

116<sup>TH</sup> CONGRESS  
2<sup>D</sup> SESSION

# H. R. 6353

To direct the Secretary of Veterans Affairs to provide for the availability of prompts and services of certain Department of Veterans Affairs toll-free telephone numbers and business lines in Spanish, and for other purposes.

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## IN THE HOUSE OF REPRESENTATIVES

MARCH 23, 2020

Mr. KHANNA (for himself, Mr. CISNEROS, Mr. COOK, and Mr. HURD of Texas) introduced the following bill; which was referred to the Committee on Veterans' Affairs

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## A BILL

To direct the Secretary of Veterans Affairs to provide for the availability of prompts and services of certain Department of Veterans Affairs toll-free telephone numbers and business lines in Spanish, and for other purposes.

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 “Increasing Access for  
5       Veterans and Their Survivors Act of 2020”.

1 **SEC. 2. AVAILABILITY OF PROMPTS AND SERVICES OF DE-**  
2 **PARTMENT OF VETERANS AFFAIRS TOLL-**  
3 **FREE TELEPHONE NUMBERS IN SPANISH.**

4 (a) IN GENERAL.—Not later than 270 days after the  
5 date of enactment of this Act, the Secretary of Veterans  
6 Affairs shall ensure that the covered toll-free telephone  
7 number of the Department of Veterans Affairs includes—

8 (1) a Spanish prompt; and

9 (2) the functionality of directing callers who are  
10 connected to each business telephone line of the De-  
11 partment to a Department employee who is able to  
12 speak Spanish fluently or to a translation service to  
13 provide assistance.

14 (b) SPANISH PROMPT.—The Spanish prompt re-  
15 quired by subsection (a) shall include—

16 (1) the option to hear routing options in Span-  
17 ish, including descriptions of the business telephone  
18 lines of the Department to which callers may be  
19 transferred to in order to obtain information or as-  
20 sistance; and

21 (2) the option to speak to an employee who  
22 speaks Spanish and who will provide the same qual-  
23 ity of assistance as that available to callers in  
24 English.

25 (c) TRANSLATION SERVICE PROTOCOL.—If the Sec-  
26 retary provides assistance through a translation service

1 under subsection (a)(2), the Secretary shall establish a  
2 fact sheet and protocol outlining the appropriate protocol  
3 to use the translation service.

4 (d) COVERED TOLL-FREE NUMBER.—For purposes  
5 of this section, the covered toll-free telephone number of  
6 the Department is (800) 827-1000 or any telephone num-  
7 ber that is used to provide the same or similar functions.

8 (e) REPORT TO CONGRESS.—Not later than 90 days  
9 after the date of the enactment of this Act, the Secretary  
10 shall submit to the Committees on Veterans' Affairs of  
11 the Senate and House of Representatives a report on the  
12 status of implementing this section. Such report shall in-  
13 clude—

14 (1) the status of the implementation of the re-  
15 quirements of this section;

16 (2) the date on which the implementation of the  
17 requirements of this section is expected to be com-  
18 pleted; and

19 (3) a description of any additional support or  
20 resources needed to implement such requirements.

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