

# Carson City Language Access Plan

*2026 Edition*



**8/1/2026**

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## Background and Purpose of the Language Access Plan

In accordance with legislation passed during the 83<sup>rd</sup> Session of the Nevada Legislature (AB 266, 2023) Carson City’s Language Access Plan (“LAP”) is designed to assess the needs of its residents for language services, determine whether the government of Carson City has met those needs, and identify what changes, if any, are necessary to continue to meet those needs. This review of the City’s language services aims to gauge its effectiveness in delivering such services to residents with Limited English Proficiency (“LEP”). The City will conduct this review on a biennial basis and submit its findings to the Governor’s Office for New Americans as prescribed in AB 266.

## General Policy Principles

- Ensure equitable and meaningful access to all Carson City programs, services and activities through effective communication.
- This policy and plan apply to all City programs, services, and activities.
- Carson City seeks to reduce barriers by increasing capacity to deliver programs and services to its residents in their preferred language.
- The City acknowledges there may be emergency or exigent situations that will require the use of alternative and informal language services or interpreters to address the immediate needs of the LEP community.
- The City will has developed, and will continue to maintain, a system to provide emergency notices made to the public available in Spanish, which is the most common primary language spoken by LEP residents in Carson City.

## I. Community Profile

For the purposes of developing and maintaining the City’s LAP, Carson City utilized demographic data on its constituents and their language preferences from the United States Census Bureau’s American Community Survey 2020-2024 5-Year Estimates (the most recent available). According to the survey:

- 20.5% of Carson City’s population aged five and over speak a language other than English at home.
- 17.8% of Carson City’s population speaks Spanish at home (9,925 people).
  - Of this group, 37.5% speak English “less than very well,” (3,708 people).<sup>1</sup>
  - This constitutes the LEP community in Carson City.

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<sup>1</sup> U.S. Census Bureau, American Community Survey 5-Year Estimates, 2020-2024, Table C16001: Language Spoken at Home by Ability to Speak English, Carson City, Nevada



## II. Policy Statement

Carson City is committed to ensuring that all residents, regardless of language proficiency, have equitable access to government services.

To support this commitment, the City adopts the following principles:

- Language services will be provided at no cost to LEP individuals.
- The City, not the resident, bears responsibility for providing language assistance.
- Departments will take reasonable steps to identify and respond to language needs.
- Where available, professional interpretation will be used by City employees to interact with LEP individuals, with informal interpretation permitted at a Department's discretion.
- Spanish is recognized as the most common non-English language among Carson City residents and will be prioritized for translation and outreach.

This plan applies to all City departments, programs, and public-facing services.

## III. LEP Population and Language Needs

Carson City serves a community with increasing linguistic diversity. Based on available demographic data and department observations:

- Spanish is the primary language spoken by LEP residents.
- LEP interactions occur most frequently at public counters, during service delivery, and through phone communications.
- Departments with the highest LEP interaction include the Sheriff's Office, Treasurer's Office, Public Works, Community Development, and Parks and Recreation.

The City will continue to refine its understanding of language needs through:

- Departmental reporting.
- Community engagement.
- Review of available state and federal data.

## IV. Language Access Services

Carson City currently provides language assistance through a combination of staff capacity and contracted services.

### *Oral Language Services*

- Bilingual staff provide Spanish-language assistance in several departments.



- Third-party interpretation services (e.g., Language Bank) are available when bilingual staff are not present.
- Services are used in-person, by phone, and in some cases via email.

#### *Written Translation*

- Departments translate materials into Spanish as needed using their own bilingual employees and/or translation services, particularly for outreach, forms, and informational materials.
- The City website includes Spanish-language functionality.
- The City has implemented an emergency notification system capable of multilingual communication based on user preference.
  - Printed flyers/leaflets promoting this technology (stylized as !CARSON) are provided to residents in both English and Spanish.

#### *Department-Level Implementation*

Language access services are currently administered at the department level, based on:

- Frequency of LEP interaction
- Type of services provided
- Available staff and resources

## **V. Procedures for Providing Language Assistance**

City staff will follow these general procedures when interacting with LEP individuals:

1. Identify the individual's preferred language.
2. Utilize bilingual staff where available.
3. If bilingual staff are not available, access third-party interpretation services.
4. Document or communicate recurring language needs within the department as appropriate.

Departments that regularly interact with LEP individuals are expected to maintain familiarity with available language service tools and resources.

## **VI. Vital Documents and Translation**

Carson City will prioritize translation of documents that are critical to accessing government services and/or receiving information on emergency response and disaster preparedness, to the extent that the City's resources allow.



These may include:

- Emergency communications
- Service applications and forms
- Outreach materials for programs with high LEP participation

Spanish will be the primary language for translation based on current community needs. Additional languages may be considered as data warrants.

Departments are responsible for identifying vital documents within their operations and coordinating translation as needed.

## VII. Training and Internal Resources

Training on language access is currently provided at the department level and varies based on operational needs and resource availability, though it consistently includes:

- How to access interpretation services
- Best practices for communicating with LEP individuals
- Awareness of available tools and resources

Departments with frequent LEP interactions prioritize training and resource familiarity.

## VIII. Community Outreach and Communication

Carson City conducts outreach to inform residents about available services, including efforts targeted toward LEP populations.

Current and planned efforts include:

- Spanish-language outreach through media and printed materials with community partners.
- Translation of select public information materials.
- Distribution of information through community organizations and events.

The City will expand outreach efforts as resources allow, with an emphasis on improving awareness of available language services.

## IX. Monitoring and Plan Implementation

Carson City will monitor language access efforts through:

- Ongoing department feedback
- Periodic review of service usage and needs



- Biennial updates to this LAP

The Board of Supervisors will review and approve updates to the LAP.

The City will continue to identify gaps in service and make incremental improvements based on available resources and community needs.

