

Instrument 5: 988 State and Territory Chat and Text Report

**SAMHSA 988 State and Territory Grant Program
Plan to Respond to Lifeline Chat & Text Requests**

| Grant information | |
|--------------------------|------------------------|
| Award Number | 1 H79 SM0860XXX-01 |
| Project Title | Add project title here |
| State/Territory | Your state/territory |
| Project Period | 04/30/2022 - 4/20/2024 |

Note- Please remove highlights before submitting – those are there to indicate where you need to input information and/or directions for submission. SAMHSA does not anticipate this being a static plan – it will and should change over time. The goal of this plan is to create a baseline to evaluate moving forward.

The goal of this plan is to begin to map out how you are going to respond to Lifeline chat and text requests initiated within your state or territory either during or after the grant is completed.

This plan is due no later than September 29, 2022.

Quality Improvement Plan development and implementation

Where are we and where do we want to go? Are you planning on utilizing Vibrant’s unified platform? If not, what’s your plan?

Questions you may want to consider: If there is current little or no capacity to answer chat and texts requests initiated in your state or territory, how will you develop this capacity? What language(s) will you need to build capacity to meet your state/territory needs?

If you have some capacity to answer Lifeline chat or text requests initiated in your state or territory, are there areas of improvement with current centers’ responses? Areas for growth and improvement?

[statement here]

Please propose additions or modifications to this agenda as needed