



2012 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:	\$9.00
TOTAL:	\$300.00

BUDGET: \$277,172

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.SUICIDEPREVENTIONLIFELINE.ORG

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 31, 2011

Highpoints:

- National 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.
- 273,780 contacts in year
- Most website visitors viewed an average of 2.1 pages
- Link vet sites found by 44% search function, 41% referrals from other sites and 15% entered URL
- 99% of questions to advisors were solved within 24 hours
- 8,749 calls were received on the toll free number
- Website visits from a unique IP address:
 - ❖ 46,237 visits from 357 cities in Minnesota
 - ❖ 54,588 additional visits from 5,359 cities in the US
 - ❖ 3,719 additional visits from other countries

LinkVet

www.minnesotaveteran.org

- | | |
|--|-------------------------|
| 1. County Veterans Service Officer (CVSO) | 49% General Information |
| 2. Post-9/11 GI Bill MHA – BHA Rates & Calculator | 33% Benefits |
| 3. Check & Verify my USDVA Benefits Status thru W.A.V.E. | 11% Claims & Outreach |

Benefits

www.mnveteranbenefits.org

- | | |
|--|----------------------|
| 1. A to Z List of Resources Available to Veterans & Families | 36% Federal Benefits |
| 2. County Veterans Service Officer (CVSO) | 25% Healthcare |
| 3. Check & Verify my USDVA Benefits Status thru W.A.V.E. | 25% State Benefits |

Claims and Outreach

www.mnveteranclaim.org

- | | |
|--|--------------------|
| 1. County Veterans Service Officer (CVSO) | 53% Outreach |
| 2. Presumptive Illnesses Related to Agent Orange | 34% Claims: Filing |
| 3. A to Z List of Resources Available to Veterans & Families | 7% Claims: Status |

Higher Education

MyMilitaryEducation.org

- | | |
|---|---|
| 1. Comprehensive List of Military Scholarships . . . | 56% Military Education Benefits/Finance |
| 2. Post 9/11 GI Bill (Chapter 33) Application & Information | 22% Career Information & Resources |
| 3. Obtaining Military Transcripts & Transfer Credits | 8% Getting Ready for College |

Veterans Homes

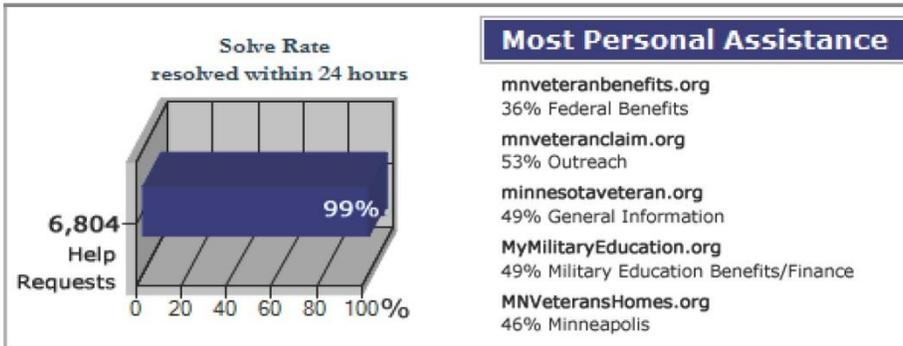
www.MNVeteransHomes.org

- | | |
|--|---------------------------|
| 1. Veterans Homes Phone Directory | 46% Minneapolis |
| 2. Cost of Care at a Minnesota Veterans Home | 23% Veterans Home General |
| 3. Cost to the Resident at a Minnesota Veterans Home | 9% Silver Bay |

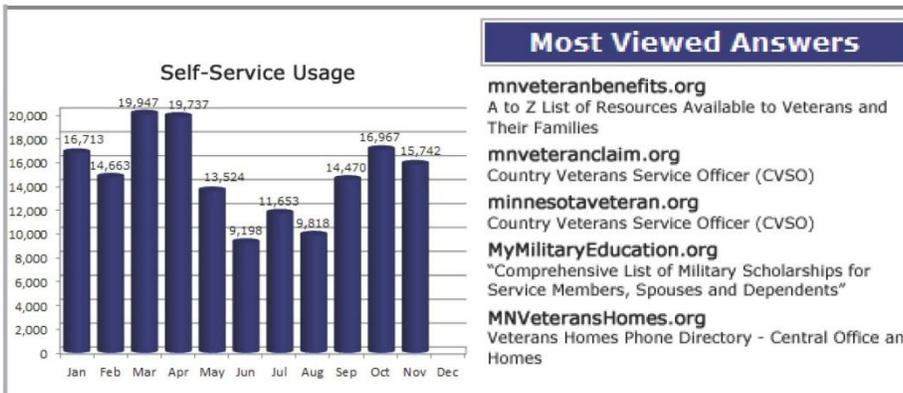
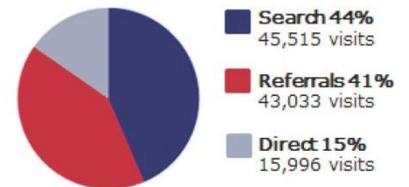
MinnesotaVeteran.org

- MNVeteranBenefits.org
- MNVeteranClaim.org
- MyMilitaryEducation.org
- MNVeteransHomes.org

**Summary of Service:
January 1, 2011 - December 31, 2011**



104,544 people visited LinkVet sites in 2011



Top Inbound Links

	2011	2010
mnveteranbenefits.org	7,171	4,035
linkvet.custhelp.com	5,975	1,557
mnveteranclaim.org	2,789	1,720
linkvet.custhelp.com	1,570	503
minnesotaveteran.org	20,362	13,674
minnesotaveteran.org	7,776	398
MyMilitaryEducation.org	8,327	10,620
linkvet.custhelp.com	1,635	994
MNVeteransHomes.org	4,384	3,007
mvh.state.mn.us	3,026	1,358
Total Links - Combined	43,033	33,056



Top Website Pages

	2011	2010
mnveteranbenefits.org	28,204	21,550
Find Answers	8,457	3,492
mnveteranclaim.org	7,535	5,197
MN LinkVet Online Support	1,625	0
minnesotaveteran.org	68,617	49,630
MN LinkVet Online Support	13,127	0
MyMilitaryEducation.org	74,990	59,940
Comprehensive List of Military Scholarships . . .	8,690	2,809
MNVeteransHomes.org	17,056	11,592
MN LinkVet Online Support	2,908	0
Total Pageviews - Combined	196,402	147,909



Minnesota sent 46,237 visits from 357 cities.

Visits / Contacts

	2011	2010
mnveteranbenefits.org	7,035	5,036
mnveteranclaim.org	2,855	1,926
minnesotaveteran.org	30,157	17,694
MyMilitaryEducation.org	41,501	27,610
MNVeteransHomes.org	5,591	3,344
TOTAL	87,139	55,610



Additional 54,588 visits from 5,359 cities outside of Minnesota. Totaling 100,825 visits from 5,706 cities in the USA for the year 2011.



CLAIMS AND OUTREACH



www.mnveteranclaim.org

Summary of Claims and Outreach Division Online Support: January 1 –December 31, 2011

Highpoints:

- 4,195 self-service and 391 personal assistance contacts in a year
- Year at a glance: 2,804 new visitors and 573 returning visitors in 2011.
- Personal assistance calling the toll free number see page 5.

The screenshot shows the homepage of the Minnesota Department of Veterans Affairs Claims and Outreach website. At the top, there is a navigation bar with the following links: [Claims and Outreach Home](#), [Answers](#), [Ask a Question](#), [Web Chat](#), [My Stuff](#), and [Mn Veteran Home](#). A [\[Log in\]](#) link is also present on the right side of the navigation bar.

The main content area is divided into several sections:

- Answers:** A search section with a "Search by Keyword" input field, a "Search All Answers" button, and a link to "Advanced Search". Below this is a photograph of the Minnesota Department of Veterans Affairs Central Office building.
- Claims and Outreach Divisions:** A red sidebar containing links to:
 - ST. PAUL REGIONAL OFFICE
 - FARGO REGIONAL OFFICE
 - OUTREACH DIVISION
 - TRIBAL VETERANS SERVICES
- Most Popular Answers:** A section with a lightbulb icon and the text "You can also click to view one of our most popular answers." It lists several popular topics:
 - [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](#)
- Contact Us:** A section providing contact information:
 - Online Support Services Phone: 888.LINK.VET (548.5838) +1.851.5580598
 - 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:** A section with a red box containing the text: "If you are in crisis, call 1-800-273-TALK (8255). National Suicide Prevention Lifeline."
- Links:** A vertical list of links:
 - Newsletters
 - Regional Coordinators Map
 - County Veterans Service Officers
 - Tribal Veterans Services
 - Media Information
- Division Links:** A vertical list of links:
 - Benefits
 - Claims and Outreach
 - Higher Education
 - Veterans Homes



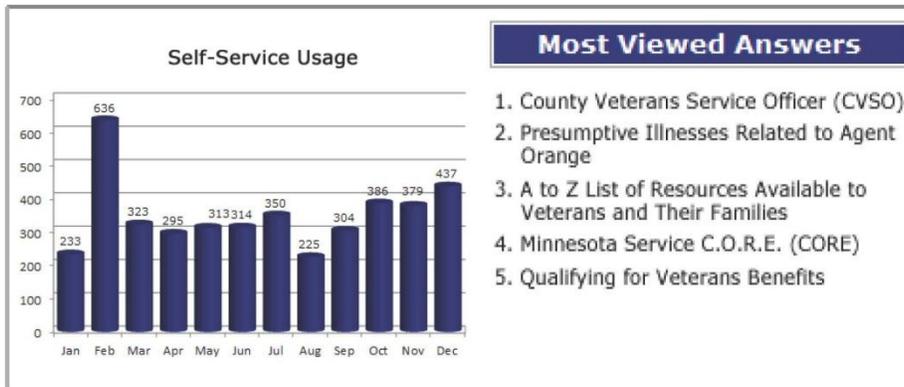
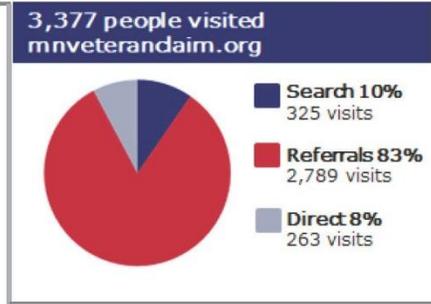
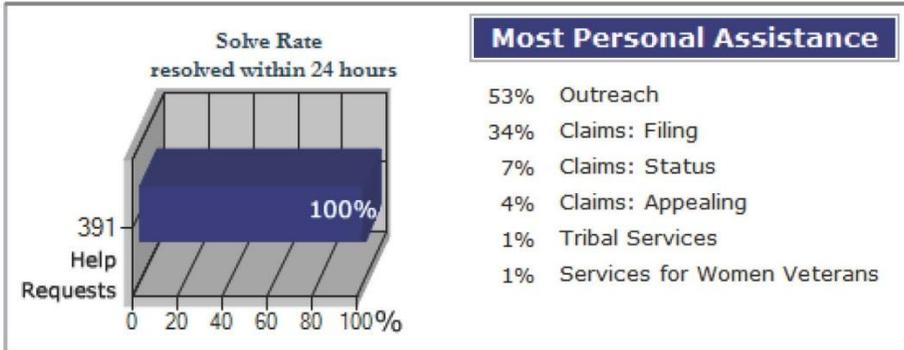
CLAIMS AND OUTREACH



www.mnveteranclaim.org



Summary of Service: January 1, 2011 - December 31, 2011



Top Inbound Links

	2011	2010
linkvet.custhelp.com	1,570	503
mdva.state.mn.us	911	361
mnveteranbenefits.org	142	58
mymilitaryeducation.org	61	21
mnveteranshomes.org	21	10
Total	2,789	1,720

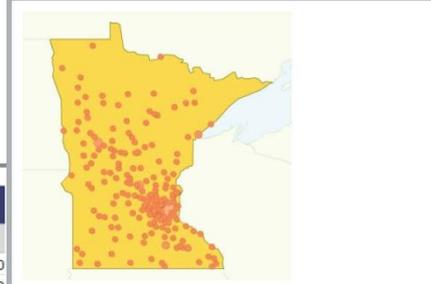


Top Website Pages

	2011	2010
MN LinkVet Online Support	1,625	0
Support Home Page	1,475	1,159
Find Answers	1,346	614
Ask a Question	226	194
Support Login	139	102
Total	7,535	5,197

Visits / Contacts

	2011	2010
mnveteranclaim.org	2,855	1,926





VETERANS BENEFITS



www.mnveteranbenefits.org

Summary of Veterans Benefits Division Online Support: January 1 –December 31, 2011

Highpoints:

- 14,591 self-service and 1,686 personal assistance contacts in a year
- Year at a Glance: 6,939 new visitors and 1,102 returning visitors in 2011.
- Personal assistance calling the toll free number see page 5.

Answers
Search for information and answers on Benefits. Use keywords or phrases in your search.

Search by Keyword

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

Benefits & Services

- [Financial Assistance](#)
- [Education/OJT/Apprenticeship](#)
- [Burial](#)
- [Health Care](#)
- [Veterans Preference](#)

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](#)

Contact Us

Online Support Services
Phone
888.LINK.VET (546.5838)
+1.651.5560596
International
TTY: 1.800.827.3529

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 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](#)

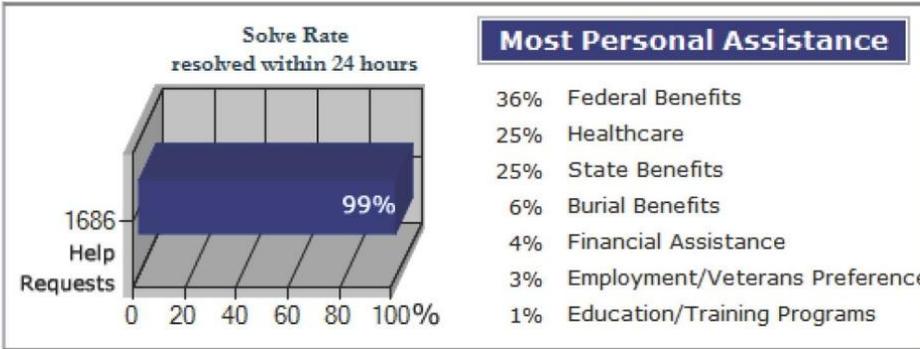


VETERANS BENEFITS



www.mnveteranbenefits.org

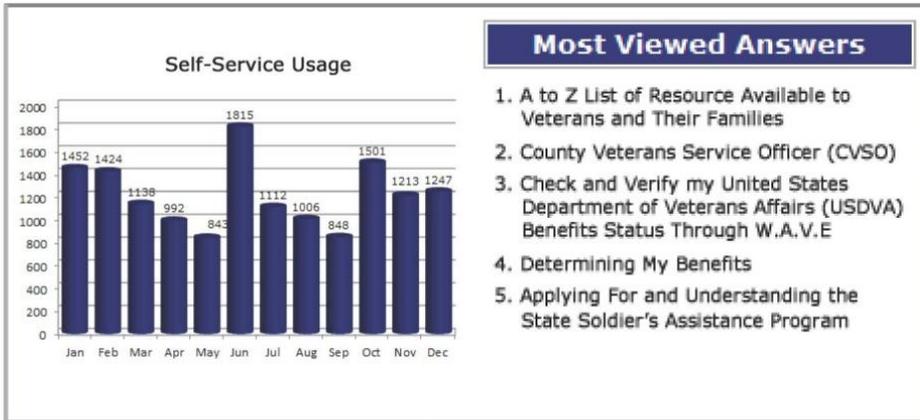
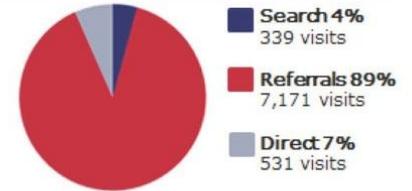
Summary of Service: January 1, 2011 - December 31, 2011



Most Personal Assistance

- 36% Federal Benefits
- 25% Healthcare
- 25% State Benefits
- 6% Burial Benefits
- 4% Financial Assistance
- 3% Employment/Veterans Preference
- 1% Education/Training Programs

8,041 people visited mnveteranbenefits.org



Most Viewed Answers

1. A to Z List of Resource Available to Veterans and Their Families
2. County Veterans Service Officer (CVSO)
3. Check and Verify my United States Department of Veterans Affairs (USDVA) Benefits Status Through W.A.V.E
4. Determining My Benefits
5. Applying For and Understanding the State Soldier's Assistance Program

Top Inbound Links

	2011	2010
linkvet.custhelp.com	5,975	1,557
mdva.state.mn.us	652	209
mymilitaryeducation.org	217	98
mnveteranclaim.org	129	68
mnveteranshomes.org	129	36
Total	7,171	4,035



Top Website Pages

	2011	2010
Find Answers	8,457	3,492
MN LinkVet Online Support	4,679	0
Support Home Page	3,659	3,432
Ask a Question	526	336
A to Z List of Resource ...	544	172
Total	28,204	21,550

Visits / Contacts

	2011	2010
mnveteranbenefits.org	7,035	5,036



Minnesota sent 5,829 visits from 267 cities.



Additional 2,073 visits from 804 cities outside of Minnesota. Totaling 7,902 visits from 1,071 cities in the USA during 2011.



MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

Veterans
Linkage Line
your link to experts

www.minnesotaveteran.org

LINKVET WEBSITE – GENERAL LINE

Summary of LinkVet Division Online Support: January 1 –December 31, 2011

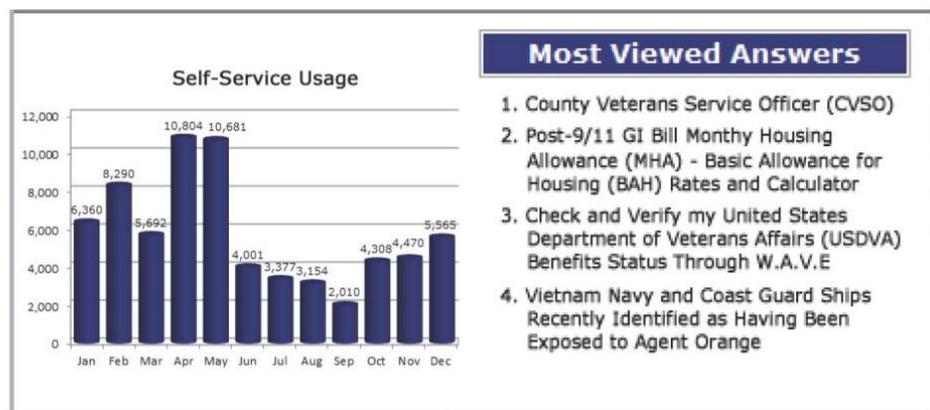
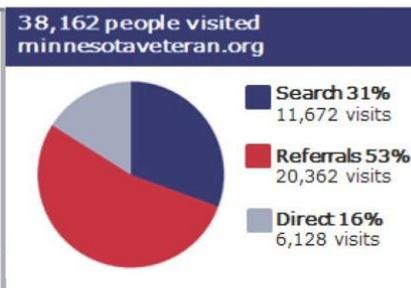
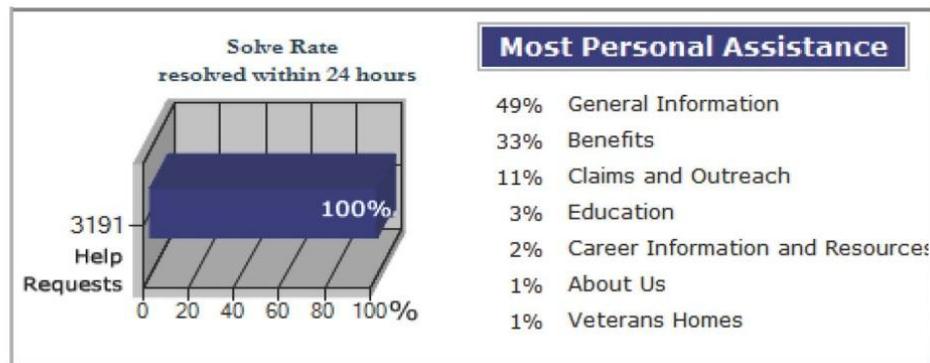
Highpoints:

- 68,712 self-service and 3,191 personal assistance contacts in a year
- Year at a Glance: 29,526 new visitors and 8,636 returning visitors in 2011.
- Personal assistance calling the toll free number see page 5.

The screenshot shows the LinkVet website interface. At the top, it features the Minnesota Department of Veterans Affairs logo and the Veterans Linkage Line logo. The main navigation bar includes links for LinkVet Home, Answers, Ask a Question, Web Chat, and My Stuff. The central content area is divided into several sections: 'Answers' with a search bar and 'Search All Answers' button; 'Most Popular Answers' listing topics like 'Post-9/11 GI Bill Monthly Housing Allowance (MHA)'; 'Benefits' section with sub-links for 'CLAIMS AND OUTREACH', 'HIGHER EDUCATION', and 'VETERANS HOMES'; 'Hot Topics' with links for 'ABOUT US', 'HOME FOR HEROES', 'FLAG STATUS', 'CALENDAR OF EVENTS', and 'BEYOND THE YELLOW RIBBON'; and a 'Support Our Troops License Plates' section featuring a 'Minnesota AA000' license plate. On the right side, there is a 'Contact Us' section with phone and TTY numbers, a 'Department Directory', and a 'Links' section with various service links.



Summary of Service: January 1, 2011 - December 31, 2011



Top Inbound Links

	2011	2010
minnesotaveteran.org	7,776	398
mdva.state.mn.us	6,642	7,540
military.com	948	886
mymilitaryeducation.org	783	471
mnveteranshomes.org	570	297
Total	20,362	13,674



Top Website Pages

	2011	2010
MN LinkVet Online Support	13,127	0
Find Answers	10,259	5,533
Support Home Page	8,700	11,815
LinkVet Online Support	3,170	0
County Veterans Service Officer (CVSO)	3,590	1,775
Total	68,617	49,630



Minnesota sent 22,801 visits from 357 cities.

Visits / Contacts

	2011	2010
minnesotaveteran.org	30,157	17,694



Additional 13,783 visits from 3,565 cities outside of Minnesota. Totaling 36,584 visits from 3,922 cities in the USA for the year 2011.



VETERANS HOMES



www.MNVeteransHomes.org

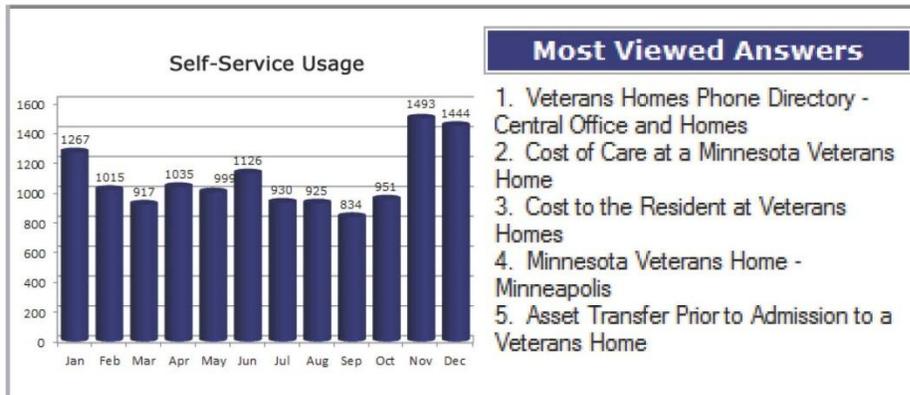
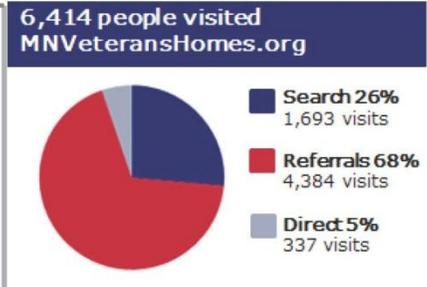
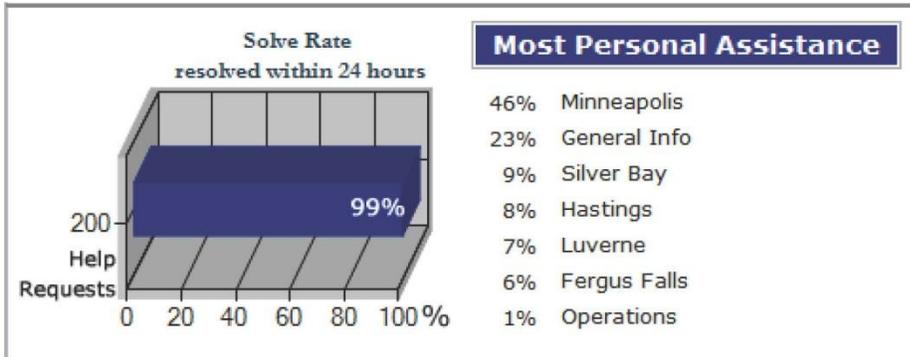
Summary of Veterans Homes Online Support: January 1 –December 31, 2011

Highpoints:

- 12,936 self-service and 200 personal assistance contacts in a year
- Year at a Glance: 5,500 new visitors and 914 returning visitors in 2011.
- Personal assistance calling the toll free number see page 5.

The screenshot shows the homepage of the Minnesota Veterans Homes website. At the top, there is a navigation bar with tabs for "Veterans Homes", "Answers", "Ask a Question", "Web Chat", "My Stuff", and "LinkVet Home". Below this is a search bar with the text "Search by Keyword" and a "Search All Answers" button. The main content area is divided into several sections: "Welcome to the Minnesota Veterans Homes" with a mission statement, "Most Popular Answers" with a list of links, and "Contact Us" with phone and TTY numbers. There is also a "Department Directory" and "Links" section on the right side. The footer contains a disclaimer and copyright information.

**Summary of Service:
January 1, 2011 - December 31, 2011**



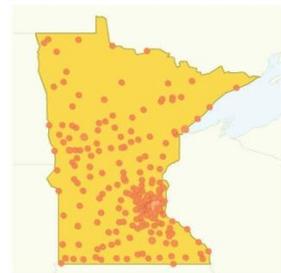
Top Inbound Links

	2011	2010
mvh.state.mn.us	3,026	1,358
linkvet.custhelp.com	1,002	362
mdva.state.mn.us	74	26
mnaveteranbenefits.org	65	22
mymilitaryeducation.org	34	20
Total	4,384	3,007



Top Website Pages

	2011	2010
MN LinkVet Online Support	2,908	0
Find Answers	2,652	1,383
Support Home Page	2,249	2,310
Veterans Homes Phone Directory . . .	881	817
Cost of Care at a Minnesota Veterans Home	801	440
Total	17,056	11,592



Minnesota sent 4,233 visits from 241 cities.

Visits / Contacts

	2011	2010
MNVeteransHomes.org	5,591	3,344



Additional 2,033 visits from 1,112 cities outside of Minnesota. Totaling 6,266 visits from 1,353 cities in the USA during 2011.



Higher Education Veterans Programs MyMilitaryEducation.org

Summary of My Military Education Online Support: January 1, 2010–December 31, 2011

Highpoints:

- 79,882 self-service and 1,336 personal assistance contacts in a year
- Year at a Glance: 41,224 new visitors and 7,326 returning visitors in 2011.
- Personal assistance calling the toll free number see page 5.

The screenshot shows the MyMilitaryEducation.org website interface. At the top, there is a navigation bar with tabs for "MyMilitary Home", "Answers", "Ask a Question", "Web Chat", "My Stuff", and "LinkVet Home". The main content area is divided into several sections:

- Answers:** A search bar with the text "Search by Keyword" and a "Search All Answers" button. Below it is an "Advanced Search" link.
- Information Request:** A list of links including "Find Your Military Transcript", "Education Benefits", "Career Planning", and "Online Courses & Programs".
- Most Popular Answers:** A section with a lightbulb icon and the text "You can also click to view one of our most popular answers." Below this are several links to popular content, such as "Beyond the Yellow Ribbon - Deployment Handbook", "Post-9/11 GI Bill Monthly Housing Allowance (MHA) - Basic Allowance for Housing (BAH) Rates and Calculator", "Obtaining Military Transcripts and Transfer Credits", "VONAPP - Veterans On Line Applications", and "Post-9/11 GI Bill (Chapter 33) Application and Information".
- Hot Topics:** A section with a star icon and the text "Hot Topics". It contains a list of links including "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", and "W.A.V.E. - Verify Benefit Status".
- Contact Us:** A section with the heading "Contact Us" and contact information for "Online Support Services" (Phone: 888.LINK.VET (548.5838), +1.851.5560598, International TTY: 1.800.627.3529) and "Telephone Assistance" (7A to 9P, CST M-F; 10A to 4P, CST Sat; 9:30A to 3:30P, CST Sun; Closed Holidays).
- Department Directory:** A section with a star icon and the text "Veterans Crisis Line 1-800-273-8255 PRESS 8 Confidential help for Veterans and their families".
- Links:** A section with the heading "Links" and a list of links including "Newsletters", "Higher Education Regional Coordinators", "County Veterans Service Officers", "Tribal Veterans Services", "Media Information", "Division Links", "Benefits", "Claims and Outreach", "Higher Education", and "Veterans Homes".
- MyMilitary GPS LifePlan:** A section with the text "MyMilitary GPS LifePlan Minnesota State Colleges and Universities".
- Minnesota Online:** A section with the text "Minnesota Online Minnesota State Colleges & Universities".

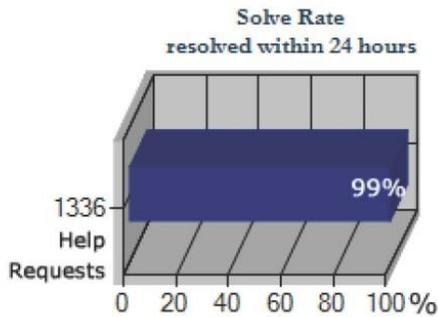
At the bottom of the page, there is a footer with the text: "The Minnesota Department of Veterans Affairs is an affirmative action, equal opportunity employer. Please notify the Webmaster with any questions or technical problems. © 2011 Minnesota State Colleges and Universities System Privacy Statement".



Higher Education Veterans Programs MyMilitaryEducation.org



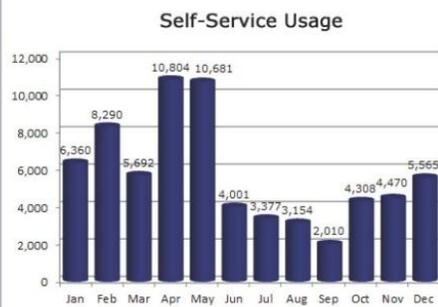
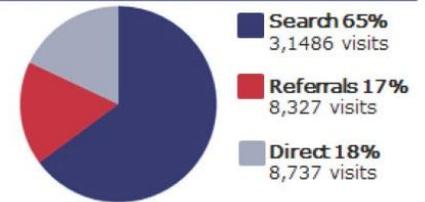
Summary of Service: January 1, 2011 - December 31, 2011



Most Personal Assistance

- 49% Military Education Benefits/Financ
- 28% Career & Life Planning
- 11% Getting Ready for College
- 5% MDVA Higher Education Veterans
- 5% Military Family Resources
- 1% Readjustment/Personal Resources
- 1% Policies
- 1% Learning/Disability Services

48,550 people visited
MyMilitaryEducation.org



Most Answers Viewed

1. "Comprehensive List of Military Scholarships for Service Members, Spouses and Dependents"
2. Post-9/11 GI Bill (Chapter 33) Application and Information
3. Obtaining Military Transcripts and Transfer Credits
4. VONAPP - Veterans On Line Applications
5. Check and Verify my United States Department of Veterans Affairs (USDVA)

Top Inbound Links

	2011	2010
linkvet.custhelp.com	1,635	994
students.gov	1,146	945
getreadyforcollege.org	529	309
gpslifeplan.org	497	430
google.com	328	134
Total	8,327	10,620

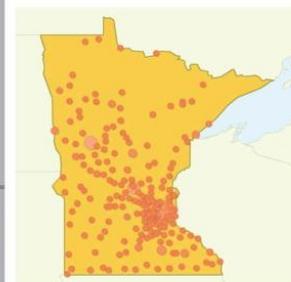


Top Website Pages

	2011	2010
Comprehensive List of Military Scholarships . . .	8,690	2,809
MN LinkVet Online Support	5,933	0
Support Home Page	5,781	7,504
Find Answers	5,445	3,886
Obtaining Military Transcripts . . .	3,475	1,579
Total	74,990	59,940

Visits / Contacts

	2011	2010
MyMilitaryEducation.org	41,501	27,610



Minnesota sent 10,876 visits from 319 cities.



Additional 35,926 visits from 5,359 cities outside of Minnesota. Totalling 46,802 visits from 5,678 cities in the USA during 2011.

CUSTOMER SERVICE SURVEY



Dear Veteran,

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 or www.MyMilitaryEducation.org? If yes, please take a few moments to answer the following eight (8) questions:

Please complete this survey by January 29, 2012.
[LinkVet Customer Satisfaction Survey](#)

Sincerely,

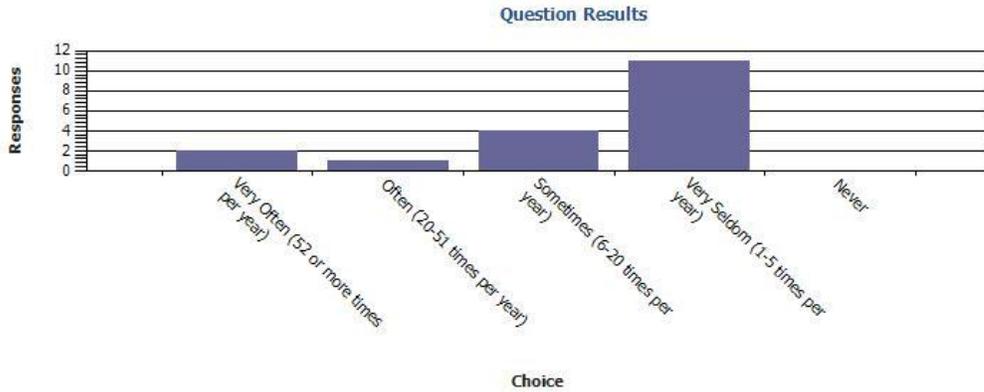
LinkVet Staff

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CUSTOMER SERVICE SURVEY RESULTS

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

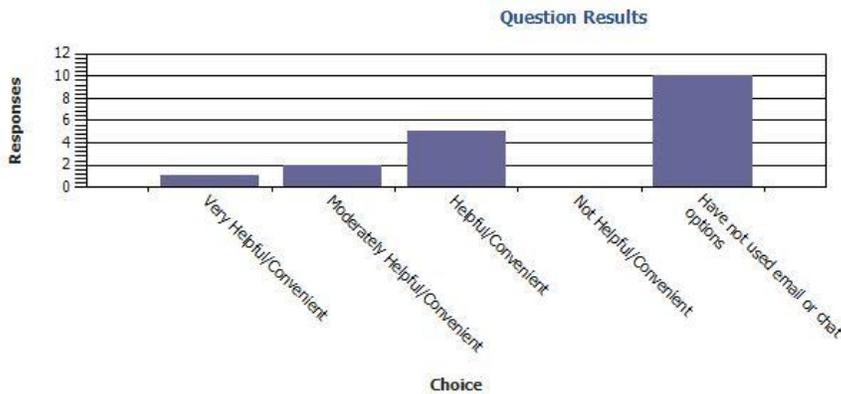
Question Results



Response	# Responses
Question 1: 1) How often do you visit the www.MinnesotaVeteran.org (LinkVet) Web site?	
Very Often (52 or more times per year)	2
Often (20-51 times per year)	1
Sometimes (6-20 times per year)	4
Very Seldom (1-5 times per year)	11
Never	0
Total	18

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?

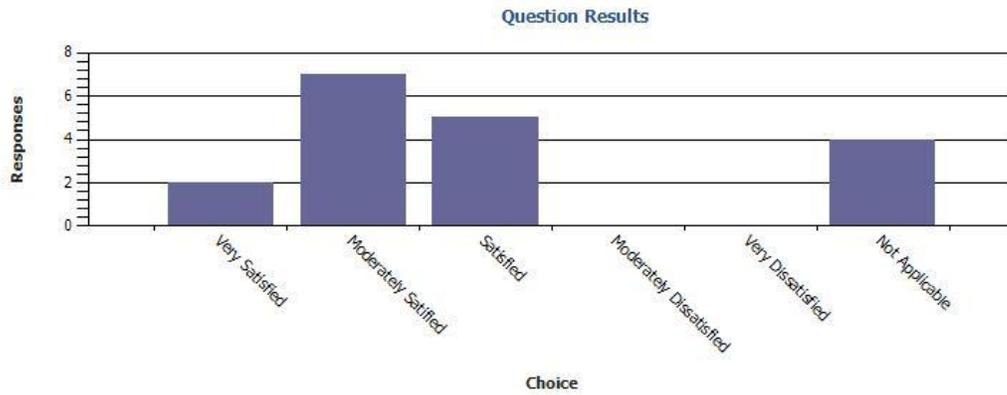
Question Results



Response	# Responses
Question 2: 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	1
Moderately Helpful/Convenient	2
Helpful/Convenient	5
Not Helpful/Convenient	0
Have not used email or chat options	10
Total	18

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

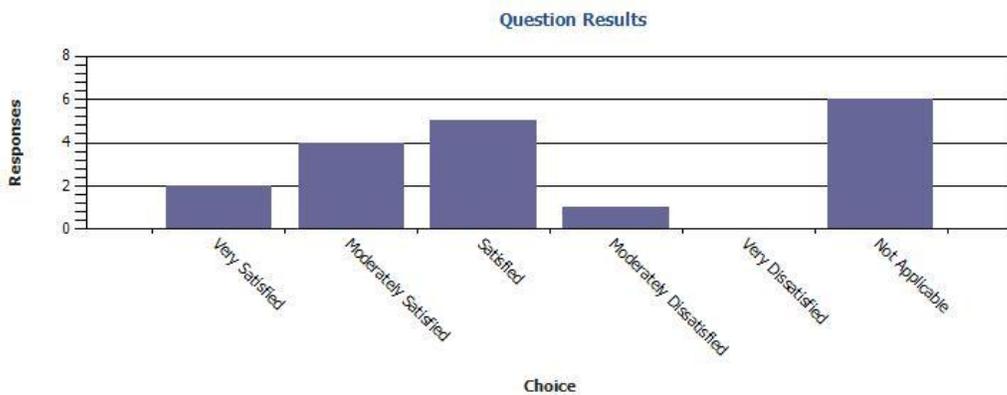
Question Results



Response	# Responses
Question 3: 3) How satisfied are you with the information provided on the LinkVet Web site?	
Very Satisfied	2
Moderately Satisfied	7
Satisfied	5
Moderately Dissatisfied	0
Very Dissatisfied	0
Not Applicable	4
Total	18

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

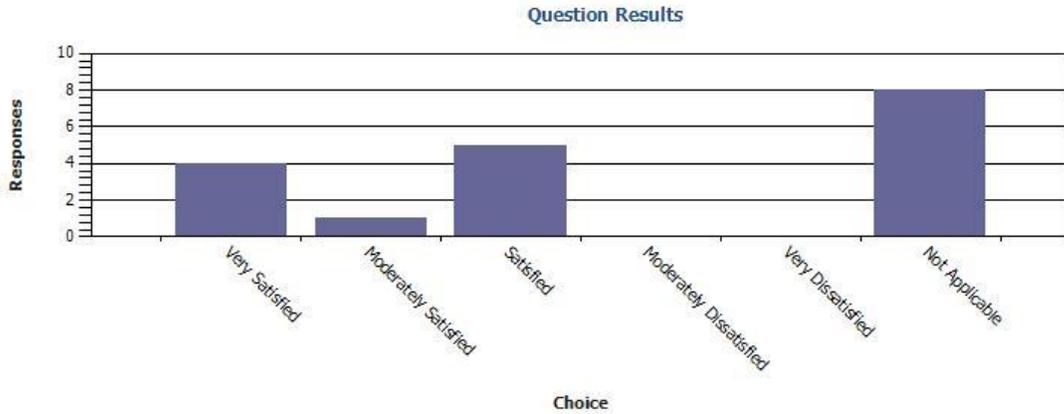
Question Results



Response	# Responses
Question 4: 4) How would you rate your satisfaction with the LinkVet staff professional knowledge and concern?	
Very Satisfied	2
Moderately Satisfied	4
Satisfied	5
Moderately Dissatisfied	1
Very Dissatisfied	0
Not Applicable	6
Total	18

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

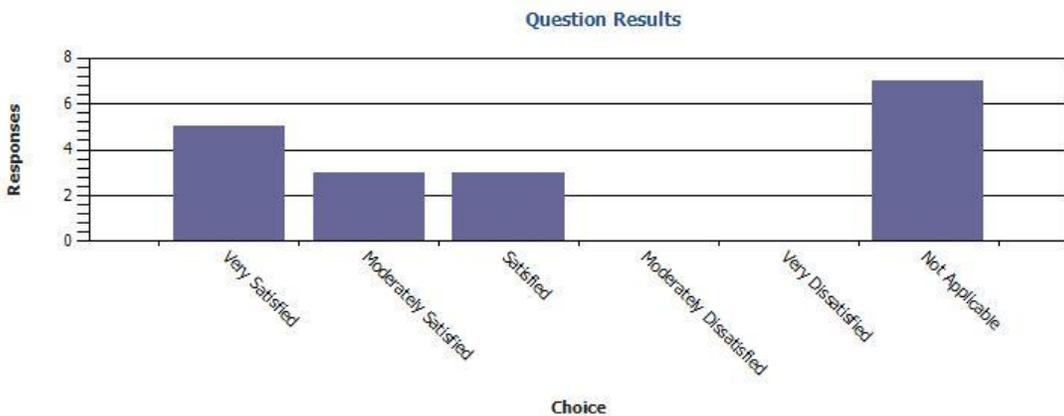
Question Results



Response	# Responses
Question 5: 5) How accurate and complete was the information that you received from the LinkVet staff?	
Very Satisfied	4
Moderately Satisfied	1
Satisfied	5
Moderately Dissatisfied	0
Very Dissatisfied	0
Not Applicable	8
Total	18

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

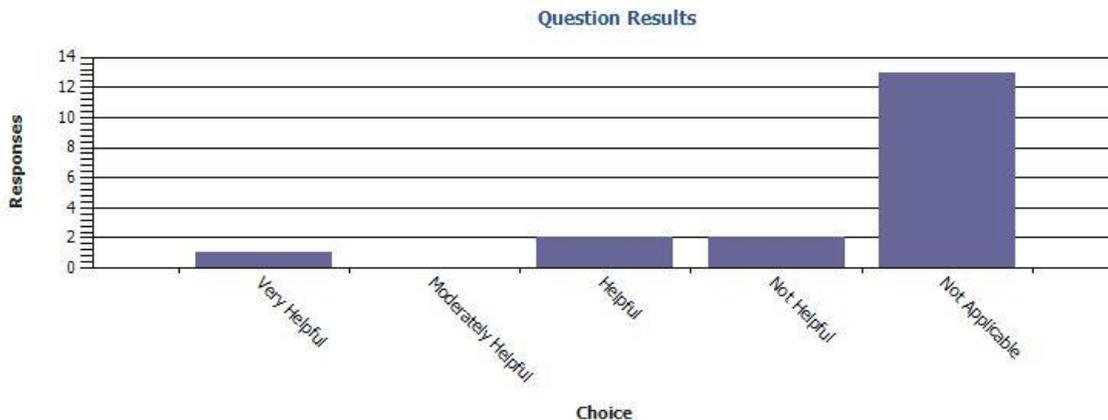
Question Results



Response	# Responses
Question 6: 6) How would you rate your overall satisfaction with your experience(s) when information was requested from LinkVet?	
Very Satisfied	5
Moderately Satisfied	3
Satisfied	3
Moderately Dissatisfied	0
Very Dissatisfied	0
Not Applicable	7
Total	18

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

Question Results



Response	# Responses
Question 7: 7) If we connected you with a resource via conference call, was connecting you (the customer) with a resource helpful?	
Very Helpful	1
Moderately Helpful	0
Helpful	2
Not Helpful	2
Not Applicable	13
Total	18

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

Please update all of the Federal Veterans benefits, i.e. Post 9/11 GI Bill, as soon as possible. Some of the links were not available.

My situation is that I live in the middle of a Large Wind Energy Turbine System and I have a letter from the Veteran's Administration that I cannot live in the midst of such an environment. These tur

I assume I was linked to you site via the MNWorks postings I recently submitted. At least that was my understanding of how the system worked.

not applicable

I don't know

submitted application for father-in-law in Oct 2011 - and still have not heard anything. Difficult to call on phone due to wait time and myself at work.

I haven't used the website enough to give any suggestions as of yet.

nothing

nothing

make more knowledgeable to vets

Keep up the good work.

not sure you can. I needed to know why when my husban a Vietnam Vet was sent home with injuries and give a disability % was he not or I entitled to any help later when he couldnt work because of it

I'm still confused. Last week got a large document & pages showing mom will get her first check of \$90.00 in Feb. This week got a letter saying it is stilllll being process and awaiting a decision. Some

N/A

this is what I am getting when I try log in to the site. Error 500--Internal Server Error

Not sure. I was unable to find the information that I was looking for one line. After calloing a few neumbers, I was able to leave a message at the correct location. they gave me a return call wit

Service is great, answer questions very knowledgeable and friendly also. Keep up the good work!

Calls that were without Merit:

Reference #	Summary	Date Created
110105-000013	LinkVet - Without Merit Call - Dialed wrong number	01/05/2011 09:12 AM
110112-000094	Globe Expo transit - Inquired if we need shipment to trade shows in California	01/12/2011 01:41 PM
110120-000073	LinkVet - from (612) 852-XXXX - hang up call	01/20/2011 12:28 PM
110214-000058	Call from (651) 431-XXXX - introduction X 2 - Caller disconnected	02/14/2011 12:17 PM
110314-000103	Without Merit - (612) 886-XXXX call was transferred to LinkVet from Disability Linkage Line He receives services through PCA - is trying to get in touch with that office - Is not a Veteran/no Veteran connection - PCA service through Best home Care (googled) - Conference call placed to Best Home Care	03/14/2011 03:56 PM
110408-000016	LinkVet - Call from (651) 983-XXXX - Answered call/disconnected	04/08/2011 08:56 AM
110415-000022	Call from (763) 566-XXXX - Could hear on the other end - No one would talk - Call then disconnected	04/15/2011 11:18 AM
110420-000045	Without merit chat	04/20/2011 11:31 AM
110426-000325	Caller said he was calling "to make a phone call". When I explained who we are and what we do, he got frustrated because he's not a veteran and hung up on me.	04/26/2011 08:21 PM
110502-000047	Requested to speak to Stephanie - Believes she dialed the wrong number	05/02/2011 10:58 AM
110502-000048	Believes she dialed the IRS at 800-272-9829 - Conference call placed to 800-272-9829	05/02/2011 10:59 AM
110502-000070	Call from (612) 876-XXXX - No one on other end - invited caller to return call if assistance is needed	05/02/2011 12:09 PM
110502-000072	Call from (651) 489-XXXX - No one on other end - Invited caller to return call if assistance is needed	05/02/2011 12:11 PM
110518-000020	Casll from 404-545-XXXX - Could not hear anyone on the other end of the line - Invited caller to return call to LinkVet for assistance - (Cell phone from Atlanta, GA)	05/18/2011 09:37 AM
110527-000092	Call answered from (218) 556-XXXX - Caller disconnected	05/27/2011 02:42 PM
110607-000041	LinkVet - Call from (651) 882-XXXX - Unable to hear anyone on the other end - Invited caller to return call to LinkVet	06/07/2011 11:22 AM
110608-000021	Call from (651) 925-XXXX - Answered/disconnected	06/08/2011 10:43 AM
110608-000050	Call from (651) 270-XXXX - call disconnected	06/08/2011 12:31 PM
110610-000030	LinkVet - Call from (651) 762-XXXX - Partial ring and disconnected	06/10/2011 12:19 PM
110615-000064	Called and asked for Russian interpreter.	06/15/2011 03:02 PM
110620-000021	Call from (507) 292-XXXX - No one answering on the connection	06/20/2011 10:22 AM
110620-000028	Requested to speak to Phil Colin in retirement - State employee information - Conference call to number provided - 651-296-7460	06/20/2011 10:28 AM
110620-000074	Call from (912) 238-XXXX - Could not hear anyone on connection - Invited caller to call back to LinkVet if assistance is needed	06/20/2011 02:44 PM
110623-000072	Call from 800-670-XXXX - Recording going when I answered	06/23/2011 04:20 PM
110629-000006	Call from (507) 387-XXXX - Answered phone/call disconnected	06/29/2011 09:20 AM
110629-000019	Call from (856) 361-XXXX - Answered call/call disconnected	06/29/2011 10:05 AM
110707-000006	LinkVet - caller asked to speak to Tim	07/07/2011 08:29 AM
110711-000299	Call from 651-335-XXXX - No one on the other end - Encouraged call to return call to LinkVet if assistance is needed	07/11/2011 01:19 PM
110712-000112	LinkVet - call from external call - Could not hear caller on the other end - Encouraged caller to return call if assistance is needed	07/12/2011 10:50 AM
110712-000143	Called to request a new CVSO pharmacy card - Contact information given - Conference call to 888 CVS pharmacy number placed	07/12/2011 11:55 AM
110718-000061	LinkVet - Call from (630) 766-XXXX (Illinois Landline) - Could hear no one on the other end Encouraged caller to return call to LinkVet if assistance or information are needed	07/18/2011 01:03 PM
110722-000023	LinkVet - incoming call - Could hear no one on the other end - Invited caller to call back	07/22/2011 09:53 AM
110811-000125	Call from cell phone (612) 599-XXXX - Could hear no one on the other end - invited caller to return call to Linkvet if information or resources are needed	08/11/2011 03:44 PM
110816-000077	Call from (218) 924-XXXX - Could not hear anyone on the other end - Invited caller to return call to LinkVet if assistance or information is needed	08/16/2011 12:16 PM
110825-000117	Called for the St. Paul Regional Water Services - Contact information given - Conference call placed to St Paul Regional Water Services	08/25/2011 03:21 PM
110829-000021	LinkVet - call from 651-556-XXXX - Caller stated ' I got the wrong number' and disconnected	08/29/2011 09:46 AM
110831-000118	Call from 952-853-XXXX - Could hear caller but caller could not hear me	08/31/2011 04:25 PM
110908-000106	Call from 763-528-XXXX - Cannot hear anyone on the other end - Invited caller to call back for assistance if needed	09/08/2011 03:35 PM
110912-000054	Call from 612-852-XXXX - Could not hear anything from the caller - call disconnected - reported	09/12/2011 01:18 PM
110912-000055	Call from 612-852-XXXXX - Could not hear anything from the caller - call disconnected - reported	09/12/2011 01:19 PM

110912-000068	Call from 217-371-XXXX - Could hear nothing on the other end/from caller - Call then dropped - Reported	09/12/2011 02:03 PM
110914-000010	Call from 320-616-XXXX - Answered call/heard caller hang up	09/14/2011 09:37 AM
110919-000010	LinkVet - Call from (612) 481-XXXX - Call is breaking up/invited caller to return call to LinkVet for assistance	09/19/2011 09:12 AM
110923-000035	Call from 651-983-XXXX - Cannot hear caller - Encouraged caller to return call to LinkVet if assistance or information is needed	09/23/2011 11:37 AM
111005-000011	Very partial ring/disconnect from 651-210-XXXX	10/05/2011 09:20 AM
111019-000021	LinkVet - incoming call from (651) 423-XXXX - Answered call/hung up	10/19/2011 09:36 AM
111104-000105	Incoming call from 952-486-XXXX - Answered call/hung up	11/04/2011 03:07 PM
111107-000140	LinkVet - Call from 218-248-XXXX - Partial ring/disconnected	11/07/2011 02:34 PM
111109-000027	LinkVet - Call from 952-388-XXXX/answered/caller disconnected	11/09/2011 10:33 AM
111114-000025	LinkVet incoming call from 651-429-XXXX - Answered call/disconnected	11/14/2011 09:25 AM
111114-000026	LinkVet incoming cl from 703-995-XXXX - Answered call/disconnected	11/14/2011 09:26 AM
111115-000132	Incoming call from (952) 393-XXXX - Could hear noise and talking on the other end/could not hear me Invited caller to call back	11/15/2011 03:02 PM
111117-000076	Call on the LinkVet line from (320) 360-XXXX - Answered call/could not hear anything/one on the other end - Invited caller to return call if assistance is needed	11/17/2011 11:53 AM
111121-000047	Call on the LinkVet line from 860-612-XXXX - Answered call as it disconnected	11/21/2011 11:27 AM
111205-000013	Call on the LinkVet line from (763) 587-XXXX - Could not hear anyone on the other end - Invited caller to call back if information or resources are needed	12/05/2011 09:06 AM
111206-000128	call from (612) 418-XXXX - Answered call/disconnected	12/06/2011 02:28 PM
111208-000030	call from (507) 744-XXXX - Answered/caller disconnected	12/08/2011 10:28 AM
111208-000038	Call from (651) 645-XXXX on LinkVet line - Answered call/could not hear caller on the other end/invited caller to return call to LinkVet	12/08/2011 10:40 AM
111209-000098	Incoming call on the LinkVet line from (952) 322-XXXX - Answered call/disconnect	12/09/2011 02:01 PM
111222-000071	LinkVet - call on the LinkVet line from (952) 392-XXXX - Brief ring/disconnected	12/22/2011 12:16 PM
111230-000074	Needed a new prosthetic device - Non-Vet - Non-Spouse or Dependent - Gave contact info for USDVA MSP VAHCS - Told to ask for prosthetic dept. for questions on local makers	12/30/2011 03:56 PM

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