

Instrument 3: 988 State and Territory Programmatic QI Plan

Programmatic Quality Improvement Plan

Grant information	
Award Number	Add your grant number here
Project Title	Add project title here
State/Territory	Your state/territory
Project Period	MM-DD-YY -MM-DD-YY

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 improve 988-related policies around emergency response and connection to and from the Lifeline. This includes how will you evaluate and improve how individuals are connected to Lifeline crisis center and how they receive call center and referral services.

1. Quality Improvement Plan development and implementation

Where are we and where do we want to go?

Questions you may want to consider: Are there concerns with current centers' responses? Areas for growth and improvement? Do they meet the lifeline standards for imminent risk? Are there policies for ensuring connection to referral services and receive follow up for those at imminent risk?

For each section clearly state the areas you will focus on for system and service improvement. Please see Notice of Funding Opportunity (NOFO) required activity for more information. At a minimum, please include the following areas:

- Policies
- First contact
- Assessment
- Referral
- Access to local care

[\[statement here\]](#)

2. Plan alignment with state/territory suicide prevention plan

1. How does your 988-quality improvement plan outlined above align with your state/territory suicide prevention plan? If there is a publicly available state/territory suicide prevention plan, please include a link in

this section. If not, please attach a pdf copy to your email submission of this report.

[statement here]

2. How will you provide oversight of 988 and 911 coordination in collaboration with your state/territory's 911 administrator? Please detail how you as a state or territory are engaging 911 leadership and services now and where there are areas for program improvement. Include any target grant deliverables for grant evaluation.

[statement here]