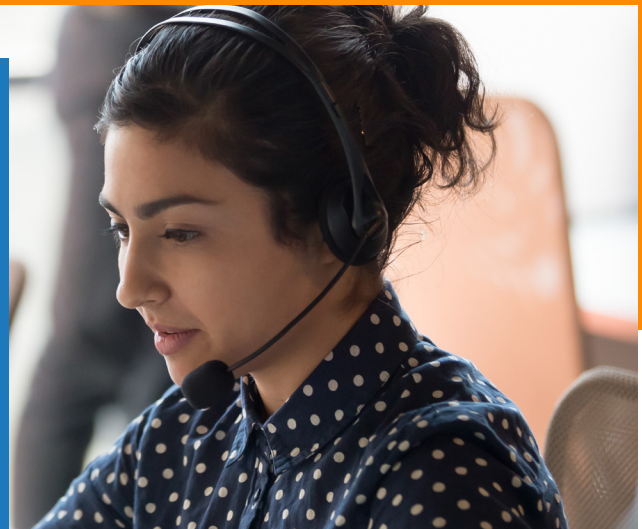


CASE STUDY

Mental Health America of Greenville County

[bu:st] supported MHAGC with increasing capacity for its contact center to support the 988 suicide & crisis lifeline in 2022.



THE PROBLEM

- The National Suicide Hotline Designation Act of 2020 created a path for states to sustainably fund 988 through telecommunications fees, but so far, the legislation has only been enacted in five states; not including SC.
- Funding for the operational budget was very critical, and a big increase in the call volume was expected.

THE SOLUTION

- Develop a resource forecast.
- Document risks and potential measures.
- Develop a roadmap for future implementation.

THE RESULTS

Partnering with [bu:st] yielded the following results:

- The planning phase was completed at the end of 2021. All requirements were known, and a resource forecast had been developed.
- Risks were documented and measures for mitigation were put in place.
- Created a detailed roadmap for the implementation in 2022, communicated to all stakeholders, and took ownership of adhering to the agreed milestones.
- Successful rollout of 988 with a smaller than expected drop in the call-answer rate.

Are you ready to complete your projects and maximize your efficiency?

At [bu:st] USA we're ready to propel your projects, streamline your processes, and foster sustainable organizational growth. Reach out to us today, and let's journey toward excellence together.



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