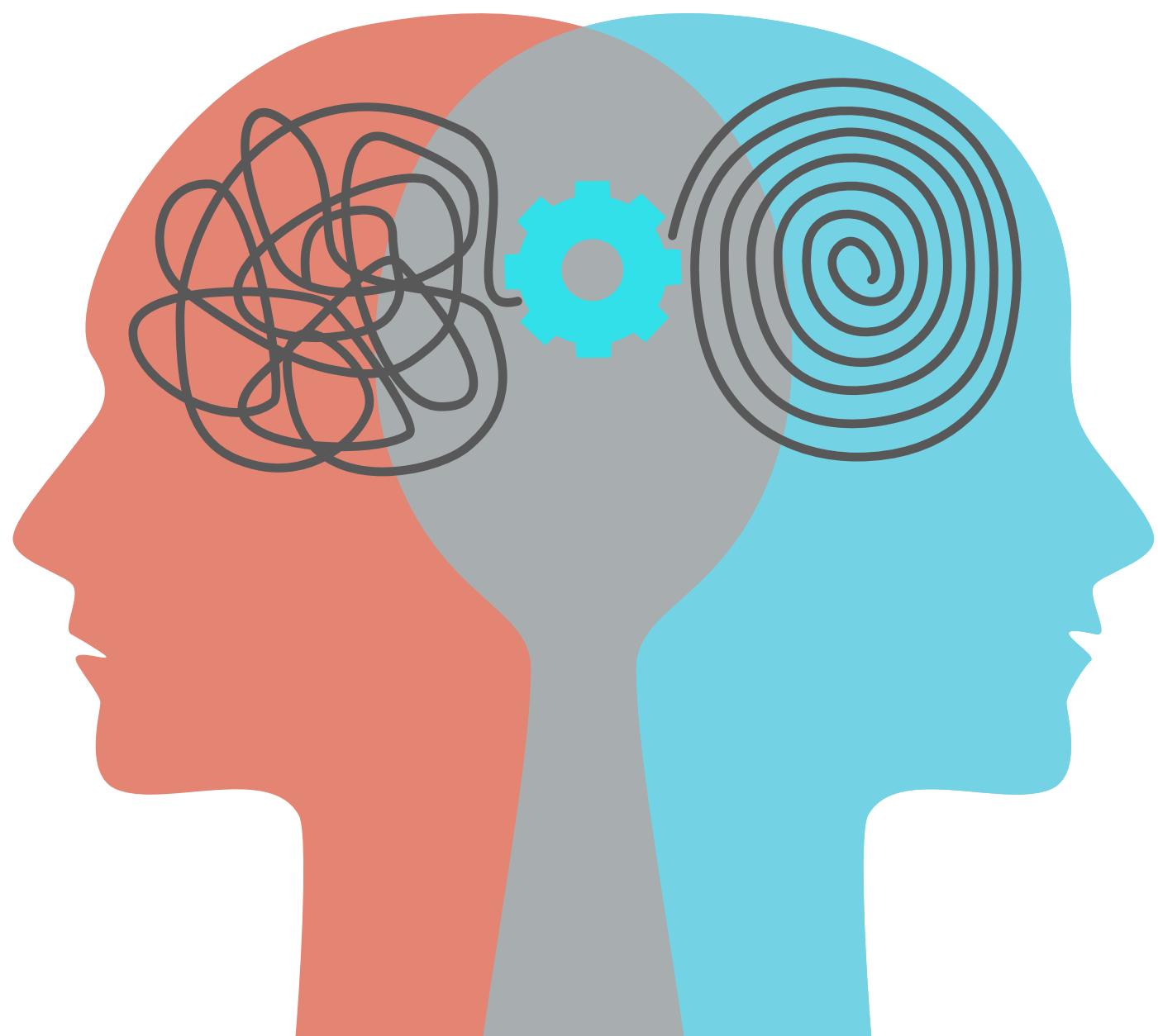


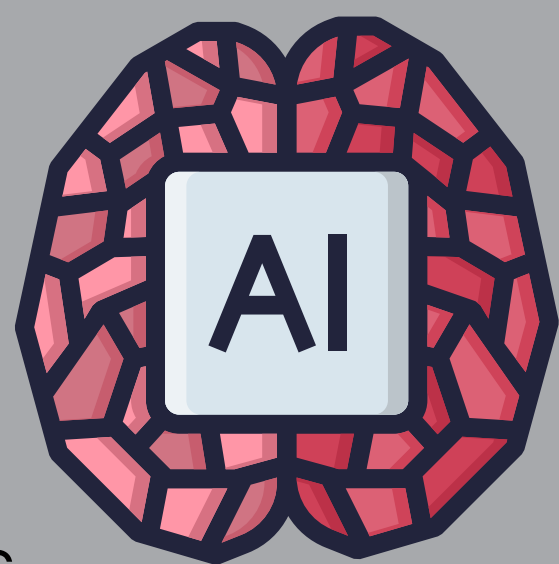
ENHANCING VETERAN CRISIS MANAGEMENT WITH V SIGNALS



Leveraging Data-Driven Insights for Improved Veteran Care

Impact

VSignals transforms veteran support by integrating AI for enhanced crisis management and deeper understanding, complemented by sophisticated analytics that elevate the operational efficacy of the Veterans Crisis Line through improved response coordination and resource management.



Technological Innovations

Use of Medallia: VSignals employs Medallia to enhance alert categorization and streamline feedback analysis, speeding up crisis response.

AI and Machine Learning: AI is crucial for analyzing vast data sets, allowing VSignals to detect trends and preemptively address potential crises, offering proactive veteran support.

VSignals revolutionizes veteran care with AI-driven insights for immediate and lasting impact

The VSignals project, under the Veterans Crisis Line (VCL), utilizes advanced data analytics and artificial intelligence to improve crisis response and support for veterans. This initiative focuses on analyzing suicide ideation alerts to enhance decision-making and intervention strategies.

Key Findings

Data Complexity and Integration: VSignals uses AI to streamline the categorization of complex veteran feedback into key areas like care, services, and benefits.



Crisis Intervention Improvements: Enhanced crisis response through reduced false positives and improved detection accuracy ensures timely interventions.

97%



Achieved 97% accuracy in data categorization during VSignals initiative.

3,600

Employed advanced analytics and AI for crisis intervention, processing over 3,600 alerts.