



PERSONNEL AND
READINESS

UNDER SECRETARY OF DEFENSE
4000 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-4000

JAN 19 2024

MEMORANDUM FOR SENIOR PENTAGON LEADERSHIP
COMMANDERS OF THE COMBATANT COMMANDS
DEFENSE AGENCY AND DOD FIELD ACTIVITY DIRECTORS

SUBJECT: Updated Calling Information for the Veterans/Military Crisis Line

As the Department continues to encourage and promote help-seeking among our Service members and their families, we must ensure they have access to the most up to date information and resources. Toward this effort, the following updated calling information for outside the continental United States (OCONUS) access to the Veterans/Military Crisis Line (VCL/MCL) shall be widely disseminated from the Pentagon down to the individual unit level as outlined below.

All DoD Components shall:

- Within 30 days from the date of this memorandum, update all websites and associated social media accounts with the updated OCONUS calling information.
- Within 90 days from date of this memorandum, update all hardcopy materials with the updated OCONUS calling information.

VCL/MCL information for dissemination:

VCL/MCL OCONUS access is available to Service members, veterans, and their families. The country code to reach the United States is required for each number and is dependent on the caller's location. Individuals calling from OCONUS, Canada, Mexico, or off an installation will be responsible for long-distance international charges from their respective carriers, even if dialing a toll-free number.

- In Europe, call: 844-702-5495 or DSN 988
- In the Pacific, call: 844-702-5493 or DSN 988
- In Southwest Asia, call: 855-422-7719 or DSN 988

Additionally, if you have not yet updated the Continental United States (CONUS) process and procedure or have Service members and families returning OCONUS, please note that:

VCL/MCL CONUS access is available to Service members, veterans, and their families.

- Call: 988 and press 1
- Visit: <https://www.veteranscrisisline.net/>

- Chat: Text with a Crisis Line responder – Send a text message to 838255 or through (VeteransCrisisLine.net/Chat).

The 988 Lifeline is a national network of local crisis centers. The 988 Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. If callers are unable to reach the crisis support through phone dialing, the chat service is available online in all locations with an internet connection.

988 Suicide and Crisis Line (Anyone in the United States):

- Call: 988 or 1-800-273-TALK (8255)
- For Text Telephone (TTY) users: Use your preferred relay service or dial 711 then 988.
- Visit: <https://988lifeline.org/>
- Chat: Text with a Crisis Line responder – Send a text message to 838255

Support is also available for relationship, family, or financial challenges. To access non-crisis support (e.g., relationship, family, or financial challenges). Service members and their immediate family can connect with Military OneSource for free and confidential counseling 24/7 (CONUS: 800-342-9647; OCONUS: 800-342-9647 or 703-253-7599; or visit <https://www.militaryonesource.mil>). TRICARE (<https://www.tricare.mil> or for OCONUS – <https://www.tricare-overseas.com>) can also connect DoD beneficiaries of the Military Health System to mental health and counseling services. Additionally, if you are a DoD civilian employee, DoD Employee Assistant Program provides resources, information, and confidential help 24/7 at 866-580-9046 (TTY: 711).

Ensuring access to these potentially life-saving resources around the globe is an essential part of our commitment to “Taking Care of Our People.” Our Service members, veterans, and their families are our greatest strength, and it is incumbent on us to provide them with access to the assistance they need to help them through their most difficult times.



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