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## **Monday Morning Workload Report Introduction**

**Understanding the Report:** To learn more about the Monday Morning Workload Report, including recent formatting changes, double-click the Microsoft Word icon to the right.



**Finding Data:** The screenshots below provide a quick reference to historical reporting bundles that were previously on the Transformation tab, but now reside on the Traditional Aggregate tab.

Previous Transfo	rmation	า Ta	<u>b</u>		Current Traditional Aggregate Tab												
Compensation and Pension Rating Bundle (Highlighted in Orange Below. Represents the 8 End Product Claim Codes + Agent Orange Claims VA Uses to Define the 125 Day and 98% Accuracy  # Pending Over 125  # Pending Over 125    Percentage Pending Over 125						Compensation and Pension National Inventory - Historical Reporting Bundles*  The data on this page represents historical, alternative reporting on VBA claims processing. VBA actively measures and monitors these workloads, but the bundles are not specifically tie 98% Accuracy. The Rating Bundle measures are the only claims processing bundle that is directly related to the strategic 2015 goals.											
Targets) As of January 11, 2014	6	86,861	403,761	58.8%		oost roomoo. The risking burdle measures are site on	, ordinis proof	. Doing bandie that is		January 11, 2014							
• '						Compensation E	ntitlement			Pen:	ion Entitle	ement					
Compensation	EP	#Pending	# Pending Over 125	% Over 125		Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days	Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days				
Entitlement (Original and Supplemental)  Original Entitlement - Veterans <sup>1</sup>	į t	536,371	384,213	6U.4%	$\rightarrow$	Original Entitlement - Veterans 1	205,652	123,931	60.26%	Original Entitlement	48,522	23,845	49.14%				
Initial entitlement decisions for Voc Rehab Initial entitlement for service-connected disability (=>8) Initial entitlement for service-connected disability (<=7)		1,076 47,996 156,580	855 26,438 96,638	79.5% 55.1% 61.7%		EP 095 - Initial entitlement decisions for Voc Rehab	1,076	855	79%	EP 180 - Initial entitlement - Veteran	8,822	2,969	33.7%				
Original Entitlement - Survivors <sup>2</sup> Initial claims from surviving spouses, children or parameter initial claims from children Veterans with Spina bifida and/or birth up	140 octs 410	7,559 575	1,854 464	24.5% 80.7%		EP 010 - Initial entitlement for service-connected disabilit (=>8)	47,996	26,438	55.1%	EP 120 - Increased entitlement and/or reconsideration	12,227	3,850	31.5%				
Supplemental Entitlement Increased evaluation and/or additional claimed conditions Increased entitlement due to hospitalization or autoery	020	415,300 2,555	235,977	61.4% 43.0%		EP 110 - Initial entitlement for service-connected disabilit (<=7)	156,580	96,638	61.7%	EP 190 - Initial entitlement - Survivor	27,473	17,026	62.0%				
Spina bifida and/or birth defects reconsideration Reopened or new Agent Orange claims prior to 8/30/10		179 4,505	149 1,592	83.2% 35.3%	<b>*</b>	Original Entitlement - Survivors <sup>2</sup>	8,134	2,318	28.50%	Pension Award Adjustments	70,765	29,010	41.0%				
Nehmer review cases based upon new Agent Orange presumptives Reopened or new Agent Orange claims After 9/01/10 Agent Orange claims where an interim decision was provided	687 405 409	0 24 22	0 8 18	0.0% 33.3% 81.8%		EP 140 - Initial claims from surviving spouses, children o parents	7,559	1,854	24.5%	EP 135 - Hospitalization adjustment (non-rating)	211	168	79.6%				
Agent Orange presumptives 3  1 First claim filed by a Veteran for benefits (including Voc Rehab mem diseases, or injuries incurred or aggravated during active military ser		on the eff	fects of dis	abilities,		EP 410 - Initial claims from children Veterans with Spina bifida and/or birth defects	575	464	80.7%	EP 137 - Dependency	7,182	3,023	42.1%				
<sup>2</sup> First claim received from surviving spouses, dependent children and		s based u	pon the Ve	teran's	>	Supplemental Entitlement	422,585	257,964	61.04%	EP 150 - Income adjustments	31,489	17,552	55.7%				
death due to service-related causes.  3 As of 11/1/10 Agent Orange presumptives include EP 681, EP 687 a presumptives claim category include EP 409	and EP 405. As of 12	2/13/2010	the Agent	Orange		EP 020 - Increased evaluation and/or additional claimed conditions	415,300	255,077	61.4%	EP 155 - Annual eligibility verification reporting (EVRs)	7	6	85.7%				
			#Pending			EP 320 -Increased entitlement due to hospitalization or surgery	2,555	1,120	43.8%	EP 297 - Misc determinations	12,493	3,424	27.4%				
Award Adjustments	EP	#Pending	Over 125 292,244	% Over 125		EP 420 - Spina bifida and/or birth defects reconsideratio	179	149	83.2%	EP 607 - Due process	19,383	4,837	25.0%				
Dependency Survivor restored entitlement	130	232,980 118	171,262 61	73.5% 51.7%		EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	4,505	1,592	35.3%	Program Reviews	38,695	38,187	98.7%				
Hospitalization adjustment (non-rating) Misc determinations Spina bifida and/or birth defects adjustments	7 135 7 290 450	211 90,826 26	168 76,555 22	79.6% 84.3% 84.6%		EP 687 - Nehmer review cases based upon new Agent Orange presumptives	0	0	0.0%	EP 154 - Income Verification Match	38,141	38,105	99.9%				
Future examination for disabilities  Due process	310 600	31,271 54,205	14,197 29,979	45.4% 55.3%		EP 405 - Reopened or new Agent Orange claims After 9/01/10	24	8	33.3%	EP 696 - Cost of Living Adjustments	544	78	14.3%				
Involves the modification of benefits based upon additional ancillary f when a Veteran or survivor is currently entitled and receiving benefi						EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%	EP 697 - Non-entitlement reviews	10	4	40.0%				
issues.						Award Adjustments	409,635	292,244	71.34%	Pension Other	5,533	2,753	49.8%				

Compensation and Pension Rating Bund	dle Totals	# Pending	# Pending Over 125	Percentage Pending > 125 days
(Represents the 8 End Product Claim Codes + Agent O VA Uses to Define the 125 Day and 98% Accuracy	range Claims	525,500	240,494	45.8%
As of November 15, 2014				
Original Entitlement	Total	183,262	82,076	44.8%
Initial entitlement for service-connected disability (=>8)	EP 010	51,312	22,078	43.0%
Initial entitlement for service-connected disability (<=7)	EP 110	121,128	58,814	48.6%
Initial entitlement - Veteran's Pension	EP 180	5,095	282	5.5%
Initial claims from surviving spouses, children or parents	EP 140	5,727	902	15.7%
Supplemental Entitlement	Total	342,238	158,418	46.3%
Increased entitlement and/or reconsideration for Pension	EP 120	6,962	362	5.2%
Increased evaluation and/or additional claimed conditions	EP 020	315,922	150,051	47.5%
Future examination for disabilities	EP 310	17,283	7,206	41.7%
Increased entitlement due to hospitalization or surgery	EP 320	1,779	605	34.0%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	282	193	68.4%
Nehmer review cases based upon new Agent Orange presumptives	EP 687	0	0	0.0%
Reopened or new Agent Orange claims After 9/01/10	EP 405	7	0	0.0%
Agent Orange claims where an interim decision was provided	EP 409	3	1	33.3%
To view Rating Bundle data at Regional ( Hover over a title to learn the dif				
Station of Origination	Station of J	urisdiction		

Education	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
Total Chapter 33 Claims	6,258	5,961	297	4.98%
Buffalo	828	720	108	15.0%
Atlanta	573	602	(29)	-4.8%
St Louis	1,095	1,103	(8)	-0.7%
Muskogee	3,762	3,536	226	6.4%
Total Education Claims - All Education Programs	33,664	30,707	2,957	9.63%
Buffalo	3,421	3,963	(542)	-13.7%
Atlanta	3,170	3,291	(121)	-3.7%
St Louis	8,442	8,061	381	4.7%
Muskogee	18,631	15,392	3,239	21.0%
Chapter 33 is the new Post-9/11Gl Bill. "All" represents all	Education Bene	efit Programs Includ	ding Chapter 33	claims.

## Station of Origination Compensation and Pension Rating Bundle Metrics

Reporting Period:
As of November 15, 2014

Notes about the data:

- 1) The Station of Origination (SOO) primarily represents pending claims based on geographic boundaries; typically defined by a claimant's state of residence. Only when a claim is permanently transferred from one station to another, will the SOO change.
- 2) The Pension, Quick Start and Benefits Delivery at Discharge totals are not included in the Compensation totals.

	VBA uses the following 8 End Product Claim Codes + Agent Orange Claims to Define the 125 Day and 98% Accuracy Targets.													
EP 010	Initial entitlement for service- connected disability (=>8)	EP 180	Initial entitlement for Pension - Veteran	EP 310	EP 310 Future examination for disabilities		Nehmer review cases based upon new Agent Orange presumptives							
EP 110	Initial entitlement for service- connected disability (<=7)	EP 120	Increased entitlement and/or reconsideration for Pension	EP 320	Increased entitlement due to hospitalization or surgery	EP 405	Reopened or new Agent Orange claims After 9/01/10							
EP 020	Increased evaluation and/or additional claimed conditions	EP 140	Initial claims from surviving spouses, children or parents	EP 681	Reopened or new Agent Orange claims prior to 8/30/10	EP 409	Agent Orange claims where an interim decision was provided							

					Compensation	on and Pension Claims	Processing				
	# Pending	Avg. Days Pending	Percentage Pending > 125 days (Backlog)	Completed Claims - Month to Date	Completed Claims - Fiscal Year to Date	Avg. Days to Complete - Month to Date	Avg. Days to Complete - Fiscal Year to Date	3 Month Entitlement Accuracy - Issue Based	3 month Entitlement Accuracy - Claim Level	12 Month Entitlement Accuracy - Claim Level	12 Month Authorization Accuracy - Claim Level
USA	525,500	146.9	45.8%	46,564	153,780	184.1	188.4	95.54%	89.96%	90.54%	92.48%
					mpensation Claims Pro						
USA Compensation Total	484,032	153.2	48.4%	39,223	129,850	203.6	208.1				
Eastern Area	91,796	156.1	48.6%	7,387	25,420	202.5	201.8	95.2%	89.1%	89.5%	90.3%
Baltimore	9,610	216.2	65.1%	583	1,801	287.6	268.7	92.3%	79.1%	81.3%	85.0%
Boston	6,230	165.3	52.3%	255	997	261.2	243.8	99.6%	98.4%	93.7%	90.2%
Buffalo	5,914	152.4	51.3%	372	1,444	276.8	254.1	94.9%	93.2%	90.2%	88.7%
Cleveland	10,989	135.3	36.5%	975	3,765	183.4	188.4	93.7%	87.1%	89.1%	94.3%
Detroit	9,766	134.0	42.4%	823	2,989	189.3	187.4	92.3%	87.5%	88.5%	90.0%
Hartford	2,320	112.2	33.7%	265	899	147.7	157.1	97.9%	93.3%	94.1%	93.4%
Indianapolis	8,732	182.5	58.6%	492	1,693	232.1	239.5	97.8%	94.0%	91.6%	90.4%
Manchester	1,641	135.4	42.3%	131	400	203.0	199.5	96.2%	91.8%	90.7%	92.1%
New York	7,918	146.9	48.1%	490	1,620	235.6	252.0	91.5%	86.7%	91.9%	91.7%
Newark	3,027	118.0	36.2%	275	774	167.6 172.1		91.2%	83.6%	83.1%	83.5%
Philadelphia (Non-PMC)	13,371	171.4	56.5%	1,011	3,267	257.3	264.3	95.1%	86.4%	87.2%	91.0%
Pittsburgh	6,044	164.1	50.4%	446	1,490	236.7	233.6	95.8%	88.7%	87.6%	91.3%
Providence	3,176	78.0	18.8%	924	3,140	66.3	65.4	96.9%	90.0%	94.1%	91.0%
Togus	1,179	93.3	22.8%	207	704	109.3	119.3	96.8%	85.3%	93.1%	97.6%
White River J.	624	134.8	44.4%	24	117	189.8	173.4	96.5%	89.8%	87.3%	85.6%
Wilmington	1,255	159.9	50.4%	114	320	246.8	242.3	93.4%	90.5%	88.5%	88.8%
			1		Pension Claims Proces			Y 11 11 11 11 11 11 11 11 11 11 11 11 11			
USA Pension Total	19,699	58.1	9.2%	5,315	17,669	61.8	63.0		99.5%	99.2%	99.20%
Philadelphia PMC	7,136	60.7	10.1%	1,437	5,057	70.4	73.8		98.4%	99.2%	98.79%
Milwaukee PMC	4,721	50.0	7.1%	1,547	4,868	51.8	53.9		100.0%	99.6%	99.20%
St. Paul PMC	7,181	50.0	5.4%	2,122	7,052	61.6	61.7		100.0%	98.8%	99.60%
Other Pension	661	177.5	56.0%	209	692	78.1	62.7				
					uick Start Claims Proc				***************************************		
USA Quick Start Total	10,653	81.9	18.9%	1,062	2,950	115.9	117.1				
San Diego	3,408	86.1	21.0%	543	1,554	103.2	100.7				
Winston-Salem	4,345	89.1	22.6%	445	1,203	130.6	133.5				
Other Quick Start	2,900	66.2	10.8%	74	193	119.9	146.3				
1104 B (% B ); (B)	1		1	Benefit	s Delivery at Discharge	Processing					•
USA Benefits Delivery at Discharge Total	11,116	88.3	21.4%	964	3,311	141.2	148.5				
Winston-Salem			1,365	88.5	87.2						
Salt Lake City	5,775	103.9	29.3%	483	1,710	185.2	194.5				
Other Benefits Delivery at Discharge	1,806	87.4	22.0%	79	236	140.0	170.2				

## Station of Jurisdiction Compensation and Pension Rating Bundle Metrics

Reporting Period:
As of November 15, 2014

Notes about the data:

- 1) The Station of Jurisdiction represents pending claims at the regional office currently assigned to work the claim.
- 2) The Pension, Quick Start and Benefits Delivery at Discharge totals are not included in the Compensation totals.

_/	, The Following Carte and Bollowing Control of Composition Composition Composition													
	VBA uses the following 8 End Product Claim Codes + Agent Orange Claims to Define the 125 Day and 98% Accuracy Targets.													
EP 010	Initial entitlement for service- connected disability (=>8)	EP 180	Initial entitlement for Pension - Veteran	EP 310	Future examination for disabilities	EP 687	Nehmer review cases based upon new Agent Orange presumptives							
EP 110	Initial entitlement for service- connected disability (<=7)	EP 120	Increased entitlement and/or reconsideration for Pension	EP 320	Increased entitlement due to hospitalization or surgery		Reopened or new Agent Orange claims After 9/01/10							
EP 020	Increased evaluation and/or additional claimed conditions	EP 140	Initial claims from surviving spouses, children or parents	EP 681	Reopened or new Agent Orange claims prior to 8/30/10	EP 409	Agent Orange claims where an interim decision was provided							

					Compensation	on and Pension Claims	Processing				
	# Pending	Avg. Days Pending	Percentage Pending > 125 days (Backlog)	Completed Claims - Month to Date	Completed Claims - Fiscal Year to Date	Avg. Days to Complete - Month to Date	Avg. Days to Complete - Fiscal Year to Date	3 Month Entitlement Accuracy - Issue Based	3 month Entitlement Accuracy - Claim Level	12 Month Entitlement Accuracy - Claim Level	12 Month Authorization Accuracy - Claim Level
USA	525,500	146.9	45.8%	46,564	153,780	184.1	188.4				
					mpensation Claims P						
USA Compensation Total	484,032	153.2	48.4%	39,223	129,850	203.6	208.1				
Eastern Area			26,066	201.3	200.9						
Baltimore	6,486	215.4	64.4%	241	490	366.4	349.7				
Boston	5,481	160.1	48.0%	214	860	256.0	237.6				
Buffalo	5,837	150.1	50.5%	359	1,402	274.9	251.9				
Cleveland	11,616	140.6	38.0%	1,032	3,999	188.5	192.5				
Detroit	10,158	133.3	42.4%	887	3,179	186.1	185.8				
Hartford	2,739	116.7	37.2%	309	1,080	157.6	171.6				
Indianapolis	8,353	180.3	57.8%	425	1,488	230.0	236.7				
Manchester	2,009	150.0	48.2%	148	456	220.3	217.9				
New York	7,853	145.8	47.8%	478	1,597	231.7	250.5				
Newark	3,379	118.9	38.7%	321	870	170.8	174.4				
Philadelphia (Non-PMC)	12,947	172.5	57.1%	997	3,229	259.0	263.9				
Pittsburgh	5,812	165.0	50.9%	412	1,391	238.1	235.4				
Providence	3,502	82.9	21.2%	976	3,345	71.2	69.5				
Togus	5,073	172.7	48.6%	620	2,203	187.7	200.4				
White River J.	1,037	161.6	63.4%	39	179	245.1	211.8				
Wilmington	1,145	151.0	46.5%	107	298	234.8	228.8				
					Pension Claims Proc					***************************************	
USA Pension Total	19,699	58.1	9.2%	5,315	17,669	61.8	63.0				
Philadelphia PMC	7,145	60.9	10.2%	1,437	5,063	70.4	74.0				
Milwaukee PMC	4,724	50.1	7.2%	1,549	4,873	52.1	54.2				
St. Paul PMC	7,179	50.0	5.4%	2,122	7,056	61.6	61.8				
Other Pension	651	176.0	55.5%	207	677	76.4	58.3				
					Quick Start Claims Pro						
USA Quick Start Total	10,653	81.9	18.9%	1,062	2,950	115.9	117.1				
San Diego	4,448	77.3	16.5%	579	1,620	99.8	98.8				
Winston-Salem	5,187	82.6	18.8%	447	1,202	130.5	133.4				
Other Quick Start	1,018	98.5	29.7%	36	128	191.9	194.9				
				Benefi	ts Delivery at Discharg	ge Processing					
USA Benefits Deliery at Discharge Total	11,116	88.3	21.4%	964	3,311	141.2	148.5				
Winston-Salem	3,765	61.0	7.5%	401	1,361	88.9	87.4				
Salt Lake City	5,907	102.2	28.6%	483	1,691	184.3	194.7				
Other Benefits Delivery at Discharge	1,444	102.7	27.8%	80	259	142.9	168.4				

Compensation Entitle	·············	_	_	1	Pension	Entifement	_	_	1	Appeals, Burisls, Ac	L-raws
Measurement	Claims Pending	Pending over 125 days	Percent Pending over 125 days	1	Measurement	Claims Pending	Pending over 125 days	Percent Pending over 125 days		Measurement	Claims Pend
Original Entitlement - Veterans <sup>1</sup>	173,154	81,444	47.04%	1	Original Entitlement	21,777	1,603	7.36%		Total Appeals Pending	282,631
EP 095 - Initial entitlement decisions for Voc Rehab	714	552	77%		EP 180 - Initial entitlement - Veteran	5,095	282	5.5%	<b>←</b>	Pending Notice of Disagreements	189,947
EP 010 - Initial entitlement for service-connected disability (s>8)	51,312	22,078	43.0%	<b>←</b>	EP 120 - Increased entitlement and/or reconsideration	6,962	362	5.2%	<b>←</b>	Avg. Days Pending for Notice of Disagreements	400
EP 110 - Initial entitlement for service-connected disability (cs7)	121,128	58,814	40.0%	<b>←</b>	EP 190 - Initial entitlement - Survivor	9,720	959	9.9%		Pending Statement of Cases	22,012
Original Entitlement - Survivors <sup>2</sup>	6,245	1,376	22.03%	ĺ	Pension Award Adjustments	34,153	6,454	18.9%		Pending Form St	59,616
EP 140 - Initial claims from surviving spouses, children or parents	5,727	902	15.7%	<b>←</b>	EP 135 - Hospitalization adjustment (non-rating)	545	24	4.4%		Avg. Days Pending for Form Sts	627
EP 410 - Initial claims from children Veterans with Spins bifids and/or bith defects	518	474	91.5%	l	EP 137 - Dependency	2,918	475	16.3%		Pending Remands Returned to the Regional Office	20,350
Supplemental Entitlement	318,088	150,945	47.45%	ĺ	EP 150 - Income adjustments	12,041	2,296	19.1%		Avg. Days Pending for Remands at a Regional Office	547
EP 020 - Increased evaluation and/or additional claimed conditions	315,922	150,051	47.5%	<b>←</b>	EP 155 - Annual eligibility verification reporting (EVRs)	- 1	- 1	100.0%		Pending Remands sent to the Appeals Management Center	12,342
EP 320 -increased entitlement due to hospitalization or surgery	1,779	605	34.0%	<b>←</b>	EP 297 - Misc determinations	6,888	1,759	25.5%		Avg. Days Pending for Remands at the Appeals Management Center	155
EP 420 - Spins bilids and/or birth defects reconsideration	95	95	100.0%	I	EP 607 - Due process	11,760	1,899	16.1%		Claims Ready for Travel Sevent	356
EP 681 - Reopened or new Agent Orange claims prior to 6/30/10	282	193	60.4%	<b>-</b>	Program Reviews	10,399	10,357	99.6%	i	Total Burials Pending	17,651
EP 687 - Nehmer review cases based upon new Agent Orange presumptives		۰	0.0%	<u>+</u>	EP 154 - Income Verification Match	10,294	10,272	99.8%	1	Total Accrued Pending	7,190
EP 405 - Reopened or new Agent Orange claims After 9/01/10	7	۰	0.0%	←	EP 695 - Cost of Living Adjustments	98	82	83.7%			
EP 409 - Agent Orange claims where an interim decision was provided	3	1	33.2%	<b>←</b>	EP 697 - Non-entidement reviews	7	3	42.9%			
Award Adjustments	478,116	321,537	67.25%	1	Pension Other	2,869	502	17.5%	i		
EP 130 - Dependency	259,675	105,371	71.4%	1	EP 407 - Correspondence	2,084	305	14.0%	1		
EP 133 - Survivor restored entitlement	308	152	49.4%		EP 507 - Congressional correspondence	291	11	3.0%			
EP 135 - Hospitalization adjustment (non-rating)	240	163	67.9%		EP 937 - Internal quality reviews	494	186	37.7%			
EP 290 - Misc determinations	111,824	92,423	82.7%		EP 967 - Correction of errors	24	19	79.2%			
EP 450 - Spina bilida andior birth defects adjustments	27	27	100.0%	i i					•		
EP 310 -Future examination for disabilities	17,283	7,206	41.7%	ے ا							
EP 600 - Due process	88,759	36,195	40.8%	Ι'	Arrow indicate	s an FP in	cluded		1		
Program Reviews	67,246	58,882	87.6%	1	in the Rating				<b>←</b>		
EP 314 - Income verification for unemployability	79	75	94.9%	1							
EP 680 - Review of Hernodialysis related cases/conditions	50	41	82.0%	t							
EP 682 - Review of Radiation related cases/conditions	510	402	93.1%	1							
EP 654 - Review of Misc cases referred to central office	1.827	895	49.0%	t							
EP 605 - Review of effective date related to herbicide	1,827	175	79.7%	ł							
exposure EP 690 - Cost of Living Adjustments (COLAs) and other				1							
neviews	14,316	11,337	79.2%	Į.							
EP 630 - Social Security number verification	50,235	45,877	91.3%								
Compensation Other	189,086	100,597	53.2%	Į							
EP 173 - Pre-decisional hearings	4,945	3,643	73.7%	1							
EP 400 - Correspondence	113,600	44,460	39.1%	1							
EP 500 - Congressional correspondence	2,518	1,450	57.6%	1							
EP 510 - Freedom of Information Act (FOIA) requests	32,747	21,439	65.5%	ı							
				1							
EP 900 - Review, including quality assurance EP 900 - Correction of errors	34,464	28,952	84.0%	i							

								FFICE	COMPE	NSATION IN	VENTOR	Υ					
	Nan-R			Emissenece		Aus	ed Adjustment	Percent		Program Review			Other	Persent	Burial	Accrued	Accesis
	Claims Pending	Avg. Days Pending	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Claims Pending	Pending over 125 days	Pending over 125 days	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Claims Pending	Pending over 125 days	Pending over 125 days	Claims Pending	Claims Pending	Claims Pending
COA Eastern Area	275,354 52,771	357.4 297.5	497,487 90,513	223,765	6.55	479,116 79,064	321,537 51,887	67.3% 65.6%	67,266 11,471	56,885 9,383	\$7.4% \$1.6%	129,086	100,597	53.2%	10,822	3,636	290,359 52,343
Soltinore	7,620	545.0		5,992	64.4%	9.213	7.760	84.2%	1,069	1,001	94.9%	6,642	4.418	66.5%	21	7	4,248
Sustan Suffisio	5,000 1,892	454.2 212.7	5,916 5,727	3,212 2,991	54.3% \$2.0%	6,565 3,122	4,749	72.3% 53.4%	1,635	1,357	83.0% 55.6%	1,228 574	1,010	92.2% 72.1%	1	7	4,545 1,423
Cleveland	9.298	461.3	10,562	3,830	26.2%	11,728	9.135	77.9%	1.129	1,099	97.4%	8.705	2492	42.4%	12	288	12.402
Desoit	4,397	188.2	9,439	3,966	41.9%	7,234	3,292	45.5%	1,402	1,303	92.9%	5,156	972 417	18.9%		158	
Hardord Indianapolis	1,569	243.0	2,194 9,114	4.725	35.6% 58.2%	2,668	1,368	\$1.3% \$9.9%	211 1,475	172	81.5% 90.8%	1,629	417 1,375	73.2%	i	186	7.060
Manchester	1,918	365.2	1,494	595	29.9%	2,386	1,696	71.1%	963	845	87.4%	211	159	75.4%		5	742
New York Newark	3,142	220.0	7,599 2,895	3,730 1,084	49.1% 27.4%	4,602	2,257	49.0%	409	234	71.2% 66.2%	1,663	724 296	40.9%	1 1	10	3,860
								70.5%		55 447							
Plesburgh Providence	4,340 1,099	375.6 175.0	5,979 2,717	2,971	49.7% 23.6%	5,580 2,204	4,342	77.8% 39.0%	219 639	271 629	85.0% 98.4%	2,713 2,717	1,664	61.3% 26.3%		3	4,164
Toose				967				99.9%					1.021		1		963 993 923
White River Junction Wilmington	448 622	414.7	1,224	275 627	64.6% 51.2%	703 726	492 515	70.0% 70.9%	53	40	88.7%	102	191	49.1%		-	123
SOUTHERN AREA	165,720	223.2	170,156	\$1,858	48.1%	193,775	128.872	71.7%	22,449	21.879	13.75	55,389	28.572	51.63	216	1.048	100,391
Atlanta	17,191	363.5	23,832	10,790	45.2%		14,391	66.2%	3,175	2,523	79.5%	6,190	2,147	50.9%	- 40	21	15,106
Columbia Huntington	12,538	288.7 231.8	14,944 2,488	6,910 718	46.2% 28.9%	17,116	10,804	63.1% 54.9%	1,303	1,196	91.0%	2,867	1,865	65.1% 34.7%	1 3	36 13	8,908 2,963
Jackson	3,972	385.0	7.361	4.564	62.0%	4.792	3,623	76.1%	1.064	979	91.9%	2,565	1,923	75.0%	4		3.768
Louisville Mortgomery	8,177 10,296	441.7 367.5	9,296	5,641 4,568	60.7% 69.2%	10,679	7,392 8,093	69.1% 71.0%	1,495	1,415	94.0%	1,664	1,446	96.9% 57.0%	-	192	4,292 9,803
															1 4		
Rosnoke San Ivan	15,948	440.4	18,033	8,659 1,502	48.0%	17,745	13,422	75.6% 67.0%	2,177	1,951	99.6%	6,451	4,095	63.5%	10	25	10,863
St. Persenburg	18.428	360.6	35,085	19,310	55.0%	22,691	15,916	70.1%	2.407	1.927	29.1%	16,803	5.402	32.1%	1 .	159	25,015
Washington Worms Salem	46,354	256.9 374.5	952	345 14794	28.9%	47,071	39,223 18,428	83.3% 68.4%	4719	133	95.7%	759 8.171	592 9.764	79.0%	4		9.135
· · · · · · · · · · · · · · · · · · ·	22,002		23,574	100	6.0%					-			2,44	-			2,02
	REGIONAL OFFICE COMPENSATION INVENTORY																
	Non-R					Aus		Percent	_	Program Review	_			Percent	Burial	Accrued	Appeals
	Claims Pending	Avg. Days Pending	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Pending over 125 days	Pending over 125	Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Pending over 125 days	Pending over 125	Claims Pending	Claims Pending	Pending
CONTRACT ASSA	444	40.0	400 500	51977	44.00	31.40	51 851	days	40.000	10,221	41.90		16516	days	2150		WAN
Chicago	6,969	460.0	120,522 12,065	6,641	\$3.4%		6,742	77.8%	12,587 1,575	1,495	94.5%	29,644	2,991	90.6%	7.19	1,315	71,045 7,365
Des Moines Fargo	2,063	109.1	2,568	919	35.8% 27.8%	2,888	1,367	47.3%	329	266	74.4% 63.6%	1,402	233	16.6% 25.2%		19	1,022
Houston				13,589		17 331	10.518		1.400	1197		6,839	5.192		1	190	
Lincoln Limia Rocck	1,741	113.3	2,010	299	14.9%	3,479 5,536	3,667	19.1%	1,622	413 1,306	84.4%	10,748	535 1,321	69.7%		110	1,409
Minoukee	3,890	195.7	6,295	2,241	35.6%	6,880	2.523	36.7%	279	126	46.0%	688	268	29.0%	2.075	1.00	2.492
Muskagee	6,245	205.5	9,433	3,228	34.2%	7,483	3,266	43.5%	1,254		50.8%	1,041	453	43.5%		71	3,465
New Orleans Since Calls	5,791 154	664.9	7,869 1,200	3,231	41.1%	4,993	5,190	74.2%	328 289	301 153	91.0%	1,392	764	54.9% 20.8%	3	272	4,847
St. Louis	4,633	305.3	9,439	3,894	45.5%	9,356	5,572	66.7%	2,196	3,072	96.1%	3,535	2,691	75.8%	- 4	203	6.213
St. Paul	1,545	145.0	10,624	2;967 11,995	27.9%	3,967	1,067	27.0%	500 1,394	294 850	74.2%	1,672	708 2,844	42.3%	18	160	1,444
Wichita	1,898	199.2			40.1%	2,994		44.3%			48.0%	1,693		25.0%	1 3	19	
MESTERN AREA Abuquirque	2,007	421.7 296.4	115,879	55,327 1,662	6.7%	110,722	77,863 1,717	70.3% 55.8%	19,760	18,190	92.2%	46,023	29,468	74.4%	200	575	1,864
			1,201 1,707							156		641			1	l ś	1,864 209 984
Scine Cheyenne	721 569	121.0	1,707	S13 273	30.1%	1,179	364 511	20.7%	194	153	82.0% 21.0%	504 992	277 257	55.0% 25.0%	1 :		964 235
	7.068	451.1	9.989	4.894	55.0%	9.339	7.340	79.6%	1.996	1.776	88.9%	4.080	1,990	48.8%	1 3	32	4.628
Pt. Harrison		262.5 196.8	905 3,933	100 2,050	11.0% 52.1%	1,425	720 1.197	50.5% 56.1%	324 416		62.7% 92.8%		71 752	17.2% 51.4%	4	4	235 910
Honolulu Los Acordes	1,410 5,944	196.0	3,933 15,977	2,050 9,173	9.1% 9.4%	2,117	1,192 5,734	56.1% 75.6%		386 1,334	92.8%	1,464	752 3,208	51.4% 90.8%	1 :	1 4	4.803
Mania	762	149.3	1,509	700	46.4%	962	372	43.2%	170	143	84.1%	811	421	51.9%	230	119	1.108
Coldand Phoenix	9.549 5.900	429.9	19,703	9,688	51.8% 20.8%	12,640	10,006	79.2% 71.4%	1,564 513	1,454	93.0% 89.2%	12,410	8,139 2,831	65.6%	1 :	19	8,467 6,212
Portland	7.895	492.9	7.943	3,898	48.9%	10,120	7.422	73.3%	3,208	2,966	92.5%	2,314	1,658	71.7%	1 1	56	5.321
Reno	3,368	467.4	5,272	3,527	66.9%	3,983	3,245	83.6%	667	416	99.1%	1,995	1,308	65.6%	4 5	65	1,400
Salt Lake City San Diego	12,549	520.1 296.2	7,329	2,543 4,641	29.2% 32.1%	15,761	11,373	72.2% 54.8%	2,011	1,974	99.2%	1.907	342 1.196	53.2% 62.2%	1 1	1 4	516 3.690
			16,719	9,206	55.5%	18,576	13,068		4,336	4,116		9,422	6.494		- 44	119	
OTHER	79	523.1	17	17	100.0%	- 66	63	95.5%			0.0%	3,750	2,862	55.0%			12,342
						RE	GIONA	I OFF	ICE PEN	ISION INVEN	TORY						
	Non-R	ating		Entitionent		Aus	ed Adjustment		IOL FLIN	Program Review			Other		Burial	Accrued	Appeals
	Claims Pending	Avg. Days Pending	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Pending over 125 days	Percent Pending over 125	Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Panding over 125 days	Percent Pending over 125	Claims Pending	Claims Pending	Pending
		rending		- opt	we 120 days		us days	days					Laur Gillyts	days			
Chillian Salah Olio	21,375	85.5	21,777	1692	7.4%	34,153 18,768	6.654 3.692	19.9%	10,399	16357	22.00	2.693 1.993	525	18.65	6.829	3.566 1,235	2272
Minaukee	2.718	63.2	5.570	294	5.1%	4,620	452	9.8%	2	3	100.0%	327	56	14.9%	472	229	568
St. Paul	6.492	78.0	7,423	250	3.3%	9,201	1,149	12.5%	445	445	100.0%	285	135	47.4%	5,346	1,990	776
St. PSul																	