

116TH CONGRESS
2D 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.

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

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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