

## Case Study: Dispute Resolution Centers

Association implements on-demand interpreting resource across 20+ dispute resolution centers



### Situation

The statewide association supports over 20 dispute resolution centers, promoting community-based conflict resolution that prioritizes self-determination and voluntary participation. However, the availability of interpreting services has been inconsistent, especially in smaller centers with limited resources. These centers have relied on a mix of local interpreters, city services, and third-party vendors, which has sometimes caused service gaps and delays. For instance, smaller centers often struggled to find interpreters, which affected the quality and accessibility of their services. To provide dependable and fair access to language support across the state, the association saw the need for a unified, on-demand interpreting solution that all centers could use easily.

### Challenge

When the state introduced a new pilot program, demand for language services skyrocketed. The program attracted a diverse population with a wide range of language needs, leading to over 160,000 cases in just 18 months. This surge quickly revealed major gaps in the current interpreting services, as centers often struggled to meet demand promptly and consistently. It became clear that a scalable, affordable interpreting solution was needed—one that centers could access on demand without overextending their resources. Additionally, because these appointments involved sensitive information, centers required a service with strict confidentiality protocols and secure technology to protect data.

### Challenge

- Varying interpreting support
- New statewide program
- Surge in demand for language services
- Resource limitations at smaller centers

### Solution

- On-demand phone and video interpreting services
- Pre-scheduled appointments
- Zoom integration
- Account management
- Cost-effective subscription package

### Results

- 20+ resolution centers on one app
- Confidential communication
- Scaled services to meet growing demand
- Real-time and historical usage reporting
- 13s average to connect to interpreters

***“We realized demand for interpreter services was going to increase significantly. That’s when we decided, as an association, to provide a shared language resource for all centers.”***

**Sasha, Association Manager**

## Solution

To tackle these challenges, the association evaluated various language solutions with a focus on reliability, quality, and cost-efficiency. Boostlingo emerged as the ideal choice, offering a single platform that provided consistent access to interpretation services for all dispute centers. Through Boostlingo, staff at each center could instantly connect to interpreters via phone or video and integrate with Zoom for virtual

meetings. The platform's flexibility allowed each center to adapt the service to its specific needs while also offering scalability to handle higher-than-expected usage. Comprehensive training standardized processes across all centers—from scheduling to integration—ensuring a smooth transition and uniform service quality.

## Zoom Integration

*“Our center frequently uses mediation sessions where both parties are present on Zoom. The ability to read facial expressions and behaviors during sessions has been invaluable, and Boostlingo’s integration makes this possible.”*

**Bob**, Executive Director at Dispute Resolution Center

## Results

- Boostlingo’s interpreter confidentiality agreement aligned well with the sensitive nature of the dispute centers
- The association improved language access and service quality across all centers
- Usage exceeded projections, and the association was able to meet the demand
- The resolution centers reported high-quality interpreters and reliably fast connection times
- Monthly usage reports helped the association track service usage

“Confidentiality is essential in our work, as we support clients through sensitive issues like housing, family matters, and workplace conflicts. Knowing that all Boostlingo interpreters have signed confidentiality agreements offers invaluable reassurance.”

**Lauren**, Dispute Resolution Specialist




# Why Boostlingo for interpreting services?

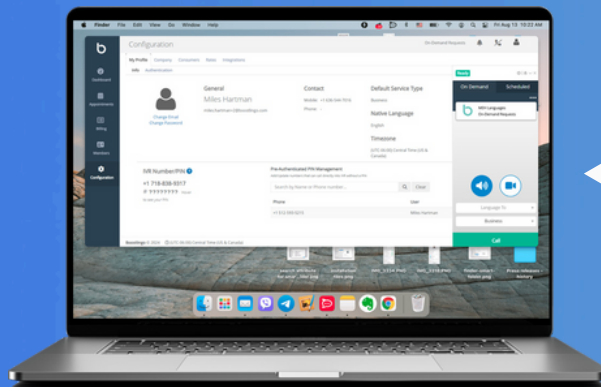
## Highlights:

- 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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