

Case Study: Deaf Access Services

Cuts out manual scheduling and expands revenue and services offered with Boostlingo



Deaf Access Services

Deaf Access Services (DAS) was established in 1983 and has been a cornerstone in advocating for the Deaf and Hard of hearing in New York State. Beyond interpreting, DAS offers diverse programs, including ASL education, cultural training, and unique refugee support. They were pioneers in accessibility before the Americans with Disabilities Act (ADA) in 1990. DAS, now a program of People Inc., continues to engage with and serve the Deaf community. Their programs, designed for the Deaf community, are funded in large part through the revenue from interpreting services.

Challenge

Before Boostlingo, the Language Services program at DAS utilized outdated online scheduling software for its operations. However, it posed several challenges. The software lacked the functionality to incorporate Video Remote Interpreting (VRI) into the same system, which was crucial for the team to provide services during and after the pandemic. Furthermore, the team needed more capabilities because of the manual entry and scheduling of interpretation services. With hundreds of customers and clients to serve, the manual management was labor-intensive and time-consuming.

“I literally had three giant vertical file cabinets full of papers that were confirmation of services... probably 85% of them never got sent back to us signed. This was the system of tracking whether someone requested services. Technically, if they never signed it, what are we supposed to do? It was very pieced together.”

Jodie Chibi

Director, Language Services, People Inc.

Challenges

- Outdated scheduling system
- Manual scheduling processes
- Inability to integrate VRI
- Small team and limited time

Solution

- Boostlingo IMS
- Scheduling automation
- Unified platform
- On-Demand software
- Customization
- Account Management team

Results

- Increased revenue and expanded services
- Grew roster of available interpreters
- Offered OPI/VRI to clients for passive income
- Streamlined scheduling, freeing team to focus on more important initiatives

The old systems

- **Inefficient scheduling and communication:** The lack of automation for job notifications and confirmations with interpreters meant a lot of manual entry and scheduling. Communication features with clients and interpreters were disjointed and led to mishaps.
- **Manual processes:** Maintaining paper-based confirmations was time-consuming and prone to error.
- **Limited technology:** They could not adapt to growing needs for remote interpreting services and did not have efficient tracking and reporting capabilities.
- **Stagnant software:** The software they used was not being updated and was quickly becoming outdated.

Boostlingo IMS features

Unified platform

A single platform you can use to simplify and automate the day-to-day coordination and management of onsite and remote language services. Unlock time. Unlock growth potential for your team.

Scheduling automation

Automate the scheduling of interpretation services for onsite and remote appointments with features like auto-broadcasting and confirmations.

Customization

Make your system smarter by letting it handle routine tasks like picking interpreters based on client preferences. Remove the need for your team to dig through spreadsheets.

Billing and invoicing

Send invoices to clients and interpreters for review, comments, and approval in real-time. Integrate with QuickBooks to reduce time spent on accounting.

Configurations and rates

Customize your rate cards and interpreter pay for each client to meet the needs of your business. Set at the company level, then adjust them to the client, interpreter, and zone level as needed.

Boostlingo support and account management teams

Contact responsive and knowledgeable support staff at any point. Our account managers work with clients all over the country and can help you with your systems need and language support issues.

Cutting out manual scheduling

In the past, Jodie’s team could not interact with interpreters through an app, which meant they did a lot of manual entry and scheduling. Auto-broadcasting and confirmations have eliminated the manual scheduling of interpreters, freeing up time for the team. They can also offer clients the ability to request onsite and remote interpreting from one place. They are no longer making clients juggle two separate platforms.

“Now, interpreters can log in, indicate their availability, and take some accountability for their time and the scheduling,” shared Jodie. “Everything is integrated into one system, and while we still have several customers that prefer to call in requests, they can log in and put in their requests, which is a significant benefit.”

“As a non-profit organization, the time we gain for our team to focus on other important aspects of our services, the more we can do and the better the services become.”

Jodie Chibi

Director, Language Services, People Inc.



Expanded services and revenue with remote interpreting



Streamlined scheduling with auto broadcasting and confirmations



Empowered team and unlocked time to focus on mission

Expanding menu of services

Now, Deaf Access Services uses Boostlingo to manage their high on-site caseload, the mode of interpretation their community prefers, and remote services. With On-Demand, they have further met the needs of unexpected, last-minute clients with VRI. They’ve also been able to sell OPI and VRI to clients for additional income. Something that wasn’t possible in the past due to its cost.

Jodie noted, “We have seen an increase in our revenue and have expanded our “menu” of services.” She mentioned that one of the reasons they chose Boostlingo as a service was the unified platform. “Boostlingo offered an integrated platform that offered a way to schedule and track onsite interpreting, but also to offer and track VRI usage through the same platform.”