



August 988 Webinar

988 Lifeline Center Costs



Lifeline/988 Call Center Cost Considerations

Volume and Scope:	Volume, Service Modalities and Handle Time
Service Standards:	Key Performance Indicators
Workforce and Logistics:	Staffing, Network Infrastructure/ Routing and Database Systems

Lifeline/988 Call Center Cost Considerations

Volume

- Lifeline Nebraska incoming calls currently average 30 per day
- Vibrant's initial estimate of call volume growth for Year 1
 - Low: + 50%
 - Moderate: + 125%
 - High: + 140%

Lifeline/988 Call Center Cost Considerations

Service Modalities

- Boys Town Suicide Prevention Lifeline currently answers calls only. Vibrant will also require chat and text capabilities of each state.
- Multiple modalities (phone, chat, text services) require additional staffing, system infrastructure and expertise in centers.
- Vibrant has provided estimates of chat and text volume based on NE volume that is being answered by other Lifeline centers.
- Nebraska will project text and chat volume based on Lifeline's current experience.

Lifeline/988 Call Center Cost Considerations

Handle Time

- Lifeline NE incoming calls currently average 17 minutes Handle Time.
- Handle Time is the time spent responding to the contact (call, chat or text) by staff including any post time for documentation and any subsequent outbound connection to external crisis stabilization services (for example, dispatching mobile crisis units).
- Handle times vary by contact type (call, text and chat). Chat and Text services tend to have longer handle time.
- In addition, 988 Centers must offer follow up to all contacts with suicide ideation, therefore outbound call handle time for this follow up time will also impact costs.

Lifeline/988 Call Center Cost Considerations

Key Performance Standards

- Average Contact Answer Rate
- Average Speed of Answer
- Current Average Answer Rate for Lifeline NE calls is 81%
- Current Average Speed of Answer is 19 seconds.
- Vibrant requiring 80% Average Answer Rate by September 2021 and 90% by July 2022.
- Vibrant has not set up requirements of Average Speed of Answer. Higher answer rates will result in lower Speed of Answer.
- More aggressive Key Performance Indicators (KPI's) impact staffing, technology and quality improvement functions and increase costs.

Lifeline/988 Call Center Cost Considerations

Staffing

- Number and type of Staff to meet performance standards and other 988 requirements.
- Boys Town Suicide Prevention Lifeline utilizes paid staff.
- The number of staff necessary for training and support such as onboarding, refresher and advanced trainings, treatment planning and debriefs. These all improve quality and retention but increase costs.
- Remote work – A flexible remote work policy allows for reduced capital, facilities and maintenance costs (Boys Town does have flexible policy in place).
- Staff wellness support time and effort should also be included in order to prevent burnout and improve retention of staff.

Lifeline/988 Call Center Cost Considerations

Network Infrastructure, Size and Routing

- More centers within a state increase costs as each center requires infrastructure.
- Changes to the current National network of approximately 200 centers for back up capability.
- Phase I – Calls answered with current phone system. Use Vibrant’s Pure Connect platform for chat and text (No cost to center).
- Phase II – Implementation of integrated platform for routing calls, texts and chats for all 988 centers.
- Vibrant also has vision of an integrated database system for all 988 centers.
- Vibrant planning for Geo-location capability for all centers (Unknown cost at this time).