, during hearings to consider inmates for parole, the Board shall allow inmates to have a representative present to confer with and to speak on their behalf if they wish. If a Spanish interpreter is needed for an inmate's parole hearing, the caseworker is first contacted to determine if the inmate has an interpreter at the institution. This representation may include an attorney, NDOC staff, family members,

friends, or another inmate. Inmates with physical communication disabilities are entitled to the services of an interpreter per NRS 213.128 at which an interpreter is scheduled at no expense to the inmate using the State of Nevada's Master Services Agreement vendors.

Limited English proficiency members of the general public observing hearings may bring an English-speaking family member.

### **Parole Board Bilingual Staff**

Although we have bilingual staff, the Board does not yet have a process in place to determine the fluency of our bilingual staff.

### **DPS Dual-role Staff**

The Parole Board does not currently employ any certified interpreters or certified translators. However, as part of the LAP, the Board will be exploring opportunities to accommodate any bilingual staff wishing to become certified interpreters or translators, with compensation.

### **Oral/Sign Language Services:**

Utilizing the mandatory vendors contracted with the State of Nevada through the Department of Administration, Purchasing Division, the Board will obtain all necessary translation services for LEP members of the public.

<https://www.purchasing.nv.gov/statewide-contracts/translation-interpretation/>

When oral/sign language services are requested, the Board utilizes state-approved contractors that specialize in interpretation and translation services. The State of Nevada vets and approves of contractors to ensure that they are fully capable of providing the services requested. In situations where there are customers, clients and members of the public who prefer to engage in a language other than English, staff will help interpret/translate using Pocket Talk for translation. As identified by the LAP, the Board will be exploring ways to determine the fluency of self-identified bilingual staff that are able and willing to provide professional translation or interpretation services to clients, customers or members of the public that request oral/sign language services.

### **Written Language Services:**

When written language services are requested, the Board utilizes state-approved contractors that specialize in written translation services. The State of Nevada vets and approves of contractors to ensure that they are fully capable of providing the services requested. As part of the Parole Board's LAP, the Board will be exploring a variety of options to better publicize improved language services in the community. The Board will be looking to provide notification of the language services it provides at all relevant points of contact.

### **Community Outreach and Engagement**

The Parole Board is committed to finding avenues to ensure that the larger LEP community is aware of, and able to access, all available language services. As part of the Board's LAP, the Board will be exploring a variety of options to better publicize improved

language services in the community. The Parole Board will provide notification of the language services it provides at all relevant points of contact, including, but not limited to the Parole Board's website and in each of the Board's locations.

### **Procedures and Resources for limited English proficiency Community Outreach:**

The Parole Board continues to be committed to meaningfully engaging with broad, diverse groups of Nevada's public including Nevada's LEP communities.

The Board has one other staff member that is fluent in German. If a LEP individual speaks a language not readily available to the Board, then the Board will contract with a State-approved vendor for language services or use the Pocket Talk.

The Board is committed to tracking the languages preferred for communication among our LEP clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments. A five-year average of requested inmate interpreters contracted with a State-approved vendor for language services indicates the Board's top five languages encountered are Spanish, American Sign Language (ASL), Farsi, Mandarin, and Korean.

### **Providing Notice of Language Assistance Services**

The Parole Board will provide notification of the language services it provides at all relevant points of contact, including, but not limited to, Parole Board offices, and on the Board's website.

### **Cultural Competency Resources**

The Parole Board does not currently own or have access to relevant resources or training materials in relation to cultural competency. The Department of Public Safety (DPS) currently conducts training regarding culturally diverse and emotionally disturbed persons, implicit bias training, and cultural awareness. We will continue to stay current on the latest practices and will add training for civilians as well.

## **SECTION V: IMPLEMENTING THE PAROLE BOARD'S LANGUAGE ACCESS SERVICES**

The Parole Board is committed to providing LEP individuals with full access to our services and programs. Towards this end, the Board requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, the Parole Board is committed to 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 the Board's mission. Board staff will follow the procedures described within this policy.

If language access services are requested, staff will inform the Parole Board's Language Access Coordinator and/or designated staff. The Language Access Coordinator and/or designee will take the appropriate steps as outlined in this document to secure a qualified person to provide the services needed.

## **Language Access Procedures**

### **Identifying Client Language Needs and Preferred Language:**

The following procedures should be adhered to when interacting with LEP individuals.

1. Interact appropriately with LEP clients
2. Determine clients' preferred language
3. Inform clients of the availability of language services

### **Accessing Appropriate Oral/Sign Language Services:**

If sign language services are needed, employees will inform the Board's Language Access Coordinator and/or designated staff. The Language Access Coordinator and/or designated staff will secure a qualified person to provide the services needed by utilizing the list of approved vendors located on the Department of Administration's Purchasing Division website.

<https://www.purchasing.nv.gov/statewide-contracts/translation-interpretation/>

### **Accessing Appropriate Written Language Services:**

Any customer, client or member of the public may request any documents be translated into a language other than English to meet their language preference needs. Staff will make a sincere effort to provide those translated documents and notices as quickly as possible with a contractor.

Written translation services will also be provided on the Board's website. The Board will continue working with the DPS Webmaster to ensure all documents are available for translation.

### **Language Services Quality Assurance:**

The Parole Board is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. The Department utilizes state-approved contractors that specialize in interpretation and translation services. The State of Nevada vets and approves of contractors to ensure that they are fully capable of providing the services requested.

The Board will secure qualified professionals by utilizing the list of approved vendors located on the Department of Administration's Purchasing Division website.

<https://www.purchasing.nv.gov/statewide-contracts/translation-interpretation/>

### **Staff Training Policies and Procedures:**

The Board believes that the appropriate provision of language services is vital to the fulfillment of its mission. Towards that end, the Board will ensure that staff are familiar with its language access policies, the Language Access Plan, and the above procedures for providing said services.

Staff will track professional translation services provided, and any associated costs, and will identify whether those interactions occur in-person or over the phone using a shared document. This document will be used to make sure the Department is effectively serving LEP customers, clients, and members of the public.

## SECTION VI: EVALUATION OF AND RECOMMENDATIONS FOR THE PAROLE BOARDS LANGUAGE ACCESS PLAN

The Board is committed to monitoring the performance of the above policies, procedures, and resources to ensure that the Language Access Plan is responsive to the needs of both the Board and the people it serves. The Language Access Coordinator will review, evaluate, and update its LAP biennially.

### **A. Processes for Monitoring and Evaluation:**

The Board's Language Access Coordinator will be responsible for reviewing and updating the Parole Board's Language Access Plan.

### **B. Evaluation Outcomes and Proposed Changes**

The Parole Board will evaluate LAP data and propose changes to LAP policy and procedures as necessary.

The Language Access Coordinator will continue to develop and monitor this plan, and update it biennially based on applicant data and language accommodation requests documented by staff. We will also track any costs we may incur by using external, state resources.

### **C. Proposed Budgetary Implications**

Past historical requests for language assistance do not warrant any budgetary implications. The Parole Board can absorb the cost into its current budget based on the infrequency of past usage.

### **D. Suggested Legislative Amendments**

No suggestions at this time.