



Case Study: Access Language Solutions

Manages interpretation and grew OPI hours 14x with Boostlingo

Access Language Solutions

Access Language Solutions (ALS) is a nonprofit organization based in Lexington, Kentucky, that offers language services to local nonprofits, small medical offices, immigration clinics, and other organizations. The founder, Lynn, has been a pioneer in Kentucky's language industry for over two decades.

As a one-woman operation, Lynn faced unique challenges in managing ALS before partnering with Boostlingo. The organization did not have a specific scheduling program tailored to interpreting needs and had previously relied on an app called 'When I Work'.

Boostlingo came into the picture four years ago and provided Lynn with a comprehensive platform that includes phone and video interpreting capabilities, an interpretation focused scheduling system, and integrations that have allowed her to streamline her operations and expand her services.

Streamlining Operations and Utilizing Remote Interpreting with Boostlingo

Before partnering with Boostlingo, Lynn was managing Access Language Solutions scheduling using 'When I Work'. She quickly realized that she needed a more specific solution to better meet the unique demands of managing interpreters.

When Lynn discovered Boostlingo, she recognized the opportunity for Language Access Solutions to manage its interpreters more effectively and also add remote interpreting capabilities. "I was really attracted to it, because it has the phone and video platform. It's not just a scheduling system. It has a lot of features that can help the organization grow." Lynn explained.

Lynn shared that Boostlingo has made her operations more efficient. "The whole thing is streamlined. I don't have to send texts out to interpreters, it's much easier to automate that process now. Also, the phone and video access is so simple. It's just a call and a pin."

Challenges

- Using 'When I Work' for scheduling
- Managing 30-40 interpreters
- Providing affordable pricing to clients

Solution

- Interpreter Management System
- Embedded OPI and VRI software

Why Boostlingo

- Scheduling system
- OPI and VRI
- Quickbooks integration
- Affordable pricing for remote services
- BPIN backstop

Results

- Winning grants
- Growing OPI hours 14x
- More opportunities for interpreters
- Preparing for the future: OPI and BPIN

Besides the scheduling and remote interpreting software, Lynn has made use of Boostlingo integrations. "Finally, the fact that it integrates with QuickBooks has been another huge time saver."



QuickBooks Integration



Scheduling System



OPI and VRI Software

Expanding Language Access in Kentucky

Lynn's focus is on her mission of supporting small organizations and nonprofits that typically lack access to larger language service contracts. Many of her clients are small medical offices and nonprofits that needed quality language services but often couldn't afford it. Lynn explained, "I wanted to have my own niche, so it was meeting the needs of other nonprofits, local government, and organizations like the small medical office that doesn't have access to the big hospital contracts, the kinds that fall through the cracks."

Lynn's dedication to providing language services caught the attention of various organizations, resulting in Access Language Solutions being awarded multiple grants. One such grant came from Toyota Motor Manufacturing, Kentucky. With this grant, Lynn provided language services to Surgery on Sunday, a nonprofit offering free outpatient surgery to uninsured or underinsured patients.

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Lynn Fors
Founder and Executive Director
Access Language Solutions

Another exciting grant opportunity emerged when a local lawyer contacted Lynn, seeking resources to assist his Swahili-speaking client. Lynn was able to offer him an affordable rate for the job with over the phone interpreting through Boostlingo.

She shared, "When I told him about over the phone interpreting, and how much it costs, he was just flabbergasted that he could serve his client for... I think it cost him \$38."

Upon hearing this story, a former board member suggested that Lynn submit a grant proposal to the Kentucky Bar Foundation. This move resulted in a successful grant award that addressed a gap in services for English speakers and their court-appointed lawyers.

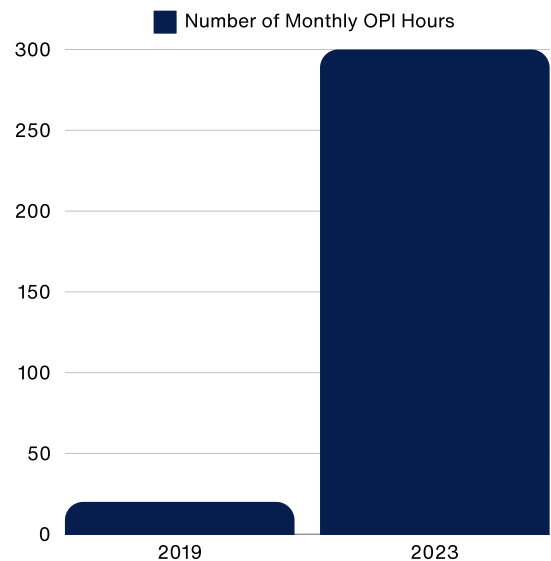
Further demonstrating the value of Lynn's services, Kentucky's Administrative Office of the Courts, which also manages an interpreter program, chose to streamline their grant administering process by partnering with ALS. Lynn explained, "When they found out that I was already doing this, they said, 'Well, let's not reinvent the wheel, let's figure out a way that Access Language Solutions can administer this state money.'"

Shifting to Remote Interpreting

The COVID-19 pandemic posed significant challenges for organizations worldwide and Access Language Solutions was no exception. However, Lynn's partnership with Boostlingo allowed her to adapt quickly and continue to provide language services through remote interpreting.

Lynn recounts pre-pandemic, "I signed on to Boostlingo at the end of 2019 and we weren't using a whole lot of over the phone interpreting yet. It was like 20 hours a month. Then, April 2020 came, and everything just closed down. We had five on-site assignments on the books for April."

Now in 2023, a new normal has set in with an increased number of monthly remote interpreting hours. Lynn shares how much remote interpreting they provide every month, mostly through over the phone. "We have gone up to over 300 hours a month." While Lynn notes that video interpreting has not been used as much, the availability of Boostlingo's video platform gives her clients the option when they want to use it.



Boostlingo Features

Scheduling System

Manage both onsite and virtual interpreters. Automate request procedures, confirmations, and notifications to your whole staff when job broadcasting. Your data also connects with Quickbooks, reducing your administrative burden.

Ease of Use for Interpreters

To meet your pre-scheduled remote interpreting needs, rely on an accessible video and phone interpreting solution that interpreters can easily access from their mobile device.

Customizable Remote Interpreting

Set up quick and direct dials that simplify phone and video interpreting further. You can also customize features on the backend to bypass pins when phone numbers are recognized and to provide the option to use dropdown menus or connect to an operator to make your job easier.

BPIN Backstop

Add the Boostlingo Professional Interpreter Network (BPIN) into your call routing. The BPIN can help you offer more languages, or can just serve as a safety net in case one of your interpreters is unavailable for an on-demand call.

Integrations

Bring the operations of your LSP onto one system with Boostlingo. Integrate and consolidate various systems and processes, like, scheduling, communications, workforce management, and financial management.

Adapting Boostlingo as a Translation Management System

Lynn shared an interesting adaptation of Boostlingo, which she and her colleague from Catholic Charities of Louisville, have devised to manage translation billing. Though Boostlingo is not explicitly designed to be a translation management system, they have found a way to leverage its capabilities to fulfill that need.

Lynn explained, "There's one option under modes of interpreting, it says on-site whisper. We'll probably never use that. So, she and I both dedicated that to the translation. So, we can enter it into the scheduling system, and we can process it through QuickBooks and pay the translators and vendors, and all that."

More Opportunities for Interpreters

Lynn shared that remote interpreting has brought more opportunities for work. "It's helpful to have the option of phone interpreting. Interpreters can supplement their income some. I actually have one interpreter who's moving back to the Dominican Republic next month and she can still do over the phone interpreting."

Lynn acknowledges that managing interpreters can be challenging, especially given the varied preferences and capabilities of different age groups. Lynn explained, "It's a very fast-paced industry. Sometimes, I only have 24 hours to get an interpreter scheduled, and I just don't have time to ask interpreters if they're available." Despite these challenges, Lynn has found success communicating to her contractors with Boostlingo when job broadcasting.

30-40

interpreter and translator contractors at Access Language Solutions.

The Future of Access Language Solutions

One of the biggest wins Lynn has experienced with Boostlingo is the increased availability and affordability of phone interpreting for her clients. "My clients are getting more and more interested in over the phone interpreting. They see the cost savings."

Lynn sees over the phone interpreting as an area for further growth and expansion. Since it is mostly Lynn managing the company, she is considering further utilizing remote interpreting and the Boostlingo Hub to generate more business. "Offering over the phone interpreting for the people that work directly for me, and then using the Hub, that's a much bigger resource, and easier to manage." Lynn explained.

"Some people might think this is going backwards, but it's not." Lynn shared.

"It's more access in the long run to interpreting and it's really simple access, picking up the phone and putting a pin in."