Instrument 1) State/Territory: Monthly Key Metrics

A. Key Metrics collected from grantee:
- I.   For Lifeline 800-273-TALK:
  - a. Calls received from the state centers
  - b. Calls answered by state/territory centers
  - c. Average speed of answer
  - d. Number of calls abandoned by state network
  - e. Number of calls rolling over to out of state backup network
  - f. Other measures as directed by the GPO.

- II.   For online and mobile communication (chat/text):
  - a. Chats/Texts received by the state centers
  - b. Chats/Texts answered by the state centers
  - c. Average speed of answer
  - d. Number of abandoned chats/texts
  - e. Number of contacts rolling over to out of state back up network
  - f. Other measures as directed by the GPO.

Recipients will also be required to collect data regarding all 988 calls, chats, and text interactions that:
- Include suicide attempts in progress.
- Result in emergency rescue – with law enforcement
- Result in emergency rescue – without law enforcement
- Result in mobile crisis outreach referrals.

These data will be collected monthly and reported as part of the quarterly Project Performance Assessment report. Performance assessments should be used to determine whether the projects are having/will have the intended impact on the submitted behavioral health disparities identified in the DIS.