



## VA Success Story—New Veterans Answering Calls Checking In

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News Type: Weekly Spark, Weekly Spark News

[Military Times](#) [1]

A unique [program](#) [2] is connecting new veterans with support. Run by the U.S. Department of Veterans Affairs (VA), the Solid Start program provides outreach to veterans who have recently separated from military service. The program makes three calls to veterans in their first year after separation to help link them with benefits and services, including crisis support. VA hopes the outreach can help reduce suicide among veterans, many of whom lack regular contact with VA. Since the program launched last year, it has reached more than 16,000 people. “We went in not knowing what response rate we were going to get from veterans,” said Margarita Devlin, VA principal deputy undersecretary for benefits. “Now we’re very excited, because veterans are reacting very positively.”

**Spark Extra!** Learn more about preventing suicide among [military service members and veterans](#) [3].

### Links within this resource

[1] <https://www.militarytimes.com/news/pentagon-congress/2020/03/03/va-success-story-new-veterans-answering-calls-checking-in/>

[2] <https://www.benefits.va.gov/benefits/solid-start.asp>

[3] <http://www.sprc.org/populations/military-veterans>

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