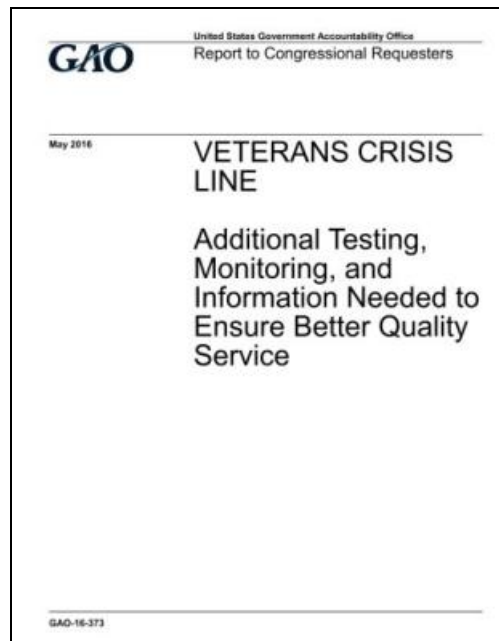


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Createspace Independent Publishing Platform, 2017. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. VA established the VCL in July 2007 to provide support to veterans in emotional crisis. Between fiscal years 2008, its first full year of operation, and 2015, the number of calls received by the VCL increased almost 700 percent, exceeding VA's expectations. As VA began to address increasing numbers of requests for assistance, reports of dissatisfaction with VCL's service periodically appeared in the media. GAO was asked to review VA's administration of the VCL. This report, among other issues, examines (1) the extent to which VA meets response-time goals for VCL calls and text messages, (2) how VA monitors VCL primary center call center operations, and (3) how VA works with VCL service partners to help ensure veterans receive high-quality service. GAO visited the VCL's primary center and two backup call centers; tested VCL response time through a generalizable sample of covert telephone calls and a nongeneralizable sample of text messages in July and August 2015; reviewed internal reports and policies and plans; and interviewed VA and SAMHSA officials.



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