

Instrument 4: 988 State and Territory Monthly Call Agenda

SAMHSA 988 State and Territory Grant Program  
Monthly meeting agenda

Grant information	
<b>Award Number</b>	1 H79 SM0860XXX-01
<b>Project Title</b>	
<b>State/Territory</b>	
<b>Project Director</b>	
<b>Evaluator</b>	
<b>GPO</b>	
<b>Project Period</b>	04/30/2022 - 4/20/2024

- **Major updates on your milestone plan for the base grant?**
- **Major updates on your milestone plan for the supplement?**
- **Review Lifeline Key Performance Indicator data from the previous month.**
- **Information or feedback that may improve the quality of your state/territory’s Lifeline response?** *This may include sharing relevant protocols, policies, training materials, challenges you’re having, or wins you’d like to share.*
- **Please outline any ongoing data discrepancies between center data and Vibrant data or any other challenges in this area.** *You may want to report detailed data in the chart on the last page of this agenda.*
- **Any changes in scope, implementation, or personnel?**
- **Activities to meet the terms and conditions for tribal engagement**
  - How are you prioritizing collaboration and support with tribes to ensure effective 988 response and linkage to local resources, including in cases of emergency intervention?
  - What training is being provided to crisis call center staff that specifically addresses the needs of tribes in your state/territory?
  - How are you coordinating with the tribal grantee(s) in your state?
- **Additional updates for the month (challenges, successes, support needs)**
- **Questions for your GPO?**

Monthly reporting updates		
Reporting area	Notes	Your report
When did delivery of	Must begin by August	

services begin?	30, 2022.	
Any events or circumstances that may adversely affect the Ability of call centers to respond to incoming calls, chats, and texts from the Lifeline in your state or territory? This includes centers being removed from routing.	You do not need to wait to report this until bi-weekly meeting - please feel free to email your GPO.	
Status on recruiting, hiring, and training new and existing crisis line specialists at Lifeline centers in your state or territory?	Start report on June 15, 2022.	
Current call answer rate?	Target 90% or greater	
Geographic coverage of state or territory for Lifeline contacts (calls, chats, text)?	Goal is 100% state or territory coverage, with internal backup capacity as needed.	

**Base grant updates**

<b>Goal</b>	<b>Description</b>	<b>To be completed by</b>	<b>Progress</b>
<b>1</b>			
1.1			
1.2			
<b>2</b>			
2.1			
2.2			


<b>Supplement updates</b>			
<b>Goal</b>	<b>Description</b>	<b>To be completed by</b>	<b>Progress</b>
<b>1</b>			
1.1			
1.2			
<b>2</b>			
2.1			
2.2			

<b>Data discrepancies for MONTH 2023</b>						
<b>Center name</b>	<b>Center data (calls)</b>	<b>Vibrant data (calls)</b>	<b>Center data (texts)</b>	<b>Vibrant data (texts)</b>	<b>Center data (chat)</b>	<b>Vibrant data (chat)</b>

*Please propose additions or modifications to this agenda as needed*