

114TH CONGRESS
2D SESSION

H. R. 5392

AN ACT

To direct the Secretary of Veterans Affairs to improve the
Veterans Crisis Line.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “No Veterans Crisis
3 Line Call Should Go Unanswered Act”.

4 **SEC. 2. IMPROVEMENTS TO VETERANS CRISIS LINE.**

5 (a) **QUALITY ASSURANCE DOCUMENT.**—The Sec-
6 retary of Veterans Affairs shall develop a quality assur-
7 ance document to use in carrying out the Veterans Crisis
8 Line. Such document shall—

9 (1) outline clearly defined and measurable per-
10 formance indicators and objectives to improve the
11 responsiveness and performance of the Veterans Cri-
12 sis Line, including at backup call centers;

13 (2) include quantifiable timeframes to meet des-
14 ignated objectives to assist the Secretary in tracking
15 the progress of the Veterans Crisis Line and such
16 backup call centers in meeting the performance indi-
17 cators and objectives specified in paragraph (1); and

18 (3) with respect to such timeframes and objec-
19 tives, be consistent with guidance issued by the Of-
20 fice of Management and Budget.

21 (b) **PLAN.**—The Secretary shall develop a plan to en-
22 sure that each telephone call, text message, and other
23 communications received by the Veterans Crisis Line, in-
24 cluding at backup call centers, is answered in a timely
25 manner by a person, consistent with the guidance estab-
26 lished by the American Association of Suicidology. Such

1 plan shall include guidelines to carry out periodic testing
2 of the Veterans Crisis Line, including such backup cen-
3 ters, during each fiscal year to identify and correct any
4 problems in a timely manner.

5 (c) SUBMISSION.—Not later than 180 days after the
6 date of the enactment of this Act, the Secretary shall sub-
7 mit to the Committees on Veterans’ Affairs of the House
8 of Representatives and the Senate a report containing the
9 document developed under subsection (a) and the plan de-
10 veloped under subsection (b).

11 (d) VETERANS CRISIS LINE DEFINED.—In this sec-
12 tion, the term “Veterans Crisis Line” means the toll-free
13 hotline for veterans established under section 1720F(h) of
14 title 38, United States Code.

Passed the House of Representatives September 26,
2016.

Attest:

Clerk.

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