

Nevada Division of Social Services
Language Access Plan

2026



Division of Social Services
Nevada Department of Human Services

Welcome

The Nevada Division of Social Services (DSS) is honored to be a part of a long tradition of strengthening individuals, families, and communities across Nevada. As we are constantly endeavoring to improve access, barriers to communication are being addressed. This Language Access Plan is a comprehensive account of our ongoing efforts and demonstrates the iterative nature of identifying access needs, planning and implementing improvements, and assessing efficacy.

Language access is critical to every area of our service delivery. Leaders and policymakers at all levels know the importance of developing strong communities and ensuring that support for Nevadans is accessible in the language in which they feel most comfortable communicating. We aim to meet those language needs in all modalities of communication including on the phone, in person, on the web, in forms and documents, and holding our partners accountable for the same level of service.

I am proud of the strides we have made in meeting the challenges we face, and we will continue to explore new ways to improve our services and performance. As the intent of the DSS Language Access Plan is to provide valuable information to enable people to assess our progress and what remains to be accomplished is providing the best possible access to public assistance, my staff and I welcome comments and suggestions so future editions may be improved.

Sincerely,

Robert Thompson, Administrator DSS

Nevada Division of Social Services

Table of Contents	
Welcome	2
Purpose and Authority	5
Mission	5
Programs and General Policy	6
Programs	6
Supplemental Nutrition Assistance Program (SNAP)	6
<i>SNAP –Employment and Training (SNAPET)</i>	7
The SNAPET program is a voluntary program that offers job search training, supervised job search, employment retention services, education, case management and support services to SNAP recipients. SNAPET offers support services to help SNAP recipients overcome barriers to employment.	7
Temporary Assistance for Needy Families (TANF)	7
TANF- NEON	7
Social Services	7
Workforce Development	7
Child Care and Development Program (CCDP)	7
Child Care Quality	7
CCDP must dedicate 12% of the Child Care and Development Fund to support quality improvement activities that benefit children in a child care setting. These activities aim to elevate safety standards, promote healthy development, and create enriching environments.	7
Child Support Enforcement Program (CSEP)	7
Energy Assistance.....	8
Medicaid	8
FAMILY MEDICAL GROUPS.....	8
SPECIALIZED MEDICAL GROUPS.....	8
<i>Medical Assistance for the Aged, Blind and Disabled (MAABD)</i>	8
Medicare Savings Program	8
1. Qualified Medicare Beneficiaries (QMBs)	8
2. Special Low Income Medicare Beneficiaries (SLMBs).....	8
3. Qualifying Individuals 1 (QIs-1)	8
4. Qualified Disabled Working Individuals (QDWIs)	8
Plan Oversight	8
Nevada Division of Social Services Language Access Coordinator:.....	9
Profile of Nevada Division of Social Services LEP CustomerCustomers.....	9
Nevada Division of Social Services Language Access Services and Procedures and Implementation –	17
Sign Language Interpreting	17
Community Outreach and Engagement	17
Evaluation of and Recommendations for Nevada Division of Social Services’ Language Access Plan	18

Nevada Division of Social Services

Processes for Monitoring and Evaluation	18
Key Recommendations	18
Budgetary Implications	18

Purpose and Authority

Nevada's Senate Bill 318 (SB318) of 2021 Legislative session establishing 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 states, "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.

Nevada Division of Social Services is committed to compliance with NRS 232.0081 as applicable 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 review existing capabilities, identify gaps and establish an effective plan for future services to individuals who have limited English proficiency. Following this plan and protocol is essential to the success of the DSS mission.

This Language Access Plan was developed with the assistance of the Governor's Office of New Americans, Aging and the Department of Human Services.

Mission

The mission of the Division of Social Services is to engage customers, staff, and the community to provide benefits to all who qualify and reasonable support for children with absentee parents to help Nevadans achieve safe, stable, and healthy lives.

Programs and General Policy

Nevada Division of Social Services (DSS) recognizes that the population eligible to receive its services includes limited English proficient (LEP) individuals. It is the policy of Nevada Division of Social Services to ensure meaningful access to LEP individuals.

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. DSS takes all reasonable steps to provide LEP individuals with access to its services and programs by increasing its capacity to deliver services and benefits to people in their preferred languages.

DS upholds the following policies via the Administrative Manual (AM) Chapter 500- Nondiscrimination:

- DSS 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.
- Staff at the initial points of contact have a 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 to receive agency services.

Programs

DSS administers many of the state's safety net programs: Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Child Care Development Program, Child Care Licensing, Child Support Enforcement Program and the Energy Assistance Program.

DSS also determines eligibility for Nevada Medicaid, enrolling all income eligible Nevadans in Medicaid. The Nevada Health Authority administers all other Nevada Medicaid programs.

This plan applies to all Nevada Division of Social Services' programs and services.

Supplemental Nutrition Assistance Program (SNAP)

The Supplemental Nutrition Assistance Program (SNAP) is a federal assistance program designed to help low-income individuals and families afford nutritious food. SNAP provides eligible participants with monthly benefits that can be used to purchase groceries such as fruits, vegetables, meat, dairy products, and other essential food items. The program aims to reduce food insecurity, improve nutrition, and support the health and well-being of households facing financial challenges. By helping families meet their basic nutritional needs, SNAP plays an important role in promoting economic stability and overall community health.

SNAP –Employment and Training (SNAPET)

The SNAPET program is a voluntary program that offers job search training, supervised job search, employment retention services, education, case management and support services to SNAP recipients. SNAPET offers support services to help SNAP recipients overcome barriers to employment.

Temporary Assistance for Needy Families (TANF)

TANF is designed to provide Temporary Assistance for Needy Families to care for dependent children in their own homes or in the homes of relative caregivers. TANF provides Financial and Support Services such as Child Care, Transportation and other support services. TANF has a 60-month time limit.

TANF- NEON

The purpose of the NEON Program is to provide work eligible recipients with a monthly cash benefit while assisting employment, education development, vocational training, and support services by promoting education, job preparation, and work. customers

Social Services

The DSS' social worker unit assists families who experience a multitude of barriers/issues, which prevent them from being both emotionally and economically self-sufficient. Some issues addressed by social workers are domestic violence, substance misuse, mental health, health, and/or caring for children with severe medical or emotional needs.

Workforce Development

The Workforce Development Unit under DSS focuses on helping individuals prepare for, find, and keep employment. It connects job seekers with training, education, and career services that build skills aligned with the needs of local employers. The goal is to lift families out of poverty permanently through skills enhancement and career development while promoting economic stability for families across the state. This unit also works closely with employers, community organizations, Nevada's workforce investment boards, and training providers to strengthen Nevada's workforce. By supporting programs such as job placement, career counseling, and workforce training initiatives, DSS' Workforce Development Unit helps reduce unemployment, supports vulnerable populations, and contributes to the overall economic health of Nevada communities.

Child Care and Development Program (CCDP)

The Child Care & Development Program promotes and provides access to safe, high-quality child care and makes early child hood education more affordable for parents who are engaged in allowable activities.

Child Care Quality

CCDP must dedicate 12% of the Child Care and Development Fund to support quality improvement activities that benefit children in a child care setting. These activities aim to elevate safety standards, promote healthy development, and create enriching environments.

Child Care Licensing Program (CCL)

The primary purpose of CCL is to protect children by enforcing minimum health and safety standards. Licensing ensures providers maintain safe environments for children in their care.

Child Support Enforcement Program (CSEP)

Child Support Enforcement is a family-first program intended to ensure families self-sufficiency by making child support a more reliable source of income.

The program goals are to ensure children have the financial and medical support of both their parents; to foster responsible behavior towards children; to emphasize the child's needs to have both parents involved in their lives.

Energy Assistance

The Energy Assistance Program (EAP) assists low-income Nevadans with the cost of home energy. Funding is provided from the Low-Income Home Energy Assistance Program (LIHEAP) block grant through the US Department of Human Services, and from Universal Energy Charge (UEC) monies distributed through the Nevada Fund for Energy Assistance and Conservation.

Medicaid

FAMILY MEDICAL GROUPS - enrolls income eligible individuals, families, and children in Medicaid and Nevada Check-Up.

SPECIALIZED MEDICAL GROUPS - covers individuals in specialized groups, such as Aged out of Foster Care, Rite of Passage, and Breast and Cervical. Allows for exemptions from income and resource determinations.

Medical Assistance for the Aged, Blind and Disabled (MAABD)

Medical Assistance for the Aged, Blind, and Disabled (MAABD) for low-income individuals eligible for Supplemental Security Income from Social Security, residents of Nursing and other long-term care facilities, institutionalized individuals, disabled children, and Home and Community-Based waivers.

Medicare Savings Program

for individuals eligible for Medicare that may qualify for partial Medicaid coverage of premiums, co-insurance, and deductibles. Customer Eligible groups include:

1. Qualified Medicare Beneficiaries (QMBs) Medicaid pays the Medicare premiums, co-insurance, and deductibles for these individuals. Eligibility begins the month following the month the eligibility decision is made.
2. Special Low Income Medicare Beneficiaries (SLMBs) Medicaid pays their Medicare Part B medical insurance premiums. Eligibility begins with the application month with three months of prior medical coverage available.
3. Qualifying Individuals 1 (QIs-1) Medicaid pays their Medicare Part B medical insurance premiums. Funding is 100% federal up to the state allocation. Eligibility begins in the application month; applicants can request eligibility to be determined for the three months prior to the application month.
4. Qualified Disabled Working Individuals (QDWIs) have their Medicare Part A hospital insurance premiums paid by Medicaid. Eligibility begins in the application month; applicants can request eligibility to be determined for the three months prior to the application month.

Plan Oversight

The DSS Language Access Coordinator is responsible for the development and maintenance of the Language Access Plan (LAP) to include:

Facilitation of Division workgroups (consisting of DSS program leadership) to obtain necessary data and information to comply with NRS 232.0081 and all elements required in the LAP:

- Act as the Liaison and be responsible for coordination with other agencies regarding the LAP;
- Drafting the LAP incorporating feedback from Division workgroups;
- Solicit public feedback
- Maintain ongoing plan monitoring and revisions to the plan.

The DSS Managers/Chiefs of all program areas are responsible for implementation of the LAP to include:

- Active participation in the LAP workgroups and LAP decision making; to include forward-facing staff who work directly with the public.
- Implementation and oversight of the LAP for their respective programs and staff/contractors; and

Nevada Division of Social Services

- Communication and Training on the LAP at initial roll out, training for all new staff/contractors as part of onboarding, and annual training for all staff/contractors.

Nevada Division of Social Services Language Access Coordinator:

Kristle Muessle, Public Information Officer

Backup: Bertha Bobadilla, Diversity, Equity and Inclusion Liaison

Profile of Nevada Division of Social Services LEP Customers

The demographic data about customers that is collected by DSS depends on the program and services the customer is eligible for or enrolled in. Some of the data is collected and retained in a way that can be queried, and some is gathered in a way that is meant for the use of caseworkers, not for reporting purposes. Many demographic data points are not required to be shared by customers as a factor of determining eligibility. While DSS makes every effort to validate the data, DSS relies heavily on customer attestation for personal demographic details and respects the customer's right to not answer. All data that is gathered or shared for purposes other than what it was intended should be scrutinized with skepticism.

People who are indirectly served by DSS are typically looking for or sharing information about DSS programs.

Many customer transactions with DSS are within the customer service realm. The majority of DSS customer engagement is processing applications, answering questions, or providing referrals to additional resources.

There is a small subset of customer transactions with more involved engagement, usually around social worker interventions, or job training. These transactions are by nature case-by-case and usually somewhat customized to the circumstance.

While SB318 specifically requires agencies to report the following information, much of the data is not kept in a way that can be queried readily, and some is not currently gathered by DSS:

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

DSS will make every attempt to gather the information including working with Governor's Office of New Americans and engaging with the Office of Analytics.

Nevada Division of Social Services is committed to provide meaningful, timely access to our services and programs without regard to any language impediments by tracking the languages preferred for communication among our limited English proficient (LEP) customers.

The chart below shows data from (May 1, 2025, through May 31, 2026) on the languages that most requested translation services.

Nevada Division of Social Services

The most translated language is as follows:

Language	Number of Minutes Translated	Percentage of Total
Spanish	20379	83.7%
Haitian Creole	886	3.6%
Arabic	436	1.8%
Mandarin	372	1.5%
Dari	293	1.2%
Farsi (Persian)	216	0.9%
Swahili	194	0.8%
Vietnamese	184	0.8%
Amharic	135	0.6%
Russian	135	0.6%

Population of Refugees and Native American Recipients

Refugees:

Status	SNAP	Medical	TANF	All Programs
Yes	241	1,323	140	1,704

Native American Recipients:

Tribe	FS	AF & MA	TANF	All Programs
ABSENTEE-SHAWNEE TRIBE OF INDIANS OF OKLAHOMA	2	2	0	4
AGDAAGUX TRIBE OF KING COVE	2	1	0	3
AKIACHAK NATIVE COMMUNITY	1	3	0	4
ALABAMA-QUASSARTE TRIBAL TOWN, OKLAHOMA	1	1	0	2
ALTURAS INDIAN RANCHERIA, CALIFORNIA	2	2	0	4
APACHE TRIBE OF OKLAHOMA	59	93	2	154
ARAPAHOE TRIBE OF THE WIND RIVER RESERVATION, WY	17	33	3	53
AROOSTOOK BAND OF MICMAC INDIANS OF MAINE	27	39	0	66
ASA'CARSARMIUT TRIBE	3	4	0	7
ASSINIBOINE & SIOUX OF THE FORT PECK RES, MT	28	44	0	72
ATQASUK VILLAGE (ATKASOOK)	2	2	0	4
BEAR RIVER BAND OF THE ROHNERVILLE RANCHERIA, CA	3	4	0	7
BERRY CREEK RANCHERIA OF MAIDU INDIANS OF CA	4	9	3	16
BIG PINE BAND OF OWENS VALLEY PAIUTE SHOSHONE, CA	5	9	0	14
BIG SANDY RANCHERIA OF MONO INDIANS OF CALIFORNIA	1	1	0	2
BLACKFEET INDIAN RESERVATION OF MONTANA	99	209	13	321
BRIDGEPORT PAIUTE INDIAN COLONY OF CALIFORNIA	3	6	0	9
CADDO NATION OF OKLAHOMA	2	6	0	8
CAHTO INDIAN TRIBE OF LAYTONVILLE RANCHERIA, CA	1	1	0	2

Nevada Division of Social Services

CAHUILLA BAND OF MISSION INDIANS, CALIFORNIA	1	5	0	6
CALIFORNIA VALLEY MIWOK TRIBE, CALIFORNIA	5	13	0	18
CATAWBA INDIAN NATION (AKA CATAWBA TRIBE OF SC)	1	2	0	3
CEDARVILLE RANCHERIA, CALIFORNIA	1	2	0	3
CENTRAL COUNCIL OF THE TLINGIT & HAIDA INDIAN TRIB	19	32	0	51
CHEMEHUEVI INDIAN TRIBE, CALIFORNIA	3	10	0	13
CHEROKEE NATION, OKLAHOMA	460	904	15	1379
CHEYENNE AND ARAPAHO TRIBES, OKLAHOMA	9	22	0	31
CHEYENNE RIVER SIOUX TRIBE, SOUTH DAKOTA	12	30	0	42
CHICKASAW NATION, OKLAHOMA	46	81	0	127
CHILKAT INDIAN VILLAGE (KLUKWAN)	3	3	0	6
CHILKOOT INDIAN ASSOCIATION (HAINES)	1	2	0	3
CHINIK ESKIMO COMMUNITY (GOLOVIN)	2	4	0	6
CHIPPEWA INDIANS OF THE BAD RIVER RESERVATION, WI	28	44	0	72
CHIPPEWA-CREE INDIANS OF THE ROCKY BOY'S, MT	13	30	0	43
CHITIMACHA TRIBE OF LOUISIANA	1	1	0	2
CHOCTAW NATION OF OKLAHOMA	166	304	10	480
CITIZEN POTAWATOMI NATION, OKLAHOMA	5	13	0	18
COCOPAH TRIBE OF ARIZONA	3	3	0	6
COLORADO RIVER INDIAN RESERVATION, AZ & CA	8	14	0	22
COLUSA INDIAN COMM. OF THE COLUSA RANCHERIA, CA	1	1	0	2
COMANCHE NATION, OKLAHOMA	13	32	0	45
CONFEDERATED TRIBES AND BANDS OF YAKAMA NATION, WA	3	5	0	8
CONFEDERATED TRIBES OF GOSHUTE RES, NV & UT	26	43	2	71
CONFEDERATED TRIBES OF GRAND RONDE COMMUNITY, OR	4	8	0	12
CONFEDERATED TRIBES OF SILETZ INDIANS OF OREGON	3	8	0	11
CONFEDERATED TRIBES OF THE CHEHALIS RES, WA	1	2	0	3
CONFEDERATED TRIBES OF THE COLVILLE RES, WA	7	10	0	17
CONFEDERATED TRIBES OF THE UMATILLA RES, OR	2	5	0	7
CONFEDERATED TRIBES OF WARM SPRINGS RES, OR	4	8	1	13
CORTINA INDIAN RANCHERIA OF WINTUN INDIANS, CA	2	2	0	4
COW CREEK BAND OF UMPQUA INDIANS OF OREGON	1	2	0	3
COWLITZ INDIAN TRIBE, WASHINGTON	1	2	0	3
CRAIG COMMUNITY ASSOCIATION	1	1	0	2
CROW CREEK SIOUX TRIBE OF CROW CREEK RES, SD	12	14	2	28
CROW TRIBE OF MONTANA	8	38	1	47
DEATH VALLEY TIMBI-SHA SHOSHONE BAND OF CALIFORNIA	16	24	0	40
DELAWARE NATION, OKLAHOMA	6	7	0	13
DELAWARE TRIBE OF INDIANS, OKLAHOMA	2	5	0	7
DRY CREEK RANCHERIA OF POMO INDIANS OF CALIFORNIA	1	1	0	2
DUCKWATER SHOSHONE TRIBE OF DUCKWATER RESERV., NV	20	83	1	104
EASTERN BAND OF CHEROKEE INDIANS OF NORTH CAROLINA	7	9	0	16
ELEM INDIAN COLONY OF POMO INDIANS, CA	2	2	0	4

Nevada Division of Social Services

ELY SHOSHONE TRIBE OF NEVADA	74	142	6	222
FLANDREAU SANTEE SIOUX TRIBE OF SOUTH DAKOTA	1	2	0	3
FORT BELKNAP INDIAN COMMUNITY, MONTANA	1	4	0	5
FORT BIDWELL INDIAN COMMUNITY, CALIFORNIA	5	16	0	21
FORT MCDERMITT PAIUTE AND SHOSHONE TRIBES, NV & OR	126	250	9	385
FORT MOJAVE INDIAN TRIBE OF AR, CA & NV	6	13	1	20
GILA RIVER INDIAN COMMUNITY, AZ	21	32	0	53
GREENVILLE RANCHERIA OF MAIDU INDIANS OF CA	1	3	0	4
HABEMATOLEL POMO OF UPPER LAKE, CALIFORNIA	1	1	0	2
HAVASUPAI TRIBE OF THE HAVASUPAI RESERVATION, AZ	4	5	0	9
HO-CHUNK NATION OF WISCONSIN	1	3	0	4
HOLY CROSS VILLAGE	1	1	0	2
HOOPA VALLEY TRIBE, CALIFORNIA	3	6	0	9
HOPI TRIBE OF ARIZONA	31	51	0	82
HOPLAND BAND OF POMO INDIANS, CA	5	5	0	10
HUALAPAI INDIAN TRIBE, ARIZONA	5	6	0	11
HYDABURG COOPERATIVE ASSOCIATION	1	1	0	2
IIPAY NATION OF SANTA YSABEL, CALIFORNIA	1	1	0	2
INUPIAT COMMUNITY OF THE ARCTIC SLOPE	11	19	0	30
IONE BAND OF MIWOK INDIANS OF CALIFORNIA	5	9	0	14
IOWA TRIBE OF KANSAS AND NEBRASKA	5	13	0	18
JACKSON RANCHERIA OF ME-WUK INDIANS OF CALIFORNIA	1	1	0	2
JENA BAND OF CHOCTAW INDIANS, LOUISIANA	1	1	0	2
JICARILLA APACHE NATION, NEW MEXICO	5	8	2	15
KARUK TRIBE (FORMERLY THE KARUK TRIBE OF CA)	26	47	0	73
KAW NATION, OKLAHOMA	2	5	0	7
KENAITZE INDIAN TRIBE	4	8	0	12
KETCHIKAN INDIAN CORPORATION	1	1	0	2
KIALEGEE TRIBAL TOWN, OKLAHOMA	1	1	0	2
KICKAPOO TRADITIONAL TRIBE OF TEXAS	5	4	0	9
KICKAPOO TRIBE OF INDIANS OF KICKAPOO RES, KS	2	4	0	6
KICKAPOO TRIBE OF OKLAHOMA	1	1	0	2
KIOWA INDIAN TRIBE OF OKLAHOMA	7	19	0	26
KLAMATH TRIBES, OREGON	23	27	0	50
KOOTENAI TRIBE OF IDAHO	2	2	0	4
LAC COURTE OREILLES BAND OF LAKE SUPERIOR,WI	1	2	0	3
LAS VEGAS TRIBE OF PAIUTE INDIANS, NV	11	20	0	31
LITTLE RIVER BAND OF OTTAWA INDIANS, MICHIGAN	1	4	0	5
LITTLE TRAVERSE BAY BANDS OF ODAWA INDIANS, MI	1	1	0	2
LOVELOCK PAIUTE TRIBE OF THE LOVELOCK COLONY, NV	45	94	0	139
LOWER BRULE SIOUX TRIBE OF THE LOWER BRULE RES, SD	2	3	0	5
LUMMI TRIBE OF THE LUMMI RESERVATION, WASHINGTON	3	11	0	14
MANCHESTER BAND OF POMO INDIANS, CA	5	6	0	11

Nevada Division of Social Services

MANOKOTAK VILLAGE	1	1	0	2
MECHOOPDA INDIAN TRIBE OF CHICO RANCHERIA, CA	4	13	0	17
MENOMINEE INDIAN TRIBE OF WISCONSIN	2	14	0	16
MESA GRANDE BAND OF DIEGUENO MISSION INDIANS, CA	2	3	0	5
MESCALERO APACHE TRIBE OF THE MESCALERO RES, NM	13	19	0	32
MINNESOTA CHIPPEWA TRIBE, MINNESOTA	14	24	0	38
MISSISSIPPI BAND OF CHOCTAW INDIANS, MISSISSIPPI	2	10	0	12
MOAPA BAND OF PAIUTE INDIAN OF THE MOAPA RIVER, NV	28	109	0	137
MODOC TRIBE OF OKLAHOMA	3	5	0	8
MOHEGAN INDIAN TRIBE OF CONNECTICUT	1	2	0	3
MOORETOWN RANCHERIA OF MAIDU INDIANS OF CALIFORNIA	1	7	0	8
MUSCOGEE (CREEK) NATION, OKLAHOMA	40	66	3	109
NAKNEK NATIVE VILLAGE	2	2	0	4
NATIVE VILLAGE OF BARROW INUPIAT TRADITIONAL GOV	15	16	0	31
NATIVE VILLAGE OF KARLUK	1	1	0	2
NATIVE VILLAGE OF KOTZEBUE	1	1	0	2
NATIVE VILLAGE OF KWINHAGAK (AKA QUINHAGAK)	5	5	0	10
NATIVE VILLAGE OF NAPAKIAK	1	3	0	4
NATIVE VILLAGE OF UNALAKLEET	1	3	0	4
NATIVE VILLAGE OF WHITE MOUNTAIN	1	1	0	2
NAVAJO NATION, ARIZONA, NEW MEXICO & UTAH	374	716	5	1095
NENANA NATIVE ASSOCIATION	2	3	1	6
NEZ PERCE TRIBE, ID (PREV. NEZ PERCE TRIBE OF ID)	3	10	0	13
NOME ESKIMO COMMUNITY	1	4	0	5
NONDALTON VILLAGE	3	3	0	6
NORTHERN CHEYENNE TRIBE, MT	8	17	0	25
NORTHFORK RANCHERIA OF MONO INDIANS OF CALIFORNIA	4	5	0	9
No Tribe Recorded	361615	751014	10554	1123183
OGLALA SIOUX TRIBE OF THE PINE RIDGE RES, SD	69	93	0	162
OHKAY OWINGEH, NM (FORMERLY PUEBLO OF SAN JUAN)	2	5	0	7
OMAHA TRIBE OF NEBRASKA	1	2	0	3
ONEIDA NATION OF NEW YORK	6	11	0	17
ONEIDA TRIBE OF INDIANS OF WISCONSIN	12	25	0	37
OSAGE NATION, OKLAHOMA (FORMERLY THE OSAGE TRIBE)	10	22	0	32
OTOE-MISSOURIA TRIBE OF INDIANS, OKLAHOMA	4	7	0	11
OTTAWA TRIBE OF OKLAHOMA	6	9	0	15
PAIUTE INDIAN TRIBE OF UTAH	11	39	2	52
PAIUTE-SHOSHONE INDIAN OF THE BISHOP COMMUNITY, CA	30	56	1	87
PAIUTE-SHOSHONE INDIANS OF THE LONE PINE COMM., CA	1	4	0	5
PAIUTE-SHOSHONE TRIBE OF FALLON RES AND COLONY, NV	234	444	5	683
PALA BAND OF LUISENO MISSION INDIANS, CA	2	4	0	6
PASCUA YAQUI TRIBE OF ARIZONA	14	29	0	43
PASSAMAQUODDY TRIBE OF MAINE	1	2	0	3

Nevada Division of Social Services

PAWNEE NATION OF OKLAHOMA	4	11	0	15
PICAYUNE RANCHERIA OF CHUKCHANSI INDIANS OF CA	1	2	0	3
PINOLEVILLE POMO NATION, CALIFORNIA	2	2	0	4
PIT RIVER TRIBE, CALIFORNIA	14	16	0	30
POKAGON BAND OF POTAWATOMI INDIANS, MI & IN	2	5	0	7
POMO INDIANS OF THE BIG VALLEY RANCHERIA, CA	7	16	0	23
PONCA TRIBE OF INDIANS OF OKLAHOMA	1	3	0	4
PONCA TRIBE OF NEBRASKA	1	2	0	3
PRAIRIE BAND OF POTAWATOMI NATION, KANSAS	3	8	0	11
PRIBILOF ISLANDS ALEUT COM OF ST PAUL & ST GEORGE	2	3	0	5
PUEBLO OF ACOMA, NEW MEXICO	11	14	0	25
PUEBLO OF ISLETA, NEW MEXICO	6	8	0	14
PUEBLO OF JEMEZ, NEW MEXICO	3	6	0	9
PUEBLO OF LAGUNA, NEW MEXICO	10	12	0	22
PUEBLO OF PICURIS, NEW MEXICO	1	1	0	2
PUEBLO OF SANDIA, NEW MEXICO	1	1	0	2
PUEBLO OF SANTA CLARA, NEW MEXICO	3	3	3	9
PUEBLO OF TAOS, NEW MEXICO	7	9	0	16
PUYALLUP TRIBE OF THE PUYALLUP RESERVATION, WA	5	11	0	16
PYRAMID LAKE PAIUTE TRIBE OF THE PYRAMID LAKE, NV	411	796	27	1234
QAGAN TAYAGUNGIN TRIBE OF SAND POINT VILLAGE	2	2	0	4
QUAPAW TRIBE OF INDIANS, OKLAHOMA	9	11	0	20
QUECHAN TRIBE OF THE FORT YUMA INDIAN RES, CA & AZ	16	28	0	44
QUINULT TRIBE OF THE QUINULT RESERVATION, WA	1	2	0	3
RED CLIFF BAND OF LAKE SUPERIOR CHIPPEWA IND, WI	5	5	0	10
RED LAKE BAND OF CHIPPEWA INDIANS, MINNESOTA	4	8	0	12
RENO-SPARKS INDIAN COLONY, NEVADA	237	459	14	710
ROSEBUD SIOUX TRIBE OF THE ROSEBUD INDIAN RES, SD	34	66	1	101
ROUND VALLEY INDIAN TRIBES OF THE ROUND VALLEY, CA	9	13	0	22
SAC & FOX TRIBE OF THE MISSISSIPPI IN IOWA	2	3	0	5
SAGINAW CHIPPEWA INDIAN TRIBE OF MICHIGAN	1	6	2	9
SAINT GEORGE ISLAND (PRIBILOF ISLANDS ALEUT COM)	1	1	0	2
SAINT PAUL ISLAND (PRIBILOF ISLANDS ALEUT COM)	1	2	0	3
SAINT REGIS MOHAWK TRIBE, NEW YORK	3	6	2	11
SALT RIVER PIMA-MARICOPA INDIAN COMMUNITY, AZ	16	29	0	45
SAMISH INDIAN TRIBE, WASHINGTON	1	6	0	7
SAN CARLOS APACHE TRIBE OF THE SAN CARLOS RES, AZ	13	13	0	26
SAN JUAN SOUTHERN PAIUTE TRIBE OF ARIZONA	2	5	0	7
SAN PASQUAL BAND OF DIEGUENO MISSION INDIANS OF CA	3	4	0	7
SANTA ROSA INDIAN COMMUNITY, CA	1	2	0	3
SANTA YNEZ BAND OF CHUMASH MISSION INDIANS, CA	5	9	0	14
SANTEE SIOUX NATION, NEBRASKA	2	6	0	8
SAUK-SUIATTLE INDIAN TRIBE OF WASHINGTON	1	1	0	2

Nevada Division of Social Services

SAULT STE. MARIE TRIBE OF CHIPPEWA INDIANS OF MI	11	21	0	32
SEMINOLE NATION OF OKLAHOMA	13	21	0	34
SEMINOLE TRIBE OF FLORIDA	6	11	1	18
SENECA NATION OF NEW YORK	5	8	0	13
SENECA-CAYUGA TRIBE OF OKLAHOMA	1	3	0	4
SHAWNEE TRIBE, OKLAHOMA	5	10	0	15
SHOSHONE TRIBE OF THE WIND RIVER RESERVATION, WY	14	24	0	38
SHOSHONE-BANNOCK TRIBES OF THE FORT HALL RES OF ID	24	35	0	59
SHOSHONE-PAIUTE TRIBES OF THE DUCK VALLEY RES, NV	248	539	6	793
SISSETON-WAHPETON OYATE OF THE LAKE TRAVERSE, SD	8	17	0	25
SITKA TRIBE OF ALASKA	4	9	0	13
SKULL VALLEY BAND OF GOSHUTE INDIANS OF UTAH	1	1	0	2
SMITH RIVER RANCHERIA, CALIFORNIA	3	3	0	6
SOBOBA BAND OF LUISENO INDIANS, CALIFORNIA	2	0	0	2
SPIRIT LAKE TRIBE, NORTH DAKOTA	4	5	0	9
SPOKANE TRIBE OF THE SPOKANE RESERVATION, WA	1	2	0	3
STANDING ROCK SIOUX TRIBE OF NORTH & SOUTH DAKOTA	26	41	0	67
STILLAGUAMISH TRIBE OF WASHINGTON	1	2	1	4
SUMMIT LAKE PAIUTE TRIBE OF NEVADA	16	34	0	50
SUQUAMISH INDIAN TRIBE OF THE PORT MADISON RES, WA	1	8	0	9
SUSANVILLE INDIAN RANCHERIA, CALIFORNIA	17	23	5	45
TE-MOAK TRIBE OF WESTERN SHOSHONE INDIANS OF NV	213	502	3	718
THREE AFFILIATED TRIBES OF THE FORT BERTHOLD, ND	8	16	0	24
TOHONO O'ODHAM NATION OF ARIZONA	38	67	1	106
TULALIP TRIBES OF THE TULALIP RESERVATION, WA	1	4	0	5
TULE RIVER INDIAN TRIBE OF THE TULE RIVER RES, CA	1	3	0	4
TUNICA-BILOXI INDIAN TRIBE OF LOUISIANA	2	4	0	6
TUOLUMNE BAND OF ME-WUK INDIANS, CA	2	3	0	5
TURTLE MOUNTAIN BAND OF CHIPPEWA INDIANS OF ND	23	32	0	55
TUSCARORA NATION OF NEW YORK	1	3	0	4
UNITED KEETOOWAH BAND OF CHEROKEE INDIANS IN OK	1	3	0	4
UNVERIFIED TRIBE	1290	2772	25	4087
UTE INDIAN TRIBE OF THE UINTAH & OURAY RES, UT	7	19	0	26
UTE MOUNTAIN TRIBE OF THE UTE MOUNTAIN, CO, NM &UT	12	16	0	28
VERIFIED TRIBE	66	117	1	184
VILLAGE OF ALAKANUK	1	1	0	2
VILLAGE OF ANIAK	1	0	0	1
WALKER RIVER PAIUTE TRIBE OF WALKER RIVER RES, NV	218	469	8	695
WAMPANOAG TRIBE OF GAY HEAD (AQUINNAH) OF MA	1	5	0	6
WASHOE TRIBE OF NEVADA & CALIFORNIA	222	410	4	636
WHITE MOUNTAIN APACHE TRIBE OF THE FORT APACHE, AZ	4	14	0	18
WINNEBAGO TRIBE OF NEBRASKA	4	8	0	12
WINNEMUCCA INDIAN COLONY OF NEVADA	4	7	0	11

Nevada Division of Social Services

WIYOT TRIBE, CALIFORNIA (FORMERLY TABLE BLUFF RES)	1	5	0	6
WYANDOTTE NATION, OKLAHOMA	1	4	0	5
YAKUTAT TLINGIT TRIBE	3	11	0	14
YANKTON SIOUX TRIBE OF SOUTH DAKOTA	8	12	2	22
YAVAPAI-APACHE NATION OF THE CAMP VERDE INDIAN, AZ	1	7	0	8
YERINGTON PAIUTE TRIBE, NV	113	229	0	342
YOMBA SHOSHONE TRIBE OF THE YOMBA RES, NV	15	35	0	50
YSLETA DEL SUR PUEBLO OF TEXAS	5	9	0	14
YUPIIT OF ANDREAFSKI	3	7	0	10
YUOK TRIBE OF THE YUOK RESERVATION, CALIFORNIA	12	27	2	41
ZUNI TRIBE OF THE ZUNI RESERVATION, NEW MEXICO	6	11	0	17

Preferred languages for Nevada SNAP/TANF/Medicaid recipients

Language	FS	AF & MA	TANF	All Programs
SPANISH	19,040	44,416	280	63,736
OTHER	1,202	2,499	34	3,735
CHINESE	443	898	1	1,342
TAGALOG	273	448	0	721
VIETNAMESE	228	459	0	687
RUSSIAN	101	218	0	319
FRENCH	36	103	1	140
PORTUGUESE	22	51	0	73
LAOTIAN	22	51	0	73
CAMBODIAN	23	42	0	65
JAPANESE	11	22	0	33
POLISH	5	6	0	11
ITALIAN	3	5	0	8
Total Non-English	21,409	49,218	316	70,943
English	223,621	459,417	5,420	688,458
Grand Total (recorded)	245,030	508,635	5,736	759,401

Of those, the number of households that require interpreter services:

Status	FS	AF & MA	TANF	All Programs
Yes	13,362	30,309	194	43,865
No	182,028	374,056	3,840	559,924
Blank/Unknown	171,605	358,882	6,716	537,203

Nevada Division of Social Services Language Access Services and Procedures and Implementation –

Identifying Customer Language Needs and Preferred Language:

- Greet all customers appropriately, immediately ask customers preferred language.
- Inform customers of the availability of language services at first contact.
- Record and track LEP customers language preferences in applicable computer system if available.

For direct services where staff are working with LEP customers visiting DSS offices in person for SNAP/TANF/ Medicaid eligibility related business, staff use the “I Speak Card” (Attachment 2a) to identify which language the customer is most comfortable using. Attachment 2b outlines the process for using DSS in-house Spanish interpretation as well as using third-party telephonic translation services.

Sign Language Interpreting

DSS has implemented a pilot project for video remote interpreting services ended on March 31, 2026. Currently, DSS is using internal staff who are ASL certified interpreters while exploring vendor options.

Written Language Services

Nevada Division of Social Services will send customer written information about their SNAP, TANF or Medicaid case in either English or Spanish based on customer preference.

For Spanish translation of written forms, flyers, and other items, DSS has a full-time staff translator.

Community Outreach and Engagement

Nevada Division of Social Services is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, Nevada Division of Social Services has taken steps to publicize the availability of its language services in the community. All DSS information boards are available in English and Spanish. Additionally, Nevada Division of Social Services continues to provide notification of its services at all relevant points of contact through various forms of community outreach.

DSS is expanding its language access services to improve support for LEP individuals by translating vital documents and forms into the six most common languages spoken by DSS customers. Those languages were identified as:

- Haitian Creole
- Arabic
- Russian
- Mandarin
- Farsi
- Dari

The anticipated completion date is September 30, 2026.

Evaluation of and Recommendations for Nevada Division of Social Services' Language Access Plan

Processes for Monitoring and Evaluation

Key Recommendations

DSS senior leadership will assign staff to take the following actions over the next two years to comply with NRS 232.0081 and report the results to the Language Access Coordinator by August 1, 2026, to be included in the 2026 Language Access Plan update.

1. Identify staff responsible for monitoring compliance related to AM 500
2. Post a list of language access services in manner that is visible to serve people who speak all frequently used languages during office closures, including emergency closures-
3. Develop procedures for designating certain information as vital for LEP accessibility.
4. Each program will participate in regular meetings to implement and improve language access in their respective program areas.
5. Request that the Deputy Attorney General determine the threshold for language translation to comply with Safe Harbor.
6. Each program will ensure vital documents identified are translated into the appropriate languages to comply with Safe Harbor
7. Develop and include accommodation language at the top of meeting notices for LEP individuals.
8. Identify staff to review and report partner and vendor language services offered including the display of "I-Speak" cards or similar, develop recommendations and/or corrective actions regarding those services
9. Develop procedures for customers to request written translation and a way to notify customers and staff that written translation is available.
10. Develop a survey of Nevada DSS employees for fluency in more than one language and develop a comparison with the number of employees who regularly have contact with the public in aggregate and disaggregated by language
11. Review the literacy level of the "Attention" translation card and ensure it is 7th grade or lower in all languages.
12. Monitor Division of Human Resource Management (DHRM) progress toward offering necessary credentials for staff currently identified as bilingual to act as staff translators.
13. Identify and implement an ongoing training schedule that is available online for language and cultural competency similar to training offered by Information Technology for information security purposes.
14. Engage Nevada Governor's Office of New Americans to advise and collaborate on all initiative of language access for DSS.

Budgetary Implications

DSS will need to explore funding options for future updates to vital forms and documents that are being translated into the six (6) most common languages spoken by its customers. DSS is exploring options for a new ASL vendor.

Suggested Legislative Amendments

To improve access to public assistance DSS recommends the following:

Nevada Division of Social Services

- requiring bilingual staff who interpret sensitive matters to be certified or meet competency standards
- expanding language access in public meetings by providing interpretation at meetings and hearings. Modernizing accessibility through machine or AI-assisted interpretation while maintaining safeguards. All vital documents and legal notices be reviewed by a person prior to releasing.