

IT DEPENDS

- Government Agencies, non-profit organizations and professionals can select the types of language services that make the most sense given the proportion of their clients who may be considered LEP, the likely frequency of contact with people who are LEP, the nature, importance and urgency of their program or services, the language resource available in their area and the related costs. Based on careful consideration of these four factors, managers should seek to strike a balance between providing effective and timely access to their programs or services and respecting the choices of LEP persons. Managers can choose to employ bilingual staff, have an interpreter on staff, hire an interpreter service, utilize reliable and qualified community volunteers, or utilize telephone or teleconference interpreting/translation services. However, a qualified interpreter may often be the best option for effective communication during complex, technical or complex interaction.