

114TH CONGRESS
2D SESSION

H. R. 5392

IN THE SENATE OF THE UNITED STATES

SEPTEMBER 27, 2016

Received

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:

KAREN L. HAAS,

Clerk.