

Case Study: World Relief Wisconsin

Integration Program meets the language needs of a large refugee population with on-demand interpreting



Situation

World Relief Wisconsin, based in Fox Valley and Chippewa Valley, is a federal resettlement site contracted by the Office of Refugee Resettlement. The organization helps newly arrived refugees navigate life in the United States through intensive 90-day programs. For particularly vulnerable individuals, such as single parents, unaccompanied minors, and those with disabilities, World Relief provides extended year-long support aimed at fostering independence and belonging.

Challenge

In response to the arrival of 60,000 Afghan refugees, including 188 resettled in the Appleton area, World Relief Wisconsin faced a shortage of Dari and Pashto interpreters. The limited local Afghan population meant existing resources could not meet demand, leaving language access gaps during key services such as medical appointments and case management.

“We are using Boostlingo across the board with case management, employment services, and multiple programs, and it's an essential key to our work.”

Challenge

- Shortage of Dari and Pashto interpreters for Afghan refugees
- Only one local interpreter available

Solution

- Adopted Boostlingo On-Demand for quick interpreter access
- Enabled three-way calls and support across multiple devices

Results

- Provided immediate, reliable interpretation for essential services
- Improved communication during medical and therapy sessions



Susie Brekke

Associate Director of Integration and Wellness
World Relief Wisconsin

Solution

World Relief Wisconsin added Boostlingo On-Demand, an interpretation platform, to enable case workers to access professional interpreters across multiple devices, including phones, tablets, and laptops. The platform allowed three-way calls and provided interpreters with specialized knowledge, like medical and legal expertise. Allowing World Relief to set refugees up with access to critical services with clear communication and cultural sensitivity.

World Relief also extended language support to its partners, pairing mental health counselors and asylum lawyers with interpreters to help clients when local resources were unavailable. Case workers and administrators could quickly onboard team members and partners to Boostlingo, making interpretation accessible across the organization.

Interpreting services anytime, anywhere

Our staff can access interpreters across devices—cell phones, iPads, and laptops—making interpretation accessible wherever it's needed. The platform supports three-way calls, which allows us to handle urgent messages or reminders effectively.

Susie Brekke - World Relief Wisconsin

Results

World Relief Wisconsin changed its approach to language access with Boostlingo. The platform removed logistical challenges for case workers and provided immediate access to professional interpreters. Boostlingo made clear communication available in urgent medical situations, helping clients to understand their options and advocate for themselves. The flexibility of Boostlingo also supported World Relief's partnerships.

World Relief used the platform to facilitate therapy sessions for clients experiencing trauma when a partner faced interpreter shortages in December. This access to interpretation services improved outcomes and strengthened World Relief's ability to fulfill its mission. Today, World Relief provides timely, reliable, and culturally appropriate language support, improving the resettlement experience for vulnerable refugees.




Why Boostlingo for interpreting services?

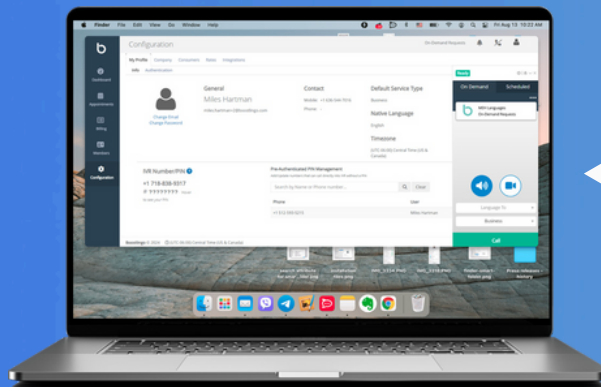
Highlights:

- Access interpreters in over 300 languages over-the-phone and on video
- One platform accessed from any device, easily deployed across large organizations
- Intelligent interpreter routing system with 13s Average Response Times
- Detailed and accessible reporting for internal management
- Scalable interpreting services, respond to surges without disruption



Services:

-  Dedicated Implementation Support
-  Ongoing Account Management
-  Reliable Technical Support



Third party integrations



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