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Monday N	lornin	lg '	Workload Report Ir	ntro	ductio	on					
Understanding the Report: To learn more about the Mon- click the Microsoft Word icon to the right.	day Moi	rnin	g Workload Report, includi	ng re	cent forr	matting c	hanges,double-		W		
Finding Data: The screenshots below provide a quick reference on the Traditional Aggreence on the Tra			istorical reporting bundles t	that w	vere prev	viously o	n the		Walkthro	ough	
Previous Transformation Tab			<u>Curre</u>								
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 Targets) # Pending Over 125 # Pending Over 125 ************************************	ų <u>s</u>		"The data on this page represents historical, alternative rep 98% Accuracy. The Rating Bundle measures are the only c	oorting on V	BA claims proces	sing. VBA actively is directly related to	the strategic 2015 goals.			cC	
As of January 11, 2014			Compensation En	titlamant		Aso	of January 11, 2014	sion Entitle	mant		
Compensation Entitlement (Original and Supplemental) Entitlement (Original and Supplemental) Entitlement (Original and Supplemental)			Measurement	+	ŧ Pending over 125 days	Percent Pending > 125 days	Measurement	Pending	# Pending over 125 days	Percent Pending > 125 days	
Entitlement (Original and Supplemental) 636,371 384,213 60.4 Original Entitlement - Veterans ¹	~	\rightarrow	Original Entitlement - Yeterans ¹	205,652	123,931	60.26%	Original Entitlement	48,522	23,845	49.14%	
Initial entitlement decisions for Voc Rehab 095 1.076 855 79.53 Initial entitlement for service-connected disability (=>8) 010 47,936 26,438 55.12 Initial entitlement for service-connected disability (<=7)	<u>.</u>		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 ² Initial claims from surviving spouses, children or parents Initial claims from children Veterans with Spina bifida and/or birth outgets 410 575 464 80.7:			EP 010 - Initial entitlement for service-connected disability (=>8)	47,996	26,438	55.1%	EP 120 - Increased entitlement and/or reconsideration	12,227	3,850	31.5%	
Supplemental Entitlement Increased entitlement due to hospitalization or surgery 320 2.555 1.120 435.			EP 110 - Initial entitlement for service-connected disability (<= 7) $% \left(\left(1,\frac{1}{2}\right) \right) =0$	156,580	96,638	61.7%	EP 190 - Initial entitlement - Survivor	27,473	17,026	62.0%	
Spina bifda and/or birth defects reconsideration 420 173 143 83.23 Reopened or new Agent Orange claims prior to 8/30/10 681 4,505 1,592 35.33		1	Original Entitlement - Survivors ²	8,134	2,318	28.50%	Pension Award Adjustments	70,765	29,010	41.0%	
Nehmer review cases based upon new Agent Orange presumptives 687 0 0 0.02 Reopened or new Agent Orange claims After 9/01/10 402 24 8 33.33 Agent Orange claims where an interim decision was provided 409 22 18 81.83	×.		EP 140 - Initial claims from surviving spouses, children or 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 memo ratings) based upon the effects of disabilities			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%	
diseases, or injuries incurred or aggravated during active military service. ² First claim received from surviving spouses, dependent children and dependent parents based upon the Veteran'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 and EP 405. As of 12/13/2010 the Agent Orange presumptives claim category include EP 409			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 Award Adjust			EP 420 - Spina bifida and/or birth defects reconsideration	179	149	83.2%	EP 607 - Due process	19,383	4,837	25.0%	
Dependency 130 232,980 171,262 73,53 Survivor restored entitlement 133 118 61 51,73	×.		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) * 135 211 168 79.65 Misc determinations 290 90,826 76,555 84.33 Spina blifda and/or birth defects adjustments 450 26 22 84.63	×.		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 310 31,271 14,197 45,43 Due process 600 54,203 29,373 55,33	×.		EP 405 - Reopened or new Agent Orange claims After 9/01/10 EP 409 - Agent Orange claims where an interim decision	24	8	33.3%	EP 696 - Cost of Living Adjustments EP 697 - Non-entitlement	544	78	14.3%	

Award Adjustments 409,635 292,244 71.34% Pension Other 5,533 2,753	Involves the modification of benefits based upon additional ancillary factors. Such activity usually occurs when a Veteran or survivor is currently entitled and receiving benefits, such as adjudication of dependency	arouno EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%	EP 697 - Non-entitlement reviews	10	4	40.0%
		Award Adjustments	409,635	292,244	71.34%	Pension Other	5,533	2,753	49.8%

Compensation and Pension Rating Bur	ndle Totals	# Pending	# Pending Over 125	Percentage Pending > 125 days
(Represents the 8 End Product Claim Codes + Agent VA Uses to Define the 125 Day and 98% Accurac	-	677,584	398,080	58.7%
Original Entitlement	Total	217,416	127,475	58.6%
Initial entitlement for service-connected disability (=>8)	EP 010	47,436	26,870	56.6%
Initial entitlement for service-connected disability (<=7)	EP 110	154,287	95,940	62.2%
Initial entitlement - Veteran's Pension	EP 180	8,159	2,708	33.2%
Initial claims from surviving spouses, children or parents	EP 140	7,534	1,957	26.0%
Supplemental Entitlement	Total	460,168	270,605	58.8%
Increased entitlement and/or reconsideration for Pension	EP 120	11,633	3,592	30.9%
ncreased evaluation and/or additional claimed conditions	EP 020	409,009	252,573	61.8%
Future examination for disabilities	EP 310	31,576	12,328	39.0%
Increased entitlement due to hospitalization or surgery	EP 320	2,816	1,007	35.8%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	5,097	1,084	21.3%
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	20	8	40.0%
Agent Orange claims where an interim decision was provided	EP 409	17	13	76.5%

Station of Origination

Station of Jurisdiction

Education	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
Total Chapter 33 Claims	7,519	6,916	603	8.72%
Buffalo	1,178	1,238	(60)	-4.8%
Atlanta	715	716	(1)	-0.1%
St Louis	1,794	1,731	63	3.6%
Muskogee	3,832	3,231	601	18.6%
Total Education Claims - All Education Programs	91,396	86,548	4,848	5.60%
Buffalo	9,052	9,844	(792)	-8.0%
Atlanta	10,406	10,026	380	3.8%
St Louis	10,807	11,877	(1,070)	-9.0%
Muskogee	61,131	54,801	6,330	11.6%
Chapter 33 is the new Post-9/11GI Bill. "All" represents al	I Education Ben	efit Programs Inclu	ding Chapter 3	3 claims.

		Comp		tation of Ori and Pension	igination Rating Bun	dle Metrics				ng Perio ruary 8, 2		
	permanently tra	of Origination ansferred from	one station to a	another, will the SO	g claims based on g O change. totals are not include	0 1		ned by a claimant's s	state of resid	ence. Only wi	hen a claim is	
			VBA uses the	following 8 End Pro	oduct Claim Codes +	Agent Orange Clair	ms to Define the	125 Day and 98% Ac	curacy Targ	ets.		
	EP 010		nent for service- disability (=>8)	EP 180	EP 180 Initial entitlement for Pension - Veteran			EP 310 Future examination for disabilities			w cases based upon new range presumptives	
	EP 110		nent for service- disability (<=7)	EP 120	Increased entitlement for Pe	and/or reconsideration ension	EP 320	Increased entitlement due to hospitalization or surgery	EP 405	Reopened or new Agent Orange claim After 9/01/10		
	EP 020		valuation and/or aimed conditions	EP 140		iving spouses, children irents	EP 681	Reopened or new Agent Orange claims prior to 8/30/10	EP 409		e claims where an interim ion was provided	
					Componenti	on and Pension Claims	Processing					
		1	Percentage		Compensatio	Avg. Days to	Avg. Days to	3 Month Entitlement	3 month	12 Month	T	
	# Pending	Avg. Days Pending	Pending > 125 days (Backlog)	Completed Claims - Month to Date	Completed Claims - Fiscal Year to Date	Complete - Month to Date	Complete - Fiscal Year to Date	Accuracy - Issue Based	Entitlement Accuracy - Claim Level	Entitlement Accuracy - Claim Level	12 Month Authorization Accuracy - Claim Level	
USA	677,584	167.8	58.8%	25,628	417,907	237.6	267.6	96.5%	91.0%	90.2%	94.2%	
USA Compensation Total	628,707	173.0	60.6%	21,491	Compensation Claims I 343.187	262.0	298.1			*		
Eastern Area	121,931	182.2	62.9%	4,013	65,781	260.5	289.6	95.5%	90.0%	89.2%	92.9%	
Baltimore	9,963	218.8	74.4%	217	4,353	324.5	381.3	89.9%	76.9%	80.3%	88.6%	
Boston	6,989	170.0	59.8%	144	3,851	225.6	312.2	96.6%	91.8%	90.0%	92.1%	
Buffalo	8,279	182.5	63.2%	106	3,223	276.7	275.9	94.7%	87.5%	88.8%	91.3%	
Cleveland	18,049	203.6	64.5%	713	11,389	290.7	351.3	96.7%	88.3%	89.3%	94.2%	
Detroit	14,617	166.5	61.8%	594	6,968	264.9	275.8	96.8%	92.3%	89.2%	93.4%	
Hartford Indianapolis	3,382 11,635	142.6 178.6	50.0% 63.5%	240 163	2,172 4.946	218.3 279.9	250.5 304.9	99.6% 96.0%	98.5% 89.1%	91.7% 89.4%	96.2% 90.3%	
Manchester	1,567	135.8	49.1%	60	1,187	233.7	228.3	94.9%	88.3%	89.6%	97.4%	
New York	10,674	175.2	60.0%	361	4,987	331.1	321.2	97.8%	93.1%	89.3%	94.0%	
Newark	4,495	162.8	58.8%	125	1,815	265.8	263.0	93.2%	92.3%	85.7%	88.2%	
Philadelphia (Non-PMC)	16,193	202.0	69.8%	371	6,945	295.9	300.1	93.6%	88.1%	90.2%	94.8%	
Pittsburgh Providence	7,328	184.0 119.3	63.6% 42.9%	245 455	4,248 6.635	298.7 127.9	353.6 105.1	96.3% 94.7%	89.8% 89.7%	90.2% 93.1%	95.4% 89.0%	
Togus	2,322	133.0	46.4%	161	1,973	127.9	199.3	94.7%	93.3%	95.8%	96.1%	
White River J.	882	183.4	61.6%	24	523	230.6	232.0	95.2%	87.3%	86.2%	89.6%	
Wilmington	1,623	177.5	66.1%	34	566 Banalar Olaima Baa	285.4	311.5	95.2%	87.1%	86.8%	93.1%	
USA Pension Total	29,723	93.9	29.8%	0.470	Pension Claims Pro 58,778		113.2		99.0%	98.9%	98.4%	
Philadelphia PMC	18,265	93.9	29.8% 44.2%	3,173 766	20,747	89.6 175.9	113.2		99.0% 100.0%	98.9%	98.4%	
Milwaukee PMC	4,577	58.8	10.7%	851	17,098	57.4	71.3		98.4%	100.0%	98.0%	
St. Paul PMC	6,881	48.4	4.3%	1,556	20,933	64.8	72.8		98.5%	98.0%	98.8%	
	7 000	401.0	04.494	407	Quick Start Claims Pr		451.0					
USA Quick Start Total	7,600 3,535	101.9 105.9	34.4% 33.5%	467 294	7,906 4,984	159.5 151.2	151.6 147.4			¥.	X	
San Diego Winston-Salem	4.065	98.4	33.5%	294 173	4,984	151.2	147.4				X	
	1,000		00.270		fits Delivery at Dischar				************************	200000000000000000000000000000000000000	***************************************	
USA Benefits Delivery at Discharge Total	11,520	118.3	47.2%	497	8,017	196.4	208.3					
Winston-Salem	2,892	68.0	18.7%	247	4,049	117.3	126.4			¥.	<u>XIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII</u>	
Salt Lake City	8,628	135.2	56.8%	250	3,968	274.5	291.9		¥/////////////////////////////////////	XIIIIIIIIIIIIIIIIIIIIIIIIIIIII	XIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	

	St Compensation a	ation of Jur		Reporting Period: As of February 8, 2014								
1) The Station of	tes about the data: The Station of Jurisdiction represents pending claims at the regional office currently assigned to work the claim. The Pension, Quick Start and Benefits Delivery at Discharge totals are <u>not</u> 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		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		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		Reopened or new Agent Orange claims prior to 8/30/10	EP 409	Agent Orange claims where an interim decision was provided					

					Componenti	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. Dave to	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	677,584	167.8	58.8%	25,628	417,907	237.6	267.6				
					Compensation Claims			-			
USA Compensation Total	628,058	172.9	60.5%	21,545	343,311	261.8	298.1				
Eastern Area	123,837	182.1	62.3%	4,131	70,181	264.0	302.5				
Baltimore	8,898	198.9	71.4%	140	2,128	284.6	343.9				
Boston	6,715	164.3	58.0%	134	3,134	213.4	292.0				
Buffalo	8,396	187.5	63.7%	107	3,559	289.6	295.5				
Cleveland	16,989	194.9	62.7%	511	9,134	307.1	351.1				
Detroit	14,823	172.1	62.4%	639	8,770	288.5	325.6				
Hartford	3,398	147.2	50.6%	240	3,290	237.5	325.5				
Indianapolis	11,047	186.4	61.5%	159	4,550	289.3	310.6				
Manchester	2,005	167.5	60.2%	75	1,406	258.4	254.6				
New York	10,615	174.8	59.8%	358	4,776	331.3	356.1				
Newark	4,637	170.8	60.1%	157	2,714	299.1	318.2				
Philadelphia (Non-PMC)	17,946	188.0	63.4%	606	9,484	246.7	295.4				
Pittsburgh	7,212	181.5	63.4%	227	3,393	295.9	358.9				
Providence	4,571	154.4	51.2%	470	7,430	143.0	136.9				
Togus	4,143	208.7	70.2%	245	4,999	244.6	318.4				
White River J.	907	190.9	62.8%	32	779	269.0	283.8				
Wilmington	1,535	177.4	64.0%	31	635	306.4	333.8				
					Pension Claims Pro	cessing					
USA Pension Total	29,385	94.0	30.1%	3,137	58,747	89.6	113.2				
Philadelphia PMC	18,265	119.8	44.2%	766	20,748	175.9	188.5				
Milwaukee PMC	4,412	57.7	10.9%	814	17,055	55.8	71.3				
St. Paul PMC	6,708	47.5	4.4%	1,557	20,944	64.9	72.9				
					Quick Start Claims Pr						
USA Quick Start Total	7,515	99.7	33.8%	449	7,863	152.5	150.7				
San Diego	3,454	101.4	32.2%	276	4,939	139.2	145.8				
Winston-Salem	4,061	98.3	35.2%	173	2,924	173.8	158.8				
				Bene	fits Delivery at Discha	rge Processing					
USA Benefits Deliery at Discharge Total	11,505	118.4	47.3%	497	7,984	196.4	208.5				
Winston-Salem	2,877	68.0	18.8%	247	4,016	117.3	126.2				
Salt Lake City	8,628	135.2	56.8%	250	3,968	274.5	291.8				
,	0,020		00.070	200	0,000	21 110	20110				

Compensation Entitlen	nent		
Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days
Original Entitlement - Veterans ¹	202,797	123,653	60.97%
EP 095 - Initial entitlement decisions for Voc Rehab	1,074	843	78%
EP 010 - Initial entitlement for service-connected disability (=>8)	47,436	26,870	56.6%
EP 110 - Initial entitlement for service-connected disability (<=7)	154,287	95,940	62.2%
Original Entitlement - Survivors ²	8,088	2,429	30.03%
EP 140 - Initial claims from surviving spouses, children or parents	7,534	1,957	26.0%
EP 410 - Initial claims from children Veterans with Spina bilida and/or birth defects	554	472	85.2%
Supplemental Entitlement	417,143	254,845	61.09%
EP 020 - Increased evaluation and/or additional claimed conditions	409,009	252,573	61.8%
EP 320 -Increased entitlement due to hospitalization or surgery	2,816	1,007	35.8%
EP 420 - Spina billida and/or birth defects reconsideration	184	160	87.0%
EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	5,097	1,084	21.3%
EP 687 - Nehmer review cases based upon new Agent Orange presumptives	0	0	0.0%
EP 405 - Reopened or new Agent Orange claims After 9/01/10	20	8	40.0%
EP 409 - Agent Orange claims where an interim decision was provided	17	13	76.5%
Award Adjustments	413,980	297,083	71.76%
EP 130 - Dependency	236,410	177,181	74.9%
EP 133 - Survivor restored entitlement	127	67	52.8%
EP 135 - Hospitalization adjustment (non-rating)	202	147	72.8%
EP 290 - Misc determinations	90,678	76,832	84.7%
EP 450 - Spina bifida and/or birth defects adjustments	29	28	96.6%
EP 310 -Future examination for disabilities	31,576	12,328	39.0%
EP 600 - Due process	54,958	30,500	55.5%
Program Reviews	72,413	56,305	77.8%
EP 314 - Income verification for unemployability	160	117	73.1%
EP 680 - Review of Hernodialysis related cases/conditions	66	37	56.1%
EP 682 - Review of Radiation related cases/conditions	633	598	94.5%
EP 684 - Review of Misc cases referred to central office	7,925	6,336	79.9%
EP 685 - Review of effective date related to herbicide exposure	95	95	100.0%
EP 690 - Cost of Living Adjustments (COLAs) and other reviews	13,602	9,602	70.6%
EP 690 - Social Security number verification	49,932	39,520	79.1%
Compensation Other	172,286	112,166	64.7%
EP 173 - Pre-decisional hearings	2,854	2,258	79.1%
EP 400 - Correspondence	112,950	70,604	62.5%
EP 500 - Congressional correspondence	2,171	1,511	69.6%
	29,784	17,523	58.8%
EP 510 - Freedom of Information Act (FOIA) requests			
EP 510 - Freedom of Information Act (FOIA) requests EP 930 - Review, including quality assurance	23,898	19,780	82.8%

ared by VBA Office of Performance Analysis & Integrity.

Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days	
Original Entitlement	44,341	20,319	45.82%	
EP 180 - Initial entitlement - Veteran	8,159	2,708	33.2%	
EP 120 - Increased entitlement and/or reconsideration	11,633	3,592	30.9%	
EP 190 - Initial entitlement - Survivor	24,549	14,019	57.1%	
Pension Award Adjustments	72,045	27,089	37.6%	
EP 135 - Hospitalization adjustment (non-rating)	202	147	72.8%	
EP 137 - Dependency	7,235	2,873	39.7%	
EP 150 - Income adjustments	32,353	15,549	48.1%	
EP 155 - Annual eligibility verification reporting (EVRs)	5	5	100.0%	
EP 297 - Misc determinations	13,410	3,542	26.4%	
EP 607 - Due process	18,840	4,973	26.4%	
Program Reviews	30,489	30,120	98.8%	
EP 154 - Income Verification Match	30,072	30,042	99.9%	
EP 696 - Cost of Living Adjustments	410	74	18.0%	
EP 697 - Non-entitlement reviews	7	4	57.1%	
Pension Other	6,281	2,828	45.0%	
EP 407 - Correspondence	4,096	2,239	54.7%	
EP 507 - Congressional correspondence	1,068	14	1.3%	
EP 937 - Internal quality reviews	1.117	575	51.5%	

Measurement	# Pen
Total Appeals Pending	269,
Pending Notice of Disagreements	182,2
Avg. Days Pending for Notice of Disagreements	41
Pending Statement of Cases	17,6
Pending Form 9s	61,1
Avg. Days Pending for Form 9s	63
Pending Remands Returned to the Regional Office	17,1
Avg. Days Pending for Remands at a Regional Office	56
Pending Remands sent to the Appeals Management Center	9,12
Avg. Days Pending for Remands at the Appeals Management Center	15
Claims Ready for Travel Board	36
Total Burials Pending	42,2
Total Accrued Pending	14,6

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	Non-R	ules		Entitlement			NAL OF	FICE	COMPEN	SATION IN	Cther Burial				Accrued	Appeals	
	Claims Pending	Avg. Days Panding	# Pending	# Pending over 125 days	Percent Pending > 125 days	# Pending	# Pending over 125 days	Percent Pending >	# Pending	# Pending over 125 dava	Percent Pending > 125 dava	# Pending	# Pending over 125 dava	Percent Pending >	# Pending	# Pending	# Pending
USA	329,448	Penang 324.4	628.028	days 380.927	125 days 60.7%	413,980	297.083	125 days 71,8%	72.413	Gays 56.30	> 125 days 77.8%	172.286	125 days 112.166	125 days 65.1%	28.05	2.117	267.21
Eastern Area	54,605	324.4	123,226	77.303	62.7%	413,000	297,083	72.5%	12,900	10,260	79.5%	69.947	37,902	54.2%	26,06	405	46.2
Baltimore	5,808	503.4	9,823	7,322	74.5%	6,680	6,013	90.0%	1,201	1,071	89.1%	50,471	23,109	45.8%			3,5
Baston Buffalo	5,284 3,354	351.8 241.4	6,525 8,085	4,073	62.4% 64.2%	6,355 4,731	4,641 3,396	73.0%	1,941 422	1,50	77.7% 76.3%	1,153	951 333	82.5% 69.2%		1 1	4,4
Cleveland	3,354 9,964	352.7	17,605	11,471	64.8%	11,723	9.335	79.6%	2,075	1,983	95.5%	3,412	2,682	78.6%		187	10,1
Detroit	3,464	151.5	13,968	8,717	62.4%	4,774	2,354	49.3%	1,087	20-	83.2%	2,648	1,992	75.2%		65	5,9
Hartford	1,125	171.6	3,023	1,612 7,359	52.1% 63.6%	2,096 7,348	1,069 6,005	51.0% 81.7%	287 1,324	18	62.7% 73.7%	605 1,506	574	82.6%		122	8 5,4
Manchester	1,004	288.2	1,478	692	46.8%	1,379	1,091	79.1%	101	8	85.1%	152	125	82.2%			62
New York	3,257	198.0	9,888	6,072	61.4%	4,991	2,737	54.8%	998 507	52	52.3%	922	592 270	64.2%			4,0
Newark Philadelphia	892 6.947	151.4	4,075	2,457	60.3% 62.1%	1,633	866	53.0%	507	462	92.5%	433		62.4% 87.9%	24.03	1 1	2,1
Pittaburgh	4,170	378.8	7.27	4.633	63.7%	5,263	4.031	76.6%	752	70	94.3%	1.681	1,265	75.3%	24,000		3.21
Providence	622	125.5	3,735	1,720	46.1%	1,129	328	29.1%	192	13	67.7%	483	109	22.6%			71
Togus White River Junction	957 458	221.2	2,053	976	47.5%	1,692	775	45.8%	943	61	64.4% 77.6%	1,204	1,021	84.8%			3
Wilmington	613	312.7	1,590	1,054	65.3%	690	493	72.3%	15	1	65.7%	314	212	67.5%		1 1	5
SOUTHERN AREA	118,145	320.5	212,744	135,663	63.8%	143,161	107,276	74.9%	22,683	17,92	79.0%	45,814	32,675	71.3%	20	631	28,53
Atlanta Columbia	15,859	323.8 218.7	31,570	20,343	64.4% 64.4%	17,800	13,148	73.9%	1,405	1,13		6,127	4,090	65.8%	7		14,71
Huntington	1,485	202.3	5,143	3,270	63.5%	2,565	1,471	57.3%	329	21:	64.7%	725	551	76.0%		11	3,23
Jackson	4,009	298.1	9,920	7,027	70.8%	4,432	3,430	77.4%	1,172	1,05	90.3%	2,079		72.2%	3	63	3,90
Louisville Montgomery	7,304 9,190	404.1 322.2	10,043	6,877 10,043	68.5%	9,241 10.042	7,467	80.8%	1,373 5,164	95 4,025	69.3% 77.9%	2,270 2,345	2,089	92.0%	5	115	4,68
Nastwille	5,169	180.4	15,986	9,354	58.5%	7,946	4,287	54.0%	1,162	64	55.2%	3,184	2,484	78.0%		133	5,71
Roanoka San Juan	13,242	348.4	21,100	12,778	60.5%	15,027	11,545	76.8%	2,300	1,90	82.7%	12,861	11,592	90.1%	,	15	8,61
San Juan St. Petersburg	2,875 17,972	289.0 315.2	5,623	3,855	68.6% 64.8%	3,578 22,879	2,735	78.4%	591 3,008	45	76.6%	1,514 4,659		91.7% 50.7%		124	5,1
Wishington	83	380.9	9	38	67.9%	278	179	64.4%	111	10	98.2%	548	543	22,1%		1 1	
Winston-Salem	32,835	349.5	37,878	23,185	61.2%	38,835	31,659	81.5%	5,130	4,661	91.0%	7,271	2,684	35.9%		4	10,76
						REGIC	NAL OF	FICE	COMPEN	SATION IN	VENTOR	Y					
	Non-R	ating		Entitlement			rd Adjustment	-		Program Review		-	Other		Burial	Accrued	Appeals
	Claims Pending	Avg. Days	Claims Parstina	Pending over 125	Percent Pending	Pending	Pending over	Percent Pending	Pending	Pending over 125	Percent Pending	Pending	Pending over 125	Percent Pending	Claims Peorting	Claims Pending	Pending
	Claims Pending	Pending	Ciams Pending	days	over 125 days	Penang	125 days	over 125 days	Penang	daya	over 125 days	Perang	diiya	over 125 days	Calific Pending	Clams Pending	Penang
CENTRAL AREA Chicago	60,110 4,982	255.0 438.1	146,001 12,461	79,884 7,565	54.7% 60.7%	77,799	48,469 4,765	62.3% 81.4%	13,192	8,361	63.4% 50.9%	25,018 3,040	17,436 2,449	69.7% 80.6%	3,55	793 176	66,02 6,30
Des Moines	2,121	211.9	4,100	2,189	53.3%	2,958	1,814	61.3%	107	6	62.6%	303	182	60.1%			1,12
Fargo Houaton	128 12.082	139.1 252.8	1,732 28.380	936 17.128	54.0%	408 14.750	137	33.6%	82	1.03	61.0% 77.3%	84 5.180	50	59.5% 68.8%		1 1	28
Lincoln	12,082	109.9	20,38	17,120	47.0%	1,566	470	30.0%	1,337	1,03.	31.0%	5,160	3,562	65.9%			1.64
Little Rock	5,083	317.4	7,230	4,099	56.7%	6,405	4,657	72.7%	1,788	1,323	74.0%	1,516	1,115	73.5%		117	4,75
Milwaukee Muskogee	3,198 5,690	196.0 194.9	9,283 11,971	4,559 6,510	40.1%	4,220 7,550	2,452 3,932	58.1% 52.1%	189 1,563	10 78	53.4% 49.9%	385	165 2,313	42.9% 89.1%	3,43		2,75
New Orleans	6,348	329.2	9,733	5,827	59.9%	7,834	5,749	73.4%	247	12	80.6%	2,213	1,799	81.3%	1	220	5,14
Sioux Falls	257	60.5	1,358	642	47 3%	880	109	12.4%	810	471	58.8%	184	142	77.2%		214	19
St. Louis St. Paul	4,391 1,131	189.4	12,921	7,762	60.1% 39.2%	5,963	3,478	58.3%	1,802	1,30	72.2%	2,912	1,785	61.3%		214	5,97
Waco	12.263	234.3	25.578	13,403	52.4%	14,905	9.058	60.8%	2,191	1,49	68.2%	4.618	2,592	56.1%	1	4	15.08
Wichita	1,631	159.9	4,44	2,409	54.2%	2,480	1,109	44.7%	101	2	25.7%	384	308	84.6%			1,28
WESTERN AREA Albuquerque	96,485 2,749	363.9	145,983	88,077 2,971	60.3% 50.1%	123,584 3,622	91,038 2,556	73.7%	23,638	19,75	83.6%	31,255 1,039		77.0%	26	211	46,54
Anchorage	2,402	426.5	1,743	263	55.1%	2,989	2,389	79.9%	1,202	1,050	88.1%	375	329	87.7%		1	1,90
Boise	1,108	221.4 278.6	2,776	1,643	59.2% 54.3%	1,551 657	899	58.0%	344	17.	50.3% 70.0%	578	354	61.2% 68.8%		1	1,00
Cheyenne Derver	410 8,080	278.6 366.5	1,198	651	54.3%	9,525	389 7,539	59.2%	40 2,668	2,051	76.8%	2,287	1,710	68.8% 74.8%	4	1 1	4.02
Ft. Harrison	1,276	252.3	1,493	770	51.6%	1,945	1,368	70.2%	447	25	57.7%	123	75	64.2%		1	23
Honolulu Los Angeles	1,251 8,064	146.8 308.4	4,815	3,085	64.1% 61.8%	1,794	868 7,233	48.4%	392 1,634	32 1,42	82.9% 87.0%	792 2,476	667 1,748	84.2% 70.6%		1 1	91 5,70
Manila	747	91.9	1,411	418	29.6%	943	203	21.5%	230	8	36.1%	800	229	28.6%	15	68	1.22
Oakland	11,926	380.9	20,738	12,548	60.5%	14,586	11,709	80.3%	1,636	1,365	83.4%	6,697	5,772	85.2%		4 Ü	8,46
Phoenix Portland	7,767	285.1	12,518	7,629	60.9%	9,041 9,672	6,389 7.074	70.7%	870 3,122	70	81.0%	3,024	2,305	76.2%		15	5,91
Reno	3,553	358.9	6,401	4,361	68.1%	3,957	3,157	79.8%	348	23	67.5%	815	664	81.5%		12	1,43
Salt Lake City	17,186	456.6	13,580	8,315	61.2%	18,807	16,407	87.2%	3,534	3,34	94.5%	1,458		85.3%		1	85
San Diego Seatte	6,519 16,011	295.4 403.4	18,946	10,597	55.9%	8,276 26,633	5,693	68.8% 64.5%	2,078	1,65	79.6%	2,004 6,451	1,645	82.1%		1 3	3,99 4,62
OTHER	10,011	186.5	17,040	11,242	- N/A	20,033	17,107	25.8%	4,957	4,40	- N/A	252		35.7%	3	1 11	9,12
								L OFFI	CE PENS	ION INVEN	ITORY						
	Non-R	ating		Entitlement		kwa	rd Adjustment	Percent		Program Review			Other	Percent	Burial	Accrued	Appeals
1	Claims Pending	Avg. Days Pending	Claims Pending	Pending over 125 data	Percent Pending over 125 days	Pending	Pending over 125 days	Pending over 125	Pending	Pending over 125 dava	Percent Pending over 125 days	Pending	Pending over 125 dava	Pending over 125	Claims Pending	Claims Pending	Pending
								days						days			
USA Philadalphia	52,419 21,488	132.6	44.341 30.144	20.319	45.8%	72,555 29,740	27.010	37.2%	30.489	30.120 13.164	98,8% 93,6%	6.318 3,818	2.852	45.1%	14.16	12,552	2.74
Mihwaukee	9,473	44.6	4,415	399	9.0%	14,345	516	3.6%	3,302	3,05	92.5%	588	143	24.3%	73	463	82
		150.7	2.541	2.054	21.5%	27.720	11.347	40.9%		13.513	100.0%	1.513		81.0%			73
St. Paul Other (in transit)	21.458 N/A	150.7 N/A	2.54	2.009	21.5%	27.720	512	68.3%	13.516	13.513	100.0%	1.513	1.228	79.9%	7.62	5.743	14