

Language Access Plan

Nebraska Game and Parks Commission

This *Language Access Plan* is intended to address the Nebraska Game and Parks Commission's responsibilities as a recipient of federal financial assistance. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency* indicates that services are to be provided to all persons regardless of their ability to speak, read, write, or understand English. Each agency is directed to publish guidance for its constituency clarifying their obligation to ensure that discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including the Nebraska Game and Parks Commission.

Plan Summary

The Nebraska Game and Parks Commission (NGPC) has developed this *Language Access Plan* (LAP) to help identify reasonable, timely steps to provide language assistance to persons with limited English proficiency (LEP) who wish to access outdoor recreation activities and programming in Nebraska. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided by our agency, staff training that may be required and how to notify LEP persons that assistance is available.

In preparation for this plan, NGPC used a four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the state who may be served by the Nebraska Game and Parks Commission.
2. The frequency with which LEP persons come into contact with the Nebraska Game and Parks Commission and the services we offer.
3. The nature and importance of services offered by NGPC.
4. The interpretation services available in Nebraska and the overall cost to provide LEP assistance.

Meaningful Access

1. The number of proportions of LEP persons in the state who may be served by the Nebraska Game and Parks Commission.

NGPC examined the U.S. Census Bureau's 2018 American Community Survey 5-year Estimates for languages spoken in Nebraska and Ability to Speak English. The census data shows that 11.22% of Nebraska's population speaks a language other than English. Of those, approximately 5% reported speaking English less than "very well".

The ten languages spoken in Nebraska other than English, and their coordinating percentage of the population are as follows:

Spanish	131,151	7.4%
Vietnamese	6,961	.39%
Arabic	5,387	.30%
Chinese (incl. Mandarin, Cantonese)	4,887	.28%
German	4,337	.24%
French (incl. Cajun)	3,879	.22%
Amharic, Somali, other Afro-American languages	3,505	.20%
Nepali, Marathi, or other Indic Languages	3,181	.18%
Swahili other languages of Central, Eastern, Southern Africa	2,527	.14%
Hindi	1,973	.11%

Nebraska Game and Parks will evaluate the frequency with which staff have contact with LEP persons. This documentation will include phone inquiries, customer service office/park visits, and Law Enforcement contact. This plan will be updated to reflect these results.

2. Nebraska Game and Parks provides services and programs to all residents and non-residents seeking outdoor recreation opportunities in Nebraska. These services may include habitat and species conservation, hunting, fishing, licensing, permitting, camping, boating, and law enforcement.
3. The Nebraska Game and Parks Commission offers service spanning the state of Nebraska. Game and Parks strives to make our programming available to all individuals, including LEP individuals. Our website and all its services offer translation into the five most common languages spoken in Nebraska. We offer our Fishing and Big Game guides in Spanish. The State of Nebraska offers service for persons who are hearing impaired through the 7-1-1 Relay Service.

Language Services

NGPC staff will take reasonable steps to provide opportunity for meaningful access to LEP individuals who have difficulty communicating in English.

- NGPC will continue to provide our web site offerings which can be translated into Spanish, Arabic, Chinese (simplified), Chinese (traditional) and Vietnamese. We will continue to provide our fish, hunt, small game and parks guides in Spanish.
- Language interpretation services for hearing impaired is offered through the Nebraska 7-1-1 relay service.
- Sign language interpreters are available upon request and provided at no cost

- A list of bilingual staff is available to all customer service agents across the state
- Google Translate tool is widely utilized by our Law Enforcement division and is available to all staff when serving LEP individuals.

Training for Commission Staff

Training provided to front line customer service agents on using Nebraska 7-1-1 Relay service.

Identifying and LEP person who needs assistance:

Step 1. Determine if the individual is limited English proficient (LEP) •

- LEP person self-identifies as LEP; and/or
- LEP person requests an interpreter; and/ or
- During the interaction, Commission staff believes that the individual does not speak and understand English well enough to effectively participate in the conversation/interview or fully understand questions and answer them without difficulty.

Step 2. Determine the language spoken by the LEP person.

- LEP person self identifies language preference.
- LEP person's companion or an available document indicates language preference; and/or
- LEP person identifies language preference through language identification tool.

Step 3. Determine most efficient method to assist LEP person.

- Utilize internal bilingual staff to assist; and/or
- Utilize services through Florida 7-1-1 Relay; and/or
- Utilize Google Translate services

Notifying LEP persons that language assistance is available:

This LEP plan and notice of interpretation and translation services are posted on NGPC web site for public use. The logo for the Nebraska 7-1-1 Relay service is posted on our web site indicating we provide that service. Notice is provided on all program registrations that interpretation and translation services are available upon request at no cost to the participant.