

(3) **CLEARANCE RATE.**—The term “clearance rate”, with respect to a law enforcement agency, means—

(A) the number of offenses cleared by the law enforcement agency, including through clearance by arrest and clearance by exception, divided by

(B) the total number of offenses reported to the law enforcement agency.

(4) **ELIGIBLE ENTITY.**—The term “eligible entity” means a State, Tribal, or local law enforcement agency or prosecuting office, or a group of Tribal law enforcement agencies or Tribal prosecuting offices.

(5) **GRANT RECIPIENT.**—The term “grant recipient” means a recipient of a grant under the Program.

(6) **LAW ENFORCEMENT AGENCY.**—The term “law enforcement agency” means a public agency charged with policing functions, including any component bureau of the agency (such as a governmental victim services program or village public safety officer program), including an agency composed of officers or persons referred to in subparagraph (B) or (C) of section 2(10) of the Indian Law Enforcement Reform Act (25 U.S.C. 2801(10)).

(7) **PROGRAM.**—The term “Program” means the grant program established under subsection (b)(1).

(b) **GRANT PROGRAM.**—

(1) **IN GENERAL.**—Not later than 180 days after the date of enactment of this Act, the Attorney General shall establish a grant program within the Office of Justice Programs under which the Attorney General awards grants to eligible entities to establish, implement, and administer violent incident clearance and technological investigative methods.

(2) **APPLICATIONS.**—An eligible entity seeking a grant under the Program shall submit to the Attorney General an application at such time, in such manner, and containing or accompanied by—

(A) such information as the Attorney General may reasonably require; and

(B) a description of each eligible project under paragraph (4) that the grant will fund.

(3) **SELECTION OF GRANT RECIPIENTS.**—The Attorney General, in selecting a recipient of a grant under the Program, shall consider the specific plan and activities proposed by the applicant to improve clearance rates for homicides, rapes, sexual assaults, kidnappings, and non-fatal shootings.

(4) **ELIGIBLE PROJECTS.**—A grant recipient shall use the grant for activities with the specific objective of improving clearance rates for homicides, rapes, sexual assaults, kidnappings, and non-fatal shootings, including—

(A) ensuring the retention of detectives who are assigned to investigate homicides, rapes, sexual assaults, kidnappings, and non-fatal shootings as of the date of receipt of the grant;

(B) hiring and training additional detectives who will be dedicated to investigating homicides, rapes, sexual assaults, kidnappings, and non-fatal shootings;

(C) developing policies, procedures, and training to improve the ability of detectives to effectively investigate and solve homicides, rapes, sexual assaults, kidnappings, and non-fatal shootings, including implementing best practices relating to—

(i) improving internal agency cooperation, organizational oversight and accountability, and supervision of investigations;

(ii) developing specific goals and performance metrics for both investigators and investigative units;

(iii) establishing or improving relationships with the communities the agency serves; and

(iv) collaboration with and among other law enforcement agencies and criminal justice organizations;

(D) training personnel to address the needs of victims and family members of victims of homicides, rapes, sexual assaults, kidnappings, or non-fatal shootings or collaborating with trained victim advocates and specialists to better meet victims’ needs;

(E) acquiring, upgrading, or replacing investigative, evidence processing, or forensic testing technology or equipment;

(F) development and implementation of policies that safeguard civil rights and civil liberties during the collection, processing, and forensic testing of evidence;

(G) hiring or training personnel for collection, processing, and forensic testing of evidence;

(H) hiring and training of personnel to analyze violent crime and the temporal and geographic trends among homicides, rapes, sexual assaults, kidnappings, and nonfatal shootings;

(I) retaining experts to conduct a detailed analysis of homicides and shootings using Gun Violence Problem Analysis (commonly known as “GVPA”) or a similar research methodology;

(J) ensuring victims have appropriate access to emergency food, housing, clothing, travel, and transportation;

(K) developing competitive and evidence-based programs to improve homicide and non-fatal shooting clearance rates;

(L) developing best practices for improving access to and acceptance of victim services, including victim services that promote medical and psychological wellness, ongoing counseling, legal advice, and financial compensation;

(M) training investigators and detectives in trauma-informed interview techniques;

The **SPEAKER** pro tempore. Pursuant to clause 2(b) of rule XIX, the previous question is ordered on the motion to recommit.

The question is on the motion to recommit.

The question was taken; and the Speaker pro tempore announced that the ayes appeared to have it.

Mr. FITZGERALD. Mr. Speaker, on that I demand the yeas and nays.

The yeas and nays were ordered.

The **SPEAKER** pro tempore. Pursuant to clause 8 of rule XX, further proceedings on this question will be postponed.

#### ANNOUNCEMENT BY THE SPEAKER PRO TEMPORE

The **SPEAKER** pro tempore. Pursuant to clause 8 of rule XX, the Chair will postpone further proceedings today on motions to suspend the rules on which a recorded vote or the yeas and nays are ordered, or votes objected to under clause 6 of rule XX.

The House will resume proceedings on postponed questions at a later time.

#### STUCK ON HOLD ACT

Mr. BOST. Mr. Speaker, I move to suspend the rules and pass the bill (H.R. 6656) to direct the Secretary of Veterans Affairs and the Commissioner of Social Security to implement automated systems with callback functionality for each customer service

telephone line of the Department of Veterans Affairs and the Social Security Administration, respectively, and for other purposes, as amended.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 6656

*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,*

#### SECTION 1. SHORT TITLE.

This Act may be cited as the “Stuck On Hold Act”.

#### SEC. 2. IMPROVEMENTS REGARDING WAIT TIMES FOR CALLERS TO CERTAIN SERVICE TELEPHONE LINES OF THE DEPARTMENT OF VETERANS AFFAIRS.

(a) **AUTOMATED SYSTEM.**—Not later than one year after the date of the enactment of this Act, the Secretary of Veterans Affairs shall implement, for each covered line, an automated system that—

(1) informs any caller to a covered line about the anticipated wait time, if any; and

(2) automatically offers a callback to any such caller with an anticipated wait time of more than 10 minutes.

(b) **GUIDANCE REGARDING CALLER WAIT TIMES.**—The Secretary shall issue such guidance the Secretary determines necessary to reduce the average wait time of a caller to a covered line to not more than 10 minutes.

(c) **COVERED LINE DEFINED.**—In this section, the term “covered line” means a customer service telephone line of the Department of Veterans Affairs. Such term does not include—

(1) the toll-free hotline for veterans provided by the Secretary under section 1720F(h) of title 38, United States Code; or

(2) a phone line for the emergency department of a health care facility of the Department.

The **SPEAKER** pro tempore. Pursuant to the rule, the gentleman from Illinois (Mr. BOST) and the gentleman from California (Mr. TAKANO) each will control 20 minutes.

The Chair recognizes the gentleman from Illinois.

#### GENERAL LEAVE

Mr. BOST. Mr. Speaker, I ask unanimous consent that all Members may have 5 legislative days to revise and extend their remarks on H.R. 6656, as amended.

The **SPEAKER** pro tempore. Is there objection to the request of the gentleman from Illinois?

There was no objection.

Mr. BOST. Mr. Speaker, I yield myself such time as I may consume.

Mr. Speaker, I rise today in support of H.R. 6656, offered by the gentleman from California (Mr. CALVERT), my good friend and colleague.

The Stuck on Hold Act would require the VA to implement an automated callback system. This bill would inform veterans of the expected wait time for their call to be answered. This change would make life easier for veterans while ensuring the VA responds to them in a timely manner.

During my time in Congress, I have long heard horror stories from veterans about waiting on hold for over an hour to talk to someone at the VA. That is unacceptable in today’s digital age, and the VA needs to do better.

Representative CALVERT’s bill is in lockstep with the House Republicans’

effort to modernize VA care and services. I thank the VFW and DAV for their support of this bipartisan legislation, and I urge my colleagues to support H.R. 6656, as amended.

Mr. Speaker, I reserve the balance of my time.

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Mr. TAKANO. Mr. Speaker, I yield myself such time as I may consume.

Mr. Speaker, I rise to express my support for H.R. 6656, the Stuck On Hold Act, as amended.

This bill mandates that the Department of Veterans Affairs implement automated callback systems for their customer phone lines and aim to limit wait time for veterans on hold to no more than 10 minutes.

Since we skipped regular order on this bill, we were not able to mark it up in committee and make the needed improvements to the bill. I was not informed why we are rushing this bill to the floor without a markup, but I appreciate that the chairman's staff worked with mine to amend the bill to include important changes to improve the bill to ensure that veterans who should be prioritized for assistance are not negatively impacted by excessive wait times.

Considering the Senate is unlikely to take this bill up as written due to concerns with implementation, I also hope we can continue to work with our Senate colleagues to determine the correct amount of time we should target for veterans on hold.

Obviously, no one likes being on hold, but ideally every veteran should have the option to receive a callback instead of needlessly remaining on hold and waiting for assistance.

During our limited committee consideration, our committee heard from VA about concerns for implementation, and I believe limiting hold time is not simply picking a number but also requires us to understand what resources are necessary to limit hold times.

The rush to get this bill to the floor did not allow for a more detailed conversation about resources and impacts, so I hope a truncated committee process will not prevent us from engaging with the Senate to ensure we enact the best possible bill.

Mr. Speaker, I will support the bill for now with the expectation that there is more work to do, and I reserve the balance of my time.

Mr. BOST. Mr. Speaker, I yield such time as he may consume to the gentleman from California (Mr. CALVERT).

Mr. CALVERT. Mr. Speaker, I thank the gentleman for yielding me time.

Mr. Speaker, I rise today in strong support of H.R. 6656, the Stuck On Hold Act, legislation I introduced to support American veterans.

This legislation is simple yet powerful in its potential to make government services more accessible to those who served our country.

In a time when technology has advanced significantly in the private sec-

tor, it is long overdue that we bring the same level of efficiency and user-friendly approach to our Federal agencies, like the VA.

Right now, when a veteran picks up the phone to call the VA, they often face long, uncertain wait times. They sit on hold, sometimes for hours, with no clear idea of when their call will be answered or how long they will have to wait.

The frustration this causes is immeasurable, and frankly, it is unacceptable.

That is why the Stuck On Hold Act is so crucial. The bill requires the VA to implement a system to inform callers of their estimated wait times and, when those times exceed 10 minutes, give them the option of receiving an automated callback when it is their turn.

Many of us are familiar with this kind of system from our interactions with private companies. It is not a new idea, and it is not revolutionary technology, but for millions of Americans who rely on the VA for benefits or medical treatment, it is a game changer. It shows respect for their time and acknowledges the importance of their needs.

Mr. Speaker, it is time for Congress to set acceptable customer service standards for our Federal departments and agencies. The American people, especially those who have served our country, deserve a responsible and efficient government.

That is why the Stuck On Hold Act is supported by the veterans service organizations, including the Veterans of Foreign Wars, the Disabled American Veterans, and others.

Mr. Speaker, I thank Chairman BOST and Ranking Member TAKANO of the Veterans' Affairs Committee, as well as Chairman VAN ORDEN and Ranking Member LEVIN of the Economic Opportunity Subcommittee and their respective staff for helping us bring this important legislation to the House floor.

Mr. TAKANO. Mr. Speaker, I support H.R. 6656, as amended, and I yield back the balance of my time.

Mr. BOST. Mr. Speaker, once again, I encourage all Members to support the legislation, and I yield back the balance of my time.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from Illinois (Mr. BOST) that the House suspend the rules and pass the bill, H.R. 6656, as amended.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the bill, as amended, was passed.

A motion to reconsider was laid on the table.

#### DELIVER FOR VETERANS ACT

Mr. BOST. Mr. Speaker, I move to suspend the rules and pass the bill (H.R. 522) to amend title 38, United States Code, to authorize the Secretary of Veterans Affairs to provide or assist

in providing a vehicle adapted for operation by disabled individuals to certain eligible persons, to pay expenses associated with the delivery of such vehicle, and for other purposes, as amended.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 522

*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,*

#### SECTION 1. SHORT TITLE.

This Act may be cited as the "Deliver for Veterans Act".

#### SEC. 2. ELIGIBILITY FOR DEPARTMENT OF VETERANS AFFAIRS COVERAGE OF COSTS ASSOCIATED WITH DELIVERY OF AN ADAPTIVE VEHICLE.

Section 3902(a) of title 38, United States Code, is amended by striking "by paying the total purchase price of the automobile or other conveyance" and inserting "by paying the total purchase price of the automobile or other conveyance, and the total shipping price to deliver the automobile or other conveyance to the veteran".

#### SEC. 3. MODIFICATION OF CERTAIN HOUSING LOAN FEES.

The loan fee table in section 3729(b)(2) of title 38, United States Code, is amended by striking "November 15, 2031" each place it appears and inserting "November 29, 2031".

The SPEAKER pro tempore. Pursuant to the rule, the gentleman from Illinois (Mr. BOST) and the gentleman from California (Mr. TAKANO) each will control 20 minutes.

The Chair recognizes the gentleman from Illinois.

#### GENERAL LEAVE

Mr. BOST. Mr. Speaker, I ask unanimous consent that all Members may have 5 legislative days in which to revise and extend their remarks on H.R. 522, as amended.

The SPEAKER pro tempore. Is there objection to the request of the gentleman from Illinois?

There was no objection.

Mr. BOST. Mr. Speaker, I yield myself such time as I may consume.

Mr. Speaker, I rise today in support of H.R. 522 offered by my friend and colleague, Delegate MOYLAN from Guam.

This bill would allow VA to pay for the shipping price of specially adapted vehicles for disabled veterans.

Currently, service-connected disabled veterans who are unable to drive due to their disability can work with the VA to get an adapted vehicle for their use. Unfortunately, shipping costs are not currently under the program, so it is difficult for a disabled veteran to have an adapted vehicle shipped to them.

While this might not be an issue for some veterans, other veterans are unable to use the program because the resources are not available close to home to make the modifications necessary.

Delegate MOYLAN's bill would correct this issue by allowing shipping costs to be covered by the VA. At a time when people across the country are feeling the effects of the Biden-Harris economic policies, Congress needs to help veterans stretch their dollars a little further.