

Electronic LEP Interpreter Usage Report - Overview

Sheet 1 – LEP Report Form

| United States Trustee Program Limited English Proficiency (LEP) Interpreter Usage Report | | | | | | | | | Trustee: Melech Chapter: 7 Date: 5/18/2014 |
|--|-----------|---------------------|-----------------------------|-----------------|------------------|-----------------------|-------------|----------|--|
| Record # | Location | Trustee/Caller Name | Language | Interpreter No. | Interpreter Name | Call Length (h:mm:ss) | Debtor Name | Case No. | Complaint Code |
| 14051800611 | Las Vegas | Melech, Dotan | KOREAN | 166125 | Kwong | 0:05:00 | Park, T | 14-16911 | ... |
| 14051800615 | Las Vegas | Vanderhoof, Karen | SPANISH | 159856 | Jessica | 0:05:30 | Martinez, A | 14-17103 | ... |
| 14051800732 | Las Vegas | Melech, Dotan | RUSSIAN | 165991 | Shifra | 0:09:15 | Aristov, K | 14-17179 | 4 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ... |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Complaint Codes: 1 - Unable to find interpreter who speaks debtor's language 2 - Length of time required to connect to an available interpreter. 3 - Dissatisfied with interpreter/translator. 4 - Other (Explain below) | | | Notes: Call disconnected | | | | | | |

| | Description |
|----|---|
| 1 | Trustee, Chapter, Date: Manual entry of Trustee name, Chapter, and date of 341 hearing using interpretation services |
| 2 | Record #: Manual entry of vendor generated Record Number |
| 3 | Location: Use drop-down menu to select location of 341 Hearing by city. |
| 4 | Trustee/Caller Name: Use drop-down list to select name of Trustee or authorized staff member. |
| 5 | Language: Use drop-down menu to select from a list of all languages supported by service (Most popular listed first). |
| 6 | Interpreter No./Interpreter Name: Manual entry of Interpreter information. |
| 7 | Call Length: Manual entry of amount of time of service provided. |
| 8 | Debtor Name: Manual entry of Debtor Name |
| 9 | Case No.: Manual entry of Bankruptcy Case Number |
| 10 | Complaint Code: Use drop-down list to select appropriate code, if needed. Any explanations can be entered in Notes 11 |
| 11 | Notes: Manual entry of explanation of Complaint Codes. |

Electronic LEP Interpreter Usage Report - Overview

Sheet 2 – Drop Down Data

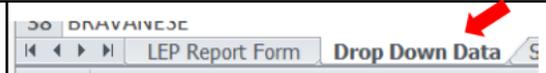
| LEP Drop Down Data Lists | | | | | |
|------------------------------|--|----------|--|-----------|------------------------|
| LANGLIST | | COMPLIST | | LOCATION | TRUSTEE/CALLER NAME |
| ... | | ... | | Las Vegas | ... |
| SPANISH | | 1 | | Reno | Atkins, Joseph |
| KOREAN | | 2 | | . | Krohn, Shelley |
| MANDARIN | | 3 | | . | Leonard, William |
| CANTONESE | | 4 | | . | Melech, Dotan |
| VIETNAMESE | | | | . | Nelson, Vicki |
| TAGALOG | | | | . | Rosenberg, David |
| ----- | | | | . | Schwartzter, Lenard |
| AFGHANI (DARI) | | | | . | Shapiro, Brian |
| AFRIKAANS | | | | . | Vanderhoof, Karen |
| AKAN 1 | | 2 | | . | Weinstei 4 :tte |
| AKATEKO | | | | . | . |
| ALBANIAN (GHEG & TOSK) | | | | . | . |
| ALGERIAN | | | | . | . |
| AMERICAN SIGN LANGUAGE (ASL) | | | | x | . |
| AMHARIC | | | | | . |
| AMOY | | | | | . |
| ARABIC (ALL DIALECTS) | | | | | . |
| ARMENIAN | | | | | . |
| ASANTE | | | | | . |
| ASSYRIAN | | | | | . |
| AZERBAIDJANI (AZERI) | | | | | . |
| AZERI | | | | | . |

| Description | |
|-------------|---|
| 1 | LANGLIST (Custom list): Listing of all 200+ languages available. Top six languages for your area can be entered on list (Highlighted Green). |
| 2 | COMPLIST (fixed list): List of available Complaint Codes. |
| 3 | LOCATION (Custom list): Location by city. Up to 15 cities can be entered on list (Highlighted Blue) without modification through Data Tools feature. |
| 4 | TRUSTEE/CALLER NAME: (Custom): Name of caller using service. Up to 30 names can be entered on list (Highlighted Blue) without modification through Data Tools feature. |

Electronic LEP Interpreter Usage Report – Setting Up Your Spreadsheet

Sheet 2 – Drop Down Data

Before using your Electronic LEP Interpreter Usage Report, you must take a few minutes to enter the data necessary to customize the report for your specific use. While the initial setup will require several minutes to enter the data necessary to customize your Report, the entry of future modifications and updates should be completed quickly and easily.

| 1 | <p>Open the file Open the Excel file, and click on the tab entitled “Drop Down Data.” You should see the sheet below.</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <table border="1" style="width: 45%; border-collapse: collapse;"> <thead> <tr> <th colspan="6">LEP Drop Down Data Lists</th> </tr> <tr> <th>LANGLIST</th> <th>COMPLIST</th> <th>LOCATION</th> <th>TRUSTEE/CALLER NAME</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>...</td> <td>...</td> <td>city1</td> <td>...</td> <td></td> <td></td> </tr> <tr> <td>top1</td> <td>1</td> <td>city2</td> <td>toname1</td> <td></td> <td></td> </tr> <tr> <td>top2</td> <td>2</td> <td>city3</td> <td>toname2</td> <td></td> <td></td> </tr> <tr> <td>top3</td> <td>3</td> <td></td> <td>toname3</td> <td></td> <td></td> </tr> <tr> <td>top4</td> <td>4</td> <td></td> <td>toname4</td> <td></td> <td></td> </tr> <tr> <td>top5</td> <td></td> <td></td> <td>toname5</td> <td></td> <td></td> </tr> <tr> <td>top6</td> <td></td> <td></td> <td>toname6</td> <td></td> <td></td> </tr> <tr> <td>AFGHANI (DARI)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div style="width: 45%; border: 1px solid red; background-color: red; color: white; padding: 5px; text-align: center;"> <p>User of Excel 2007 & earlier</p> <p><i>There is no Drop Down Data tab. To access your LEP Drop Down Data Lists, scroll to the right of your sheet until reaching Column AA.</i></p> </div> </div> | LEP Drop Down Data Lists | | | | | | LANGLIST | COMPLIST | LOCATION | TRUSTEE/CALLER NAME | | | ... | ... | city1 | ... | | | top1 | 1 | city2 | toname1 | | | top2 | 2 | city3 | toname2 | | | top3 | 3 | | toname3 | | | top4 | 4 | | toname4 | | | top5 | | | toname5 | | | top6 | | | toname6 | | | AFGHANI (DARI) | | | | | |  <p>User of Excel 2007 & earlier</p>  |
|--------------------------|--|--|---------------------|----------|---|-----|---|----------|----------|----------|---------------------|------|---|------|-----|-------|-----|------|----|-------|----|----------------|---------|----------|---|------|---|-------|---------|------|---|------|---|------|---------|------|---|------|-----|---------|------------|--------|----------|---------|-----------|--|---------|--|--|------|--|--|---------|--|--|----------------|--|--|--|--|--|--|
| LEP Drop Down Data Lists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LANGLIST | COMPLIST | LOCATION | TRUSTEE/CALLER NAME | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ... | ... | city1 | ... | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| top1 | 1 | city2 | toname1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| top2 | 2 | city3 | toname2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| top3 | 3 | | toname3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| top4 | 4 | | toname4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| top5 | | | toname5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| top6 | | | toname6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AFGHANI (DARI) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | <p>Enter the Top Six languages for your area. <i>The LEP Drop Down Data List contains 200+ languages available for selection. The Top Six List has been added for ease of use.</i></p> <p>A) In the LANGLIST column, your default list shows “top1 – top6,” highlighted in green. These cells have been reserved for the languages most frequently used.</p> <p>B) Enter the top six languages you request interpretation services for most often, by clicking in the appropriate cell, and entering the type of each language preferred.</p> <p>To obtain a list of the top five languages used in your area, by state or by city, go to the USTP’s website: http://www.justice.gov/ust/eo/public_affairs/data_files/lap/lap_statistics/index.htm</p> <div style="text-align: center;">  </div> <p>C) Once the top six languages have been entered, you are ready to move on to Location.</p> | <p>A</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>2</td><td>LANGLIST</td></tr> <tr><td>3</td><td>...</td></tr> <tr><td>4</td><td>top1</td></tr> <tr><td>5</td><td>top2</td></tr> <tr><td>6</td><td>top3</td></tr> <tr><td>7</td><td>top4</td></tr> <tr><td>8</td><td>top5</td></tr> <tr><td>9</td><td>top6</td></tr> <tr><td>10</td><td>-----</td></tr> <tr><td>11</td><td>AFGHANI (DARI)</td></tr> </table> <p>B</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>2</td><td>LANGLIST</td></tr> <tr><td>3</td><td>...</td></tr> <tr style="background-color: #d9ead3;"><td>4</td><td>SPAN</td></tr> <tr><td>5</td><td>top2</td></tr> <tr><td>6</td><td>top3</td></tr> <tr><td>7</td><td>top4</td></tr> <tr><td>8</td><td>top5</td></tr> <tr><td>9</td><td>top6</td></tr> </table> <p>C</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>...</td></tr> <tr style="background-color: #d9ead3;"><td>SPANISH</td></tr> <tr style="background-color: #d9ead3;"><td>VIETNAMESE</td></tr> <tr style="background-color: #d9ead3;"><td>KOREAN</td></tr> <tr style="background-color: #d9ead3;"><td>MANDARIN</td></tr> <tr style="background-color: #d9ead3;"><td>TAGALOG</td></tr> <tr style="background-color: #d9ead3;"><td>CANTONESE</td></tr> </table> | 2 | LANGLIST | 3 | ... | 4 | top1 | 5 | top2 | 6 | top3 | 7 | top4 | 8 | top5 | 9 | top6 | 10 | ----- | 11 | AFGHANI (DARI) | 2 | LANGLIST | 3 | ... | 4 | SPAN | 5 | top2 | 6 | top3 | 7 | top4 | 8 | top5 | 9 | top6 | ... | SPANISH | VIETNAMESE | KOREAN | MANDARIN | TAGALOG | CANTONESE | | | | | | | | | | | | | | | | | |
| 2 | LANGLIST | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | ... | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | top1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | top2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | top3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | top4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | top5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | top6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | ----- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | AFGHANI (DARI) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | LANGLIST | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | ... | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | SPAN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | top2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | top3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | top4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | top5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | top6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ... | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SPANISH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIETNAMESE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| KOREAN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MANDARIN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TAGALOG | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CANTONESE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Setting Up Your Spreadsheet *(continued)*

Enter Trustee/Caller Name

If Trustees and/or their assistants call in to request interpretation services, then add all names.

A) In the TRUSTEE/CALLER NAME column, your default list shows “tcname1 – tcname6,” highlighted in blue.

B) Enter all names by clicking in the appropriate cell, and entering each of the Trustee/Caller Names.

You can enter up to 30 names in this manner without modification of the sheet using the Data Tools feature.

If you have more than 30 names to enter, please contact your local USTP office for assistance.

C) Once all of the Trustee/Caller Names have been entered, you have completed the process of Setting Up Your Spreadsheet.

Your finished LEP Drop Down Data List should look similar to below.

4

| LEP Drop Down Data Lists | | | | |
|--------------------------|----------|------------|---------------------|--|
| LANGLIST | COMPLIST | LOCATION | TRUSTEE/CALLER NAME | |
| ... | ... | SAN JOSE | ... | |
| SPANISH | 1 | SANTA CRUZ | Barris, Au | |
| VIETNAMESE | 2 | SALINAS | Del Piero, Marc | |
| KOREAN | 3 | | Hjelmeset, Fred | |
| MANDARIN | 4 | | Poonja, Mohamed | |
| TAGALOG | | | Richardson, John | |
| CANTONESE | | | Wu, Carol | |
| ----- | | | . | |
| AFGHANI (DARI) | | | . | |

NOTE

A

| TRUSTEE/CALLER NAME |
|---------------------|
| ... |
| tcname1 |
| tcname2 |
| tcname3 |
| tcname4 |
| tcname5 |
| tcname6 |

B

| TRUSTEE/CALLER NAME |
|---------------------|
| ... |
| Barris, Au |
| tcname2 |
| tcname3 |
| tcname4 |
| tcname5 |
| tcname6 |



C

| TRUSTEE/CALLER NAME |
|---------------------|
| ... |
| Barris, Au |
| Del Piero, Marc |
| Hjelmeset, Fred |
| Poonja, Mohamed |
| Richardson, John |
| Wu, Carol |

Electronic LEP Interpreter Usage Report – Using Your Spreadsheet

Sheet 1 – LEP Report Form

Now that you have your Drop Down Data List completed. You are ready to use your customized report to capture your interpreter usage. But first, let's review some changes.

Modifications to Report

Overall, information currently entered by hand on the standard, paper version report will also be entered on the new electronic report. However, when you compare the two reports, you will notice a few modifications.

1. Counsel's Name is no longer needed.

Revised March 2010

**United States Trustee Program
Limited English Proficiency (LEP)
Interpreter Usage Report**

Trustee Name: JOHN TRUSTEE Chapter: 7 11 12 13 (Check One)

Meeting Location: MY CITY, CA Date: 5/18/14

Please complete the following information each time an interpreter is utilized at a section 341 meeting on the date noted above.

| Debtor's Name | Case # | Language Requested | Interpreter's Name* | Interpreter's ID # (or In-person Contact Information) | Call Length (hh:mm) | Complaint Code |
|---------------|----------|--------------------|---------------------|--|---------------------|----------------|
| PARK, T. | 14-16911 | KOREAN | KWONG | 279515 | 5 min. | |
| MARTINEZ, A. | 14-17103 | SPANISH | JESSICA | 701393 | 5 min. 30 sec | |
| ARISTOV, K. | 14-17179 | RUSSIAN | SHIFRA | 324752 | 9 min. 15 sec | |

2. Record #, Trustee/Caller Name, and Location have been

| United States Trustee Program Limited English Proficiency (LEP) Interpreter Usage Report | | | | | | | | Trustee: Melech Chapter: 7 Date: 5/18/2014 | |
|--|-----------|---------------------|----------|-----------------|------------------|-----------------------|-------------|--|----------------|
| Record # | Location | Trustee/Caller Name | Language | Interpreter No. | Interpreter Name | Call Length (h:mm:ss) | Debtor Name | Case No. | Complaint Code |
| 14051800611 | Las Vegas | Melech, Dotan | KOREAN | 166125 | Kwong | 0:05:00 | Park, T | 14-16911 | ... |
| 14051800615 | Las Vegas | Vanderhooft, Karen | SPANISH | 159856 | Jessica | 0:05:30 | Martinez, A | 14-17103 | ... |
| 14051800732 | Las Vegas | Melech, Dotan | RUSSIAN | 165991 | Shifra | 0:09:15 | Aristov, K | 14-17179 | 4 |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |

Using Your Spreadsheet *(continued)*

LEP Report Form – Data Entry Instructions

| United States Trustee Program Limited English Proficiency (LEP) Interpreter Usage Report | | | | | | | | Trustee: Melech Chapter: 7 Date: 5/18/2014 | |
|--|-----------|---------------------|---------------------------------------|-----------------|------------------|-----------------------|-------------|--|----------------|
| Record # | Location | Trustee/Caller Name | Language | Interpreter No. | Interpreter Name | Call Length (h:mm:ss) | Debtor Name | Case No. | Complaint Code |
| 14051800611 | Las Vegas | Melech, Dotan | KOREAN | 166125 | Kwong | 0:05:00 | Park, T | 14-16911 | ... |
| 14051800615 | Las Vegas | Vanderhoof, Karen | SPANISH | 159856 | Jessica | 0:05:30 | Martinez, A | 14-17103 | ... |
| 14051800732 | Las Vegas | Melech, Dotan | RUSSIAN | 165991 | Shifra | 0:09:15 | Aristov, K | 14-17179 | 4 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ... |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Complaint Codes: 1 - Unable to find interpreter who speaks debtor's language 2 - Length of time required to connect to an available interpreter. 3 - Dissatisfied with interpreter/translator. 4 - Other (Explain below) | | | Notes: Call disconnected 11 | | | | | | |

Instructions

The order in which you enter data is entirely up to you. However, every category for each line item must be completed, even if the information is the same. (Example above: Location of Las Vegas was entered three separate times.). In those instances, drop down menus have been included for easy entry of duplicative data. If using the same interpreter for multiple cases, the interpreter information should be included for each case.

Drop down list option will appear when clicking in cells containing this option. Simply click on the down arrow  to reveal the list choices. Also, in an effort to expedite data entry, some columns have been color coded by familiar grouping (i.e. Debtor Info- Light Blue, Interpreter Info – Green) or level of importance (Call Length – Red).

| | | | |
|---|----------|--|--|
| 1 | Trustee: | | Trustee: Manually enter the First and Last Name of the Case Trustee conducting the 341 Hearings. Chapter: Manually enter the case chapter of the 341 Hearings being held. Date: Manually enter the date of the 341 Hearing date of 341 hearing using interpretation services |
| | Chapter: | | |
| | Date: | | |

Using Your Spreadsheet *(continued)*

LEP Report Form – Data Entry Instructions

| | | |
|----------|----------------------------|---|
| <p>2</p> | <p>Record #</p> | <p>New Field - Record #: Manually enter vendor generated Record Number. The Record Number is an 11 digit number used to document services provided.</p> <p>During the intake process (when the interpreter services operator asks you (the caller) for your name and location) the operator will ask you an additional question – “Do you need the 5 digit Record Number?” You should answer “Yes,” and the operator will provide it.</p> <p>EXAMPLE The operator provides a 5 digit Record Number of : 00611</p> <p>Again, the record number is 11 digits – the first six are the date (i.e, in the example report above, May 18, 2014 would be 140518) followed by the 5 digit number received from the operator.</p> <p>Date: 140518 5 digit Record Number: 00611</p> <p style="text-align: center;"><u>Record Number as entered on Report</u></p> <div style="text-align: center;"> </div> <p><i>Note: Discussions with the interpreter service provider agree it would be too much for the operators to repeat 11 digits. So, to create a complete Record Number, all callers will need to know to add the first 6 digits (date), then the 5 digits given to them by the operator. Then, the 11 digit Record Number can then be entered their interpreter usage reports.</i></p> |
| <p>3</p> | <p>Location</p> | <p>New Field - Location: Use the drop-down list to select location of 341 Hearing by city. While the location for each entry should be the same, be sure each line entry has data entered for this category.</p> |
| <p>4</p> | <p>Trustee/Caller Name</p> | <p>New Field - Trustee/Caller Name: Use the drop-down list to select name of Trustee or authorized staff member calling in for interpretation service. While the Trustee/Caller name for each entry could be the same name, be sure each line entry has data entered for this category.</p> |

Using Your Spreadsheet *(continued)*

LEP Report Form – Data Entry Instructions

| | | |
|----|--|--|
| 5 | <input type="text" value="Language"/> | Language: Use drop-down list to select from a list of all languages supported by the interpretation service (Most popular languages (Top Six) should be listed first in drop down list). |
| 6 | <input type="text" value="Interpreter No."/> <input type="text" value="Interpreter Name"/> | Interpreter No./Interpreter Name: Manually enter Interpreter information. Interpreter Number is usually given by the operator before transferring call to the interpreter. Once transferred to interpreter, verify Interpreter Number, and obtain Interpreter's name. |
| 7 | <input type="text" value="Call Length (h:mm:ss)"/> | Call Length: Manually enter amount of time of service provided. Please be sure to enter the time in the format indicated (h:mm:ss). Using Debtor Aristov from the example report above, the call length was approximately 9 minutes and 15 seconds. To add to report, enter 0:09:15. <u>Please note:</u> The time of service provided starts the moment you are connected to an interpreter and ends when the call is finished, and you are disconnected from the interpreter. Any time used to swear in the interpreter, call cases, etc., should be included in determining total Call Length. |
| 8 | <input type="text" value="Debtor Name"/> | Debtor Name: Manually enter Debtor Name. A minimum of Last Name and First Initial are preferred. |
| 9 | <input type="text" value="Case No."/> | Debtor Case No.: Manually enter Bankruptcy Case Number |
| 10 | <input type="text" value="Complaint Code"/> | Complaint Code: Use drop-down list to select appropriate code, if needed. Any explanations can be entered in Notes 11 |
| 11 | <input type="text" value="Notes:"/> | Notes: Manually enter explanation of Complaint Codes. |

Electronic LEP Interpreter Usage Report – Submitting Your Spreadsheet

LEP Report Form

Some of you may be at ease completing the Electronic LEP Interpreter Usage Report during the actual hearing as services are being provided. Others may be more comfortable capturing needed information by hand, and once hearings are completed, transfer hand written information to an Electronic LEP Interpreter Usage Report at a more convenient time. If you choose the latter, a printable form has been provided on the last page of this material.

Remember, All LEP Interpreter Usage Reports must be submitted to the USTP in electronic format as soon as possible.

To submit, attach your completed report to an email with the SUBJECT: ELEP Usage Report, and send to your designated local USTP representative below. Once received, you will receive a reply email acknowledging your submission.

The screenshot shows an email composition interface with the following fields:

- To...:** USTPRegion17.LV.ECF@usdoj.gov
- Cc...:** (Empty)
- Subject:** ELEP Usage Report
- Attached:** 20140518-Melech-AM.xlsx (23 KB)

| USTP Office | Representative | Email Address | Phone |
|----------------|-------------------|--|--------------------|
| Reno | Kim Massey-Flores | USTPRegion17.RE.ECF@usdoj.gov | 775-784-5335 x101 |
| Oakland | Avis Haynes | USTPRegion17.OA.ECF@usdoj.gov | 510-637-3200 |
| Fresno | Bev Lee | USTPRegion17.FR.ECF@usdoj.gov | 559-487-5002 x 232 |
| Sacramento | Allison Manning | USTPRegion17.SC.ECF@usdoj.gov | 916-930-2027 |
| Las Vegas | Melinda Davis | USTPRegion17.LV.ECF@usdoj.gov | 702-388-6600 x 241 |
| San Francisco | Yung Nor Wong | USTPRegion17.SF.ECF@usdoj.gov | 415-705-3311 |
| San Jose | Dirk Hodges | USTPRegion17.SJ.ECF@usdoj.gov | 408-535-5525 x221 |
| Technical Help | Bryan Green | Nathan.B.Green@usdoj.gov | 702-388-6600 x221 |

Preferred File Naming Protocol

For ease of use when sending your Electronic LEP Interpreter Usage Report to the USTP , please name your file as indicated below:

| 341 Hearing Date | Trustee Name | Hearing Time | filename |
|------------------|--------------|----------------------|-------------------------|
| May 18, 2014 | Melech | AM | 140518-Melech-AM.xlsx |
| | | PM | 140518-Melech-PM.xlsx |
| | | AM and PM (full day) | 140818-Melech-AMPM.xlsx |

If you have any question or need further clarification, please contact your designated USTP representative listed above.

LEP Interpreter Usage Report – Printable

| United States Trustee Program Limited English Proficiency (LEP) Interpreter Usage Report | | | | | | | | Trustee: | | |
|--|------------------|----------|---------------------|---------------|-----------------|------------------|-----------------------|-------------|----------|----------------|
| | | | | | | | | Chapter: | | |
| Record # | | Location | Trustee/Caller Name | Language | Interpreter No. | Interpreter Name | Call Length (h:mm:ss) | Debtor Name | Case No. | Complaint Code |
| Date (YYMMDD) | 5 digit Record # | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Complaint Codes: 1 - Unable to find interpreter who speaks debtor's language 2 - Length of time required to connect to an available interpreter 3 - Dissatisfied with interpreter/translator. 4 - Other (Explain below) | | | | Notes: | | | | | | |

Once form is completed. Transfer information to Electronic LEP Interpreter Usage Report and email to USTP.