

**IN THE UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF ILLINOIS
EASTERN DIVISION**

MINDY MURILLO, as Independent)
Administrator of the Estate of **THOMAS**)
M. YOUNG, deceased,)
)
Plaintiff,)
Vs.)
)
LINK2HEALTH SOLUTIONS, INC.)
A New York Not-For-Profit Corporation,)
)
Defendant,)

COMPLAINT AT LAW

NOW COMES the Plaintiff, MINDY MURILLO, as Independent Administrator of the Estate of THOMAS M. YOUNG, deceased, by and through her attorneys, MITCHELL HOFFMAN & WOLF, L.L.C., and for her Complaint at Law against the Defendant, LINK2HEALTH SOLUTIONS, INC. (L2HS), a New York Not-For-Profit Corporation, states as follows:

1. The jurisdiction of this court is invoked pursuant to 28 USC Section 1332.
2. Plaintiff's Decedent, THOMAS M YOUNG, a resident of Cook County, Illinois, was a veteran of the US Army 10th Mountain Group.
3. The Defendant, LINK2HEALTH SOLUTIONS, INC. (L2HS), is a New York Not-For-Profit Corporation
4. Plaintiff's Decedent, returned home from his second tour of duty in Iraq with the US Army 10th Mountain Group in 2004 with severe post-traumatic stress disorder (PTSD).
5. Because of the rising number of suicides among veterans and the impact of those suicides on families and communities, the Veterans Health Administration (VHA) established the

Veterans Crisis Line (VCL) to receive calls from veterans, families of veterans and military personnel.

6. The VCL program began operations in July 2007 as a 24 hour, 7 day a week telephone suicide crisis hotline for veterans, families of veterans, and military personnel.

7. In order to provide 24 hour a day coverage 7 days a week for the VCL, the VA contracted with the Defendant, Link2Health Solutions, Inc. (L2HS), to provide the telephone routing system for calls made to the VCL. In the event that the VCL telephone lines were in use or out of service, L2HS also provided an infrastructure to forward calls to established backup call centers.

8. The L2HS contract makes L2HS responsible for managing the routing of calls to the selected crisis center (VCL or backup) and ensuring that all callers receive access to help.

9. On or about July 22 or July 23, 2015 Thomas M. Young, a resident of Cook County Illinois, called the VCL seeking assistance. The Plaintiff's Decedent's call was routed to a backup center and sent to voicemail.

10. After placing his call to the VCL and being placed in voicemail, Plaintiff's decedent committed suicide on the evening of July 23, 2015 by lying down on the tracks of the Metra commuter line in an unincorporated area of Cook County near Des Plaines, Illinois.

11. That the Plaintiff's Decedent's VCL call was returned on July 24, 2015 after he had committed suicide.

12. At all times pertinent, the Defendants, L2HS, was under certain duties imposed by law and by its contract with the VHA.

13. In disregard for these duties, the Defendant, L2HS, by and through its agents, employees and/or servants, and each of them were negligent in failing to meet these duties in or more of the following acts or omissions:

- a) Failing to properly route the Plaintiff's Decedent's call to the VCL or a backup call center;

- b) Failing to timely answer and respond Plaintiff's Decedent's call to the VCL;
- c) Sending the Plaintiff's Decedent's call to the VCL to voicemail;
- d) Failing to ensure that Plaintiff's Decedent received access to help either from the VCL or backup call center;
- e) Improperly training its staff on the handling of calls made to the VCL or backup call center.

14. As a proximate result of the Defendant's negligence, Thomas Young died on July 24, 2015.

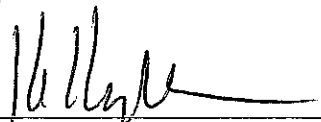
15. Pursuant to court order, Mindy Murillo has been appointed the Independent Administrator of the Estate of Thomas M. Young, deceased.

16. At the time of his death, Thomas M. Young left the following surviving next of kin:

Mindy Murillo, an adult, wife;
Vivienne Young, a minor, daughter;
Margaret Young, a minor, daughter.

17. That this cause of action is brought pursuant to 740 ILCS 180/0.01 *et seq.*, commonly known as the Wrongful Death Act, then and there in effect at the time of the subject occurrence.

Wherefore, the Plaintiff, Mindy Murillo, as Independent Administrator of the Estate of Thomas M Young, deceased, prays for award damages in accordance with the Illinois Wrongful Death Act, 740 ILCS 180/0.01 *et seq.*, in her favor and against the Defendant, Link2Health, Inc., in an amount in excess of \$18,000,000.00, plus costs.



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