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**AGENDA ITEM**

- Action Item
- Information Only

**Date:** July 28, 2022

**Item Number:** IV.V

**Title:** Language Access Plan

**SUMMARY**

This report provides a summary of PEBP’s Language Access Plan required under NRS 232.0081, which was implemented under Senate Bill 318 during the 2021 Legislative Session (<https://www.leg.state.nv.us/App/NELIS/REL/81st2021/Bill/7943/Overview>).

**REPORT**

BACKGROUND

The Office of New Americans (ONA), working with the Nevada Initiative for Language Access (NILA), has spearheaded helping Executive Branch agencies in completing a Language Access Plan (LAP). This includes frameworks and recommended verbiage. The LAP helps ensure that Limited-English Proficiency (LEP) Nevadans have the access that they need from PEBP.

COMPLIANCE

PEBP is subject to several laws, including, but not limited to, Health Insurance Portability and Accountability Act (HIPAA) and the Patient Protection and Affordable Care Act (PPACA). These federal laws require various degrees of language access for PEBP constituents such as plain language, translation, language that is linguistically and culturally appropriate, etc.

Senate Bill 318 does not require agencies to implement the LAP, but only to develop and revise the plan. This allows the Legislature to consider the full funding required for implementation in

2023. The plan includes a survey of existing language access needs, services, training, and certifications needed.

#### THE LANGUAGE ACCESS PLAN

The attached Language Access Plan is PEBP's initial plan to ensure compliance with SB 318. Section 7 of this bill requires each agency of the Executive Department of the State Government to develop and biennially revise a language access plan. Additionally, the bill requires PEBP to include the funding necessary to carry out a language access plan in the proposed agency budget. Currently, the proposed budget to enact the language access plan is \$522,580.00.

The language access plan is attached.



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# LANGUAGE ACCESS PLAN (LAP)


**Public Employees' Benefits Program**  
901 S. Stewart Street, Suite 1001  
Carson City, Nevada 89701



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## Introduction

Senate Bill 318 (SB 318), passed during the 2021 Legislative Session states: "persons with Limited English Proficiency require and deserve meaningful, timely access to government services in their preferred language," and "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." SB 318 created NRS 232.0081.

A Language Access Plan (LAP) can help ensure that persons with Limited English Proficiency (LEP) in Nevada have the access that they need to Public Employees' Benefits Program (PEBP).

This document is tailored to PEBP and the members PEBP serves.

## I. Purpose and Authority

The purpose of this document is to establish an effective plan and protocol for PEBP 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 administer a “group health and life insurance program which offers comprehensive medical, prescription drug, dental, vision, life, and long-term disability insurance.”

Nevada’s Senate Bill 318 (SB 318) and the federal guidance on Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) both agree that language should not be a barrier to accessing governmental programs and services. As stated in SB318,, “Persons with Limited English Proficiency require and deserve meaningful, timely access to government services in their preferred language.” Moreover, the legislation 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.

PEBP is committed to compliance with NRS 232.0081and 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.

### NRS 232.0081

**NRS 232.0081 Language access plan: Development and biennial revision; requirements; public comment; legislative recommendations; inclusion of necessary funding in proposed budget of agency. [Effective 2 years after the date on which the Governor terminates the emergency described in the Declaration of Emergency for COVID-19 issued on March 12, 2020.]**

1. The head of each agency of the Executive Department shall designate one or more employees of the agency to be responsible for developing and biennially revising a language access plan for the agency that meets the requirements of subsection 2.

2. A language access plan must assess existing needs of persons served by the agency for language services and the degree to which the agency has met those needs. The plan must include recommendations to expand language services if needed to improve access to the services provided by the agency. The plan must:

(a) Outline the compliance of the agency and any contractors, grantees, assignees, transferees or successors of the agency with existing federal and state laws and regulations and any requirements associated with funding received by the agency concerning the availability of language services and accessibility of the services provided by the agency or any contractors, grantees, assignees, transferees or successors to persons with Limited English Proficiency;

(b) List the relevant demographics of persons served by or eligible to receive services from the agency, including, without limitation:

(1) The types of services received by such persons or for which such persons are eligible;

- (2) The preferred language and literacy level of such persons;
  - (3) The ability of such persons to access the services of the agency electronically;
  - (4) The number and percentage of such persons who are indigenous; and
  - (5) The number and percentage of such persons who are refugees;
- (c) Provide an inventory of language services currently provided, including, without limitation:
- (1) Procedures for designating certain information and documents as vital and providing such information and documents to persons served by the agency in the preferred language of such persons, in aggregate and disaggregated by language and type of service to which the information and documents relate;
  - (2) Oral language services offered by language and type;
  - (3) A comparison of the number of employees of the agency who regularly have contact with the public to the number of such employees who are fluent in more than one language, in aggregate and disaggregated by language;
  - (4) A description of any position at the agency designated for a dual-role interpreter;
  - (5) Procedures and resources used by the agency for outreach to persons with Limited English Proficiency who are served by the agency or eligible to receive services from the agency, including, without limitation, procedures for building relationships with community-based organizations that serve such persons; and
  - (6) Any resources made available to employees of the agency related to cultural competency;
- (d) Provide an inventory of the training and resources provided to employees of the agency who serve persons with Limited English Proficiency, including, without limitation, training and resources regarding:
- (1) Obtaining language services internally or from a contractor;
  - (2) Responding to persons with Limited English Proficiency over the telephone, in writing or in person;
  - (3) Ensuring the competency of interpreters and translation services;
  - (4) Recording in the electronic records of the agency that a person served by the agency is a person with Limited English Proficiency, the preferred language of the person and his or her literacy level in English and in his or her preferred language;
  - (5) Communicating with the persons in charge of the agency concerning the needs of the persons served by and eligible to receive the services from the agency for language services; and
  - (6) Notifying persons with Limited English Proficiency who are eligible for or currently receiving services from the agency of the services available from the agency in the preferred language of those persons at a literacy level and in a format that is likely to be understood by such persons; and
- (e) Identify areas in which the services described in paragraph (c) and the training and resources described in paragraph (d) do not meet the needs of persons with Limited English Proficiency served by the agency, including, without limitation:
- (1) Estimates of additional funding required to meet those needs;
  - (2) Targets for employing persons who are fluent in more than one language;



- (3) Additional requirements necessary to ensure:
    - (I) Adequate credentialing and oversight of translators and interpreters employed by or serving as independent contractors for the agency; and
    - (II) That translators and interpreters used by the agency adequately represent the preferred languages spoken by persons served by the agency or eligible to receive services from the agency; and
  - (4) Additional requirements, trainings, incentives and recruiting initiatives to employ or contract with interpreters who speak the preferred languages of persons with Limited English Proficiency who are eligible for or currently receiving services from the agency and ways to partner with entities involved in workforce development in imposing those requirements, offering those trainings and incentives and carrying out those recruiting initiatives.
3. If there is insufficient information available to develop or update the language access plan in accordance with the requirements of this section, the employee or employees designated pursuant to subsection 1 shall develop procedures to obtain that information and include the information in any revision to the language access plan.
4. Each agency of the Executive Department shall:
- (a) Solicit public comment concerning the language access plan developed pursuant to this section and each revision thereof;
  - (b) Make recommendations to the Legislature concerning any statutory changes necessary to implement or improve a language access plan; and
  - (c) Include any funding necessary to carry out a language access plan, including, without limitation, any additional funding necessary to meet the needs of persons with Limited English Proficiency served by the agency as identified pursuant to paragraph (e) of subsection 2, in the proposed budget for the agency submitted pursuant to [NRS 353.210](#).
5. As used in this section:
- (a) “Agency of the Executive Department” means an agency, board, commission, bureau, council, department, division, authority or other unit of the Executive Department of the State Government. The term does not include the Nevada System of Higher Education.
  - (b) “Dual-role interpreter” means a multilingual employee who:
    - (1) Has been tested for language skills and trained as an interpreter; and
    - (2) Engages in interpreting as part of his or her job duties.
  - (c) “Language services” means oral language services and translation services.
  - (d) “Oral language services” means services to convey verbal information to persons with Limited English Proficiency. The term:
    - (1) Includes, without limitation, staff interpreters, dual-role interpreters, other multilingual employees, telephone interpreter programs, audiovisual interpretation services and non-governmental interpreters.
    - (2) Does not include family members, friends and other acquaintances of persons with Limited English Proficiency who have no formal training in interpreting.
  - (e) “Person with Limited English Proficiency” means a person who reads, writes or speaks a language other than English and who cannot readily understand or communicate in the English

language in written or spoken form, as applicable, based on the manner in which information is being communicated.

(f) “Translation services” means services used to provide written information to persons with Limited English Proficiency. The term does not include translation tools that are accessed using the Internet.

(Added to NRS by [2021, 3234](#); A [2021, 3237](#), effective 2 years after the date on which the Governor terminates the emergency described in the Declaration of Emergency for COVID-19 issued on March 12, 2020).

## II. General Policy

Public Employees' Benefits Program (PEBP) recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of PEBP to ensure meaningful access for LEP individuals. PEBP adopts the following policies and procedures in this LAP to ensure that LEP individuals can gain equal access to PEBP services and communicate effectively. This Plan applies to PEBP's programs and services including, but not limited to:

Online member portal, communication with PEBP staff, new hire education, Plan Documents, Notices, etc.

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

Toward this end, PEBP endorses the following policies:

- PEBP 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 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.
- PEBP will not require an LEP individual to provide an interpreter in order to receive agency services.

### PEBP Language Access Coordinator:

Compliance unit  
901 S Stewart, Ste 1001,  
Carson City, NV 89701  
775-684-7020

PEBP's Compliance unit acts to ensure the PEBP compliance with several laws and regulations including the Patient Protection and Affordable Care Act, Health Insurance Portability and Accountability Act, and relevant statutes and regulations.

When receiving a language access request, the Compliance unit coordinates with a preferred translation and interpretation service indicated in the state's purchasing division website:

[https://purchasing.nv.gov/Contracts/Documents/Translation\\_Interpretation/](https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/).

### III. Profile of PEBP's LEP Clients

PEBP primarily serves members who are eligible for or covered by a PEBP-sponsored plan. This includes state and non-state active employees and retirees as well as their dependents.

NRS 232.0081 specifically requires PEBP to report:

1. Type of services received by the relevant groups.
2. Preferred languages of your LEP clients.
3. Literacy levels of your 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.

PEBP recognizes consideration for indigenous people, refugees, and limited English proficient (LEP) communities. There may well be some overlap between these groups.

The table below helps organize and report required data. Reporting data like this will allow PEBP to easily compare data and more readily see trends or changes in the groups PEBP serves in future revisions of the LAP.

PEBP is committed to tracking the languages preferred for communication among our Limited English Proficient (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 PEBP for the period of as of 04/30/2022.

### Profile of PEBP's LEP Clients

Unfortunately, PEBP currently collects little to no information related to Limited-English Proficient persons, Indigenous, and Refugees who attempt to access programs or services. Because PEBP participants are generally state and local government employees, participants are typically English proficient.

In the event PEBP is required to obtain specific data, the primary method to collect this data relies on inter-agency coordination with the Department of Administration's Division of Human Resources Management and other agency partners, such as the Nevada System of Higher Education to provide PEBP with this information. Regardless of whether this information is collected through agency partners or directly through PEBP systems, PEBP will be required to request system enhancements through the vendor to populate, store and report on the data.

In the event PEBP is able to collect data in the future, PEBP will complete the chart below based on self-reported information from members and other data sources that may be accessible to PEBP.



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Language Access Plan

<u>Language/Group Served</u>	<u>Total #</u>	<u>% of Total</u>	<u>% of Total LEP</u>	<u>“Safe Harbor”?</u>	<u>Services/Programs Accessed</u>	<u>Notes (include literacy level data)</u>
<b>Total Clients</b>	75,421	n/a	n/a	n/a	Online member portal, communication with PEBP staff, new hire education, Vendor Access, Plan Documents, Notices, etc.	Literacy level is unknown
<b>Total Indigenous</b>	n/a	n/a	n/a	n/a		
<b>Total Refugees</b>	n/a	n/a	n/a	n/a		
<b>Total LEP Clients</b>	n/a	n/a	n/a	n/a		
<b>Specific Languages:</b>						
- English	n/a	100%				
- Spanish	n/a	n/a	n/a	n/a		
- Chinese (incl. Cantonese, Mandarin, etc.)	n/a	n/a	n/a	n/a		
- Tagalog	n/a	n/a	n/a	n/a		
• Other	n/a	n/a	n/a	n/a		

\*Figures are effective 04/30/2022: 47,087 primary members and 28,334 dependents.

PEBPs most common methods of communication with LEP individuals include website, mail, e-mail, and telephone communications.

#### IV. PEBP Language Access Services and Procedures

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

A mandatory notice for non-discrimination notices outlines services available in numerous languages to individuals with LEP. This is located at <https://pebp.state.nv.us/plans/mandatory-notices/>. Currently, upon request, PEBP contacts a contracted vendor identified on the Department of Administration’s Purchasing Division Statewide Contracts for Translation and Interpretation services to fulfill requests for language translation services.

**A historical lookback of language access requests, including translation was conducted with PEBP’s accounting team for the last five years. This review has revealed no language access requests.**

#### Oral/Sign Language Services

In the event professional language services are required, PEBP utilizes the Department of Administration’s Purchasing Division Statewide Contracts for Translation and Interpretation services. While there are several vendors contracted, the initial vendor is noted:

Vendor Name	Corporate Translation Services, Inc. (CTS) dba Language Link (99SWC-NV20-4360)
Vendor Number	T32000889
Contract Period	02/06/2020 through 11/03/2022
Vendor Specific Instructions	This statewide contract provides over the phone Language Interpretation and document translation for State agencies and political subdivisions. Users can contact the vendor directly using the vendor contact information below to schedule service statewide.
Vendor Contact(s)	Kimberly Paukert contracts@language.link 701 NE 136th Avenue Suite 200 Vancouver, WA 98684 (360) 314-0025

Competency of the oral and sign language services relies on the State of Nevada’s Bid Solicitation that requires satisfaction of technical and minimum requirements.

According to the solicitation response for the above contract, oral language services are offered in the following: Spanish, Tagalog, Traditional Chinese, Korean, Vietnamese, Amharic, Thai, Japanese, Arabic, Russian, French, Persian, Samoan, German, etc. Per contract RFQ 99SWC-S1847, this vendor also provides sign language interpretation.

### Written Language Services

PEBP uses the following 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 communication between PEBP and individuals as well as the procedure for identifying vital communication targeting the broader public are both presented.

Vital Documents are identified as documents required for members to use services offered by PEBP. Additionally, vital documents include any documentation required under state and federal law.

Based on the above vital documents' identification procedure, PEBP has identified the following documents:

#### **Master Plan Documents**

1. Enrollment and Eligibility
2. Consumer Driven Health Plan PPO Plan
3. Low Deductible PPO Plan
4. Exclusive Provider Organization Plan
5. Dental Plan and Summary of Benefits for Life Insurance
6. Flexible Spending Account
7. Active Employee Health and Welfare Wrap Plan Document
8. Retiree Employee Health and Welfare Wrap Plan Document
9. Medicare Exchange Health Reimbursement Arrangement Plan
10. Section 125 Document

These documents contain an excess of 342,000 words. An estimate of based on three vendors under the respective contracts are noted:



Vendor	Spanish	Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	all other language
99SWC-NV22-11678	\$0.12/word	\$0.15 / word	\$0.18 / word	\$0.21 / word
99SWE-NV22-11691	\$0.09/word	\$0.16 / word	\$0.16 / word	\$0.16 / word
99SWC-NV22-11693	\$0.09/word	\$0.14 / word	\$0.15 / word	\$0.20 / word
<b>Highest Estimated Cost</b>	<b>\$41,040</b>	<b>\$54,720</b>	<b>\$61,560</b>	<b>\$71,820</b>

These estimated costs are based on the highest of the three vendors for the respective languages. This is not inclusive of any expedited translation requests. Based on the above chart, to translate the 10 plan documents into the top three languages<sup>1</sup>: Spanish, Tagalog, Chinese, would have a highest estimated cost projected to be \$167,580. This is not inclusive of other languages. Expedited translations requests were noted to have significantly higher cost per word.

Due to cost, this has not been preemptively translated. In the event translation is required, then this cost could become an annual expense and is included in subsequent PEBP budgets.

The Office of New Americans, directed to implement language access for state agencies, states that PEBP language access is subject to the safe harbor guidelines from the US Department of Housing and Urban Development regarding written translations. This is summarized in the follow graphic:

<sup>1</sup> <https://guinncenter.org/the-census-2020-in-nevada-snapshot-7/>

Size of Language Group	Recommended Provision of Writing Language Assistance
If there are 1,000 or more LEP Nevadans are eligible for that service, program, or activity	Translate <b>vital document</b> to that language
More than 5% of the eligible population <i>and</i> more than 50 in number	Translate vital document to that language
More than 5% of the eligible population <i>and</i> less than 50 in number	Translate written notice of right to receive free oral interpretation of documents
5% or less of the eligible population and less than 1,000 in number	No translation required *

Due to the lack of language access requests, it is determined that limited-English proficient people constitute 5% or less of the eligible population and less than 1,000 in number. Therefore, no proactive translation is required at this time. In the event this changes, PEBP may be subject to translation of vital documents.

### PEBP vendors

Vendors are generally compliant with language access requirements in NRS 232.0081 fulfilling requirements under federal law: Health Insurance Portability and Accountability Act, Section 1331, and the Patient Protection and Affordable Care Act. This includes the following, member facing vendors:

- Pharmacy Benefit Manager
- Third Party Administrator
- Utilization management and case management
- HSA/HRA administrator
- Enrollment and Eligibility System vendor

### Community Outreach and Engagement

PEBP is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, PEBP has taken steps to publicize the availability of its language services in the community. Additionally, PEBP has provided notification of its services at all relevant points of contacts, inclusive of Agency Representatives. Additionally, PEBP 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

PEBP does not have community outreach as its primary customers are public employees and retirees.

#### Providing Notice of Language Assistance Services

PEBP provides the following notifications within its office and online.

- Non-Discrimination Notice.  
This notice can be found here: <https://pebp.state.nv.us/plans/mandatory-notices/> and in the PEBP office lobby.

#### Cultural Competency Resources:

PEBP has provided the following resources to its staff to improve their ability to work with diverse groups:

##### **State Learning Courses through SuccessFactors**

- NNAMHS Dignity and Respect Training  
Description: This training will cover the following: The Consumer Movement as it pertains to respect and dignity Language and labeling Person first language Conversation etiquette Stigma and actions Creating a culture of recovery
- Respect in the Workplace  
Description: We all spend many hours together as coworkers and colleagues. A workplace characterized by trust and respectful treatment at every level provides an environment for job satisfaction, employee engagement and productivity. That culture promotes the efforts needed to drive high performance at both individual and organizational levels. This training is designed to identify the value of a respectful workplace from both a personal perspective, as well as informing you about the legal and emotional ramifications of harassment, bullying, bias, discrimination, and incivility.

## V. Implementing PEBP's Language Access Services

PEBP is committed to providing our LEP clients full access to our services and programs in accordance with NRS 232.0081. To accomplish this goal, PEBP requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, PEBP 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 PEBP's mission.

### Language Access Procedures

#### Identifying Client Language Needs and Preferred Language

The following procedures should be followed to 1. interact appropriately with LEP clients, 2. inform clients of the availability of language services, 3. determine clients' preferred languages, and 4. record and track LEP client language preferences so that the data will follow them throughout their interactions with PEBP staff.

1. Initial interactions with LEP clients are to be taken seriously and the Compliance unit should be notified.
2. The available language services can be presented by providing a printout of the Non-Discrimination Notice that states language access for LEP individuals is available.
3. To determine the clients' preferred language, the Non-Discrimination Notice shall be marked to indicate the clients preferred language.
4. The preferred language is noted in the member's account.

#### Accessing Appropriate Oral/Sign Language Services

Staff should seek appropriate oral/sign language services in this order:

1. The preferred method of serving LEP clients is by using staff, capable of conversing in another language, to provide services directly to in the client's preferred language without the need for an interpreter. Handwritten paper shall be provided for members seeking sign language services for appropriate assistance.
2. Available, trained, competent bilingual staff may be used for in-person or telephone interpreting to support other staff.
3. Recognizing unforeseen circumstances, PEBP authorizes staff to utilize translation applications, such as Google Translate, to triage the initial interaction and proceed to the next step.
4. Due to the nature of PEBP's services, it is recommended to route staff to seek assistance from professional in-person or telephone interpreters when staff cannot meet language needs. PEBP recognizes that certain circumstances may require specialized interpretation and translation services even when staff with

bilingual abilities are available.

5. Staff must be authorized to provide language services to communicate effectively even when such assistance is not requested by the customer.

#### Accessing Appropriate Written Language Services

According to PEBP's stated policy on the determination of "vital" documents, the following procedures should be followed to access qualified written language services. This applies both to written information intended for broad distribution as well as written communications between PEBP and individual clients.

1. Identify the LEP client's preferred language by utilizing the Non-Discrimination Notice as a template for assistance.
2. Inform the member that the documents will be provided in their preferred written language.
3. Recognizing unforeseen circumstances, PEBP authorizes staff to utilize online translation applications, such as Google Translate, to triage the initial interaction and proceed to the next step.
4. Due to the nature of PEBP's services, it is recommended to route staff to seek assistance from professional interpreters. PEBP recognizes that certain circumstances may require specialized interpretation and translation services. This should be escalated to PEBP Quality Control where an urgent request from the designated language translation service will provide document translation.
5. Once completed, a phone call will be made to the PEBP member informing them the document is ready to be delivered either by USPS or digitally sent by e-mail.

#### Language Services Quality Assurance:

PEBP is committed to ensuring that language service providers it uses are qualified and competent to provide those services. The following procedures are in place to (1) establish provider qualifications and (2) track provider performance.

1. Provider qualifications are documented on the Department of Administration's Purchasing Division Statewide Contracts for Translation and Interpretation.
2. Provider performance tracking is general held by Department of Administration's Purchasing Division Statewide Contracts for Translation and Interpretation. Any dissatisfaction will be relayed to the Purchasing Division.

#### Staff Training Policies and Procedures

PEBP believes that the appropriate provision of language services is vital to the fulfillment of its mission. Towards that end, PEBP ensures that its staff are familiar with its language access

policies and the above procedures for providing said services. Relevant training includes the following:

**State Learning Courses through SuccessFactors**

- **NNAMHS Dignity and Respect Training**  
Description: This training will cover the following: The Consumer Movement as it pertains to respect and dignity Language and labeling Person first language Conversation etiquette Stigma and actions Creating a culture of recovery
- **Respect in the Workplace**  
Description: We all spend many hours together as coworkers and colleagues. A workplace characterized by trust and respectful treatment at every level provides an environment for job satisfaction, employee engagement and productivity. That culture promotes the efforts needed to drive high performance at both individual and organizational levels. This training is designed to identify the value of a respectful workplace from both a personal perspective, as well as informing you about the legal and emotional ramifications of harassment, bullying, bias, discrimination, and incivility.

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

PEBP is committed to monitoring the performance of the above policies, procedures, and resources to ensure that its LAP is responsive to the needs of both PEBP and the people it serves. At a minimum, PEBP will review, evaluate, and update (if needed) its LAP biennially.

### Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance

The Quality Control Officer and staff, including a Management Analyst 1 and Management Analyst 3, are tasked with maintenance and following this LAP.

Ultimately, the LAP requires Board approval, therefore, the PEBP Board also holds responsibility for LAP maintenance.

Criteria and Methods for LAP Evaluation

PEBP will track its LAP's performance using the criteria indicated below. The methods for gathering/tracking the relevant data for these criteria are likewise described.

- Requests for language access are generally recorded in the member's notes; however, this is not easily retrievable. To that end, PEBP Compliance Unit will track language access requests.
- Annual vendor compliance reviews to measure response times for language services including translation and sign language services.

### Evaluation Outcomes and Proposed Changes

Performance Monitoring Data

PEBP's analysis of the above performance measure data has found the following:

- PEBP currently does not have performance measures on the aforementioned data.

Proposed LAP Revisions

Based on PEBP's LAP performance assessment, the following changes to the LAP are proposed:

- PEBP recommends securing funding to track language preferences in PEBP systems.
- PEBP should self-track Language Access needs from LEP.
- PEBP should allow bilingual employees a method to receive certification to translate in other languages.

### Proposed Budgetary Implications

1. For PEBP to proactively translate documents in another language, for example, to translate PEBP documents the top three common languages in NV, aside from English: Spanish, Tagalog, Chinese, this would incur estimated cost that is projected to be **\$167,580 per year**. This is not inclusive of other languages or expedited costs.
2. In the event PEBP is required to track LEP, PEPB's enrollment and eligibility system can be upgraded to request member's preferred language for data tracking purposes. This is handled by a vendor and would be subject to contract amendments. According to the vendor, this would incur a one-time cost of **\$15,000**.
3. PEPB's enrollment and eligibility system can be upgraded to request member's identification if they are Indigenous, Refugee, or Neither/Undeclared. According to the vendor, this would incur a one-time cost of **\$20,000**.
4. PEBP can make a request to enhance the enrollment and eligibility system to display the online member portal in other languages. PEBP's current vendor estimates to translation to a Spanish would incur a one-time cost of **\$300,000**.
  - a. In the event other language translation is required, such as Chinese, Tagalog, etc., this would incur a cost of **\$1,000,000**.
5. In the event PEBP employees receive certification to translate in other languages, they would be eligible for a special adjustment to pay per NAC 284.206, which is a five percent (5%) pay bump per certified employee. The approximate recurring payroll cost is estimated to be **\$20,000 per year**.

Total estimated cost to implement the LAP as proposed: **\$522,580**  
**\$187,580 per year + \$335,000 one-time costs (only for Spanish).**

### Suggested Legislative Amendments

Based on PEBP's experience with language access to date, the following revisions to NRS 232.0081 or other legislation are recommended:

- None