

## HR 6656

### Stuck On Hold Act

**Congress:** 118 (2023–2025, Ended)

**Chamber:** House

**Policy Area:** Social Welfare

**Introduced:** Dec 7, 2023

**Current Status:** Received in the Senate and Read twice and referred to the Committee on Veterans' Affairs.

**Latest Action:** Received in the Senate and Read twice and referred to the Committee on Veterans' Affairs. (Sep 25, 2024)

**Official Text:** <https://www.congress.gov/bill/118th-congress/house-bill/6656>

### Sponsor

**Name:** Rep. Calvert, Ken [R-CA-41]

**Party:** Republican • **State:** CA • **Chamber:** House

### Cosponsors (3 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Cuellar, Henry [D-TX-28]	D · TX		Dec 7, 2023
Rep. Thompson, Mike [D-CA-4]	D · CA		Jun 11, 2024
Rep. Webster, Daniel [R-FL-11]	R · FL		Jul 25, 2024

### Committee Activity

Committee	Chamber	Activity	Date
Veterans' Affairs Committee	House	Reported by	Apr 17, 2024
Veterans' Affairs Committee	Senate	Referred To	Sep 25, 2024
Ways and Means Committee	House	Referred To	Dec 7, 2023

### Subjects & Policy Tags

#### Policy Area:

Social Welfare

### Related Bills

No related bills are listed.

## Stuck On Hold Act

This bill requires the Department of Veterans Affairs and the Social Security Administration to implement automated systems for their customer phone lines that inform callers of the expected wait time and that offer callbacks for wait times of more than 15 minutes. The agencies must also issue guidance to reduce the average wait time to no more than 15 minutes.

### Actions Timeline

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- **Sep 25, 2024:** Mr. Bost moved to suspend the rules and pass the bill, as amended.
- **Sep 25, 2024:** Considered under suspension of the rules. (consideration: CR H5776-5777)
- **Sep 25, 2024:** DEBATE - The House proceeded with forty minutes of debate on H.R. 6656.
- **Sep 25, 2024:** Passed/agreed to in House: On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote. (text: CR H5776)
- **Sep 25, 2024:** On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote. (text: CR H5776)
- **Sep 25, 2024:** Motion to reconsider laid on the table Agreed to without objection.
- **Sep 25, 2024:** Received in the Senate and Read twice and referred to the Committee on Veterans' Affairs.
- **Apr 17, 2024:** Subcommittee Consideration and Mark-up Session Held
- **Apr 17, 2024:** Forwarded by Subcommittee to Full Committee (Amended) by Voice Vote.
- **Mar 20, 2024:** Subcommittee Hearings Held
- **Jan 11, 2024:** Referred to the Subcommittee on Economic Opportunity.
- **Dec 7, 2023:** Introduced in House
- **Dec 7, 2023:** Referred to the Committee on Ways and Means, and in addition to the Committee on Veterans' Affairs, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned.