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(Original Signature of Member)

116TH CONGRESS
2D SESSION

H. R. _____

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

M____ introduced the following bill; which was referred to the
Committee on _____

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.