

ANNEX A
PROGRAM COMMITMENTS
988 LIFELINE CENTERS

AGENCY NAME:

CONTRACT NUMBER:

CONTRACT TERM:

BUDGET MATRIX CODE: 29

BUDGET MODIFICATION:

DELIVERABLES

1. **Answer # Calls per year:**
2. **Answer # Texts/Chats per year:**
3. **Achieve and maintain 90% answer rate for calls, chats, and texts routed to this center.**
4. **Provide Follow-Up calls as required by Vibrant.**
5. **MCORT referral benchmark: according to eligibility parameters, successfully refer 1-2% of calls [item 1].**
6. **Provide Weekly and Monthly Reporting as required by DMHAS, Vibrant, SAMHSA.**
7. **Ensure that all crisis counselors have required trainings including those:**
 - a. **From Lifeline**
 - b. **From Your Center**
 - c. **From DMHAS**