

2026

NEVADA STATE CONTRACTORS BOARD

Language Access Plan

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I. PURPOSE AND AUTHORITY

Nevada's Senate Bill 318 (SB318) from the 2021 Legislative session and federal guidance under Title VI both affirm that language must not be a barrier to accessing governmental programs and services. As SB318 states, "Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language." The statute further clarifies that the obligation to provide such access rests with the government, not with the individual seeking services:

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 NSCB 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.

The purpose of this document is to establish an effective plan and protocol for NSCB 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.

NSCB MISSION STATEMENT

The Nevada State Contractors Board (NSCB) is committed to ensuring the integrity and professionalism of the construction industry in Nevada. The NSCB has the responsibility to promote quality construction by Nevada licensed contractors through a regulatory licensing system designed to protect the health, safety and welfare of the public.

II. GENERAL POLICY

The NSCB recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of the NSCB to ensure meaningful access to LEP individuals. The NSCB adopts the following policies and procedures to ensure that LEP individuals can gain equal access to NSCB services and officer's tools to communicate effectively. This plan applies to all applicable NSCB programs and services including, but not limited to:

- Spanish-language exams for LEP applicants
- Consumer brochures & guides
- Contractor brochures & guides
- Complaint forms and applications
- Translations services
- Spanish mobile application
- Spanish online dashboard
- Language kiosk access

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

The NSCB endorses the following policies:

- The NSCB is committed to equity and will take all reasonable steps to provide limited English proficient (LEP) individuals with meaningful access to all its services, programs, and activities.
- The NSCB, 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.
- Staff at the initial points of contact have the specific duty to identify and record language needs.
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.
- No staff may suggest or require that an LEP individual provide an interpreter in order to receive NSCB services.

NSCB Language Access Coordinators:

Susan Broili-Kamesch, Licensing Administrator
Kenya McCampbell, Exec. Asst./Policy Analyst

III. PROFILE OF NSCB'S LEP CLIENTS

The NSCB's function consists of licensing contractors who perform work in the state of Nevada.

Nevada is home to a diverse population, and while the NSCB does not currently track the languages spoken by its 19,000+ licensees, U.S. Census data indicate that in 2024, 20.9% of Nevada households spoke a language other than English at home. To ensure equal access to services, the NSCB has developed a comprehensive LAP. This plan will include identifying multilingual contractors and provide translation and interpretations services.

Per NRS 232.0081, NSCB will specifically report:

- 1.Type of services received by the relevant groups.
- 2.Preferred languages of the LEP clients.
- 3.Literacy levels of the LEP clients in their preferred language and in English.
- 4.Ability of the relevant groups to access agency services electronically.
- 5.Number and percentage of clients who are indigenous.
- 6.Number and percentage of clients who are refugees.

In particular, the NSCB will consider Indigenous people, refugees, and individuals with limited English proficiency (LEP). Some overlap among these groups is expected. For each group, the NSCB will seek to report the total number of clients served, to the extent that providers are willing to share this information. This data will be stored on the NSCB shared drive and updated every two years in accordance with the statute. Additionally, where feasible, the NSCB will provide further breakdowns by tribe, country of origin, or preferred language, as appropriate.

Data Collection

Those with initial contact with LEP individuals, through phone calls and walk-ins, will collect data on LEP interactions. This data will be stored in the NSCB shared drive and updated biennially. The information will be submitted to the LAC's at the Governor's Office for New Americans every two years.

Tracking

The NSCB will maintain a log of LEP assistance, tracking the number of LEP's requiring assistance and the type of assistance provided.

The NSCB 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. Below is a data table summarizing relevant client data for the NSCB for the period of 2025.

	LEP's Served - In Person	LEP's Served- Translation services
Spanish	150+	17
Tigrigna	-	1
Punjabi	-	1
Hebrew	-	1
Cantonese	-	1
ASL	-	2
Vietnamese	-	2
Mandarin	-	3
French	-	2
Tagalog	-	1
Japanese	-	1

IV. NSCB Language Access Services and Procedures

The NSCB has secured language access services with LanguageLine Solutions to enable our LEP clients to access our services and programs more fully. In every case, The NSCB ensures that LanguageLine Solutions is fully competent to provide these services and is a contracted vendor through the State of Nevada.

The NSCB offers instructions in English and Spanish, both in print and online, as a guide to provide information to consumers who hire and want to become licensed contractors.

Additionally, the LAC's are prepared to collaborate with the Nevada Department of Administration's Purchasing Division, which manages all vendors. These vendors provide spoken and sign language interpretation, as well as document translation services, should the need arise.

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

Oral/Sign Language Services

The NSCB has secured services from LanguageLine Solutions which uses interpreters to provide sign language and non-speaking English languages.

The NSCB has employees in Southern Nevada and Northern Nevada on site who speak other languages should LEP's need immediate assistance.

Written Language Services

The NSCB uses procedures to identify vital written information used in the provision of its services and programs, including both paper and electronic communications. The procedures for identifying vital written communications between the NSCB and individuals as well as the procedure for identifying vital communications targeting the broader public are both presented.

Community Outreach and Engagement

The NSCB is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, the NSCB has taken steps to publicize the availability of its language services in the community. Additionally, the NSCB has provided notification of its services at all relevant points of contact. The NSCB has provided resources for its staff to improve their cultural competency and ability to work with diverse groups.

Procedures and Resources for LEP Community Outreach

The NSCB has participated in public outreach events such as hosting bilingual workshops, promoting events on Spanish-language television stations, and working with the application testing sites to provide many construction classification tests in Spanish.

Providing Notice of Language Assistance Services

Should assistance be needed, a sign has been posted in our front lobby informing LED's we are able to assist at no expense to them.

Cultural Competency Resources

The NSCB provides the following resources to its staff to improve their ability to work with diverse groups:

- <https://www.nvcontractorsboard.com/>
- <https://www.nvcontractorsboard.com/resources/contratista-folletos-y-guias/>
- <https://www.nvcontractorsboard.com/resources/verificacion-para-mejoras-del-hogar/>
- <https://www.nvcontractorsboard.com/resources/consejos-para-contratar/>
- <https://www.nvcontractorsboard.com/resources/consejos-para-contratistas-de-nevada/>



V. Implementing NSCB's Language Access Services

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

Identifying Client Language Needs and Preferred Language

When customers contact the NSCB via phone or in-person, customer service agents will identify if the individual has Limited English Proficiency (LEP) and requires assistance communicating in a language other than English.

The NSCB will inform LEP's that free language services are available and ask their preferred language for communication.

The customer service agent will document the following in our tracking system:

- Client information
- Date and time of interaction
- The language in which the LEP required assistance
- The method used to provide language assistance (in-house or external resource)

Accessing Appropriate Oral/Sign Language Services

The following are examples of what will be part of the NSCB's LEP plan:

- NSCB staff will seek competent bilingual staff to provide services in the client's preferred language without the need for an interpreter.
- Available NSCB bilingual staff will be used for in-person and telephone interpreting to support other staff.
- Staff will seek assistance from LanguageLine Solutions to provide services to communicate should the LEP with bilingual and ASL services be needed.

Accessing Appropriate Written Language Services

According to the NSCB's state policy on the determination of "vital" documents, both written information intended for broad distribution as well as written communications between the NSCB and individual clients is included in the procedure. When the vital documents are translated, staff will provide LEP's with the necessary forms and determine their language preference.

Staff Training Policies and Procedures

The NSCB believes that the appropriate provision of language services is vital to the fulfillment of its mission. The NSCB ensures that its staff are familiar with its language access policies and the above procedures for providing said services. All NSCB staff will be provided and trained on the LAP Policies and Procedures.



VI. Evaluation of and Recommendations for NSCB's Language Access Plan

The NSCB believes that the appropriate provision of language services is vital to the fulfillment of its mission. The NSCB ensures that its staff are familiar with its language access policies and the above procedures for providing said services. All NSCB staff will be provided and trained on the LAP Policies and Procedures.

Processes for Monitoring and Evaluation

The NSCB Language Access Coordinators are committed to monitoring the performance of the policies, procedures, and resources to ensure that the needs of both the NSCB and the people it serves have been fulfilled. The NSCB will review, evaluate, and update the LAP biennially if needed.

The NSCB will track its LAP's performance using performance monitoring data, along with other methods for gathering and tracking the relevant data for the LAP. In addition, the NSCB will record the types of language services requested and the frequency, track time spent with the LEP's by multilingual staff and outside vendors, and track interpreter and translation services costs.



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