

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: 2/22/2016	
Call ID #	Location	Trustee/Caller Name	Language	Interpreter No.	Call Length (h:mm:ss)	Debtor Name	Case No.	Complaint Code
236130	Las Vegas	Melech, Dotan	KOREAN	166125	0:05:00	Park, T.	14-16911	...
308509	Las Vegas	Vanderhoof, Karen	SPANISH	159856	0:05:30	Martinez, A.	14-17103	...
278893	Las Vegas	Melech, Dotan	RUSSIAN	165991	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					

	Description
1	Trustee, Chapter, Date: Manual entry of Trustee name, Chapter, and date of 341 hearing using interpretation services
2	Call ID #: Manual entry of vendor generated Call ID 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.: Manual entry of Interpreter Number (<i>UST policy states Interpreters are no longer required to give their names, only their ID numbers</i>)
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

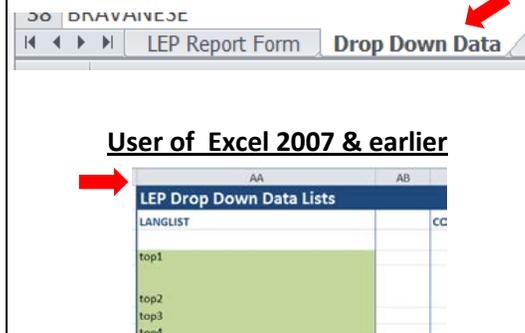
LEP Drop Down Data Lists					
LANGLIST		COMPLIST		LOCATION	TRUSTEE/CALLER NAME
...		...		Las Vegas	...
SPANISH		1		Reno	Atkins, Joseph
KOREAN		2		.	Krohn, Shelley
MANDARIN		3		.	Leonard, William
CANTONESE		4		.	Melech, Dotan
VIETNAMESE				.	Nelson, Vicki
TAGALOG				.	Rosenberg, David
-----				.	Schwartzter, Lenard
AFGHANI (DARI)				.	Shapiro, Brian
AFRIKAANS				.	Vanderhoof, Karen
AKAN 1		2		.	Weinstei 4 ette
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.

<p>1</p> <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;"> <table border="1" data-bbox="157 406 1029 625"> <caption>LEP Drop Down Data Lists</caption> <thead> <tr> <th>LANGLIST</th> <th>COMPLIST</th> <th>LOCATION</th> <th>TRUSTEE/CALLER NAME</th> </tr> </thead> <tbody> <tr><td>top1</td><td>1</td><td>city1</td><td>...</td></tr> <tr><td>top2</td><td>2</td><td>city2</td><td>...</td></tr> <tr><td>top3</td><td>3</td><td>city3</td><td>...</td></tr> <tr><td>top4</td><td>4</td><td>...</td><td>...</td></tr> <tr><td>top5</td><td>...</td><td>...</td><td>...</td></tr> <tr><td>top6</td><td>...</td><td>...</td><td>...</td></tr> <tr><td>AFGHANI (DARI)</td><td>...</td><td>...</td><td>...</td></tr> </tbody> </table> <div data-bbox="1050 365 1423 625" style="border: 1px solid red; background-color: red; color: white; padding: 5px;"> <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>	LANGLIST	COMPLIST	LOCATION	TRUSTEE/CALLER NAME	top1	1	city1	...	top2	2	city2	...	top3	3	city3	...	top4	4	top5	top6	AFGHANI (DARI)												
LANGLIST	COMPLIST	LOCATION	TRUSTEE/CALLER NAME																																									
top1	1	city1	...																																									
top2	2	city2	...																																									
top3	3	city3	...																																									
top4	4																																									
top5																																									
top6																																									
AFGHANI (DARI)																																									
<p>2</p> <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 data-bbox="546 1055 1081 1437" style="border: 1px solid black; padding: 5px;">  </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" data-bbox="1470 649 1953 933"> <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" data-bbox="1470 958 1953 1209"> <tr><td>2</td><td>LANGLIST</td></tr> <tr><td>3</td><td>...</td></tr> <tr style="background-color: #d3d3d3;"><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" data-bbox="1470 1234 1953 1510"> <tr><td>...</td></tr> <tr style="background-color: #d3d3d3;"><td>SPANISH</td></tr> <tr style="background-color: #d3d3d3;"><td>VIETNAMESE</td></tr> <tr style="background-color: #d3d3d3;"><td>KOREAN</td></tr> <tr style="background-color: #d3d3d3;"><td>MANDARIN</td></tr> <tr style="background-color: #d3d3d3;"><td>TAGALOG</td></tr> <tr style="background-color: #d3d3d3;"><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)																																											
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MANDARIN																																												
TAGALOG																																												
CANTONESE																																												

Setting Up Your Spreadsheet (continued)

3

Enter Location of 341 Hearing by City

If there are multiple hearing locations within the same city, enter location of city only.

- A) In the **LOCATION** column, your default list shows “city1 – city3,” highlighted in blue.
- B) Enter all of the cities where 341 hearings are held, by clicking in the appropriate cell, and entering the name of each city.

You can enter up to 15 cities in this manner without modification of the sheet using the Data Tools feature.

If you have more than 15 cities to enter, please contact your local USTP office for assistance.
- C) Once all of the cities have been entered, you are ready to move on to **TRUSTEE/CALLER NAME**.

A

LOCATION
city1
city2
city3
.
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.
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.
.
x

B

LOCATION
SAN JO
city2
city3
.



C

LOCATION
SAN JOSE
SANTA CRUZ
SALINAS
.

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							
1	LANGLIST		COMPLIST		LOCATION		TRUSTEE/CALLER NAME
2		SAN JOSE		...
3	SPANISH		1		SANTA CRUZ		Barris, Au
4	VIETNAMESE		2		SALINAS		Del Piero, Marc
5	KOREAN		3		.		Hjelmeset, Fred
6	MANDARIN		4		.		Poonja, Mohamed
7	TAGALOG				.		Richardson, John
8	CANTONESE				.		Wu, Carol
9	-----				.		.
10	AFGHANI (DARI)				.		.

DONE

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

2. Call ID #, Trustee/Caller Name, and Location have been added.

United States Trustee Program Limited English Proficiency (LEP) Interpreter Usage Report							Trustee: Melech Chapter: 7 Date: 2/22/2016	
Call ID #	Location	Trustee/Caller Name	Language	Interpreter No.	Call Length (h:mm:ss)	Debtor Name	Case No.	Complaint Code
236130	Las Vegas	Melech, Dotan	KOREAN	166125	0:05:00	Park, T.	14-16911	...
308509	Las Vegas	Vanderhoof, Karen	SPANISH	159856	0:05:30	Martinez, A.	14-17103	...
278893	Las Vegas	Melech, Dotan	RUSSIAN	165991	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: 2/22/2016	
Call ID #	Location	Trustee/Caller Name	Language	Interpreter No.	Call Length (h:mm:ss)	Debtor Name	Case No.	Complaint Code
236130	Las Vegas	Melech, Dotan	KOREAN	166125	0:05:00	Park, T.	14-16911	...
308509	Las Vegas	Vanderhoof, Karen	SPANISH	159856	0:05:30	Martinez, A.	14-17103	...
278893	Las Vegas	Melech, Dotan	RUSSIAN	165991	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

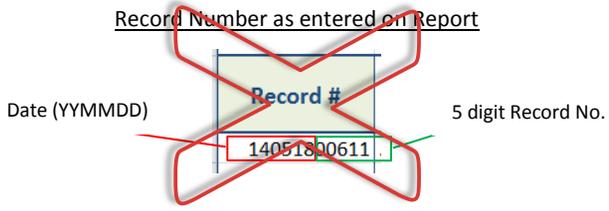
The order in which you enter data is entirely up to you. However, every category for each line item must be completed, even if the information is the same. (Example above: Location of Las Vegas was entered three separate times.). In those instances, drop down menus have been included for easy entry of 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: Chapter: Date:	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
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Using Your Spreadsheet *(continued)*

LEP Report Form – Data Entry Instructions

<p>2</p>	<p>Call ID #</p>	<p>New Field – Call ID#: Manually enter vendor generated Call ID Number. The Call ID Number is a 6-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 Call ID Number?” You should answer “Yes,” and the operator will provide it.</p> <p>EXAMPLE: The operator provides a 6-digit Call ID Number of : 236130</p> <hr/> <p>Note: For users of the previous ELEP Report Form, the Record# is obsolete, and no longer needed.</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	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	Interpreter No.	Interpreter No.: 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. <i>Note: Per UST policy, Interpreters are no longer required to give names, only their ID numbers.</i>
7	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	Debtor Name	Debtor Name: Manually enter Debtor Name. A minimum of Last Name and First Initial are preferred.
9	Case No.	Debtor Case No.: Manually enter Bankruptcy Case Number
10	Complaint Code	Complaint Code: Use drop-down list to select appropriate code, if needed. Any explanations can be entered in Notes 11
11	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.

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	Alison 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:	
							Date:	
Call ID # <i>(six-digits)</i>	Location	Trustee/Caller Name	Language	Interpreter No.	Call Length (h:mm:ss)	Debtor Name	Case No.	Complaint Code
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.