

Attachment A
Revised Statement of Work, Version 3

I. GRANTEE RESPONSIBILITIES

Grantee shall conduct efforts to expand the capacity of their crisis hotline in answering calls for the National Suicide Prevention Lifeline (Lifeline). Grantee shall perform the following activities and provide complete and timely documentation to the Health and Human Services Commission (HHSC) liaison in the manner and timeframes specified below.

A. Lifeline/988 Capacity Building for Calls, Chats, and Texts

1. Monthly Meetings

Grantee shall participate in scheduled monthly support calls with HHSC.

2. Implementation Activities

- a. Grantee shall provide services in accordance with the HHSC approved workplan for Lifeline/988 Call, Chat, and Text implementation.
- b. Grantee shall hire qualified staff to answer Lifeline calls and complete follow up service delivery according to Lifeline best practices.
- c. Grantee shall recruit, hire, and train Lifeline staff to meet each year's answer rate goals and coverage goals.
- d. Grantee shall designate a Staff Lead(s) to serve as the primary liaison(s) with HHSC and Vibrant Emotional Health within 30 days of execution of this contract.
- e. Grantee shall provide ongoing monitoring of Lifeline calls to ensure quality:
 - i. At minimum, one percent of all calls shall be silently monitored. Lifeline staff shall provide feedback accordingly; and
 - ii. Lifeline staff shall be monitored quarterly by a supervisor when a quality issue has been detected or a complaint received.
- f. Grantee shall provide 24/7 coverage for all Lifeline calls. If circumstances are present in which Lifeline coverage is interrupted, Grantee shall notify the HHSC liaison within 24 hours of service interruption with a reason for the interruption, its duration, and a projected date of when Lifeline services will resume. If Grantee begins providing Lifeline chat/text services, the Grantee will also follow the above procedure if there are service interruptions.
- g. Grantee shall answer Lifeline calls in their designated coverage area as outlined in the HHSC approved workplan. If circumstances are present in which Lifeline coverage is scaled back, Grantee shall notify the HHSC liaison within 24 hours of service interruption with a reason for the interruption, its duration, and a projected date of when full-service coverage will resume.
- h. Grantee shall ensure a written procedure for providing access to resources, making referrals for services, and activating emergency services for people in crisis outside of the Grantee's catchment area. This procedure shall include:
 - i. The requirement that Lifeline calls are answered to Lifeline standards prior to referring a person to another local mental health authority (LMHA) or local behavioral health authority (LBHA) for services; and

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- ii. Steps for how calls of people in crisis (requiring emergent or urgent crisis services) will be warm transferred to the LMHA or LBHA where the person resides. Grantee shall contact the appropriate LMHA's or LBHA's local crisis hotline or directly contact the appropriate crisis service, if that arrangement or contract exists.
 - i. Grantee shall ensure phone systems in place for answering Lifeline calls have the minimum required capabilities:
 - i. The ability to return a true busy signal (also known as a network or carrier busy signal) once the estimated wait time reaches a predetermined length; and
 - ii. Dual Tone Multi-Frequency (DTMF) or "touchtone" compatibility so each phone generates a two-tone frequency when the keys are pressed.
 - j. Grantee may utilize allocated funding for shift differential for other LMHA staff answering Lifeline calls.
- B. 988 Planning Grant
 - 1. Project Meetings

Grantee shall participate in scheduled meetings with stakeholders to discuss 988 implementation.
 - 2. Implementation Activities

Grantee shall engage in 988 implementation planning in accordance with the HHSC approved work plan.
- C. Volunteer/Intern Initiative Plan Implementation Activities, if funded
 - 1. Grantee shall recruit, onboard, and train volunteers or interns to answer Lifeline calls by September 30, 2021 to receive the stipend.
 - 2. Grantee shall ensure volunteer or intern Lifeline staff complete all Lifeline Simulation Training modules (<https://simulation.networkresourcecenter.org/>) before answering Lifeline calls.
- D. Data Collection, Submission, and Reporting
 - 1. Grantee shall provide HHSC with a monthly report of Lifeline call data using a HHSC approved instrument.
 - 2. Grantee shall submit the monthly report by the 15th day of the following month to crisisservices@hhs.texas.gov.

II. PAYMENT METHODOLOGY AND FUNDING

- A. Grantee shall request monthly payments by the 15th day following each service month using the State of Texas Purchase Voucher Form 4116, which is incorporated by reference and can be downloaded at: <https://hhs.texas.gov/laws-regulations/forms/4000-4999/form-4116-state-texas-purchase-voucher>.
- B. Grantee shall submit the State of Texas Purchase Voucher Form 4116 and supporting documentation for reimbursement monthly. Documentation shall include:
 - 1. Name, address, and telephone number of Grantee;

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2. System Agency Contract Number and/or Purchase Order Number;
 3. Identification of service(s) provided;
 4. Dates services/deliverables were delivered;
 5. Name of the person performing the activities;
 6. Total invoice amount;
 7. Attachment I – Expenditure Report;
 8. A copy of Grantee’s General Ledger proving expenditure of funds by cost category;
and
 9. Any other documentation which is required by this Contract or as requested by System Agency.
- C. Grantee shall Electronically submit all invoices with supporting documentation to the Claims Processing Unit at HHSC_AP@hsc.state.tx.us, with a copy to MHContracts@hsc.state.tx.us, the assigned System Agency Contract Manager by the 15th day following the end of each month.