

114TH CONGRESS
2D SESSION

H. R. 5392

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

IN THE HOUSE OF REPRESENTATIVES

JUNE 7, 2016

Mr. YOUNG of Iowa introduced the following bill; which was referred to the
Committee on Veterans' Affairs

A BILL

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,*

3 **SECTION 1. SHORT TITLE.**

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

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

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

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

5 (2) include quantifiable timeframes to meet des-
6 ignated objectives to assist the Secretary in tracking
7 the progress of the Veterans Crisis Line and such
8 backup call centers in meeting the performance indi-
9 cators and objectives specified in paragraph (1); and

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

13 (b) PLAN.—The Secretary shall develop a plan to en-
14 sure that each telephone call, text message, and other
15 communications received by the Veterans Crisis Line, in-
16 cluding at backup call centers, is answered in a timely
17 manner by a person, consistent with the guidance estab-
18 lished by the American Association of Suicidology. Such
19 plan shall include guidelines to carry out periodic testing
20 of the Veterans Crisis Line, including such backup cen-
21 ters, during each fiscal year to identify and correct any
22 problems in a timely manner.

23 (c) SUBMISSION.—Not later than 180 days after the
24 date of the enactment of this Act, the Secretary shall sub-
25 mit to the Committees on Veterans' Affairs of the House

1 of Representatives and the Senate a report containing the
2 document developed under subsection (a) and the plan de-
3 veloped under subsection (b).

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

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