



Social Services Use Case Breaking Down Language Barriers in Social Services with VerbumCall

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VerbumCall™ | OneMeta™

Over-the-Phone (OPI) AI and Machine Learning transcription and translation solution

 +120 supported languages

 Automated transcription

 Data Driven Insights

 Improved Compliance



Social Services Use Case

Breaking Down Language Barriers in Social Services with VerbumCall

The Challenge:

Social services are tasked with providing essential support to individuals from diverse backgrounds, including vulnerable populations like refugees, immigrants, and low-income families. Language barriers complicate this process, making it difficult for caseworkers to assess needs, provide assistance, and ensure that individuals fully understand their rights, services, and obligations. This results in delays, frustration, and increased risk for those who rely on social services for support. Social service organizations face pressure to manage these communication challenges while ensuring compliance with regulatory requirements. Without a reliable, scalable solution, agencies are left scrambling to find translation resources, which leads to inefficiencies, additional costs, and missed opportunities to support those in need.

The Current Experiences:

Employee Experience:

Social workers, case managers, and administrative staff face immense frustration when attempting to communicate with non-English-speaking clients. They often rely on Language Service Providers (LSPs), which can result in delays, added administrative work, and the need to coordinate with external services. In some cases, finding a colleague who speaks the language is the only solution, causing further delays and disruptions to workflow. This inefficiency adds stress to an already demanding job, contributing to employee burnout and dissatisfaction. With limited resources and a growing demand for services, employees need a more streamlined, effective communication solution to enhance their work experience.

Client Experience:

For non-English-speaking individuals seeking assistance from social service agencies, language barriers prevent them from accessing critical resources. These individuals may struggle to articulate their needs, understand the services they are eligible for, or follow through on important documentation. The inability to communicate effectively leads to confusion, delays in service delivery, and missed opportunities for support. This creates a sense of helplessness, exacerbates anxiety, and discourages individuals from seeking the help they need. Ultimately, language barriers prevent social service agencies from delivering effective support to those who need it most.

The IT Experience:

IT teams in social service organizations face the challenge of managing multiple systems, including case management platforms, telephony systems, and external language services. Integrating and maintaining these systems can be complex and time-consuming, and often requires additional resources. IT teams are frequently under pressure to ensure compliance with privacy laws, such as HIPAA and SOC2, while managing language barriers effectively. However, they lack the time and resources to fully research and implement an enterprise-grade translation and transcription solution. This leaves IT teams in a reactive state, addressing

immediate concerns rather than proactively seeking a long-term, secure solution that can handle multilingual communication seamlessly across all service areas.

Business Experience:

Senior management in social service organizations often underestimates the impact of language barriers on operational efficiency, client engagement, and overall costs. The reliance on third-party LSPs, along with the time lost searching for language resources, increases operational costs and prevents social service agencies from effectively serving their communities. Additionally, management may not recognize the positive impact a tech-driven, multilingual communication solution could have on employee morale, service delivery, and organizational efficiency. Without a scalable, reliable solution, social service agencies continue to operate with outdated methods, wasting valuable resources and missing opportunities to optimize their services.

The Solution:

VerbumCall by OneMeta, offers an Over-the-Phone (OPI) AI and Machine Learning transcription and translation solution designed to improve communication across different languages and enhance patient care, in over 120 languages and dialects available 24X7. VerbumCall integrates easily with existing telephony systems, enabling case managers and social workers to access near real-time transcription and translation in over 120 languages and dialects, streamlining workflows and enhancing service delivery.

- **Near Real-Time Translation:** VerbumCall allows social workers to communicate directly with clients who speak different languages, ensuring accurate service delivery and a better understanding of available resources.
- **Automated Transcription:** Every conversation is automatically transcribed, creating accurate records of client interactions, improving continuity of care, and aiding compliance efforts.
- **Multilingual Access:** VerbumCall supports over 120 languages and dialects, ensuring social service agencies can communicate effectively with diverse communities, including commonly spoken languages like Spanish, Arabic, Mandarin, and Portuguese, as well as harder-to-source languages like Tagalog, Vietnamese, and Somali.
- **Data-Driven Insights:** Transcribed conversations provide insights that can help social service agencies improve client interactions, train staff, and identify areas for improvement in service delivery.

Real-World Impact:

By implementing VerbumCall, social service agencies can reduce their reliance on third-party interpretation services, eliminate delays, and improve the overall client experience. With clear, effective communication, social service agencies can provide faster, more accurate assistance, ensuring that clients understand their rights, services, and responsibilities. This leads to higher client satisfaction, better outcomes, and a more efficient use of resources. Additionally, social

workers and case managers can focus more on delivering services, rather than managing language barriers.

Business Outcomes:

By adopting VerbumCall, social service organizations can expect the following outcomes:

- **Improved Employee Efficiency:** Employees can focus on client care, rather than spending time managing translation resources or communication bottlenecks.
 - **Better Client Engagement:** Clients will feel heard, understood, and respected, leading to increased satisfaction and positive outcomes.
 - **Reduced Operational Costs:** Social service agencies can reduce reliance on third-party LSPs and interpretation services, saving operational costs.
 - **Improved Compliance:** VerbumCall ensures that all communication is accurately documented, improving compliance with privacy and regulatory requirements.
 - **Increased Operational Efficiency:** Near real-time transcription and translation streamline workflows, saving valuable time for both case managers and administrative staff.
 - **Higher Retention Rates:** Clients and employees are more likely to remain engaged and satisfied when communication barriers are minimized.
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Business Value:

- **Cost Savings:** Reduced reliance on external LSPs and interpretation services.
 - **Increased Productivity:** Empower staff to engage with more clients and handle more cases, with less time spent on managing language barriers.
 - **Better Compliance:** Ensure that all communications meet regulatory requirements, reducing the risk of violations.
 - **Scalability:** The solution can scale as the organization grows, adding new languages and accommodating a growing client base.
 - **Improved Client Care:** Enhanced communication leads to better outcomes, higher client satisfaction, and a stronger community impact.
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Next Steps:

- Sign up for a one-week pilot to experience VerbumCall's near real-time translation and transcription capabilities in action.
 - Assess the real-world effectiveness of the solution and the ease of integration into current systems and workflows.
 - Provide feedback on the first phase to fine-tune the solution and prepare for a broader deployment.
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Conclusion:

By partnering with OneMeta, social service agencies can eliminate language barriers, reduce operational costs, and improve employee satisfaction and client outcomes. VerbumCall offers a secure, scalable solution that ensures effective communication and improves service delivery, enabling agencies to better serve their communities. Let's take the next step together toward a more inclusive and efficient approach to social services. Register today for a free pilot and see how VerbumCall can transform your service delivery and communication process.