

VA**U.S. Department
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News Release

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VA fixes Veterans Crisis Line

WASHINGTON — In response to the recently released VA Office of Inspector General (OIG) report that reviewed processes from June 6 through Dec. 15, 2016, of the [Veterans Crisis Line](#) (VCL), the Department of Veterans Affairs (VA) released the following statement: "The Department of Veterans Affairs is proud to announce that the challenges with the Veterans Crisis Line have been resolved. Prior to the opening of our new Atlanta call center, our call rollover rate often exceeded 30 percent. Our current call rollover rate is less than 1 percent, with over 99 percent of all calls being answered by the VCL."

"Suicide prevention is one of our highest priorities," said Secretary of Veterans Affairs [David J. Shulkin](#). "Fixing the Veterans Crisis Line was a critical step in keeping our commitment to Veterans."

To reach a VA professional, who is specially trained to attend to emotional crises for Veterans and service members:

- Dial the National Suicide Prevention Hotline number, 800-273-TALK (8255). Veterans should choose option 1 to reach a VCL responder;
- Text 838255 — A VCL responder will text back.
- Chat online at <https://www.veteranscrisisline.net/>

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