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Nevada State Board of Massage Therapy

Language Access Plan

Agency Designated Employee

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Agency Language Access Plan

Agency Background

The Nevada State Board of Massage Therapy (NSBMT) was created by Assembly Bill 250 of the 2005 Legislative Session. The legislative declaration in NRS 640C.010 provides:

The Legislature finds and declares that:

1. The practice of massage therapy, reflexology and structural integration by persons who do not possess sufficient knowledge of anatomy and physiology or an understanding of the relationship between the structure and function of the tissues being treated and the total function of the body may endanger the health, welfare and safety of the residents of this State.
2. To protect the residents of this State, it is necessary to license and regulate the practice of massage therapy, reflexology and structural integration.

The NSBMT is funded by fees collected from licensees, not from the State of Nevada General Fund.

NSBMT is committed to equity and equality and will take all reasonable steps to provide individuals with limited English proficiency (LEP) meaningful access to all its services, programs, and activities.

- NSBMT Staff, at the initial points of contact, have the obligation to identify when someone has LEP.
- Interpretation services may be offered by Board staff that have identified themselves as being fluent in a particular language that meets the needs of the person with LEP and in need of services.
- NSBMT Staff may not suggest or require that an individual with LEP provide an interpreter to receive Board services.

Agency Customers

Consumers of the NSBMT include applicants, licensees, establishment certificate holders, and the customers of those licensees and establishments. While many of our consumers are residents of Nevada, we do encounter people from other states and from outside of the US.

There are currently over 5,700 individual licensees of NSBMT. There are approximately 800 establishments that have been issued certificates. For calendar year 2024 to date we have received 70 complaints. Those complaints are generated by consumer complaints, reports by law enforcement, reports from employers, and occasionally reports from licensees.

Types of services received

Our primary service is licensing and regulating massage therapy, reflexology, and structural integration providers and the establishments those services are conducted at.

Preferred language and literacy level

NSBMT does not track the data required to report our customer's preferred language or literacy level as it has not been considered relevant to meeting the minimum qualifications for safely practicing massage therapy on the public.

We can refer to data provided by the US Census Bureau from the 2022 American Community Survey that the residents of the State predominantly speak English at home (70.1%). 20.6% of the State's resident's speak Spanish. Asian and Pacific Island languages are spoken at home for 5.8% of the State's population. Other Indo-European languages make up 2.4% and other languages account for 1.1%.

(<https://data.census.gov/table/ACSST1Y2022.S1601?q=nevada%20languages%20spoken&t=Language%20Spoken%20at%20Home>)

Electronic accessibility

NSBMT's website has a dropdown menu to translate the site into languages other than English. The website has been developed to allow for ease of translation. We are in the process of updates to increase accessibility by moving away from static pdfs to translatable electronic pages.

Number and percentage of indigenous persons

We have not collected the number or percentage of indigenous people served by the NSBMT.

Number and percentage of refugee persons

We do not have data to report on the number of refugee persons served by the NSBMT.

Agency Services

Procedures

We allow our consumers to bring someone with them to act as an interpreter. Many of the people we serve with LEP are accustomed to bringing someone with them to get assistance when navigating businesses and agencies that primarily serve English speaking customers.

Oral language services offered

NSBMT has an account with Universal Language services to allow staff to connect with an interpreter in over 200 languages.

Staffing comparison

NSBMT currently has seven people on staff. All have some level of contact with the consumers we serve. One employee of NSBMT is conversational in Spanish. All other employees are fluent in English only.

Dual-role positions

No position in the organization is designated as dual-role.

Outreach procedures and resources

N/A

Cultural competency resources

NSBMT has several cultural competency resources to utilize. We belong to the Federation of State Massage Therapy Boards, which offers several cultural competency courses through their Regulatory Education and Competency Hub (REACH), including a free assessment course. Additionally, Nevada Cultural Competency offers both online and in person training.

Agency Employee Training and Resources

Obtaining language services

To use the account with Universal Language requires a brief overview of how to connect with an interpreter while a person with LEP is on the line.

Limited English proficiency communication

While Google Translate and other technology-based interpretation options are not always completely accurate, staff have found that with patience and seeking understanding, those tools can be exceptionally helpful in communicating in person and via email.

Interpreters and translation services

Universal Language offers both interpretation and translation services.

Data recording

N/A

Agency communication

As a small agency additional communication may not be required.

Notifications

Using a feature of the website to specifically request a phone appointment to speak to a team member at the agency along with an interpreter with instructions in Mandarin and Spanish will be one of our best ways to communicate that these services are available and assist our customers with requesting these services.

Agency Findings

Funding requirement estimations

To fully come into compliance (see section on insufficient information available) with the requirements of NRS 232.0081, NSBMT will have to seriously consider changing our database provider, we are not currently able to estimate what impact that may have on our budget.

As a small office, with limited staff, our best option to provide interpreter and translation services will be through a vendor. While there is a service available for use at \$1.25/minute, there is no record of any prior billing to create a budget.

Board meetings for NSBMT are held virtually, with an in-person location. We plan to have an interpreter available on the virtual platform to provide the service during application reviews and hearings for those applicants or licensees who indicate they need an interpreter.

We need to assess our current budget for available funds and reallocate those to this program.

Multilingual employee targets

N/A

Additional requirements

Translator and interpreter oversight

We will rely on a vendor, procured under a state-wide contract, to maintain the levels set in the state-wide contract.

Translator and interpreter meet client language need

We will rely on a vendor, procured under a state-wide contract, to maintain the levels set in the state-wide contract.

Additional requirements, trainings, incentives and recruiting initiatives

NSBMT does not anticipate hiring additional staff anytime in the near future, so does not foresee any hiring incentives or recruiting initiatives to attract talent that is proficient in languages other than English.

Insufficient Information Available

NSBMT does not collect demographic data beyond gender. The database currently in use by NSBMT does not support generating reports on LEP, refugee status, or other demographic factors, even if those were collected.

We are considering whether a change in database providers to allow for tracking and reporting of the above demographic information is warranted. However, we will need to ensure that any data collected is used only in providing increased access for those with LEP.

If an alternate database provider cannot be justified, we may consider if a separate tracking of those demographic datapoints is a feasible use of staff time.

Additional Agency requirements

Agency Solicitation results

N/A

Agency Recommendations

Independent regulatory Boards that do not have staff capacity to perform language access roles could benefit from a state-assigned liaison that works for the Governor's Office of New Americans to provide those duties for the Boards on an as needed basis, similar to an assigned Deputy Attorney General (DAG).

Agency Funding Request

As we do not have a formulated budget amount for providing increased access to those with LEP, there is no agency funding requested of the Interim Finance Committee.