



Implementation of Crisis Line Facilitation (CLF) intervention to enhance use of the Veterans Crisis Line (VCL)

Dr. Mark Ilgen and Dr. Kara Zivin, in collaboration with the Veterans Crisis Line (VCL) and the Office of Suicide Prevention (OSP), lead a national initiative to implement and evaluate a congressionally-mandated intervention to increase use of the VCL.

Crisis Line Facilitation RCT (FY15-19)

Dr. Mark Ilgen led a multi-site VA IIR comparing the impact of CLF versus Enhanced Usual Care (EUC) on VCL utilization and future suicidal behaviors among Veterans at high risk for suicide.



Developing and Testing Crisis Line Facilitation to Encourage Help Seeking in Adults Receiving Inpatient Treatment for Suicidal Crisis ☆, ☆☆

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Encouraging the use of the Veterans Crisis Line among high-risk Veterans: A randomized trial of a Crisis Line Facilitation intervention ☆

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Over the 12-months:

- Both CLF and EUC had similar use of the VCL
- Veterans had fewer suicide attempts after receiving CLF compared to EUC

What is Crisis Line Facilitation (CLF)?

Crisis Line Facilitation is an intervention aimed at increasing use of the VCL, delivered to Veterans during hospitalization for a psychiatric indication. CLF consists of a single, therapist-led session, which address perceptions of barriers and facilitators to future VCL use. The session includes a practice call to the VCL, so Veterans can learn what to expect and have direct experiences that may counter any concerns about VCL use.

Congressional Mandate to Pilot CLF

117TH CONGRESS
2^D SESSION **H. R. 6411**

IN THE SENATE OF THE UNITED STATES
JULY 11, 2022
Received, read twice and referred to the Committee on Veterans' Affairs

AN ACT

To amend title 38, United States Code, to make certain improvements in the mental health care provided by the Department of Veterans Affairs, and for other purposes.

The STRONG Veterans Act of 2022 (H.R. 6411) calls for a pilot of the Crisis Line Facilitation program in VA.

CLF Pilot Year 1 (FY24):

- CLF is being implemented at **multiple VA facilities/VISNs** across the United States.
- Veterans at **high risk** for suicide are receiving the Crisis Line Facilitation intervention.
- VCL will brief **Congress** with specific details in the coming months.

CLF Pilot Years 2-3 (FY25-26):

- National scale up with funding and support from OSP.
- Impact on crisis line use will be evaluated in a pre-post design.