



2013 LEGISLATIVE REPORT

**MINNESOTA DEPARTMENT OF VETERANS AFFAIRS
LINKVET LINE AND WEBSITE**

1-888-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.SUICIDEPREVENTION.LIFELINE.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:

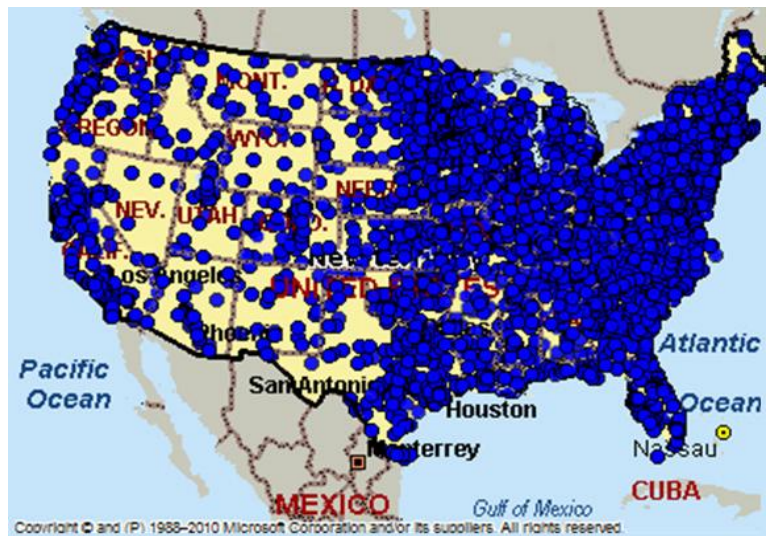
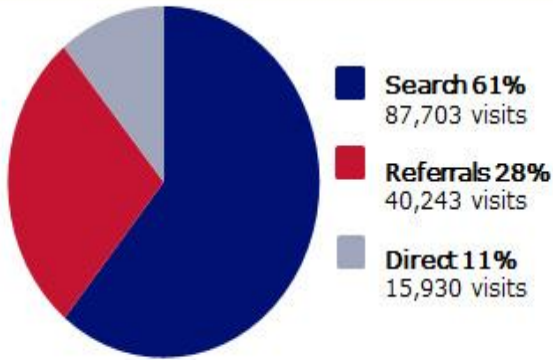
Executive Summary of Department Online Support: January 1 –December 14, 2012

Highpoints:

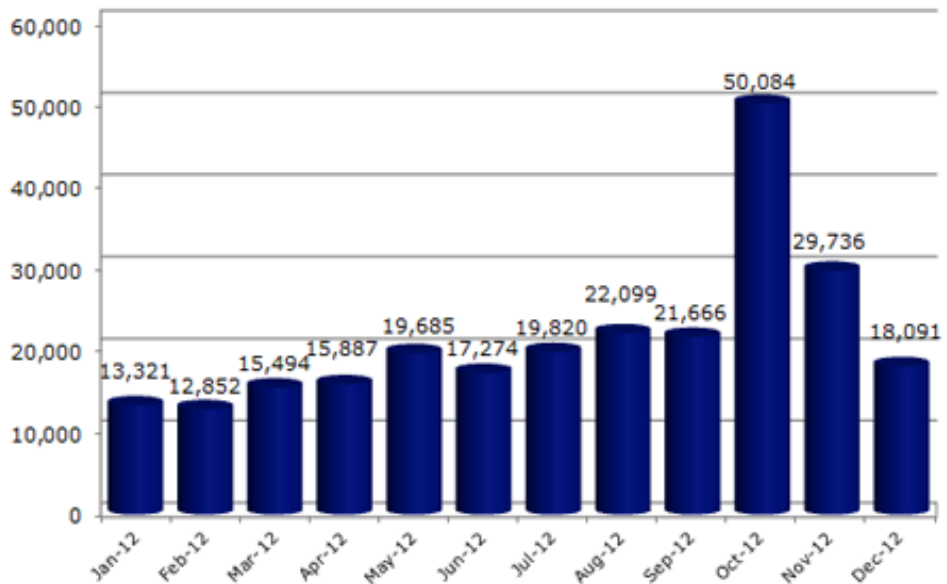
- National leading program provides information on Veterans' benefits, health care, education and reintegration.
- The phone line is managed by trained Minnesota Online staff during business hours.
- 237,562 Page views
- Link vet sites found by 61% search function, 28% referrals from other sites and 11% entered URL
- 99% of questions to advisors were solved within 24 hours
- 5,335 calls were received on the toll free number
- Website visits from a unique IP address:
 - ❖ 21,408 visits from 270 cities in Minnesota
 - ❖ 129,348 additional visits from 5,000 cities outside of Minnesota

Top Website Pages	
	2012
mnveteranbenefits.org	27,252
Find Answers	10,258
mnveteranclaim.org	6,046
MN LinkVet Online Support	2,513
minnesotaveteran.org	75,813
MN LinkVet Online Support	20,141
MyMilitaryEducation.org	109,091
Comprehensive List of Military Scholarships . . .	22,009
MNVeteransHomes.org	19,360
MN LinkVet Online Support	5,795
Total Pageviews - Combined	237,562

143,876 people visited LinkVet sites in 2012



Self-Service Usage





MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

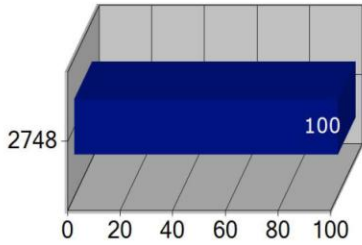


www.minnesotaveteran.org

Summary of Service: January 1, 2012 - December 14, 2012



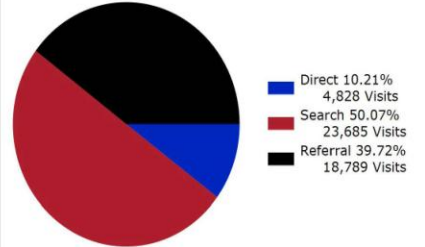
Solve Rate resolved within 24 hours



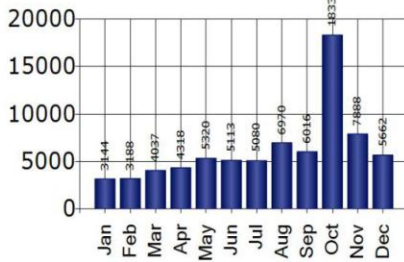
Most Personal Assistance

- 42% Benefits
- 38% General Information
- 14% Claims and Outreach
- 4% Education
- 2% Career Information and Resources
- 1% Veterans Homes

47,302 people



Self-Service Usage



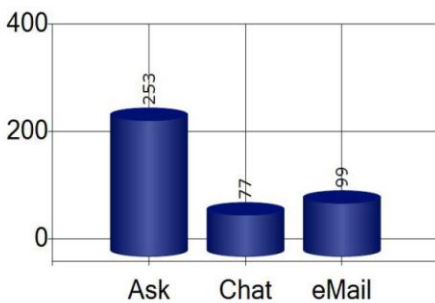
Most Viewed Answers

1. Post-9/11 GI Bill Monthly Housing Allowance (MHA) - Basic Allowance for Housing (BAH) Rates and Calculator
2. County Veterans Service Officer (CVSO)
3. Employment Resources for Veterans
4. Minnesota Board of Peace Officer Standards & Training (POST) Military Reciprocity Information
5. VOW To Hire Heroes Act - VRAP Veterans Retraining Assistance Program

Top Inbound Links

	2012-12	2010-11
minnesotaveteran.org	15,622	7,143
careers.state.mn.us	947	71
mdva.state.mn.us	664	6,596
mnveteranshomes.org	98	563
google.com	87	132
Total	17418	14505

Personal Assists

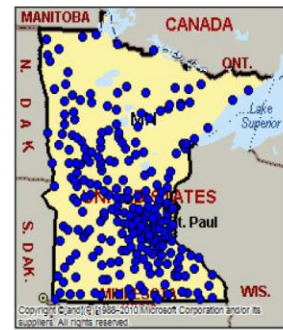


Top Website Pages

	2012	2011
MN LinkVet Online Support	20,141	13,127
Post-9/11 GI Bill Monthly Housing ...	16,211	0
Find Answers	11,177	10,259
County Veterans Service Officer (CVSO)	2,535	3,590
Ask a Question	1,213	1,457
Total	75,813	68,617

Visits/Contacts

	2012-12	2010-11
minnesotaveteran.org	39,187	28,443



Minnesota sent 10,508 visits from 270 cities.



Additional 45,508 visits from 3,968 cities outside of Minnesota. Totaling 56,016 visits from 4,238 cities in the USA



CLAIMS AND OUTREACH



www.mnveteranclaim.org

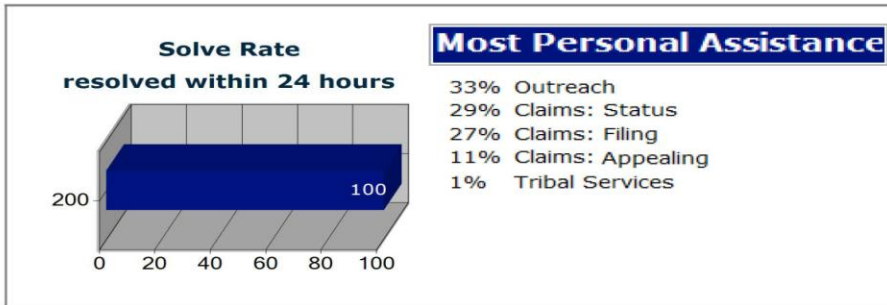


CLAIMS AND OUTREACH

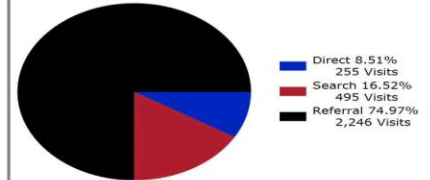


www.mnveteranclaim.org

Summary of Service: January 1, 2012 - December 14, 2012



2,996 people



Top Inbound Links

	2012-12	2010-11
linkvet.custhelp.com	1,286	1,503
mdva.state.mn.us	719	886
mnveteranbenefits.org	114	132
myilitaryeducation.org	52	59
mnveteranshomes.org	16	21
Total	2187	2601

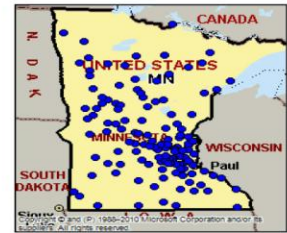


Top Website Pages

	2012	2011
MN LinkVet Online Support	2,513	1,625
Find Answers	1,086	1,346
A to Z List of Resource . . .	234	161
Ask a Question	177	226
County Veterans Service Officer (CVSO)	184	146
Total	6,046	7,535

Visits/Contacts

	2012-12	2010-11
mnveteranclaim.org	2,608	2,691



Minnesota sent 1,173 visits from 139 cities.



Additional 2,926 visits from 702 cities outside of Minnesota. Totaling 4,099 visits from 841 cities in the USA

Phone: 888.Link.Vet (546.5838) | International: +1.651.556.0596 | TTY: 1.800.627.3529
 Telephone Assistance: 7 AM to 9 PM, CST Monday - Friday | 10 AM to 4 PM, CST Saturday | 9:30 AM to 3:30 PM, CST Sunday | Closed Holidays
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VETERANS BENEFITS



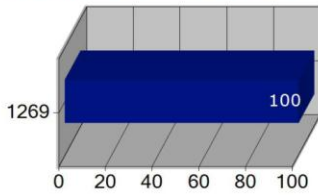
www.mnveteranbenefits.org



Summary of Service: January 1, 2012 - December 14, 2012



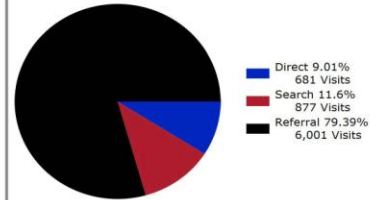
Solve Rate resolved within 24 hours



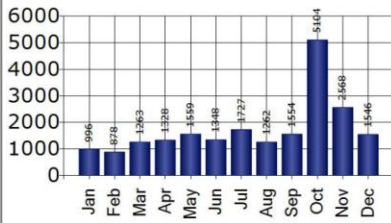
Most Personal Assistance

- 45% Federal Benefits
- 21% State Benefits
- 19% Healthcare
- 6% Burial Benefits
- 5% Financial Assistance
- 3% Employment/Veterans Preference
- 2% Education/Training Programs

7,559 people



Self-Service Usage



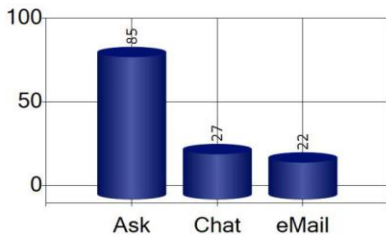
Most Viewed Answers

1. County Veterans Service Officer (CVSO)
2. A to Z List of Resources Available to Veterans and Their Families
3. Obtaining Military Transcripts and Transfer Credits
4. Qualifying for Veterans Benefits
5. Post-9/11 GI Bill Monthly Housing Allowance (MHA) - Basic Allowance for Housing (BAH) Rates and Calculator

Top Inbound Links

	2012-12	2010-11
linkvet.custhelp.com	4,815	5,770
mdva.state.mn.us	639	630
myilitaryeducation.org	231	208
mnveteranshomes.org	108	93
mnveteranclaim.org	91	123
Total	5884	6824

Personal Assists



Top Website Pages

	2012	2011
Find Answers	10,258	8,457
MN LinkVet Online Support	7,171	4,679
Ask a Veterans Service Officer (CVSO)	577	477
Ask a Question	443	526
A to Z List of Resource ...	595	544
Total	27,252	28,204

Visits/Contacts

	2012-12	2010-11
benefits.custhelp.com	6,636	6,669



Minnesota sent 2,648 visits from 205 cities.



Additional 7,436 visits from 1,231 cities outside of Minnesota. Totaling 10,084 visits from 1,436 cities in the USA

Phone: 888 Link Vet (546-5838) | International: +1.651.556.0596 | TTY: 1.800.627.3529
 Telephone Assistance: 7 AM to 9 PM, CST Monday - Friday | 10 AM to 4 PM, CST Saturday | 9:30 AM to 3:30 PM, CST Sunday | Closed Holidays
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VETERANS HOMES



www.MNVeteransHomes.org



VETERANS HOMES

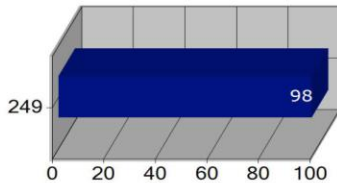


www.MNVeteransHomes.org

Summary of Service: January 1, 2012 - December 14, 2012



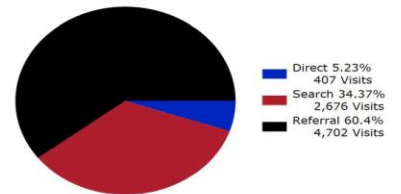
Solve Rate resolved within 24 hours



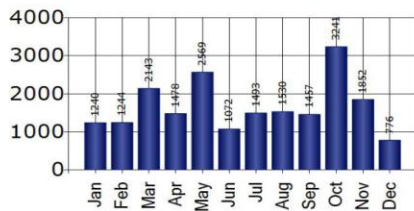
Most Personal Assistance

- 39% Minneapolis
- 38% General Info
- 8% Hastings
- 5% Luverne
- 5% Fergus Falls
- 5% Silver Bay

7,785 people



Self-Service Usage



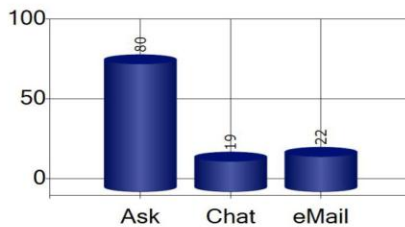
Most Viewed Answers

1. Requesting Copies of Military Personnel Record
2. Key Contacts - Minnesota Veterans Home - Minneapolis
3. A to Z List of Resources Available to Veterans and Their Families
4. Qualifying for Veterans Benefits
5. Minnesota Veterans Home - Minneapolis

Top Inbound Links

Link	2012-12	2010-11
mvh.state.mn.us	3,275	2,882
linkvet.custhelp.com	1,028	959
mdva.state.mn.us	68	70
mnveteranbenefits.org	51	65
mymilitaryeducation.org	46	32
Total	4468	4008

Personal Assists



Top Website Pages

Page	2012	2011
MN LinkVet Online Support	2,908	0
Find Answers	2,652	1,383
Requesting Copies- Military Personnel Record . . .	2,249	2,310
Cost of Care at a Minnesota Veterans Home	881	817
Ask a Question	801	440
Total	19,360	17,056

Visits/Contacts

Website	2012-12	2010-11
MNVeteransHomes.org	6,580	5,259



Minnesota sent 2,122 visits from 162 cities.



Additional 7,651 visits from 1,224 cities outside of Minnesota. Totalling 9,773 visits from 1,386 cities in the USA

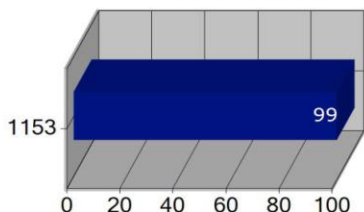
Phone: 888.Link.Vet (546.5838) | International: +1.651.556.0596 | TTY: 1.800.627.3529
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Higher Education Veterans Programs MyMilitaryEducation.org

Summary of Service: January 1, 2012 - December 14, 2012

Solve Rate resolved within 24 hours

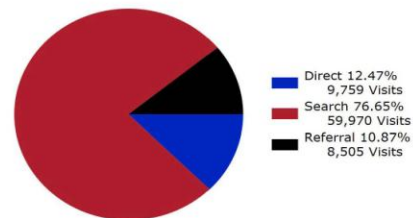


Most Personal Assistance

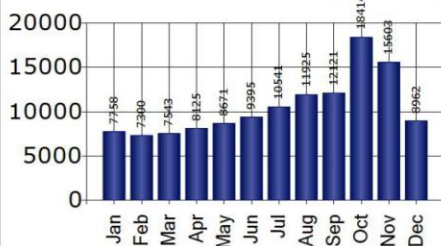
- 52% Military Education Benefits/Finances
- 29% Career & Life Planning
- 11% Getting Ready for College
- 3% MDVA Higher Education Veterans Prog
- 2% Military Family Resources



78,234 people



Self-Service Usage



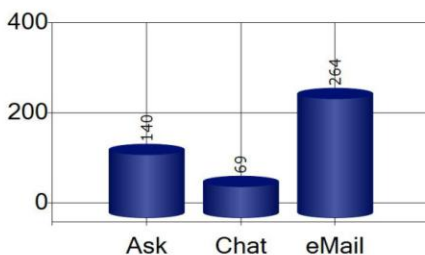
Most Viewed Answers

1. Comprehensive List of Veteran/Military Scholarships for Service Members
2. Obtaining Military Transcripts and Transfer Credits
3. Post-9/11 GI Bill (Chapter 33) Application and Information
4. VONAPP - Veterans On Line Applications
5. Veterans Re-Entry Education Program

Top Inbound Links

	2012-12	2010-11
linkvet.custhelp.com	1,425	1,544
mnsu.edu	687	258
gplifeplan.org	625	481
getreadyforcollege.org	490	505
mnaveteranservice.org	250	60
Total	3477	2848

Personal Assists

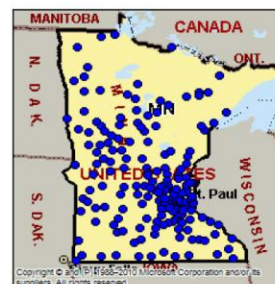


Top Website Pages

	2012	2011
Comprehensive List of Military Scholarships . . .	22,009	8,690
MN LinkVet Online Support	11,607	5,933
Find Answers	6,933	5,445
Obtaining Military Transcripts . . .	7,442	3,475
Post-9/11 GI Bill (Chapter 33) Application. . .	5,160	2,475
Total	109,091	74,990

Visits/Contacts

	2012-12	2010-11
mymilitaryeducation.org	67,638	39,540



Minnesota sent 4,957 visits from 187 cities.



Additional 65,827 visits from 5,000 cities outside of Minnesota. Totaling 70,784 visits from 5,187 cities in the USA

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, 2013.

[LinkVet Customer Satisfaction Survey](#)

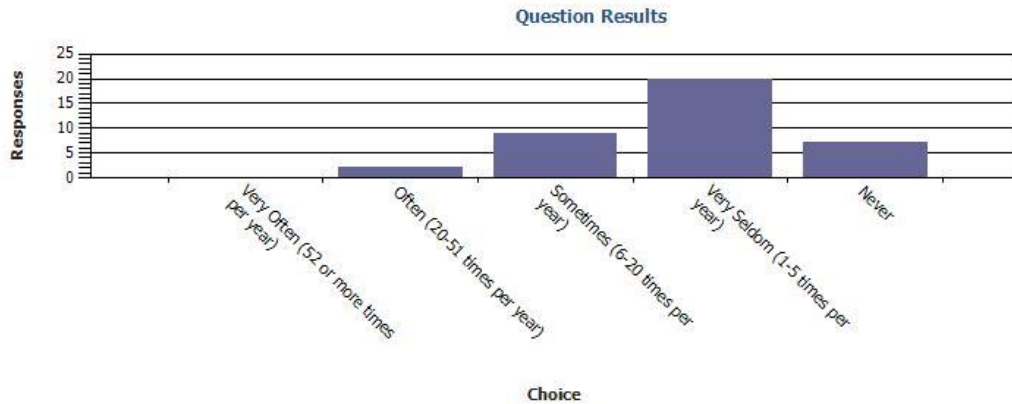
Sincerely,

LinkVet Staff

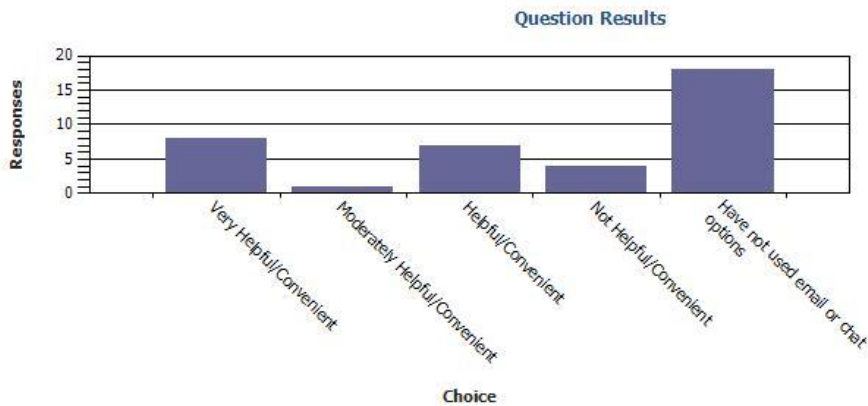
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CUSTOMER SERVICE SURVEY RESULTS

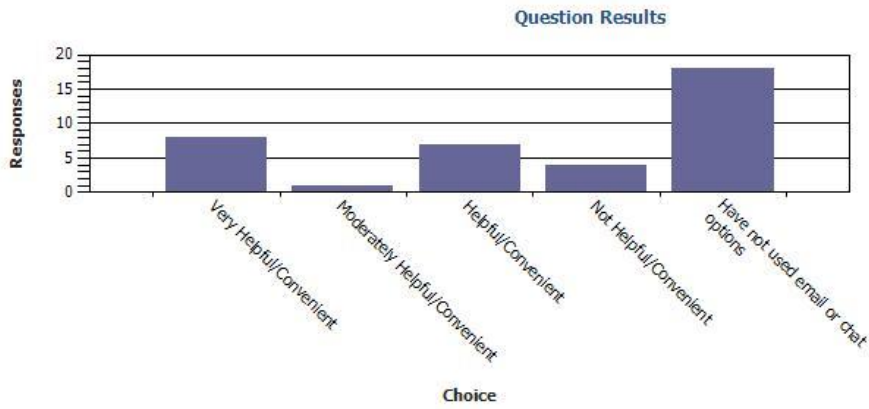
Question Results



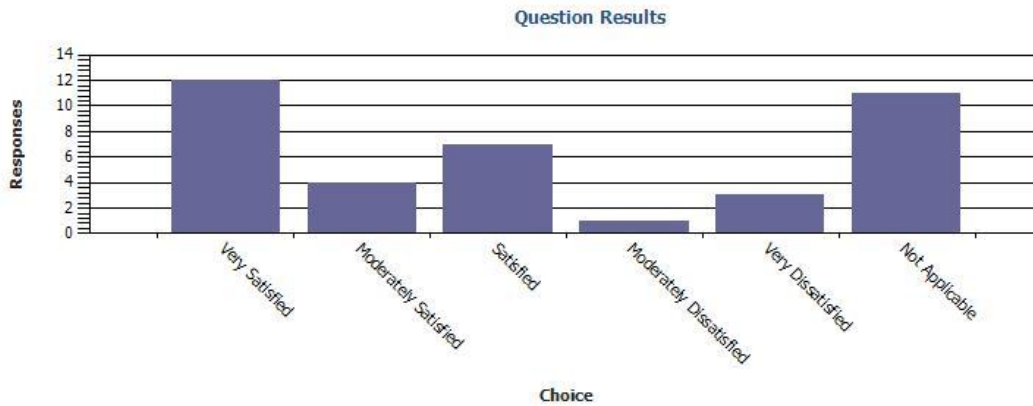
Question 1: How often do you visit the www.MinnesotaVeteran.org (LinkVet) Web site?



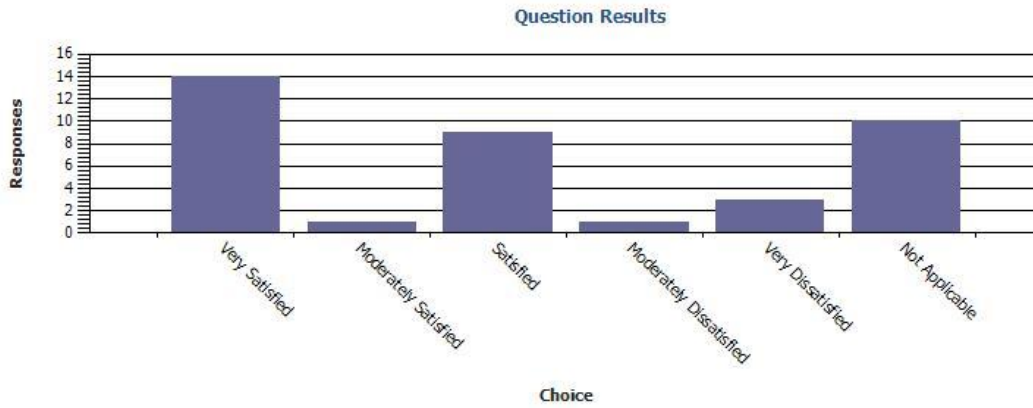
Question 2: Have you used the email and/or chat option at the www.MinnesotaVeteran.org website? If so, did you find that helpful/convenient?



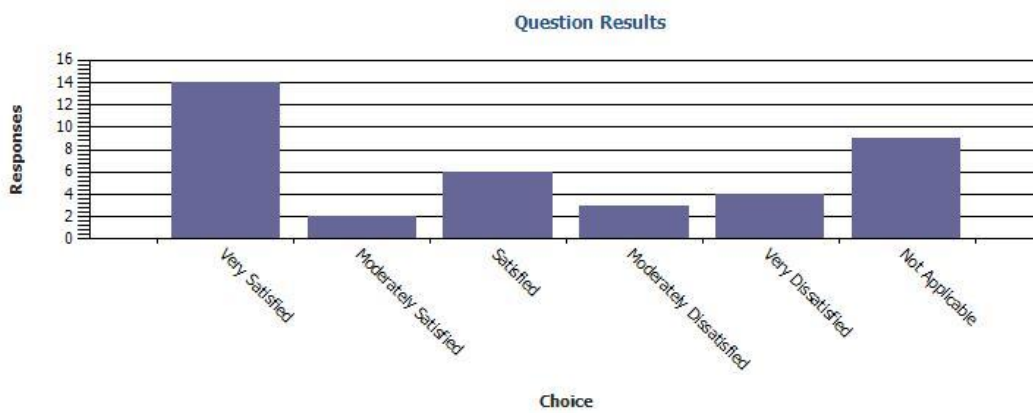
Question 3: How satisfied are you with the information provided on the www.MinnesotaVeteran.org (LinkVet) Web site?



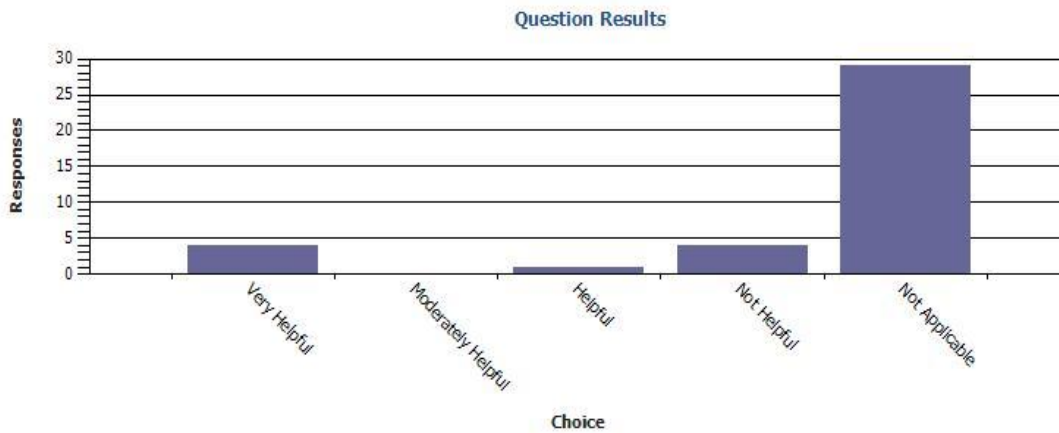
Question 4: How would you rate your satisfaction with the www.MinnesotaVeteran.org (LinkVet) staff professional knowledge and concerns?



Question 5: How accurate and complete was the information that you received from the www.MinnesotaVeteran.org (LinkVet) staff?



Question 6: How would you rate your overall satisfaction with your experience when information was requested from www.MinnesotaVeteran.org?



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

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

Better follow up after.	jwilliamette@msn.com	James Williamette
Could you please explain why, if one veterans home is friendly and lets you know whether a friend is now a resident there, another in no uncertain terms refuses to tell us whether or not he lives there. They say this is because of the hippa law. We have sent several cards and they have not been sent back saying	judyrose399@hotmail.com	Judith Roseen
DON'T HAVE OPION NOW	hanel3@aol.com	Mike Hanel
Don't know	nyand@me.com	Laura Shelton
Don't send me any more meaningless surveys.	opaanderson@yahoo.com	Charles Anderson
Don't use it	bryceoroni89@aol.com	Bryce Mohs
everything was fine.	michael.mattson@cummins.com	Michael Mattson
Great service, helpful and patient staff.	marybeth.galey@medica.com	Mary Beth Galey
I appreciate the help I have been given when I e-mail with questions. I think you need more Vet service officers in Hennepin County, I have had a hard time getting a timely response from them and so have my clients. Keep up the good work. thank you.	mjcrn10@aol.com	Mary Jo Cairns
I don't know.	rayx@aol.com	Ray Rasmussen
I have not heard back yet from the St Louis dept of verteran affairs. I requested information about my Dad during WWII. so with that said I really have no feed back. except that I got the info. from your sight to get the address to send my reqeust. I would like to see a document that shows veteran's next of kin before he was sent off to fight for his country	struckdale@yahoo.com	Dale Struck
Its a work in progress and you folks are well on your way.....Best of of success.	p.lee@thepinkhouse.freeseve.co.uk	Peter Lee Anderson
Looking forward to using it. Thanks for concern	michael31622@msn.com	Michael Scott
NEVER USED	dbwordy1@gmail.com	Dale Berven
none	deannepstad115@gmail.com	Dean Nepstead
None at this time.	john.cusack@netzero.com	John Cusack
nothing	eileen.vara@hotmail.com	Eileen Vara
Nothing at this time.	juanmorrill@yahoo.com	juan morrill
Nothing comes to mind; the information I found was to the point and resolved my issue/questions quickly.	cartergw@hotmail.com	Greg Carter
Nothing that I can suggest	bmaxwell@fdg-advisors.com	Brian Maxwell
nothing	johnmmorin1@gmail.com	john morin
Nothing!	stashdianne@hotmail.com	Dianne Mudgett
People at the Vet center should answer their emails. I was tryng to find info and send 5 or 6 emails. The only response I got in month was one	mrjones7264@yahoo.com	Omar Jones
Promote the resources to Certifying Officials and Campus Vet Offices.	davideldridge47@hotmail.com	David Eldridge
Stopping V.A. Corruption and denying their entitled rights and benefits, including their	mary.fontes@northlandcollege.edu	Mary Fontes
	bonnie_knapp@att.net	Bonnie Knapp

widows!

thanks

The service is helpful

The website could be easier to navigate. When doing a specific search for resources, I have ended up just calling, much easier.

Understandably there is SO much information on this site, that it seems impossible to find an answer that is meaningful.

used site briefly.

Well done.

You are not a well known site in my circle. Perhaps a little more visibility would help us and save many calls,

You do a great job supporting Veterans. You helped my legally blind spouse get services and you put our son in TN w/his veteran contacts. Thank you.

YOU NEED AN UNDERCOVER BOSS
EXPERIENCE AND FIGURE IT OUT AND THEN
MAKE IMPROVEMENTS!

kwolfbranigin@easterseals.com

robert.anschutz@gmail.com

jennifers@semcil.org

vcornw@gmail.com

gerardom_1@msn.com

david.salchow@state.mn.us

wachbo@msn.com

deckee@hotmail.com

djtgonavy@centurytel.net

Karen Wolf-Branigin

Robert Anschutz

Jennifer Shumaker

Veteran Veteran

Kimberly Morales

David Salchow

Wayne Bouley

Randy Deckert

Dave LinkVet

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 cll 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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