



2011 LEGISLATIVE REPORT
MINNESOTA DEPARTMENT OF VETERANS AFFAIRS
LINKVET LINE AND WEBSITE
1888-LINKVET (546-5838)
WWW.MINNESOTAVETERAN.ORG

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Legislative Charge

Minnesota Session Laws 2010, Regular Session CHAPTER 333

Sec.8. Minnesota Statutes 2008, section 196.05, is amended by adding a subdivision to read:

Subd. 3. **Consumer satisfaction.** (a) The commissioner shall submit a memorandum each year to the governor and the chairs and ranking minority members of the house of representatives and senate standing committees with jurisdiction over the department's programs that provides the following information:

- (1) the number of calls made to each of the department's help lines by consumers and citizens regarding services provided or regulated by the department;
- (2) the subject matter of the call;
- (3) the number of service-related calls that were resolved;
- (4) the number that remain open; and
- (5) the number that were without merit.

(b) The commissioner shall publish the annual memorandum on the department's Web site each year no later than March 1.

Estimated Cost of Preparing this Report (as required by Minn. Stat. 3.197)

Staff time:	\$281.00
Copies:	<u>\$9.00</u>
TOTAL:	\$300.00

SUMMARY

The Veterans Linkage Line (LinkVet) is a toll free, one stop customer service line and website for all Minnesota veterans and their families. The service connects Veterans and their families to important services and resources.

Calls are answered from Monday to Friday from 7:00 am to 9:00 pm, Saturday from 10:00 am to 4:00 pm and Sunday from 9:30 am to 3:30 pm. Trained Counselors will continue to provide service 24 hours a day, seven days a week(including holidays), for immediate crisis intervention and psychological counseling. Veterans can call LinkVet at 1-888-LinkVet (546-5838), International +1 (651) 556-0596 and TTY at (800) 627-3529, and the National Suicide Prevention Lifeline at 1-800-273-8255.

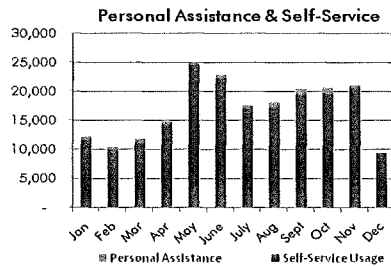
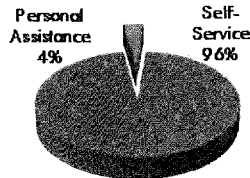
The website (www.minnesotaveteran.org) is a Frequently Asked Question (FAQ) format which allows users to enter questions or search topics based on their specific needs. Users are also able to create personalized accounts that will allow them to track topics and resources of interest. For example, if the user has questions about education benefits for Veterans, they can choose to be alerted anytime there is an update or a change related to that topic. Users also have the ability to chat online with staff and provide immediate feedback to help improve the site's usability.

EXECUTIVE SUMMARY:

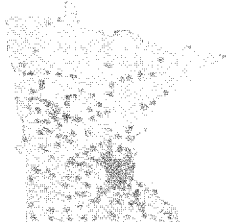
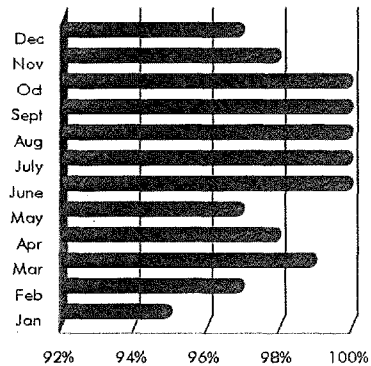
**Executive Summary of Department Online Support:
January 1 –December 28, 2010**

Highpoints:

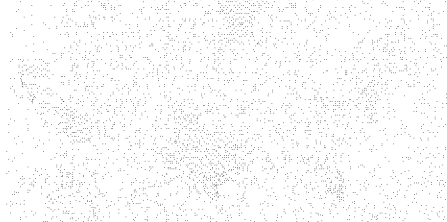
- Nation leading program provides information on Veterans’ benefits, health care, education and reintegration.
- The phone line is managed by trained Minnesota Online staff during business hours.
- 204,884 contacts in year
- 1,981 returning visitors in September
- 7,361 new visitors in November
- 97-99% of questions to advisors were solved within 24 hours
- 97% seeking personal assistance called to toll free number
- Website visits from a unique IP address:
 - ❖ 70,657 visits from 120 countries world-wide
 - ❖ 68,140 visits from 3,341 cities in the United States
 - ❖ 36,798 visits from 316 cities in Minnesota



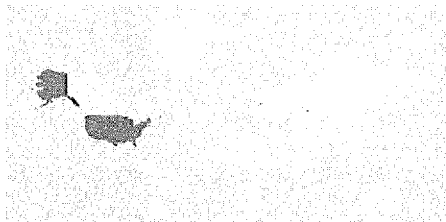
Veterans Affairs Solve Rate
resolved within 24-hours



36,798 visits from 316 cities in Minnesota



68,140 visits from 3,341 cities in the United States



70,657 visits from 120 countries world-wide

LinkVetwww.minnesotaveteran.org

1. County Veterans Service Officer (CVSO)
2. Minnesota Service C.O.R.E. (CORE)
3. Presumptive Illnesses Related to Agent Orange

53% Benefits
 34% General Information
 10% Claims & Outreach

Benefitswww.mnveteranbenefits.org

1. Determining My Benefits
2. Country Veterans Service Officer (CVSO)
3. Minnesota Service C.O.R.E. (CORE)

57% Healthcare
 16% Federal Benefits
 13% State Benefits

Claims and Outreachwww.mnveteranclaim.org

1. County Veterans Service Officer (CVSO)
2. Qualifying for Veterans Benefits
3. Presumptive Illnesses Related to Agent Orange

52% Claims
 43% Outreach
 <5% Claims & Outreach

Higher EducationMyMilitaryEducation.org

1. Post 9/11 GI Bill (Chapter 33) Application & Information
2. Comprehensive List of Military Scholarships . . .
3. Check & Verify USDVA Benefits Status thru W.A.V.E.

56% Military Education Benefits/Finance
 22% Career Information & Resources
 8% Getting Ready for College

Veterans Homeswww.MNVeteransHomes.org

1. Veterans Homes Phone Directory
2. Qualifying for Veterans Benefits
3. Cost of Care at a Minnesota Veterans Home

43% Minneapolis
 27% Veterans Home General
 13% Hastings

HOURS OF OPERATION:

TELEPHONE ASSISTANCE: 7:00 A.M. TO 9:00 P.M., CST MONDAY THROUGH FRIDAY

10:00 A.M. TO 4:00 P.M., CST SATURDAY, AND 9:30 A.M. TO 3:30 P.M., CST SUNDAY

SUICIDE PREVENTION LIFELINE: ALL CALLERS ARE REFERRED AFTER HOURS TO 1-800-273-8255 OR WWW.SUICIDEPREVENTION.LIFELINE.ORG



Summary of Claims and Outreach Division Online Support: January 1 –December 28, 2010

Highpoints:

- 7,388 contacts in year
- Month at a Glance: 280 new visitors and 28 returning visitors in November.
- 82% seeking personal assistance called the toll free number.



[log ?]

[Claims and Outreach Home](#) [Answers](#) [Ask a Question](#) [Web Chat](#) [My Stuff](#) [Mn Veteran Home](#)

Answers

Search for information and answers on Veterans Claims and Outreach. Use keywords or phrases in your search.

Search by Keyword

[Search All Answers](#)
[Advanced Search](#)

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS
CENTRAL OFFICE

Claims and Outreach Divisions

- [ST. PAUL REGIONAL OFFICE](#)
- [FARGO REGIONAL OFFICE](#)
- [OUTREACH DIVISION](#)
- [TRIBAL VETERANS SERVICES](#)

Most Popular Answers

You can also click to view one of our most popular answers.

- [Minnesota Service C.O.R.E. \(CORE\)](#)
- [Presumptive Illnesses Related to Agent Orange](#)
- [County Veterans Service Officer \(CVSO\)](#)
- [Military Family Support Resources](#)
- [Vietnam Navy and Coast Guard Ships Recently Identified as Having Been Exposed to Agent Orange](#)

[See All Popular Answers](#)

Contact Us

Online Support Service
Phone: 888.LINK.VET (543.5838)
+1.651.550.0593
International
TTY: 1.800.827.3529

Telephone Assistance
7A to 5P, CST M-F
10A to 4P, CST Sat
9:30A to 3:30P, CST Sun
Closed Holidays

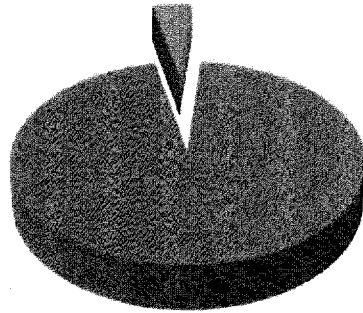
[Department Directory](#)

If you are in crisis,
call
1-800-273-TALK (8255)
24 hours Suicide Prevention Lifeline

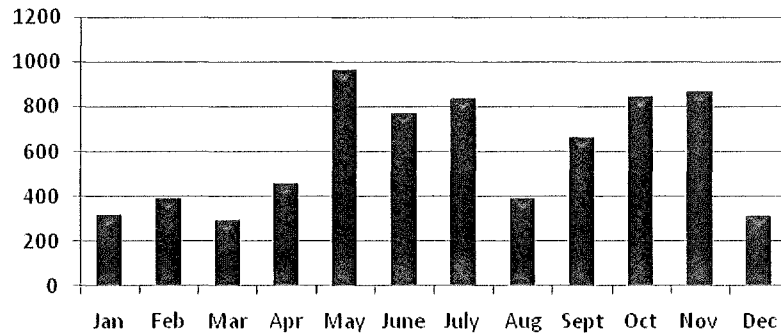
Links

- [Newsletters](#)
- [Regional Coordinators Map](#)
- [County Veterans Service Officers](#)
- [Tribal Veterans Services](#)
- [Media Information](#)
- [Division Links](#)
- [Benefits](#)
- [Claims and Outreach](#)
- [Higher Education](#)
- [Veterans Homes](#)

■ Self-Service 95% ■ Personal Assistance 5%

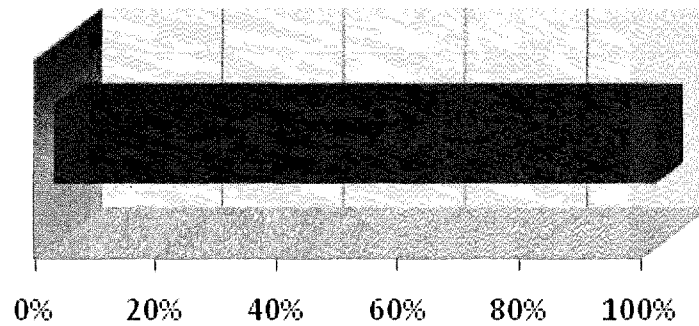


Self-Service Usage Claims and Outreach

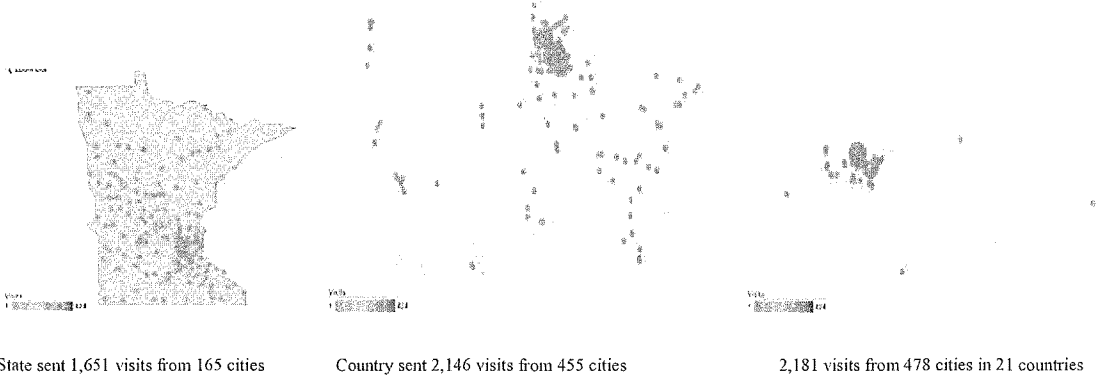


Claims and Outreach

335 questions resolved within 24 hours



Contacts from Minnesota, across the USA and Worldwide



Personal Assistance

- 49% Claims
- 46% Outreach
- 3% Appeals
- 1% Services for Women Veterans
- <1% Tribal Service

Top Answers viewed on Website

1. County Veterans Service Officer (CVSO)
2. Qualifying for Veterans Benefits
3. Presumptive Illnesses Related to Agent Orange
4. Minnesota Service C.O.R.E. (CORE)
5. Meet the Online Support Team
6. A to Z List of Resources Available to Veterans and Their Families
7. Copies of Military Personnel Records
8. Health Resources for Veterans, Service Members and their Families
9. Vietnam Navy and Coast Guard Ships Recently Identified as Having Been Exposed to Agent Orange
10. Service-Connected Disabilities



VETERANS BENEFITS



www.mnveteranbenefits.org

Summary of Veterans Benefits Division Online Support: January 1 –December 28, 2010

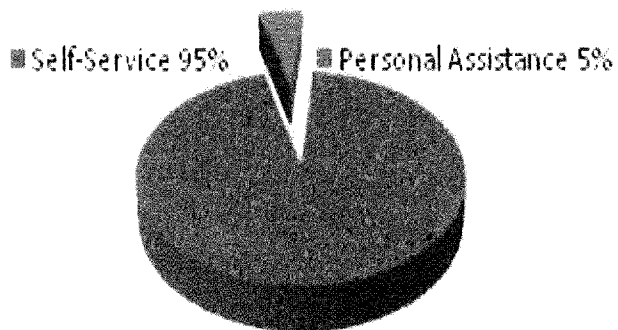
Highpoints:

- 32,605 contacts in year
- Month at a Glance: 668 new visitors and 70 returning visitors in November.
- 88% seeking personal assistance called the toll free number.



The screenshot shows the website's navigation menu with tabs for 'Benefits Home', 'Answers', 'Ask a Question', 'Web Chat', 'My Stuff', and 'Mn Veteran Home'. The main content area is divided into several sections:

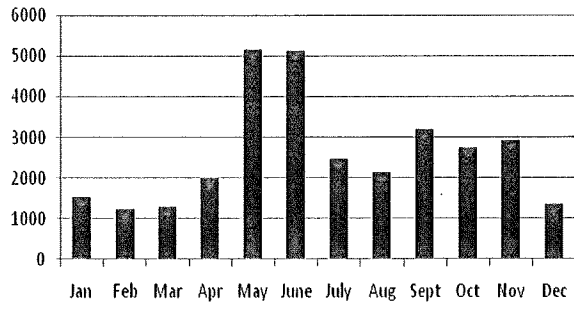
- Answers:** Search for information and answers on Benefits. Includes a search bar and 'Search All Answers' button.
- Benefits & Services:** A list of service categories including Financial Assistance, Education/OJT/Apprenticeship, Burial, Health Care, and Veterans Preference.
- Most Popular Answers:** A list of frequently accessed articles, such as 'President Obama Signs Post-9/11 Veterans Educational Assistance Improvements Act of 2010' and 'Minnesota Service C.O.R.E. (CORE)'.
- Contact Us:** Provides contact information for online support services (888.LINKVET), telephone assistance (7A to 5P, CST M-F), and a department directory.
- Links:** A collection of quick links to newsletters, regional coordinators, county veterans service officers, tribal veterans services, media information, and division links.



95% self-served with 302 online answers

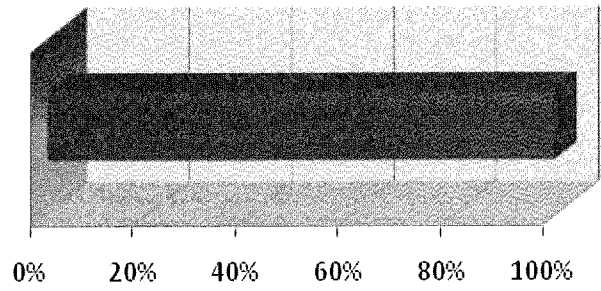
Self-Service Usage

Benefits

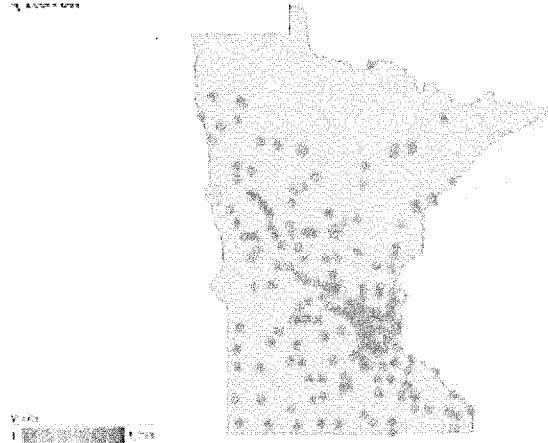


Benefits

1,737 questions resolved within 24 hours



Contacts from Minnesota, across the USA and Worldwide



State sent 10,803 visits from 241 cities



Country sent 5,231 visits from 803 cities



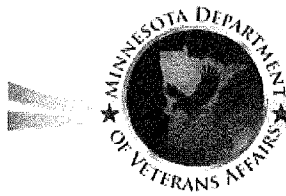
5,329 visits from 855 cities in 34 countries

Personal Assistance

53% Healthcare
16% Federal Benefits
13% State Benefits
7% Financial Assistance
4% Burial Benefits
3% Veterans Preference
1% Education/OJT/Apprenticeship

Top Answers viewed on Website:

1. Determining My Benefits
2. County Veterans Service Officer (CVSO)
3. Minnesota Service C.O.R.E. (CORE)
4. Apply for Thank MN Troops (Minnesota Military Appreciation Fund)
5. Check and Verify my USDVA Benefit Status Through W.A.V.E
6. A to Z List of Resources Available to Veterans and Their Families
7. Minnesota Department of Veterans Affairs Financial & Educational Resources
8. Comprehensive List of Military Scholarships for Service Members,
9. Spouses and Dependents
10. Determining eligibility and claiming Market Value Exclusion
11. Overview of United States Department of Veterans Affairs Benefits
12. for Veterans -FACT SHEETS



MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

Veterans
LinkVet Line
and by benefit

www.minnesotaveteran.org

LINKVET WEBSITE – GENERAL LINE

Summary of LinkVet Division Online Support: January 1 –December 28, 2010

Highpoints:

- 76,348 contacts in year
- Month at a Glance: 2,788 new visitors and 831 returning visitors in November.
- 87% seeking personal assistance called the toll free number.



MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

Veterans
LinkVet Line
and by benefit

www.minnesotaveteran.org

LinkVet Home
Answers
Ask a Question
Web Chat
My Stuff
(Log In)

Serving You Better *Survey*

Answers

Search for information and answers for the Minnesota Department of Veterans Affairs. Use keywords or phrases in your search.

Search by Keyword

Search All Answers
Advanced Search

Most Popular Answers

You can also click to view one of our most popular answers.

[President Obama Signs Post-9/11 Veterans Educational Assistance Improvements Act of 2010](#)

[Minnesota Service C.O.R.E. \(CORE\)](#)

[Check and Verify my United States Department of Veterans Affairs \(USDVA\) Benefits Status Through W.A.V.E](#)

[Presumptive Illnesses Related to Agent Orange](#)

[Comprehensive List of Military Scholarships for Service Members, Spouses and Dependents](#)

[See All Popular Answers](#)

BENEFITS

CLAIMS AND OUTREACH

HIGHER EDUCATION

VETERANS HOMES

Hot Topics


ABOUT US

MN VETS: HOME & HOPE

FLAG STATUS

CALENDAR OF EVENTS

BEYOND THE YELLOW RIBBON



Contact Us

Online Support Services
Phone
888.LINK.VET (546.5838)
+1.851.5550599
International
TTY: 1.800.627.3529

Telephone Assistance
7A to 9P, CST M-F
10A to 4P, CST Sat
9:30A to 3:30P, CST Sun
Closed Holidays

[Department Directory](#)

If you are in crisis, call
1-800-273-TALK (8255)
National Suicide Prevention Hotline

Links

[Newsletters](#)

[Regional Coordinators Map](#)

[County Veterans Service Officers](#)

[Tribal Veterans Services](#)

[Media Information](#)

Division Links

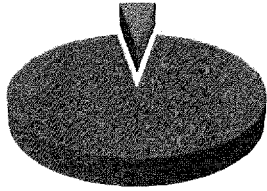
[Benefits](#)

[Claims and Outreach](#)

[Higher Education](#)

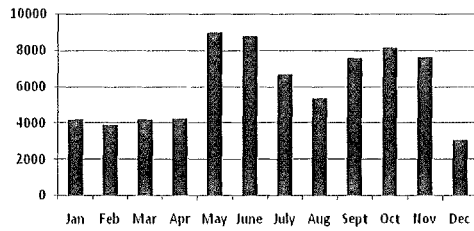
[Veterans Homes](#)

Self-Service 94% Personal Assistance 6%



Self-Service Usage

LinkVet

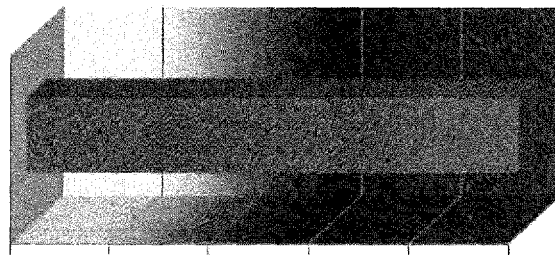


Zoom Out



State sent 16,526 visits from 292 cities Country sent 22,989 visits from 2,210 cities 23,749 visits from 96 countries/territories

Link Vet



0% 20% 40% 60% 80% 100%

99% of the 4,221 questions to advisors were resolved within 24 hours.

Personal Assistance

- 62% Benefits
- 29% General Information
- 6% Claims and Outreach
- 2% Education
- 1% Veterans Homes
- 1% Career Information and Resources
- <1% About Us

Top Answers viewed on Website

1. County Veterans Service Officer (CVSO)
2. Minnesota Service C.O.R.E. (CORE)
3. Presumptive Illnesses Related to Agent Orange
4. Comprehensive List of Military Scholarships for Service members, Spouses and Dependents
5. Check and Verify my USDVA Benefits Status Through W.A.V.E.
5. Vietnam Navy and Coast Guard Ships Recently Identified as Having Been Exposed to Agent Orange
6. Minnesota GI Bill
7. Finding Tribal Veterans Service Officers
8. Newsletters from the MDVA
9. Veterans Memorials, Monuments and Statues



Summary of Veterans Homes Online Support: January 1 –December 28, 2010

Highpoints:

- 16,592 contacts in year
- Month at a Glance: 467new visitors and 64 returning visitors in November.
- Channel: 45%seeking personal assistance called the toll free number.



Veterans Homes Answers Ask a Question Web Chat My Stuff Mn Veteran Home [Log Out]

Answers

Search for information and answers on Veterans Homes. Use keywords or phrases in your search.

Search by Keyword

Search All Answers
Advanced Search

Welcome to the Minnesota Veterans Homes

The mission of the Veterans Homes is to oversee and guarantee high-quality health care for Veterans and dependents in its care. Please visit our map for information about the various locations.

Most Popular Answers

You can also click to view one of our most popular answers.

- [County Veterans Service Officer \(CVSO\)](#)
- [A to Z List of Resources Available to Veterans and Their Families](#)
- [Requesting Copies of Military Personnel Records](#)
- [Power of Attorney](#)
- [Minnesota Veterans Home - Silver Bay](#)

[See All Popular Answers](#)

Contact Us

Online support services
Phone
888.LINK.VET (548.5838)
+1.851.8590898
International
TTY: 1.800.627.3529

Telephone Assistance
7A to 5P, CST M-F
10A to 4P, CST Sat
9:30A to 3:30P, CST Sun
Closed Holidays

[Department Directory](#)

If you are in crisis, call
1-800-273-TALK (8255)
24-hour toll-free Prevention Helpline

Links

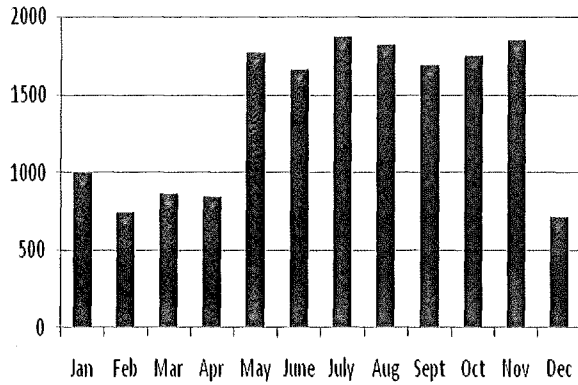
- [Newsletters](#)
- [Regional Coordinators Map](#)
- [County Veterans Service Officers](#)
- [Tribal Veterans Services](#)
- [Media Information](#)

Division Links

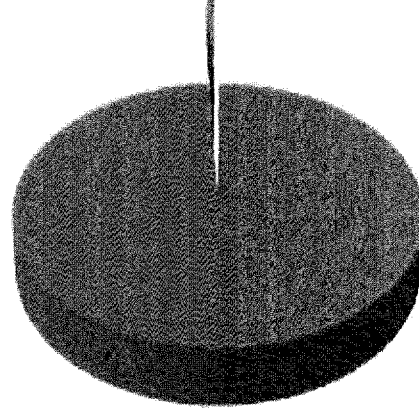
- [Benefits](#)
- [Claims and Outreach](#)
- [Higher Education](#)
- [Veterans Homes](#)

Self-Service Usage

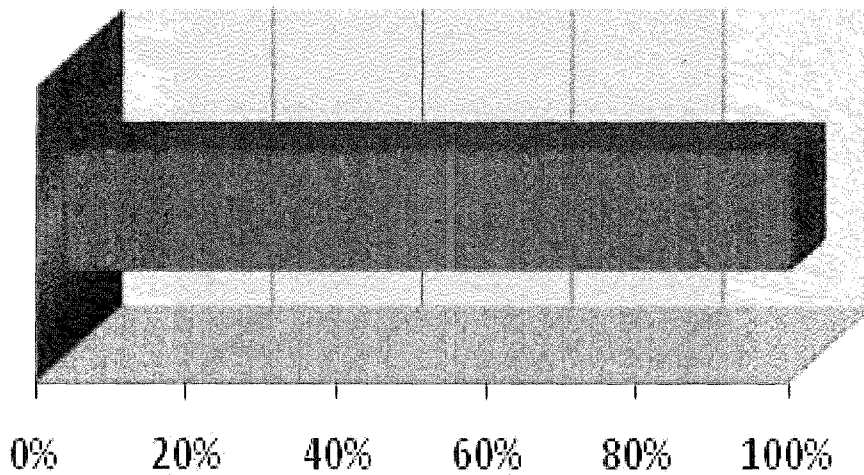
Veterans Homes



■ Self-Service 99% ■ Personal Assistance 1%

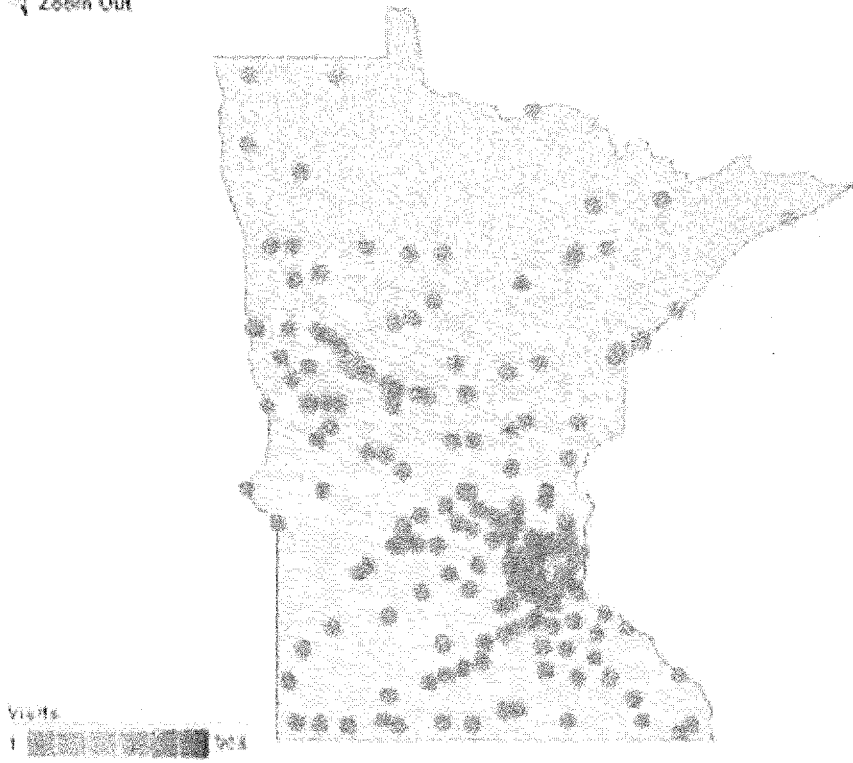


Veterans Homes



99% of the 139 questions to advisors were resolved within 24 hours.

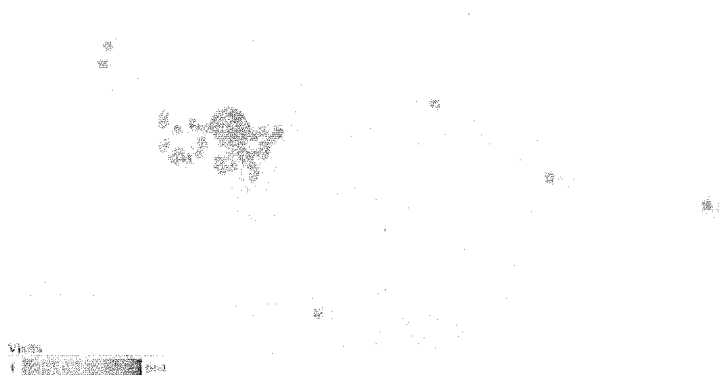
2,860 VISITS



State sent 2,860 visits from 172 cities



Country sent 3,788 visits from 608 cities



3,850 visits from 658 cities in 30 countries

Personal Assistance

- 42% Minneapolis
- 27% Veterans Home General
- 11% Hastings
- 11% Silver Bay
- 5% Fergus Falls
- 4% Luverne

Top Answers viewed on Website

1. Veterans Homes Phone Directory -All homes and central office
2. Qualifying for Veterans Benefits
3. Cost of Care at a Minnesota Veterans Home
4. County Veterans Service Officer (CVSO)
5. Minnesota Veterans Homes -Minneapolis
6. Cost to the Resident at Veterans Homes
7. Finding Assisted Living for Veterans and Their Spouses
8. Services -Minnesota Veterans Home -Minneapolis
9. Photo Tour -Minnesota Veterans Home -Minneapolis
10. Asset Transfer Prior to Admission to a Veterans Home



Higher Education Veterans Programs MyMilitaryEducation.org

Summary of My Military Education Online Support: January 1, 2010–December 28, 2010

Highpoints:

- 71,951 contacts in year
- Month at a Glance: 7,361 new visitors and 858 returning visitors in November.
- Channel: 65% seeking personal assistance called the toll free number.



MyMilitary Home | Answers | Ask a Question | Web Chat | My Stuff | Mn Veteran Home

Answers
Search MyMilitaryEducation.org for education benefits. Use keywords or phrases in your search.

Search by Keyword
[Search Box]
[Search All Answers] [Advanced Search]

Information Request

- Find Your Military Transcript
- Education Benefits
- Career Planning
- Online Courses & Programs

Most Popular Answers
You can also click to view one of our most popular answers.

- President Obama Signs Post-9/11 Veterans Educational Assistance Improvements Act of 2010
- Minnesota Service C.O.R.E. (CORE)
- Check and Verify my United States Department of Veterans Affairs (USDVA) Benefits Status Through W.A.V.E
- Go the Distance! Events
- Comprehensive List of Military Scholarships for Service Members, Spouses and Dependents
- See All Popular Answers

Higher Education Veterans Programs
Connecting YOU with educational benefits and resources to help succeed in college.
[Contact Your Regional Coordinator](#)

You served your Country.
FIRST YEAR EXPERIENCE VETERANS SECTION
STIPEND
Helping Veterans Make the Transition to College
About Central College's Veterans Support Program
Information available at www.southcentral.edu
Contact: David Schrader @southcentral.edu
Now let us serve you.

Hot Topics

- Post 9/11 GI Bill Application & Information
- Dependent Education Benefits
- Interactive Benefits Flowchart
- Scholarships
- Military to College Checklist
- Benefits & Services for MN Guard Members
- Career Fairs & Job Resources
- VA Post 9/11 HOW TO Reference Tool

Contact Us

Online Support Services
Phone: 888.LINK.VET (549.5835)
+1.888.555.0199
International
TTY: 1.800.627.3529

Telephone Assistance
7A to 5P, CST M-F
10A to 4P, CST Sat
9:30A to 3:30P, CST Sun
Closed Holidays

Department Directory

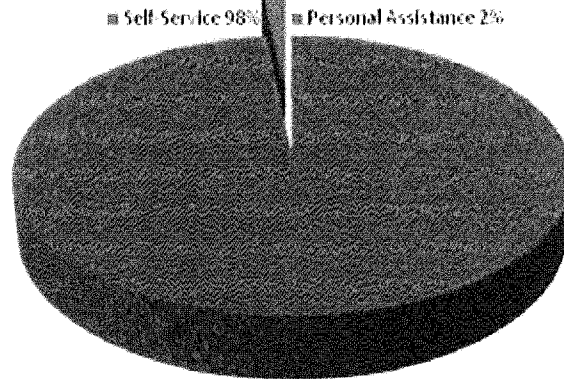
If you are in crisis, call
1-800-273-TALK (8225)
*Dial 911 for Police/Fire/EMS

Links

- Newsletters
- Regional Coordinators Map
- County Veterans Service Officers
- Tribal Veterans Services
- Media Information
- Division Links
- Benefits
- Claims and Outreach
- Higher Education
- Veterans Homes

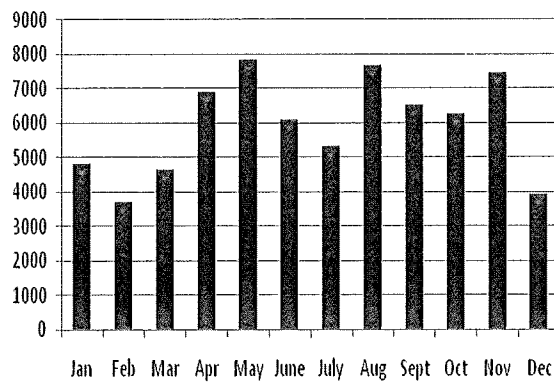
Minnesota Online

My Military Education

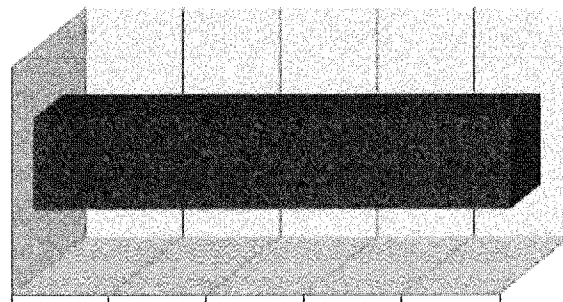


Self-Service Usage

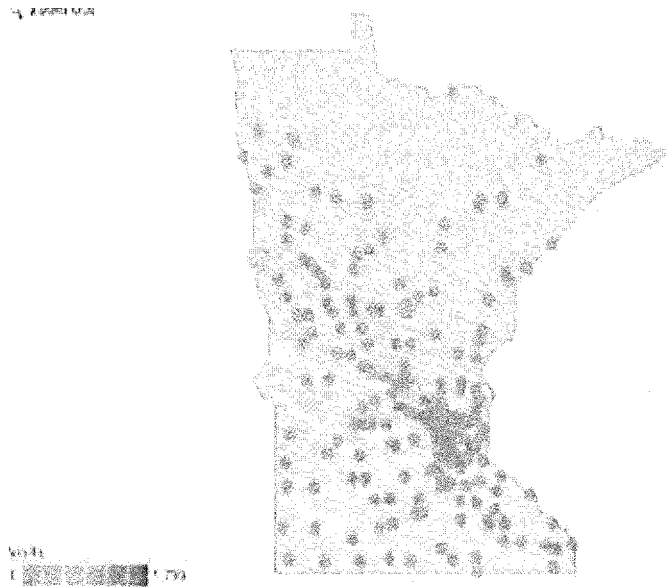
MyMilitary Education



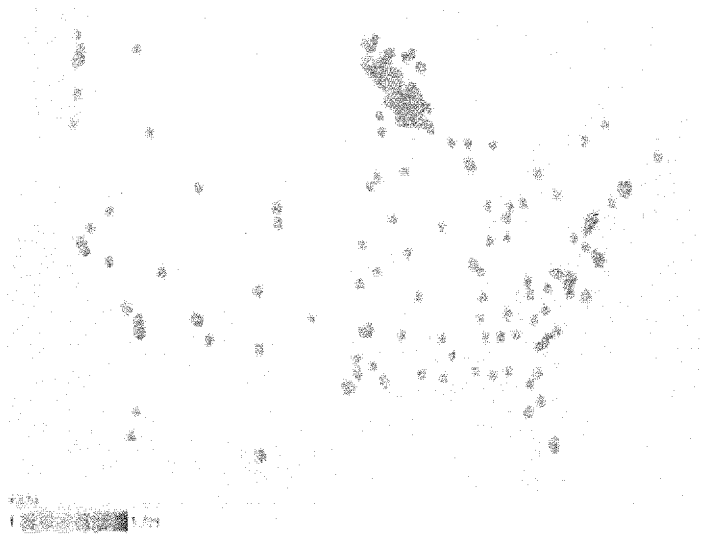
My Military Education Solve Rate



98% of the 1,220 questions to advisors were resolved within 24 hours



State sent 10,803 visits from 241 cities



Country sent 31,552 visits from 3,569 cities



33,006 visits from 3,990 cities from 41 countries

Personal Assistance

- 56% Military Education Benefits and Finances
- 22% Career Information & Resources
- 8% Getting Ready for College
- <5% MNDVA Higher Education
- <5% Veteran' Program
- <5% Policies
- <5% Websites
- <5% Learning/Disability Services
- <5% Military Family Resources
- <5% Readjustment and Personal

Top Answers Viewed on Website

1. Post 9/11 GI Bill (Chapter 33) Application and information
2. Comprehensive List of Military Scholarships for Service members, Spouses and Dependents
3. Check and Verify my USDVA Benefits Status Through W.A.V.E.
4. Montgomery GI Bill Status: Withdrawing from or Failing a Class
5. Higher Education Veterans Programs Regional Coordinators Map
6. Obtaining Military Transcripts and Transfer Credits
7. Interactive Educational Benefits Flowchart
8. County Veterans Service Officer (CVSO)
9. Eligibility for the Montgomery GI Bill -Active Duty -Chapter 30
10. Minnesota Service C.O.R.E (CORE)

CUSTOMER SERVICE SURVEY



Dear First Name,

The Veterans Linkage Line (LinkVet) is a toll free, one stop customer service line and website for all Minnesota Veterans and their families. The service connects Veterans and their families to important services and resources.

Have you used or had contact with LinkVet at 1.888.LINKVET (546-5838) or visited www.MinnesotaVeteran.org? If yes, please take a few moments to answer the following questions:

Please complete this survey by February 18th, 2011. The Minnesota Department of Veterans Affairs is an affirmative action, equal opportunity employer. Please notify the Webmaster with any questions or technical problems. © 2011 Minnesota State Colleges and Universities System Privacy Statement

1) How often do you visit the www.MinnesotaVeteran.org (LinkVet) Web site?

- Very Often (52 or more times per year)
- Often (20-51 times per year)
- Sometimes (6-20 times per year)
- Very Seldom (1-5 times per year)
- Never

'392',1,1,2,'q_392

2) Have you used the email and/or chat option at www.MinnesotaVeteran.org? If so, did you find that method of contact helpful/convenient?

- Very Helpful/Convenient
- Moderately Helpful/Convenient

- Helpful/Convenient
- Not Helpful/Convenient
- Have not used email or chat options

'401',1,1,2,'q_401

3) How satisfied are you with the information provided on the LinkVet Web site?

- Very Satisfied
- Moderately Satisfied
- Satisfied
- Moderately Dissatisfied
- Very Dissatisfied
- Not Applicable

'393',1,1,2,'q_393

4) How would you rate your satisfaction with the LinkVet staff professional knowledge and concern?

- Very Satisfied
- Moderately Satisfied
- Satisfied
- Moderately Dissatisfied
- Very Dissatisfied
- Not Applicable

'396',1,1,2,'q_396

5) How accurate and complete was the information that you received from the LinkVet staff?

- Very Satisfied
- Moderately Satisfied
- Satisfied
- Moderately Dissatisfied
- Very Dissatisfied
- Not Applicable

'398',1,1,2,'q_398

6) How would you rate your overall satisfaction with your experience(s) when information was requested from LinkVet?

- Very Satisfied
- Moderately Satisfied
- Satisfied
- Moderately Dissatisfied
- Very Dissatisfied
- Not Applicable

'400',1,1,2,'q_400

7) If we connected you with a resource via conference call, was connecting you (the customer) with a resource helpful?

- Very Helpful
- Moderately Helpful
- Helpful
- Not Helpful
- Not Applicable

'394',1,1,2,'q_394

8) What can we do better? Please provide any suggestions/requests.

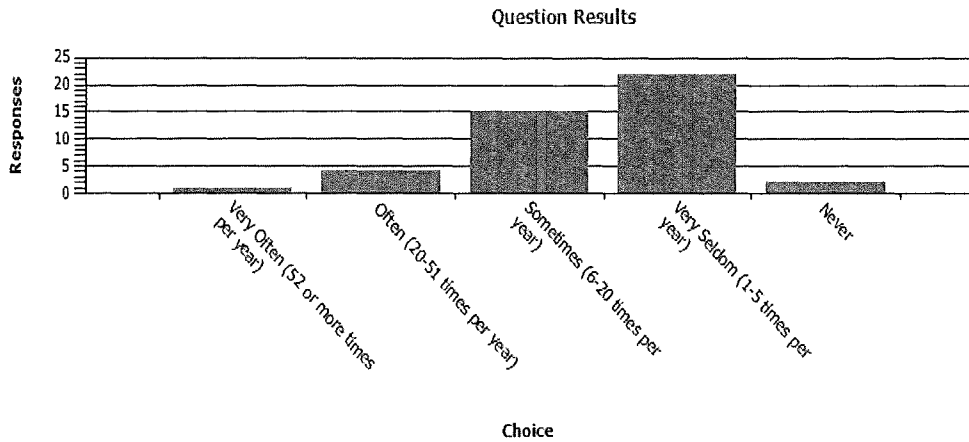
'402',1,4000,1,"',E

Submit

SURVEY RESULTS – RESENTLY SENT TO 2010 USERS

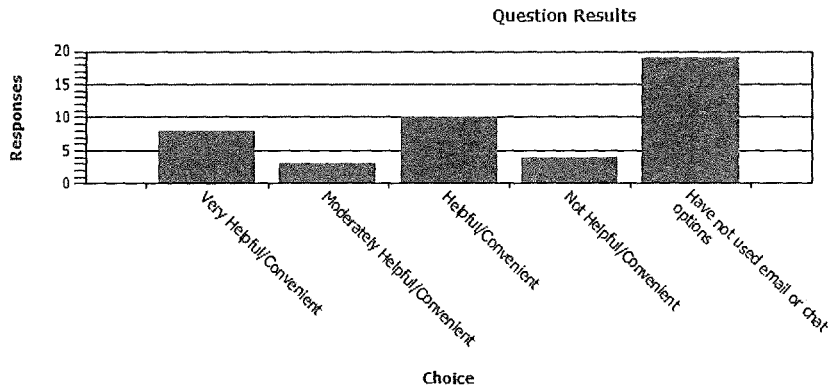
**SURVEY DATA COLLECTED THROUGH 2-26-2011
SENT OUT TO UNIQUE IP ADDRESSES**

1) How often do you visit the www.MinnesotaVeteran.org (LinkVet) Web site?



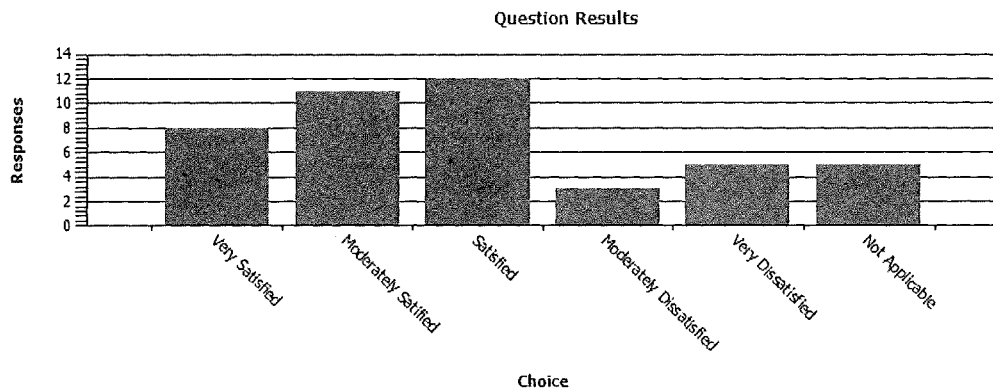
Response	# Responses
Very Often (52 or more times per year)	1
Often (20-51 times per year)	4
Sometimes (6-20 times per year)	15
Very Seldom (1-5 times per year)	22
Never	2
Total	44

2) Have you used the email and/or chat option at www.MinnesotaVeteran.org? If so, did you find that method of contact helpful/convenient?



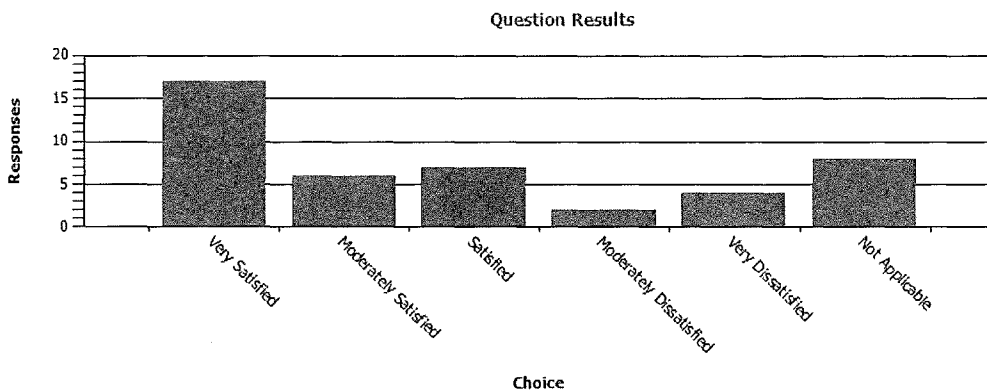
Response	# Responses
Very Helpful/Convenient	8
Moderately Helpful/Convenient	3
Helpful/Convenient	10
Not Helpful/Convenient	4
Have not used email or chat options	19
Total	44

3) How satisfied are you with the information provided on the LinkVet Web site?



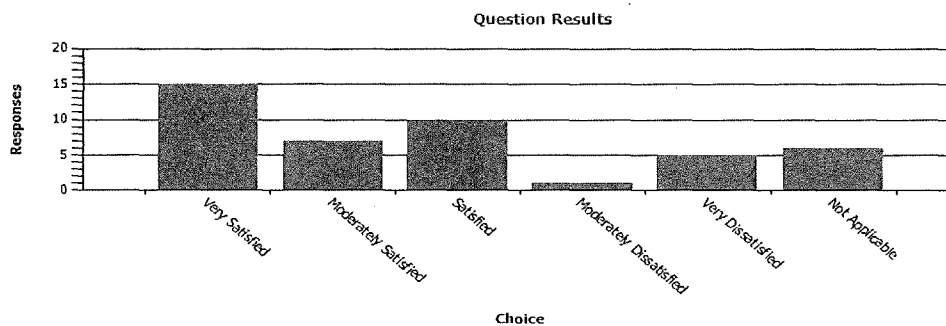
Response	# Responses
Very Satisfied	8
Moderately Satisfied	11
Satisfied	12
Moderately Dissatisfied	3
Very Dissatisfied	5
Not Applicable	5
Total	44

4) How would you rate your satisfaction with the LinkVet staff professional knowledge and concern?



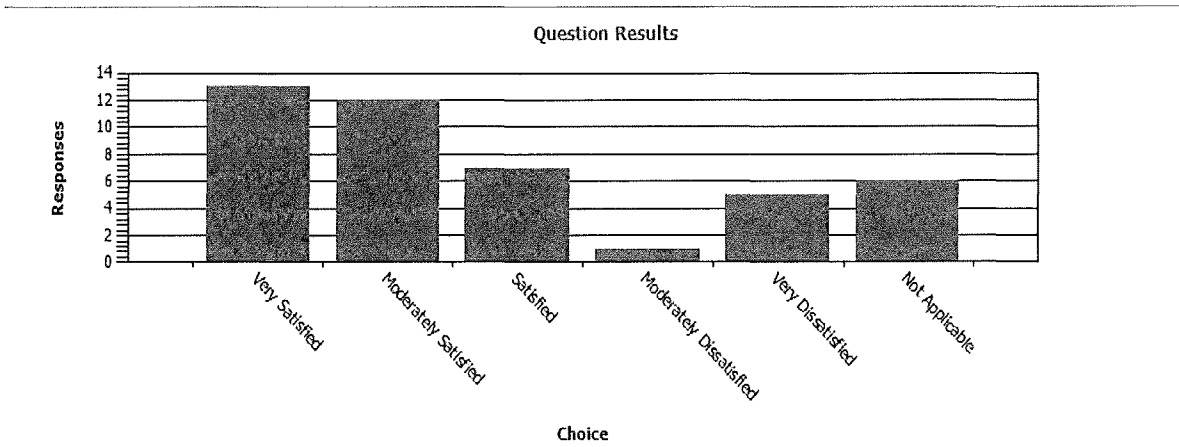
Response	# Responses
Very Satisfied	17
Moderately Satisfied	6
Satisfied	7
Moderately Dissatisfied	2
Very Dissatisfied	4
Not Applicable	8
Total	44

5) How accurate and complete was the information that you received from the LinkVet staff?



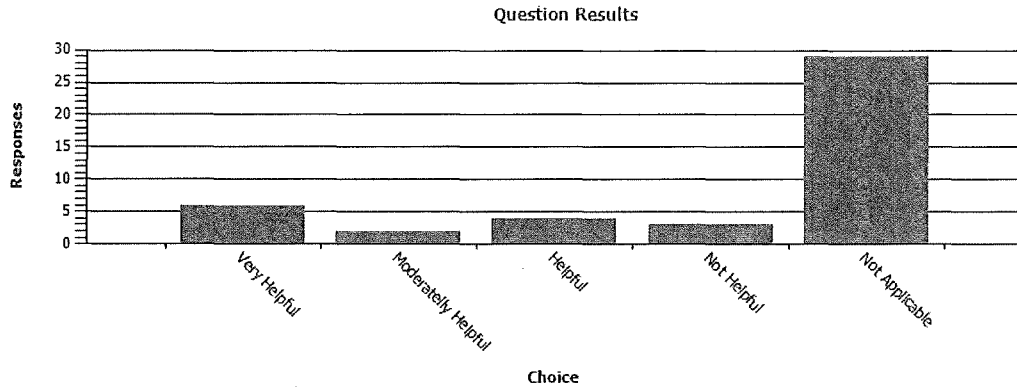
Response	# Responses
Very Satisfied	15
Moderately Satisfied	7
Satisfied	10
Moderately Dissatisfied	1
Very Dissatisfied	5
Not Applicable	6
Total	44

6) How would you rate your overall satisfaction with your experience(s) when information was requested from LinkVet?



Response	# Responses
Very Satisfied	13
Moderately Satisfied	12
Satisfied	7
Moderately Dissatisfied	1
Very Dissatisfied	5
Not Applicable	6
Total	44

7) If we connected you with a resource via conference call, was connecting you (the customer) with a resource helpful?



Response	# Responses
Very Helpful	6
Moderately Helpful	2
Helpful	4
Not Helpful	3
Not Applicable	29
Total	44

8) What can we do better? Please provide any suggestions/requests.

- A more specific answer would be nice, it was pretty general info I got.
- At this time, I don't know of anything! It is just helpful to know this site is available to the vets!
- Continue to make it easy for our soldiers to connect to resources they're not aware of.
- Continue to provide top quality services and access to wonderful people, specifically Jennifer Arno. She rocks.
- Did not know about the website. I wished I knew more disabled veteran websites
- Doing well...
- Expand areas of current veteran's issues and resources. Establish the one stop shop for MN veteran's information and resources. Tell veterans how we assist our legislators to serve our community better.
- Great job they helped me find a website for employment and now I work for Delta Airlines thank you. Kurt
- Have not used it.
- I appreciate any and all of your site info. God Bless. Thank You, Paul W
- I can't think of anything right now. They answered my e-mail question within 24 hours.
- I don't think so.
- I FOUND THE PERSON TO BE VERY HELPFUL.
- I have been having a hard time finding information on the navy college fund that applies to the Montgomery GI bill, and whether or not the P911 would be a better option. Everyone I have spoken with has just said go to the website; however there is very limited information regarding the college fund. I would have liked to find more sources regarding this through link vet.
- I have not utilized you enough to make that assessment.
- I often find it hard to find answers to my questions.
- I would post a section of what benefits are available to VETs and if they have a Service connected Disability what benefits are available at different percentages. In EASY language...
- Information should be more detailed in terms of finding vital information easier
- Just keep doing what you are doing.

- Keep updating the information on the site
 - Nothing. Service was good!
 - Promote rural healthcare to Vets. We should be able to use our local hospitals.
 - Provide good local contacts for USED mobility products/wheelchairs and scooters
 - Thank you for making this service available
 - Thanks for your work
 - Viewed site for the first time, seems fine for now.
 - Was disappointed that, though husband was ww11 vet, nothing of help applies to widows unless he was disabled! He is deceased - cancer.
 - When a veteran contacts this officer for help, outside of just giving them a referral, do a follow-up to see if they got any help
 - You are doing fine there are a lot of veterans so you are doing a good job.
 - You providing a valuable service and a good source of information.
-

Calls that were without Merit:

	Reference #	Summary	Date
1	100819-000113	Non veteran called for MN State HR office, wanted to apply for Security Job. Found a number online and transferred the call.	8/19/2010
2	100914-000101	Non veteran trying to contact MN Health care/MA coverage/transferred to DHS	9/14/2010
4	100916-000096	Incoming call from a fax machine	9/16/2010
5	100930-000056	Caller disconnected upon agent answering; reverse lookup showed British Columbia CA	9/30/2010
6	101022-000082	MN resident called about MN State covering 25% of flood damage. She was not a Veteran, nor was her husband. Referred her to her county office.	10/22/2010
7	101026-000054	Individual (not veteran) calling about Minnesota Department of Unemployment Benefits	10/26/2010
8	101118-000088	Non veteran requested an application for spousal support be mailed. Conference call to Hennepin County Government center information desk placed. Disconnected when caller was in contact with answering service.	11/18/2010
9	101123-000099	Individual who said I'm definitely not in the right place sorry	11/23/2010
10	110105-000013	Caller indicated he had dialed wrong number	1/5/2011
11	110112-000094	Random question about out interest in shipping goods to a technology trade show in California	1/12/2011
12	110120-000073	Caller hung up when greeted	1/20/2011
13	110214-000058	Technology software vendor soliciting interest in products	2/14/2011

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