



State of Nevada Private Investigators Licensing Board

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Language Access Plan

I. Purpose and Authority

Nevada's Senate Bill 318 (SB318) and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As SB 318 puts it, "Persons with Limited English Proficiency (LEP) require and deserve meaningful, timely access to government services in their preferred language." Moreover, 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 Private Investigators Licensing Board (PILB) is committed to compliance with Nevada Senate Bill 318 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) in ensuring meaningful access to State services and programs for individuals with limited English proficiency.

The purpose of this document is to establish an effective Plan and protocol for employees of the Nevada Private Investigators Licensing Board 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 license private investigators, private patrolmen, process servers, repossessioners, dog handlers, security consultants, polygraphic examiners and interns. Chapter 648 of Nevada Revised Statutes mandates the Board to regulate the standards of conduct for these professions in order to protect the public safety and general welfare of the people of this state. This agency is responsible for conducting background investigations on applicants, administering compliance audits of licensees, preparing disciplinary matters for Board review and investigating various complaints of misconduct of a licensee or unlicensed activity. This agency is proactive in promoting effective regulation and enforcement; provides training and education to our licensees as well as the general public; and is focused on eliminating unlicensed activity.

II. General Policy

The Nevada Private Investigators Licensing Board recognizes that the population eligible to receive its services may include limited English proficiency individuals. It is the policy of the PILB to ensure meaningful access to LEP individuals. The PILB will adopt the following policies and procedures to ensure that LEP individuals can gain equal access to the licensing and registering services the PILB provides and regulates.

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 PILB intends to take all reasonable steps to provide LEP individuals with meaningful access to its licensing services. The PILB seeks to reduce barriers by increasing its capacity to deliver licensing services to people in their preferred languages. The PILB endorses the following policies:

- The PILB 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 PILB, 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.
- Staff may not suggest or require that an LEP individual provide an interpreter to receive Board services.

The Nevada Private Investigators Licensing Board Language Access Coordinator:

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III. Profile of Clients of the Board of Accountancy

Our preliminary assessment is that the PILB has a limited LEP constituency. Our primary "service" is licensing private investigators, private patrol officers, process servers, repossessioners, dog handlers, security consultants, and polygraphic examiners and interns is to protect the public safety and general welfare of the people of this State. All applicants must meet eligibility requirements established by Nevada Revised Statute 648.110 and 648.1493.

The PILB currently collects limited demographic information from individuals applying for a license: the demographic information does not include LEP status and whether they identify as indigenous or as a refugee.

The Private Investigators Licensing Board has determined the following documents as vital and necessary for a person to understand for the person to access the registration and licensing services provided by the agency.

- Registered Work Card Application
- Arrest Disclosure
- Conflict of Interest
- License Application
- Experience/Education Required
- Licensee Booklet

- Uniform/Vehicle Guidelines
- Corporate Officer Application
- Polygraph Examiner Application
- Certified Firearm Instructor Application
- Change of Status Application
- Exam Study Materials
- Contract of Employment
- Complaint Form
- Public Record Request

Going forward, the PILB may periodically conduct a demographic survey to include questions about applicants and licensees preferred language(s) to better assess language access needs and to determine whether an individual identifies as indigenous or as a refugee.

The PILB is committed to tracking the languages preferred for communication among the individuals with limited English proficiency whom the PILB serves, so that the PILB can better provide meaningful, timely access to the PILB's services without any regards to any language impediments.

The preferred language of the public and individuals receiving services from licensed individuals is US English. The most common methods for the public to access services are through the PILB's website and email communication.

IV. Language Access Services and Procedures

The Nevada Private Investigators Licensing Board does not have staff who can provide language assistance services.

The PILB does not have any known LEP applicants or licensees. Currently it is not known whether any applicants or licensees identify as indigenous or refugee. The PILB has never received a request for translation or American Sign Language Services for LEP applicants, licensees or the public.

Language access needs will be addressed in the following manner:

The PILB will utilize one of the active statewide contracts for translation and interpreter services offered by the state, which can be found here:

https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/

Providing Notice of Language Assistance Services

All staff will be made aware of appropriate language assistance services. Those seeking services may also request language assistance by contacting the PILB by email which is posted on the PILB's website.

V. Implementing The Language Access Services

In order to fulfill the goals of this Plan, the Language Access Coordinator will provide staff with the necessary training to ensure that staff are familiar with the Language Access Plan and its related policies. This training will include:

- How to respond to LEP individuals via phone, writing, or in person.
- How to seek assistance with internal or state sanctioned language access resources.
- How to document the mode of communication and preferred language of an LEP individual to better understand the needs of those accessing services and ensure that equitable access is available throughout the duration of their interactions with the Board.
- How to report these interactions to the Language Access Coordinator.

In addition to staff training, the Board will use the internal and state sanctioned resources to provide information in languages other than english.

VI. Evaluation of and Recommendations for the Language Access Plan

The Nevada Private Investigators Licensing Board is committed to providing limited English proficient individuals full access to its services and is committed to monitoring the policies and procedures stated above to ensure that limited English proficiency Nevadans are receiving equitable access to PILB services. The PILB will solicit public comment on this initial Plan at its meeting on June 30th, 2025, and update the Plan if necessary.

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

The Nevada Private Investigators Licensing Board is exempt from the State Budget Act; all expenses are paid from fees received from licensed individuals.