



U.S. Department
of Veterans Affairs

Connect. It matters.

Friendship. It matters.

Ask the question. It matters.

Support.

Compassion. It matters.

Listen. It matters.

Family. It matters.



It Matters.

*Because one small act can make
the difference.*



1-800-273-8255 **PRESS 1**

Confidential chat at **VeteransCrisisLine.net** or text to **838255**

THE POWER OF ONE PHONE CALL

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Clinical Care Coordinator, Military/Veterans Crisis Line

Free, confidential support 24/7/365

Veterans Crisis Line



1-800-273-8255
PRESS 1

- Service members
- Veterans
- Family members
- Friends

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Acknowledgements

- Janelle Dutcher
- Vashti Anderson
- Emily Du Mée

Entire VCL!

- 1 Acting Program Manager
- 2 Assistant Program Managers
- 2 Clinical Care Coordinators
- 2 administrative Officers
- 2 CACs
- 3 Timekeepers/Schedulers
- 15 Supervisors
- 26 Social Service Assistants
- 255 Responders

Process Improvement Event

- VCL staff: hard-working, passionate, mission-driven, “nothing short of heroic”
- Support of current administration
- Strengthening of partnerships with VBA and DoD to prevent crisis
- Culture of continuous improvement
- VCL anticipating upgrades in technology, infrastructure, training, and quality assurance.

Confidentiality

Names and some information have been changed or omitted in an effort to protect the identity of the Veterans.

Clay: A Call Like So Many Others

- First time caller: Hesitant to disclose and wanted to speak with a Combat Veteran
- Denied thoughts of suicide, but VCL Responder was skeptical: “it was what he avoided saying and the tone of his voice more than what he said.”
- Depression, isolation, trouble sleeping, unemployed
- Resources? Counseling?
- 3-way call to Vet Center Combat Call Center (877-WAR-VETS)
- Accepted Suicide Prevention Coordinator referral and Compassionate Callback

Clay: Compassionate Callback

- Connected with VA
- Denied suicidal thoughts
- HOPE

Clay: What He Didn't Say

- History of suicidal thoughts
- Suicide attempt via firearm prior to call



Six months pass...

Clay: A Second Call

- Requesting 3-way call to Max
- Max: living in his car, has firearm and wants to use it
- “You have to save him the way I was saved, Pam. Please, Pam, we have to call him now. I’ll talk, but I need you with me. Please!”
- Pam consulted a Supervisor

Clay and Max (and Pam)

- Pam on mute
- Clay frantically pleading with Max
- Max wants to pull the trigger
- “Pam, are you there? Please, help me. Max, you have to listen to Pam. She can help. These people saved my life. Max, you have to listen to Pam! Everything we went through in Iraq, you can’t go out like this.”

Max and Pam

- Max listened and was heard
- No rescue, Safety Plan
- Accepted SPC referral, Homeless Point of Contact Referral, and Compassionate Callback

Clay and Emily

- Fear, uncertainty, and hope
- Accepted SPC referral, Homeless Point of Contact Referral, and Compassionate Callback

Max: Compassionate Callback

- Going once...
- Going twice...
- Going thrice...

Clay: Compassionate Callback

- Moving from Alaska to live with family
- Connected with a therapist

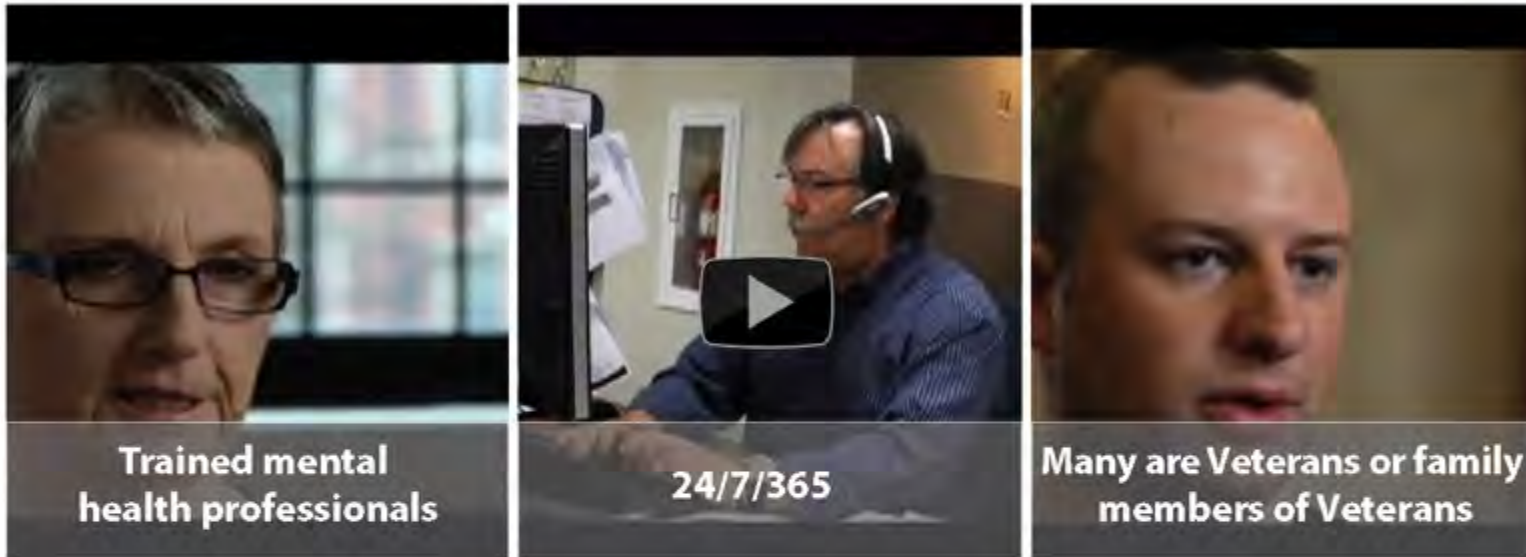
Closure

What about
Max?

Clay: Compassionate Callback

- Provided update on Max too!

Trained responders are standing by



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**Additional information and materials available
at VeteransCrisisLine.net**

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