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# VBA Monday Morning Workload Report

## 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.



Walkthrough

**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 Transformation 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 Targets)	# Pending	# Pending Over 125	Percentage Pending > 125 days
As of January 11, 2014	686,861	403,761	58.8%

#### Compensation

EP	# Pending	# Pending Over 125	% Over 125	
<b>Entitlement (Original and Supplemental)</b>	<b>636,371</b>	<b>384,213</b>	<b>60.4%</b>	
Original Entitlement - Veterans <sup>1</sup>				
Initial entitlement decisions for Voc Rehab	095	1,076	855	79.5%
Initial entitlement for service-connected disability (>=8)	010	47,996	26,438	55.1%
Initial entitlement for service-connected disability (<=7)	110	156,580	96,638	61.7%
Original Entitlement - Survivors <sup>2</sup>				
Initial claims from surviving spouses, children or parents	140	7,559	1,854	24.5%
Initial claims from children Veterans with Spina bifida and/or birth defects	410	575	464	80.7%
Supplemental Entitlement				
Increased evaluation and/or additional claimed conditions	020	415,300	255,077	61.4%
Increased entitlement due to hospitalization or surgery	320	2,555	1,120	43.8%
Spina bifida and/or birth defects reconsideration	420	179	149	83.2%
Reopened or new Agent Orange claims prior to 8/30/10	681	4,505	1,592	35.3%
Nehmer review cases based upon new Agent Orange presumptives	687	0	0	0.0%
Reopened or new Agent Orange claims After 9/01/10	405	24	8	33.3%
Agent Orange claims where an interim decision was provided	409	22	18	81.8%
Agent Orange presumptives <sup>3</sup>				

<sup>1</sup> First claim filed by a Veteran for benefits (including Voc Rehab memo ratings) based upon the effects of disabilities, diseases, or injuries incurred or aggravated during active military service.

<sup>2</sup> First claim received from surviving spouses, dependent children and dependent parents based upon the Veteran's death due to service-related causes.

<sup>3</sup> 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	# Pending	# Pending Over 125	% Over 125	
<b>Award Adjustments</b>	<b>409,635</b>	<b>292,244</b>	<b>71.3%</b>	
Dependency	130	232,980	171,262	73.5%
Survivor restored entitlement	133	118	61	51.7%
Hospitalization adjustment (non-rating)	135	211	168	79.6%
Misc determinations	290	90,826	76,555	84.3%
Spina bifida and/or birth defects adjustments	450	26	22	84.6%
Future examination for disabilities	310	31,271	14,197	45.4%
Due process	600	54,203	29,379	55.3%

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 issues.

### Current Traditional Aggregate Tab

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 tied to VE 98% Accuracy. The Rating Bundle measures are the only claims processing bundle that is directly related to the strategic 2015 goals.						
As of January 11, 2014						
Compensation Entitlement				Pension Entitlement		
Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days	Measurement	# Pending	# Pending over 125 days
<b>Original Entitlement - Veterans<sup>1</sup></b>	<b>205,652</b>	<b>123,931</b>	<b>60.26%</b>	<b>Original Entitlement</b>	<b>48,522</b>	<b>23,845</b>
EP 095 - Initial entitlement decisions for Voc Rehab	1,076	855	79%	EP 180 - Initial entitlement - Veteran	8,822	2,969
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
EP 110 - Initial entitlement for service-connected disability (<=7)	156,580	96,638	61.7%	EP 190 - Initial entitlement - Survivor	27,473	17,026
<b>Original Entitlement - Survivors<sup>2</sup></b>	<b>8,134</b>	<b>2,318</b>	<b>28.50%</b>	<b>Pension Award Adjustments</b>	<b>70,765</b>	<b>29,010</b>
EP 140 - Initial claims from surviving spouses, children or parents	7,559	1,854	24.5%	EP 135 - Hospitalization adjustment (non-rating)	211	168
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
<b>Supplemental Entitlement</b>	<b>422,585</b>	<b>257,964</b>	<b>61.04%</b>	EP 150 - Income adjustments	31,489	17,552
EP 020 - Increased evaluation and/or additional claimed conditions	415,300	255,077	61.4%	EP 155 - Annual eligibility verification reporting (EVRs)	7	6
EP 320 - Increased entitlement due to hospitalization or surgery	2,555	1,120	43.8%	EP 297 - Misc determinations	12,493	3,424
EP 420 - Spina bifida and/or birth defects reconsideration	179	149	83.2%	EP 607 - Due process	19,383	4,837
EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	4,505	1,592	35.3%	<b>Program Reviews</b>	<b>38,695</b>	<b>38,187</b>
EP 687 - Nehmer review cases based upon new Agent Orange presumptives	0	0	0.0%	EP 154 - Income Verification Match	38,141	38,105
EP 405 - Reopened or new Agent Orange claims After 9/01/10	24	8	33.3%	EP 696 - Cost of Living Adjustments	544	78
EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%	EP 697 - Non-entitlement reviews	10	4
<b>Award Adjustments</b>	<b>409,635</b>	<b>292,244</b>	<b>71.34%</b>	<b>Pension Other</b>	<b>5,533</b>	<b>2,753</b>

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<b>Compensation and Pension Rating Bundle Totals</b> (Represents the 8 End Product Claim Codes + Agent Orange Claims VA Uses to Define the 125 Day and 98% Accuracy Targets)		# Pending	# Pending Over 125	Percentage Pending > 125 days
				<b>630,110</b>
As of March 22, 2014				
<b>Original Entitlement</b>	<b>Total</b>	<b>204,370</b>	<b>114,764</b>	<b>56.2%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	45,042	24,703	54.8%
Initial entitlement for service-connected disability (<=7)	EP 110	147,040	87,826	59.7%
Initial entitlement - Veteran's Pension	EP 180	5,099	845	16.6%
Initial claims from surviving spouses, children or parents	EP 140	7,189	1,390	19.3%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>425,740</b>	<b>236,356</b>	<b>55.5%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	7,877	1,050	13.3%
Increased evaluation and/or additional claimed conditions	EP 020	383,140	222,747	58.1%
Future examination for disabilities	EP 310	28,840	11,261	39.0%
Increased entitlement due to hospitalization or surgery	EP 320	2,063	562	27.2%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	3,794	724	19.1%
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	9	45.0%
Agent Orange claims where an interim decision was provided	EP 409	6	3	50.0%
<b>To view Rating Bundle data at Regional Office level, click a jurisdiction filter below.</b> <b>Hover over a title to learn the difference between each jurisdiction.</b>				
Station of Origination		Station of Jurisdiction		

Education	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
<b>Total Chapter 33 Claims</b>	<b>6,335</b>	<b>6,738</b>	<b>-403</b>	<b>-5.98%</b>
Buffalo	1,339	1,543	(204)	-13.2%
Atlanta	517	528	(11)	-2.1%
St Louis	1,030	1,388	(358)	-25.8%
Muskogee	3,449	3,279	170	5.2%
<b>Total Education Claims - All Education Programs</b>	<b>34,273</b>	<b>42,796</b>	<b>-8,523</b>	<b>-19.92%</b>
Buffalo	6,936	9,018	(2,082)	-23.1%
Atlanta	3,284	3,101	183	5.9%
St Louis	9,719	12,105	(2,386)	-19.7%
Muskogee	14,334	18,572	(4,238)	-22.8%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

VBA Monday Morning Workload Report

<b>Station of Origination Compensation and Pension Rating Bundle Metrics</b>	<b>Reporting Period: As of March 22, 2014</b>
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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.

<b>EP 010</b>	Initial entitlement for service-connected disability (=>8)	<b>EP 180</b>	Initial entitlement for Pension - Veteran	<b>EP 310</b>	Future examination for disabilities	<b>EP 687</b>	Nehmer review cases based upon new Agent Orange presumptives
<b>EP 110</b>	Initial entitlement for service-connected disability (<=7)	<b>EP 120</b>	Increased entitlement and/or reconsideration for Pension	<b>EP 320</b>	Increased entitlement due to hospitalization or surgery	<b>EP 405</b>	Reopened or new Agent Orange claims After 9/01/10
<b>EP 020</b>	Increased evaluation and/or additional claimed conditions	<b>EP 140</b>	Initial claims from surviving spouses, children or parents	<b>EP 681</b>	Reopened or new Agent Orange claims prior to 8/30/10	<b>EP 409</b>	Agent Orange claims where an interim decision was provided

**Compensation 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
<b>USA</b>	630,110	163.3	55.7%	97,384	592,782	221.0	255.8	96.5%	91.0%	90.2%	94.2%
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	588,772	168.1	57.6%	78,020	480,424	246.9	285.4				
<b>Eastern Area</b>	114,273	170.5	58.5%	16,928	95,705	253.3	280.9	95.5%	90.0%	89.2%	92.9%
Baltimore	10,284	204.6	89.4%	706	5,804	338.8	369.9	89.9%	76.9%	80.3%	88.6%
Boston	7,098	166.2	57.5%	533	5,023	262.9	297.6	96.8%	91.8%	90.0%	92.1%
Buffalo	8,078	185.4	62.4%	790	4,774	250.8	266.3	94.7%	87.5%	88.8%	91.3%
Cleveland	15,339	178.0	57.1%	2,975	16,881	282.5	333.6	96.7%	88.3%	89.3%	94.2%
Detroit	13,294	154.6	55.9%	2,462	11,083	238.3	266.8	96.8%	92.3%	89.2%	93.4%
Hartford	2,962	127.7	42.5%	531	3,209	232.6	245.8	99.6%	98.5%	91.7%	96.2%
Indianapolis	10,976	166.6	59.8%	1,598	7,472	257.9	296.4	96.0%	89.1%	89.4%	90.3%
Manchester	1,438	130.4	45.1%	286	1,655	190.1	221.6	94.9%	88.3%	89.6%	97.4%
New York	10,005	165.1	57.6%	1,176	7,053	301.2	318.8	97.8%	93.1%	89.3%	94.0%
Newark	4,188	154.3	54.0%	743	2,958	240.6	255.9	93.2%	92.3%	85.7%	88.2%
Philadelphia (Non-PMC)	14,914	192.6	66.9%	2,199	10,175	282.3	302.9	93.6%	88.1%	90.2%	94.8%
Pittsburgh	6,904	183.7	63.7%	716	5,609	290.8	338.7	96.3%	89.8%	90.2%	95.4%
Providence	4,464	96.7	29.7%	1,519	9,454	124.1	109.2	94.7%	89.7%	93.1%	89.0%
Togus	1,976	122.4	40.2%	385	2,882	160.2	190.0	95.8%	93.3%	95.8%	96.1%
White River J.	806	173.6	59.9%	147	804	221.1	226.9	95.2%	87.3%	86.2%	89.6%
Wilmington	1,547	173.5	62.6%	162	869	297.5	303.2	95.2%	87.1%	86.8%	93.1%
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	22,565	72.0	17.4%	15,314	85,171	101.1	111.7		99.0%	98.8%	98.4%
Philadelphia PMC	9,745	97.5	30.7%	7,830	32,567	139.0	175.9		100.0%	98.8%	98.0%
Milwaukee PMC	4,614	48.7	7.1%	3,041	22,852	52.8	67.4		98.4%	99.6%	98.4%
St. Paul PMC	7,487	42.1	2.4%	4,206	28,251	62.3	70.7		98.5%	98.1%	98.8%
Other Pension	719	187.4	58.8%	237	1,501	157.9	162.9				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	7,484	104.6	34.6%	1,739	11,292	151.9	159.1				
San Diego	2,909	89.8	25.2%	975	6,627	140.2	148.6				
Winston-Salem	3,780	106.5	38.4%	548	3,845	166.7	162.0				
Other Quick Start	795	150.3	50.3%	216	820	167.1	230.5				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	11,289	131.9	48.8%	2,311	15,895	192.4	202.6				
Winston-Salem	2,344	73.7	15.7%	885	5,505	111.7	123.9				
Salt Lake City	7,687	140.3	56.2%	840	5,531	251.5	282.1				
Other Benefits Delivery at Discharge	1,258	188.5	65.3%	586	4,859	229.5	201.3				

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Station of Jurisdiction Compensation and Pension Rating Bundle Metrics				Reporting Period: As of March 22, 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 <b>not</b> 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.							
<b>EP 010</b>	Initial entitlement for service-connected disability (=>8)	<b>EP 180</b>	Initial entitlement for Pension - Veteran	<b>EP 310</b>	Future examination for disabilities	<b>EP 687</b>	Nehmer review cases based upon new Agent Orange presumptives
<b>EP 110</b>	Initial entitlement for service-connected disability (<=7)	<b>EP 120</b>	Increased entitlement and/or reconsideration for Pension	<b>EP 320</b>	Increased entitlement due to hospitalization or surgery	<b>EP 405</b>	Reopened or new Agent Orange claims After 9/01/10
<b>EP 020</b>	Increased evaluation and/or additional claimed conditions	<b>EP 140</b>	Initial claims from surviving spouses, children or parents	<b>EP 681</b>	Reopened or new Agent Orange claims prior to 8/30/10	<b>EP 409</b>	Agent Orange claims where an interim decision was provided

Compensation 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
<b>USA</b>	630,110	163.3	55.7%	97,384	592,782	221.0	255.8				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	588,772	168.1	57.6%	78,020	480,424	246.9	285.4				
<b>Eastern Area</b>	116,831	168.8	57.3%	17,098	100,591	250.5	290.1				
Baltimore	7,238	177.6	61.2%	433	2,999	270.3	322.2				
Boston	6,986	163.4	56.8%	471	4,184	243.4	277.2				
Buffalo	8,049	190.3	63.5%	796	5,139	262.8	283.9				
Cleveland	14,923	172.5	56.0%	2,520	13,680	275.8	329.8				
Detroit	12,719	152.3	54.0%	2,207	12,739	247.1	308.0				
Hartford	4,612	143.7	58.4%	699	4,516	229.3	301.6				
Indianapolis	8,782	166.3	52.7%	1,354	6,885	289.3	312.3				
Manchester	2,206	175.0	64.2%	372	2,016	215.2	247.0				
New York	9,603	163.1	55.9%	1,150	6,784	304.5	344.0				
Newark	4,613	161.6	58.2%	811	3,973	253.2	299.5				
Philadelphia (Non-PMC)	17,588	170.4	56.8%	2,650	13,546	239.7	287.0				
Pittsburgh	6,510	180.5	61.6%	759	4,744	281.9	338.8				
Providence	4,851	120.5	35.4%	1,618	10,465	143.6	138.1				
Togus	6,097	217.9	75.2%	949	6,916	263.7	303.2				
White River J.	811	176.9	60.2%	154	1,084	232.1	269.2				
Wilmington	1,243	164.0	53.5%	155	921	301.7	321.9				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	22,565	72.0	17.4%	15,314	85,171	101.1	111.7				
Philadelphia PMC	9,559	97.2	30.6%	7,669	32,209	139.5	176.6				
Milwaukee PMC	4,703	50.2	7.7%	3,088	22,825	53.9	67.5				
St. Paul PMC	7,440	41.4	1.9%	4,262	28,398	63.1	71.1				
Other Pension	863	176.2	56.7%	295	1,739	145.7	153.1				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	7,484	104.6	34.6%	1,739	11,292	151.9	159.1				
San Diego	2,895	88.2	24.8%	959	6,519	137.9	145.7				
Winston-Salem	3,779	106.4	38.4%	549	3,846	167.0	162.0				
Other Quick Start	810	155.0	51.2%	231	927	174.0	241.8				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	11,289	131.9	48.8%	2,311	15,895	192.4	202.6				
Winston-Salem	2,343	73.7	15.7%	884	5,462	111.5	123.7				
Salt Lake City	7,687	140.3	56.2%	840	5,531	251.5	282.1				
Other Benefits Delivery at Discharge	1,259	188.5	65.4%	587	4,902	229.7	200.9				

Compensation Entitlement				Pension Entitlement				Appeals, Burials, Account	
Measurement	Claims Pending	Program Pending (over 90 days)	Percent Pending over 180 days	Measurement	Claims Pending	Program Pending (over 90 days)	Percent Pending over 180 days	Measurement	Claims Pending
<b>Original Entitlement - Veterans<sup>1</sup></b>	<b>193,170</b>	<b>113,461</b>	<b>58.71%</b>	<b>Original Entitlement</b>	<b>33,161</b>	<b>16,426</b>	<b>51.48%</b>	<b>Total Appeals Pending</b>	<b>273,448</b>
EP 100 - Initial entitlement decisions for Vet Rehab	1,039	872	84%	EP 100 - Initial entitlement - Veterans	6,009	840	14.0%	Pending Notice of Disagreements	184,420
EP 102 - Initial entitlement for service-connected disability (v=0)	45,042	24,703	54.8%	EP 120 - Increased entitlement and/or reconsideration	7,837	1,050	13.3%	Reg. Days Pending for Notice of Disagreements	407
EP 110 - Initial entitlement for service-connected disability (v=1)	147,040	87,836	59.7%	EP 150 - Initial entitlement - Survivors	20,125	8,525	42.4%	Pending Statement of Cases	21,840
<b>Original Entitlement - Survivors<sup>2</sup></b>	<b>7,710</b>	<b>1,832</b>	<b>23.76%</b>	<b>Pension Award Adjustments</b>	<b>71,346</b>	<b>23,724</b>	<b>33.3%</b>	Pending Form 9a	61,113
EP 140 - Initial claims from surviving spouses, children or parents	7,189	1,360	19.2%	EP 155 - Hospitalization adjustment (inpatient)	200	150	71.8%	Reg. Days Pending for Form 9a	630
EP 410 - Initial claims from children Veterans with Spina Injuria and/or both defects	521	442	84.8%	EP 137 - Dependency	7,552	3,622	47.9%	Pending Remarks Returned to the Regional Office	17,868
<b>Supplemental Entitlement</b>	<b>389,211</b>	<b>224,203</b>	<b>57.60%</b>	EP 100 - Income adjustments	30,550	12,844	42.0%	Reg. Days Pending for Remarks at a Regional Office	550
EP 200 - Increased evaluation and/or additional claimed conditions	363,140	222,747	61.3%	EP 105 - Annual eligibility verification	4	4	100.0%	Pending Remarks sent to the Remarks Management Center	8,853
EP 202 - Increased entitlement due to hospitalization or surgery	2,063	903	43.8%	EP 207 - Misc. determinations	12,009	2,818	23.5%	Reg. Days Pending for Remarks at the Appeals Management Center	155
EP 400 - Spina Injuria and/or both defects reconsideration	188	157	83.0%	EP 207 - Misc. determinations	20,177	5,088	25.2%	Claims Ready for Travel Board	389
EP 401 - Reopened or new Agent Orange claims (over 18 months)	3,794	724	19.1%	<b>Program Reviews</b>	<b>28,363</b>	<b>28,340</b>	<b>100.0%</b>	<b>Total Burials Pending</b>	<b>38,629</b>
EP 401 - Reopened or new Agent Orange claims (over 18 months)	0	0	0.0%	EP 104 - Income Verification Match	27,833	27,823	100.0%	<b>Total Accrued Pending</b>	<b>12,792</b>
EP 401 - Reopened or new Agent Orange claims (over 18 months)	20	9	45.0%	EP 606 - Cost of Living Adjustments	414	412	99.5%		
EP 401 - Agent Orange claims where an interim decision was announced	6	3	50.0%	EP 607 - Non-entitlement releases	6	5	83.3%		
<b>Award Adjustments</b>	<b>424,365</b>	<b>301,237</b>	<b>70.99%</b>	<b>Pension Other</b>	<b>6,320</b>	<b>2,939</b>	<b>46.5%</b>		
EP 130 - Dependency	242,236	163,171	67.4%	EP 607 - Correspondence	4,474	2,344	52.4%		
EP 132 - Survivor restored entitlement	132	68	51.5%	EP 607 - Congressional correspondence	717	11	1.5%		
EP 135 - Hospitalization adjustment (non-rating)	209	150	71.8%	EP 607 - Internal quality review	1,129	561	51.7%		
EP 136 - Misc. determinations	95,857	35,006	36.5%						
EP 402 - Spina Injuria and/or both defects adjustments	34	34	100.0%						
EP 210 - Future examination for disabilities	28,840	11,261	39.0%						
EP 600 - Claim process	57,057	30,901	54.2%						
<b>Program Reviews</b>	<b>67,873</b>	<b>54,706</b>	<b>80.5%</b>						
EP 314 - Income verification for unemployment	154	138	89.6%						
EP 602 - Review of Fluoridation related cases/conditions	59	37	62.7%						
EP 604 - Review of flood claims related to natural office	4,355	3,105	71.3%						
EP 605 - Review of effective date related to herbicide exposure	72	70	97.2%						
EP 650 - Cost of Living Adjustments (COLA) and other releases	14,191	8,913	62.8%						
EP 650 - Social Security number verification	48,157	40,807	84.7%						
<b>Compensation Other</b>	<b>167,859</b>	<b>138,218</b>	<b>77.8%</b>						
EP 173 - Pre-decisional hearings	2,988	2,304	77.1%						
EP 500 - Congressional correspondence	108,422	67,183	61.9%						
EP 510 - Freedom of Information Act (FOIA) requests	31,213	18,608	59.6%						
EP 520 - Review, including quality assurance	24,200	20,088	83.0%						
EP 900 - Correction of errors	641	492	76.8%						

REGIONAL OFFICE COMPENSATION INVENTORY													
Region	Entitlement			Pension			Other			Total	Account	Appeals	
	Claims Pending	Ag. Days Pending	Percent Pending over 180 days	Claims Pending	Ag. Days Pending	Percent Pending over 180 days	Claims Pending	Ag. Days Pending	Percent Pending over 180 days				
<b>ALL</b>	389,211	224,203	57.6%	424,365	301,237	70.9%	167,859	138,218	77.8%	981,435	768,673	78.3%	
<b>ALABAMA</b>	4,248	2,611	61.5%	4,812	3,012	62.6%	1,876	1,412	75.3%	10,936	7,036	64.3%	
<b>ALASKA</b>	1,212	712	58.7%	1,312	762	57.7%	412	262	63.6%	2,936	1,736	59.1%	
<b>ARIZONA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>ARKANSAS</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>CALIFORNIA</b>	11,112	6,112	54.9%	12,112	6,612	54.6%	4,112	2,612	63.6%	27,336	15,336	56.1%	
<b>COLORADO</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>CONNECTICUT</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>DELAWARE</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>FLORIDA</b>	11,112	6,112	54.9%	12,112	6,612	54.6%	4,112	2,612	63.6%	27,336	15,336	56.1%	
<b>GEORGIA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>ILLINOIS</b>	11,112	6,112	54.9%	12,112	6,612	54.6%	4,112	2,612	63.6%	27,336	15,336	56.1%	
<b>INDIANA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>IOWA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>KANSAS</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>KENTUCKY</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>LOUISIANA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MAINE</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MARYLAND</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MASSACHUSETTS</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MICHIGAN</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MINNESOTA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MISSISSIPPI</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MISSOURI</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>MONTANA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>NEBRASKA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>NEVADA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>NEW HAMPSHIRE</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>NEW JERSEY</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>NEW MEXICO</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>NEW YORK</b>	11,112	6,112	54.9%	12,112	6,612	54.6%	4,112	2,612	63.6%	27,336	15,336	56.1%	
<b>NORTH CAROLINA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>NORTH DAKOTA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>OHIO</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>OKLAHOMA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>OREGON</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>PENNSYLVANIA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>RHODE ISLAND</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>SOUTH CAROLINA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>SOUTH DAKOTA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>TENNESSEE</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>TEXAS</b>	11,112	6,112	54.9%	12,112	6,612	54.6%	4,112	2,612	63.6%	27,336	15,336	56.1%	
<b>UTAH</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>VIRGINIA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>WASHINGTON</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>WEST VIRGINIA</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>WISCONSIN</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>WYOMING</b>	1,112	612	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	

REGIONAL OFFICE PENSION INVENTORY													
Region	Entitlement			Pension			Other			Total	Account	Appeals	
	Claims Pending	Ag. Days Pending	Percent Pending over 180 days	Claims Pending	Ag. Days Pending	Percent Pending over 180 days	Claims Pending	Ag. Days Pending	Percent Pending over 180 days				
<b>ALL</b>	33,161	16,426	51.4%	424,365	301,237	70.9%	167,859	138,218	77.8%	525,385	406,873	77.4%	
<b>ALABAMA</b>	424	212	50.0%	4,812	3,012	62.6%	1,876	1,412	75.3%	6,924	4,636	67.0%	
<b>ALASKA</b>	121	71	58.7%	1,312	762	57.7%	412	262	63.6%	2,836	1,736	61.4%	
<b>ARIZONA</b>	111	61	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>ARKANSAS</b>	111	61	54.9%	1,212	662	54.6%	412	262	63.6%	2,736	1,536	56.1%	
<b>CALIFORNIA</b>	1,111	611	54.9%	12,112	6,612	54.6%	4,112	2,612	63.6%	27,336	15,336	56.1%	
<b>COLORADO</b>	111	61	54.9%	1,212									