

The Office of Mental Health Services (OMHS) is currently managing a web-based application called the Veterans Crisis Line (VCL) utilized by their confidential, free 24-hour hotline staff to make referrals to the appropriate field-based Suicide Prevention Coordinators (SPCs).

OMHS is requesting the Office of Information & Technology (OIT) assist OMHS to enhance, deploy and support the existing VCL application and hardware platform utilizing Information Technology (IT) best practices and procedures rather than maintaining the existing reporting environment.

The goals include remediating coding issues within the application that are preventing standardized reporting and the replacement of the underlying hardware.