



U.S. Department of Justice

Office of the United States Trustee

*Ohio and Michigan, Region 9*

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Metzenbaum U.S. Courthouse      216-522-7800  
201 Superior Ave. E., Suite 441      216-522-4988 Fax  
Cleveland, Ohio 44114-1240

April 24, 2009

RE: Services for Individuals with Limited English Proficiency

Dear Western District of Michigan Trustees:

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. The United States Trustee Program (Program) fully supports this initiative and, in August 2008, issued its updated Language Assistance Plan (LAP). The major provision of the LAP is to provide language assistance services to LEP debtors at section 341 meetings. To that end, we have procured the necessary equipment and services, and we now need your assistance to begin implementation.

Effective immediately, LEP debtors may request, free of charge, the use of a telephone interpreter service for their section 341 meetings. At this time, this service is readily available and should be utilized in all permanent section 341 meeting room locations which, in your district, are:

125 Ottawa St., Grand Rapids, MI  
410 W. Michigan Ave., Kalamazoo, MI

Signs will be posted in the section 341 meeting rooms to inform debtors of the availability of the service, and we are also conducting outreach with the debtor bar. In our communications with the bar, we will stress that, to the maximum extent possible, arrangements for services be made in advance to limit any disruption to the flow of meetings.

In your district, telephone interpreter service will be available through the company, Avalon Language Services. Interpreters are available 24 hours a day, seven days a week, and an interpreter generally is connected within a few minutes of placing the call. Services are available in over 140 languages.

As the trustee conducting the meeting, your assistance will be required to contact the company to arrange for service on behalf of the LEP debtor, as well as to document use of the service for reporting purposes to our office. To aid you in understanding the important role you play in this initiative, enclosed please find:

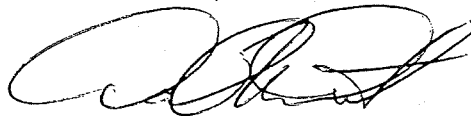
1. A training video designed to familiarize you and your staff with the process for accommodating LEP individuals.
2. Written instructions on how to arrange for services with the company, Avalon Language Services, along with a list of the languages for which interpretation can be provided. It is imperative that you keep the access information for this service in a secure place for use only by you or other authorized personnel from your staff. Use of this service for any purpose other than a section 341 meeting is prohibited.
3. The procedures to be followed to place the interpreter under oath.
4. The Interpreter Usage Report form to be completed for each section 341 meeting at which the interpreter service is utilized. The completed form must be submitted to Mary Ellen Montanez, our regional LAP Coordinator, at the conclusion of the meeting. Send the form to the attention of Ms. Montanez at the above address or e-mail it to her at [mary.e.montanez@usdoj.gov](mailto:mary.e.montanez@usdoj.gov). Invoices for services will be issued directly to our Program, and this form will be used to verify billings for services rendered.

For additional information on services available to LEP persons, you may visit our Web site at [http://www.usdoj.gov/ust/eo/public\\_affairs/lep/index.htm](http://www.usdoj.gov/ust/eo/public_affairs/lep/index.htm).

As I stated previously, access to language assistance service is available and should be utilized in all permanent meeting room locations. The Program is considering its options for equipping locations that are not within our direct control (i.e., provided free of charge or rented on a daily basis) with appropriate conference-quality phone equipment. In the meantime, if any of these locations have a regular speaker phone available, you should use the interpreter service; if no phone is available, you may continue to use current methods of providing interpreter services, which include allowing volunteers from the community, or friends or relatives of the debtor, to interpret for the debtor.

We thank you in advance for your assistance in implementing our LAP. Through our combined efforts, we will help the bankruptcy system to more effectively serve its LEP debtor population. If you have any questions, or feedback, regarding the use of the telephone interpreter service, we encourage you to contact Mary Ellen Montanez at 216-522-7800, Ext. 225.

Sincerely,



United States Trustee  
Region 9

Enclosures

cc: Mary Ellen Montanez, LAP Coordinator  
Matthew Cronin, AUST  
Risa R. Sheeler, Trustee Coordinator

## Need an Interpreter?

Dial **1.800.CALL.CLI (1.800.225.5254)**

1. When the operator answers, tell them:
  2. Your customer code is **533116**
  3. You are with D.O.J.- Executive Office for US Trustees
  4. The language that you need
  5. Your name, city
  6. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example).
- The operator will connect you with an interpreter promptly.



24 hours a day, 7 days a week  
Direct Dial: 503-484-2425

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

Trustee Name: \_\_\_\_\_

Chapter:  7  11  12  13 (Check One)

Meeting Location: \_\_\_\_\_

Date: \_\_\_\_\_

*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 <i>(or indicate if Pro Se)</i>	Language Requested	Interpreter's Name*	Interpreter's ID # <i>(or In-person Contact Information)</i>	Call Length <i>(hh:mm)</i>	Complaint Code

\* Interpreter must provide, at a minimum, his/her first name.

**Complaint Codes:**

- 1: Unable to find interpreter who speaks the debtor's language.
- 2: Length of time required to connect to an available interpreter.
- 3: Dissatisfied with interpreter/translator.
- 4: Other (Explain): \_\_\_\_\_