

114TH CONGRESS
2D SESSION

S. 3304

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

IN THE SENATE OF THE UNITED STATES

SEPTEMBER 8, 2016

Mr. THUNE introduced the following bill; which was read twice and 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.**—

8 (1) **IN GENERAL.**—The Secretary of Veterans
9 Affairs shall develop a quality assurance document
10 to use in carrying out the Veterans Crisis Line.

1 (2) ELEMENTS.—The quality assurance docu-
2 ment developed under paragraph (1) shall—

3 (A) outline clearly defined and measurable
4 performance indicators and objectives to im-
5 prove the responsiveness and performance of
6 the Veterans Crisis Line, including at backup
7 call centers;

8 (B) include quantifiable timeframes to
9 meet designated objectives to assist the Sec-
10 retary in tracking the progress of the Veterans
11 Crisis Line and such backup call centers in
12 meeting the performance indicators and objec-
13 tives outlined in subparagraph (A); and

14 (C) with respect to the timeframes and ob-
15 jectives described in subparagraph (B), be con-
16 sistent with guidance issued by the Office of
17 Management and Budget.

18 (b) PLAN.—

19 (1) IN GENERAL.—The Secretary shall develop
20 a plan to ensure that each telephone call, text mes-
21 sage, and other communication received by the Vet-
22 erans Crisis Line, including at backup call centers,
23 is answered in a timely manner by a person, con-
24 sistent with the guidance established by the Amer-
25 ican Association of Suicidology.

1 (2) GUIDELINES.—The plan developed under
2 paragraph (1) shall include guidelines to carry out
3 periodic testing of the Veterans Crisis Line, includ-
4 ing such backup centers, during each fiscal year to
5 identify and correct any problems in a timely man-
6 ner.

7 (c) REPORT.—Not later than 180 days after the date
8 of the enactment of this Act, the Secretary shall submit
9 to the Committee on Veterans' Affairs of the Senate and
10 the Committee on Veterans' Affairs of the House of Rep-
11 resentatives a report containing the quality assurance doc-
12 ument developed under subsection (a) and the plan devel-
13 oped under subsection (b).

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

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