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*If Veterans don't help Veterans, who will?*

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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	409	24	8	33.3%
Agent Orange claims where an interim decision was provided	409	22	18	81.8%

<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	116	61	51.7%
Hospitalization adjustment (non-rating)	135	211	168	79.6%
Misc determinations	290	30,826	76,555	84.3%
Spina bifida and/or birth defects adjustments	450	26	22	84.6%
Future examination for disabilities	310	31,271	14,137	45.4%
Due process	600	54,203	29,979	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	Percent Pending > 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>	<b>49.14%</b>
EP 095 - Initial entitlement decisions for Voc Rehab	1,076	855	79%	EP 180 - Initial entitlement - Veteran	8,822	2,969	33.7%
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%
EP 110 - Initial entitlement for service-connected disability (<=7)	156,580	96,638	61.7%	EP 190 - Initial entitlement - Survivor	27,473	17,026	62.0%
<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>	<b>41.0%</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	79.6%
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%
<b>Supplemental Entitlement</b>	<b>422,585</b>	<b>257,964</b>	<b>61.04%</b>	EP 150 - Income adjustments	31,489	17,552	55.7%
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%
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%
EP 420 - Spina bifida and/or birth defects reconsideration	179	149	83.2%	EP 607 - Due process	19,383	4,837	25.0%
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>	<b>98.7%</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	99.9%
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%
EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%	EP 697 - Non-entitlement reviews	10	4	40.0%
<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>	<b>49.8%</b>

VBA Monday Morning Workload Report

<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>609,249</b>	<b>331,875</b>	<b>54.5%</b>
As of April 12, 2014				
<b>Original Entitlement</b>	<b>Total</b>	<b>199,665</b>	<b>109,950</b>	<b>55.1%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	44,406	24,249	54.6%
Initial entitlement for service-connected disability (<=7)	EP 110	143,877	84,107	58.5%
Initial entitlement - Veteran's Pension	EP 180	4,450	430	9.7%
Initial claims from surviving spouses, children or parents	EP 140	6,932	1,164	16.8%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>409,584</b>	<b>221,925</b>	<b>54.2%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	7,153	529	7.4%
Increased evaluation and/or additional claimed conditions	EP 020	372,917	209,146	56.1%
Future examination for disabilities	EP 310	24,989	11,227	44.9%
Increased entitlement due to hospitalization or surgery	EP 320	1,684	409	24.3%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	2,814	601	21.4%
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	22	11	50.0%
Agent Orange claims where an interim decision was provided	EP 409	5	2	40.0%
<b>To view Rating Bundle data at Regional Office level, click a jurisdiction filter below. Hover over a title to learn the difference between each jurisdiction.</b>				
Station of Origination		Station of Jurisdiction		

<b>Education</b>	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
<b>Total Chapter 33 Claims</b>	<b>6,359</b>	<b>5,491</b>	<b>868</b>	<b>15.81%</b>
Buffalo	985	1,206	(221)	-18.3%
Atlanta	647	390	257	65.9%
St Louis	1,129	1,222	(93)	-7.6%
Muskogee	3,598	2,673	925	34.6%
<b>Total Education Claims - All Education Programs</b>	<b>28,672</b>	<b>30,284</b>	<b>-1,612</b>	<b>-5.32%</b>
Buffalo	3,519	5,107	(1,588)	-31.1%
Atlanta	3,793	3,386	407	12.0%
St Louis	7,609	8,587	(978)	-11.4%
Muskogee	13,751	13,204	547	4.1%
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 April 12, 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>	609,249	161.2	54.5%	47,181	677,903	214.5	250.7	96.1%	90.7%	90.3%	93.9%
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	570,944	166.1	56.4%	39,589	551,448	237.1	279.2				
<b>Eastern Area</b>	111,273	165.5	56.2%	8,458	110,890	238.6	275.0	94.9%	89.1%	88.9%	92.4%
Baltimore	10,310	200.5	67.1%	437	6,668	313.7	362.1	94.8%	86.0%	80.7%	88.0%
Boston	6,843	170.6	58.5%	498	5,744	205.5	287.4	99.2%	98.4%	89.9%	92.6%
Buffalo	7,762	185.6	62.3%	485	5,631	286.6	266.8	94.9%	86.9%	88.6%	91.2%
Cleveland	14,667	165.8	52.9%	1,244	19,206	263.6	325.5	96.8%	93.7%	90.8%	93.8%
Detroit	12,959	143.6	50.2%	1,344	13,296	227.8	260.6	93.0%	88.7%	89.5%	92.9%
Hartford	2,988	123.6	41.4%	179	3,548	225.8	243.5	99.6%	98.5%	91.8%	95.8%
Indianapolis	10,480	165.7	58.5%	855	8,911	231.4	287.3	93.9%	89.5%	89.8%	89.6%
Manchester	1,491	129.3	44.6%	105	1,842	197.0	217.8	96.0%	87.3%	89.6%	97.8%
New York	9,650	159.7	56.0%	621	8,215	256.9	311.9	96.1%	92.1%	88.9%	93.1%
Newark	3,872	150.0	53.3%	367	3,576	238.6	253.6	91.1%	80.8%	84.1%	86.2%
Philadelphia (Non-PMC)	15,332	185.3	63.5%	787	11,601	270.6	299.0	91.9%	83.6%	87.5%	94.6%
Pittsburgh	6,678	181.6	62.2%	405	6,325	302.8	333.8	95.1%	84.6%	88.5%	94.9%
Providence	4,338	94.2	28.0%	707	10,933	120.6	108.6	96.7%	94.0%	93.3%	88.4%
Togus	1,762	117.5	37.0%	208	3,330	159.7	185.6	93.6%	91.3%	95.2%	96.0%
White River J.	689	177.2	59.5%	105	1,002	177.2	217.6	94.2%	85.5%	85.9%	89.9%
Wilmington	1,452	165.5	59.1%	111	1,062	243.7	295.5	92.6%	83.3%	86.9%	91.0%
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	20,734	64.2	12.4%	5,812	95,905	75.1	108.2		99.0%	98.8%	98.4%
Philadelphia PMC	8,190	84.8	22.4%	1,952	36,769	110.5	169.1		100.0%	98.8%	98.0%
Milwaukee PMC	4,796	46.4	5.7%	1,493	25,552	47.2	65.5		98.4%	99.6%	98.4%
St. Paul PMC	7,047	41.3	1.2%	2,263	31,903	56.4	69.3		98.5%	98.1%	98.8%
Other Pension	701	174.4	53.9%	104	1,681	217.1	165.2				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	7,156	100.5	33.0%	862	12,695	148.1	158.2				
San Diego	2,784	81.4	21.1%	436	7,314	132.7	147.5				
Winston-Salem	3,654	105.0	38.8%	339	4,425	160.1	162.1				
Other Quick Start	718	152.0	50.1%	87	956	178.9	221.8				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	10,415	129.3	49.3%	918	17,855	183.3	200.3				
Winston-Salem	2,107	67.2	15.1%	348	6,283	98.3	120.3				
Salt Lake City	7,307	141.4	57.9%	425	6,371	235.8	276.3				
Other Benefits Delivery at Discharge	1,001	172.1	58.0%	145	5,201	233.2	203.7				

VBA Monday Morning Workload Report

Station of Jurisdiction Compensation and Pension Rating Bundle Metrics				Reporting Period: As of April 12, 2014			
<i>Notes about the data:</i>							
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>	609,249	161.2	54.5%	47,181	677,903	214.5	250.7				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	570,944	166.1	56.4%	39,589	551,448	237.1	279.2				
<b>Eastern Area</b>	113,234	164.3	55.3%	8,762	116,348	235.8	282.5				
Baltimore	7,146	171.6	56.6%	334	3,605	270.1	312.0				
Boston	6,706	169.0	58.4%	429	4,823	215.2	270.0				
Buffalo	7,228	193.3	64.4%	502	6,018	300.1	283.3				
Cleveland	14,432	161.7	52.2%	1,158	15,847	256.3	320.4				
Detroit	12,551	141.7	48.8%	1,177	14,612	231.6	298.5				
Hartford	4,334	144.3	59.8%	345	5,110	213.5	291.4				
Indianapolis	8,526	160.7	50.1%	641	7,959	251.9	305.5				
Manchester	2,110	172.0	60.9%	189	2,332	247.2	244.9				
New York	9,352	156.9	54.7%	571	7,857	261.8	334.9				
Newark	4,181	157.4	56.8%	427	4,689	243.4	291.3				
Philadelphia (Non-PMC)	17,652	169.6	55.8%	1,113	15,562	206.1	276.4				
Pittsburgh	6,323	177.3	60.1%	372	5,430	306.3	333.4				
Providence	4,645	115.3	32.8%	753	12,018	139.1	135.8				
Togus	6,164	211.4	73.3%	535	8,086	249.2	295.5				
White River J.	691	178.9	59.5%	107	1,286	184.9	256.2				
Wilmington	1,193	151.0	50.2%	109	1,114	247.1	312.0				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	20,734	64.2	12.4%	5,812	95,905	75.1	108.2				
Philadelphia PMC	8,115	84.2	22.2%	1,899	36,310	110.2	169.7				
Milwaukee PMC	4,835	47.5	6.1%	1,514	25,569	48.5	65.7				
St. Paul PMC	7,031	41.0	0.8%	2,269	32,013	56.4	69.5				
Other Pension	753	171.3	55.1%	130	2,013	197.2	154.6				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	7,156	100.5	33.0%	862	12,695	148.1	158.2				
San Diego	2,775	80.1	20.8%	432	7,200	130.2	144.7				
Winston-Salem	3,653	105.0	38.8%	339	4,426	160.1	162.1				
Other Quick Start	728	155.8	51.0%	91	1,069	188.6	233.3				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	10,415	129.3	49.3%	918	17,855	183.3	200.3				
Winston-Salem	2,105	67.0	15.0%	347	6,240	98.4	120.2				
Salt Lake City	7,307	141.4	57.9%	425	6,371	235.8	276.2				
Other Benefits Delivery at Discharge	1,003	172.3	58.1%	146	5,244	232.0	203.3				

