

The Veterans Crisis Line is a free, confidential resource available to any Veteran, even if they are not enrolled in VA health care or registered with VA. Care does not end when the conversation is over. The Veterans Crisis Line can connect Veterans to their local suicide prevention coordinators, who will follow up and coordinate care.



Founded the National Veterans Suicide Prevention Hotline

2007



Launched online chat

2009



Introduced Veterans Crisis Line branding

2010



Launched text **838255**

2011



Increased number of responders by 50%

2012



Opened second and third call centers; Increased staff

2016 & 2018



Started Caring Letters program

2020



More than **5.9 million calls**



More than **239,000 texts**



More than **704,000 chats**



More than **1.1 million referrals**

to VA Suicide Prevention Coordinators

More than **220,000** dispatches of emergency services