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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>

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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
As of May 3, 2014		<b>589,767</b>	<b>308,285</b>	<b>52.3%</b>
<b>Original Entitlement</b>	<b>Total</b>	<b>195,265</b>	<b>103,701</b>	<b>53.1%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	43,913	22,990	52.4%
Initial entitlement for service-connected disability (<=7)	EP 110	140,513	79,436	56.5%
Initial entitlement - Veteran's Pension	EP 180	4,406	294	6.7%
Initial claims from surviving spouses, children or parents	EP 140	6,433	981	15.2%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>394,502</b>	<b>204,584</b>	<b>51.9%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	7,045	348	4.9%
Increased evaluation and/or additional claimed conditions	EP 020	362,347	194,171	53.6%
Future examination for disabilities	EP 310	21,525	9,061	42.1%
Increased entitlement due to hospitalization or surgery	EP 320	1,473	352	23.9%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	2,085	642	30.8%
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	21	8	38.1%
Agent Orange claims where an interim decision was provided	EP 409	6	2	33.3%
<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>6,700</b>	<b>6,471</b>	<b>229</b>	<b>3.54%</b>
Buffalo	1,132	1,054	78	7.4%
Atlanta	565	652	(87)	-13.3%
St Louis	1,663	1,604	59	3.7%
Muskogee	3,340	3,161	179	5.7%
<b>Total Education Claims - All Education Programs</b>	<b>27,704</b>	<b>27,331</b>	<b>373</b>	<b>1.36%</b>
Buffalo	5,391	4,922	469	9.5%
Atlanta	2,710	3,275	(565)	-17.3%
St Louis	7,570	7,381	189	2.6%
Muskogee	12,033	11,753	280	2.4%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

VBA Monday Morning Workload Report

Station of Origination Compensation and Pension Rating Bundle Metrics							Reporting Period: As of May 3, 2014				
<p><i>Notes about the data:</i></p> <p>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.</p> <p>2) The Pension, Quick Start and Benefits Delivery at Discharge totals are not included in the Compensation totals.</p>											
<p><b>VBA uses the following 8 End Product Claim Codes + Agent Orange Claims to Define the 125 Day and 98% Accuracy Targets.</b></p>											
<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				
<p><b>Compensation and Pension Claims Processing</b></p>											
	# 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>	589,767	159.9	52.3%	10,063	759,724	197.9	246.5	96.1%	90.7%	90.3%	93.9%
<p><b>Compensation Claims Processing</b></p>											
<b>USA Compensation Total</b>	552,784	164.9	54.3%	8,130	620,180	224.2	274.3				
<b>Eastern Area</b>	107,276	164.8	54.5%	1,645	124,956	222.3	269.7	94.9%	89.1%	88.9%	92.4%
Baltimore	10,307	195.1	62.9%	84	7,601	287.8	353.6	94.8%	86.0%	80.7%	88.0%
Boston	6,869	170.8	56.6%	34	6,375	181.9	279.9	99.2%	98.4%	89.9%	92.6%
Buffalo	7,253	191.2	64.6%	104	6,392	275.2	267.7	94.9%	86.9%	88.6%	91.2%
Cleveland	13,929	159.0	49.3%	266	21,330	240.4	317.5	96.8%	93.7%	90.8%	93.8%
Detroit	12,365	138.9	47.5%	331	15,220	217.4	255.9	93.0%	88.7%	89.5%	92.9%
Hartford	2,940	122.8	40.4%	43	3,868	199.6	241.1	99.6%	98.5%	91.8%	95.8%
Indianapolis	9,819	170.4	57.6%	98	10,352	250.2	279.2	93.9%	89.5%	89.8%	89.6%
Manchester	1,542	127.5	41.8%	32	2,007	206.3	217.5	96.0%	87.3%	89.6%	97.8%
New York	9,169	163.3	56.4%	120	9,145	231.1	305.7	96.1%	92.1%	88.9%	93.1%
Newark	3,679	145.3	50.1%	79	4,092	231.5	252.3	91.1%	80.8%	84.1%	86.2%
Philadelphia (Non-PMC)	15,057	185.5	62.3%	155	12,992	248.0	296.1	91.9%	83.6%	87.5%	94.6%
Pittsburgh	6,544	181.0	60.5%	99	7,157	257.6	325.5	95.1%	84.6%	88.5%	94.9%
Providence	4,095	96.2	26.6%	157	12,377	95.0	107.3	96.7%	94.0%	93.3%	88.4%
Togus	1,684	114.9	34.0%	26	3,716	90.3	179.8	93.6%	91.3%	95.2%	96.0%
White River J.	622	175.6	55.0%	6	1,133	211.2	216.0	94.2%	85.5%	85.9%	89.9%
Wilmington	1,402	168.5	58.2%	11	1,199	229.4	290.2	92.6%	83.3%	86.9%	91.0%
<p><b>Pension Claims Processing</b></p>											
<b>USA Pension Total</b>	20,061	61.0	9.8%	1,436	105,943	65.2	104.6		99.0%	98.8%	98.4%
Philadelphia PMC	7,575	76.9	17.0%	519	39,897	99.0	164.4		100.0%	98.8%	98.0%
Milwaukee PMC	4,876	45.2	5.1%	417	28,691	43.1	63.4		98.4%	99.6%	98.4%
St. Paul PMC	6,895	43.7	0.9%	488	35,527	46.7	67.5		98.5%	98.1%	98.8%
Other Pension	715	167.6	50.2%	12	1,828	127.1	165.0				
<p><b>Quick Start Claims Processing</b></p>											
<b>USA Quick Start Total</b>	6,924	92.2	26.2%	236	14,157	149.6	157.9				
San Diego	2,761	75.3	17.0%	92	7,952	114.0	145.2				
Winston-Salem	3,440	95.1	29.1%	134	5,171	166.5	164.0				
Other Quick Start	723	143.3	48.0%	10	1,034	249.2	225.0				
<p><b>Benefits Delivery at Discharge Processing</b></p>											
<b>USA Benefits Delivery at Discharge Total</b>	9,998	128.1	43.9%	261	19,444	152.1	197.6				
Winston-Salem	1,959	62.5	11.8%	137	6,971	80.0	116.2				
Salt Lake City	7,089	141.6	51.9%	107	7,110	230.5	272.0				
Other Benefits Delivery at Discharge	950	162.9	50.7%	17	5,363	239.9	204.8				

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Station of Jurisdiction Compensation and Pension Rating Bundle Metrics						Reporting Period: As of May 3, 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.							
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	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 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>	589,767	159.9	52.3%	10,063	759,724	197.9	246.5				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	552,784	164.9	54.3%	8,130	620,180	224.2	274.3				
<b>Eastern Area</b>	108,326	164.1	54.1%	1,721	130,988	218.6	276.0				
Baltimore	6,920	169.2	53.3%	65	4,159	275.3	303.4				
Boston	6,579	167.5	55.1%	28	5,399	179.5	264.2				
Buffalo	6,648	198.6	65.3%	105	6,776	287.8	283.7				
Cleveland	13,702	155.2	48.5%	258	17,907	230.2	311.0				
Detroit	12,037	136.8	46.1%	316	16,348	221.0	290.9				
Hartford	4,029	146.6	56.7%	80	5,664	208.1	283.7				
Indianapolis	8,207	162.5	49.8%	54	9,082	278.3	297.3				
Manchester	2,009	168.0	56.2%	55	2,627	235.9	245.6				
New York	8,794	161.7	56.0%	112	8,721	226.9	326.4				
Newark	3,911	152.5	53.1%	87	5,268	239.2	286.4				
Philadelphia (Non-PMC)	16,960	174.7	58.6%	222	17,487	193.3	269.1				
Pittsburgh	6,242	177.5	59.0%	84	6,187	256.3	324.4				
Providence	4,291	113.3	30.5%	165	13,539	111.6	133.5				
Togus	6,020	206.1	69.9%	74	9,161	223.9	289.4				
White River J.	814	184.6	65.4%	6	1,421	211.2	251.9				
Wilmington	1,163	151.4	49.6%	10	1,242	227.1	305.5				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	20,061	61.0	9.8%	1,436	105,943	65.2	104.6				
Philadelphia PMC	7,545	76.5	16.8%	513	39,394	97.9	164.9				
Milwaukee PMC	4,886	45.6	5.4%	422	28,733	45.2	63.7				
St. Paul PMC	6,887	43.5	0.8%	488	35,629	46.9	67.7				
Other Pension	743	166.4	50.7%	13	2,187	114.5	154.8				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	6,924	92.2	26.2%	236	14,157	149.6	157.9				
San Diego	2,743	74.3	16.8%	93	7,835	116.6	142.5				
Winston-Salem	3,439	95.0	29.1%	134	5,172	166.5	164.0				
Other Quick Start	742	145.1	48.1%	9	1,150	237.7	235.4				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	9,998	128.1	43.9%	261	19,444	152.1	197.6				
Winston-Salem	1,957	62.4	11.8%	137	6,927	80.0	116.1				
Salt Lake City	7,069	141.4	51.7%	108	7,112	230.0	271.9				
Other Benefits Delivery at Discharge	972	164.2	51.7%	16	5,405	243.6	204.3				

Compensation Entitlement				Pension Entitlement				Appeals, Burials, Account	
Measurement	Claims Pending	Pending over 150 days	Percent Pending over 150 days	Measurement	Claims Pending	Pending over 150 days	Percent Pending over 150 days	Measurement	Claims Pending
<b>Original Entitlement - Veterans'</b>	<b>185,464</b>	<b>163,246</b>	<b>88.07%</b>	<b>Original Entitlement</b>	<b>27,865</b>	<b>5,975</b>	<b>21.37%</b>	<b>Total Appeals Pending</b>	<b>274,449</b>
EP 100 - Initial entitlement decisions for Vet Rehab	1,038	820	79%	EP 100 - Initial entitlement - Veterans	8,436	204	2.4%	Pending Notice of Disagreements	161,400
EP 103 - Initial entitlement for service-connected disability (v)8	43,913	22,900	52.4%	EP 120 - Increased entitlement and/or reconsideration	7,945	348	4.4%	Reg. Days Pending for Notice of Disagreements	403
EP 110 - Initial entitlement for service-connected disability (v)7	140,513	79,436	56.5%	EP 150 - Initial entitlement - Survivors	16,524	5,333	32.3%	Pending Statement of Cases	20,454
<b>Original Entitlement - Survivors'</b>	<b>6,937</b>	<b>1,418</b>	<b>20.44%</b>	<b>Pension Award Adjustments</b>	<b>65,094</b>	<b>19,428</b>	<b>29.84%</b>	Pending Form 9a	61,562
EP 400 - Initial claims from surviving spouses, children or parents	6,433	861	13.2%	EP 155 - Hospitalization adjustment (pending)	213	154	72.3%	Reg. Days Pending for Form 9a	622
EP 410 - Initial claims from children Veterans with Spina tabs and/or both defects	504	437	86.7%	EP 137 - Dependency	6,054	1,086	17.8%	Pending Remarks Returned to the Regional Office	16,317
<b>Supplemental Entitlement</b>	<b>368,121</b>	<b>195,331</b>	<b>53.05%</b>	EP 100 - Income adjustments	28,307	11,139	39.4%	Reg. Days Pending for Remarks at a Regional Office	552
EP 200 - Increased evaluation and/or additional claimed conditions	362,347	194,171	53.6%	EP 105 - Annual eligibility verification (pending)	3	3	100.0%	Pending Remarks sent to the Regional Management Center	50,875
EP 202 - Increased entitlement due to hospitalization or surgery	1,473	323	22.3%	EP 207 - Misc. determinations	10,208	1,006	10.0%	Reg. Days Pending for Remarks at the Regional Management Center	147
EP 400 - Spina tabs and/or both defects reconsideration	189	156	82.0%	EP 607 - Due process	21,649	4,640	21.5%	Claims Ready for Travel Board	430
EP 600 - Reopened or new Agent Orange claims (year 19 13/07)	2,085	642	30.8%	<b>Program Reviews</b>	<b>26,230</b>	<b>36,223</b>	<b>100.0%</b>	<b>Total Burials Pending</b>	<b>35,728</b>
EP 600 - Reopen review cases based upon New Agent Orange presumptions	0	0	0.0%	EP 104 - Income Verification Match	25,892	25,888	100.0%	<b>Total Accrued Pending</b>	<b>16,406</b>
EP 600 - Reopened or new Agent Orange claims after 10/01/10	21	8	38.1%	EP 608 - Cost of Living Adjustments	331	330	99.7%		
EP 600 - Agent Orange claims where an interim decision was generated	6	2	33.3%	EP 607 - Non-entitlement reviews	7	7	100.0%		
<b>Award Adjustments</b>	<b>430,697</b>	<b>304,519</b>	<b>70.70%</b>	<b>Pension Other</b>	<b>6,823</b>	<b>2,816</b>	<b>39.5%</b>		
EP 130 - Dependency	248,972	188,589	75.8%	EP 607 - Correspondence	5,017	2,103	41.9%		
EP 132 - Survivor restored entitlement	186	77	41.6%	EP 607 - Congressional correspondence	123	13	10.5%		
EP 135 - Hospitalization adjustment (non-rating)	213	154	72.3%	EP 607 - Internal quality review	1,683	500	46.2%		
EP 150 - Misc. determinations	95,154	35,061	36.8%						
EP 400 - Spina tabs and/or both defects adjustments	34	34	100.0%						
EP 310 - Future examination for disabilities	21,525	9,061	42.1%						
EP 600 - Due process	93,661	30,704	32.8%						
<b>Program Reviews</b>	<b>64,646</b>	<b>53,217</b>	<b>82.3%</b>						
EP 314 - Income verification for unemployment	89	87	97.8%						
EP 600 - Review of Fluoridation related cases/conditions	51	37	72.5%						
EP 600 - Review of Fluoridation related cases/conditions	520	382	73.5%						
EP 600 - Review of Fluoridation related cases/conditions	3,889	1,802	46.4%						
EP 600 - Review of effective date related to herbicide exposure	75	60	80.0%						
EP 600 - Cost of Living Adjustments (COLA) and other reviews	14,382	10,341	72.1%						
EP 600 - Social Security number verification	46,458	40,528	87.2%						
<b>Compensation Other</b>	<b>169,654</b>	<b>112,628</b>	<b>66.4%</b>						
EP 173 - Pre-decisional hearings	3,295	2,386	72.4%						
EP 500 - Congressional correspondence	168,449	68,553	40.7%						
EP 510 - Freedom of Information Act (FOIA) requests	31,206	18,165	58.2%						
EP 520 - Reviews, including quality assurance	25,861	21,108	81.6%						
EP 900 - Correction of errors	719	486	67.6%						

REGIONAL OFFICE COMPENSATION INVENTORY															
Region	Entitlement			Pension			Other			Total	Entire	Account	Approved		
	Claims Pending	Age 18 Pending	Pending over 150 days	Claims Pending	Age 18 Pending	Pending over 150 days	Claims Pending	Age 18 Pending	Pending over 150 days						
<b>ALL</b>	<b>564,986</b>	<b>478,209</b>	<b>84,648</b>	<b>88,991</b>	<b>73,351</b>	<b>15,640</b>	<b>10,173</b>	<b>8,517</b>	<b>1,656</b>	<b>110,827</b>	<b>98,314</b>	<b>12,513</b>	<b>2,100</b>		
<b>Alabama</b>	6,196	5,015	1,181	884	724	160	1,111	920	191	1,626	1,435	191	69		
<b>Alaska</b>	6	6	0	0	0	0	0	0	0	0	0	0	0		
<b>Arizona</b>	1,281	1,079	202	136	115	21	133	114	19	249	220	29	10		
<b>Arkansas</b>	1,022	854	168	122	102	20	149	125	24	215	189	26	10		
<b>California</b>	1,172	1,012	160	119	101	18	138	119	19	225	206	19	10		
<b>Colorado</b>	1,282	1,042	240	172	142	30	189	162	27	266	239	27	10		
<b>Connecticut</b>	3,128	2,808	320	479	439	40	549	509	40	627	587	40	10		
<b>DC</b>	2,008	1,712	296	218	188	30	289	259	30	358	328	30	10		
<b>Delaware</b>	4,425	3,717	708	528	452	76	655	565	90	801	715	86	10		
<b>District of Columbia</b>	6,631	5,711	920	689	600	89	1,018	908	110	1,286	1,178	108	10		
<b>Florida</b>	1,645	1,449	196	138	122	16	193	175	18	242	224	18	10		
<b>Georgia</b>	12,102	10,815	1,287	989	882	107	1,298	1,126	172	1,620	1,450	170	10		
<b>Hawaii</b>	1,289	1,064	225	215	178	37	238	214	24	298	274	24	10		
<b>Idaho</b>	2,917	2,618	299	219	192	27	318	293	25	393	368	25	10		
<b>Illinois</b>	8,949	8,012	937	716	645	71	1,019	926	93	1,244	1,151	93	10		
<b>Indiana</b>	6,842	5,718	1,124	848	748	100	1,110	988	122	1,404	1,282	122	10		
<b>Iowa</b>	1,140	973	167	138	118	20	167	148	19	216	197	19	10		
<b>Kansas</b>	7,148	6,273	875	718	638	80	1,018	926	92	1,210	1,118	92	10		
<b>Kentucky</b>	17,248	15,218	2,030	1,508	1,318	190	2,131	1,931	200	2,739	2,539	200	10		
<b>Louisiana</b>	31,349	28,019	3,330	2,543	2,258	285	3,338	3,043	295	4,133	3,838	295	10		
<b>Maine</b>	1,282	1,079	202	136	115	21	133	114	19	249	220	29	10		
<b>Maryland</b>	1,022	854	168	122	102	20	149	125	24	215	189	26	10		
<b>Massachusetts</b>	1,172	1,012	160	119	101	18	138	119	19	225	206	19	10		
<b>Michigan</b>	3,128	2,808	320	479	439	40	549	509	40	627	587	40	10		
<b>Minnesota</b>	2,008	1,712	296	218	188	30	289	259	30	358	328	30	10		
<b>Mississippi</b>	4,425	3,717	708	528	452	76	655	565	90	801	715	86	10		
<b>Missouri</b>	6,631	5,711	920	689	600	89	1,018	908	110	1,286	1,178	108	10		
<b>Montana</b>	1,645	1,449	196	138	122	16	193	175	18	242	224	18	10		
<b>Nebraska</b>	1,289	1,064	225	215	178	37	238	214	24	298	274	24	10		
<b>Nevada</b>	2,917	2,618	299	219	192	27	318	293	25	393	368	25	10		
<b>New Hampshire</b>	1,140	973	167	138	118	20	167	148	19	216	197	19	10		
<b>New Jersey</b>	7,148	6,273	875	718	638	80	1,018	926	92	1,210	1,118	92	10		
<b>New Mexico</b>	17,248	15,218	2,030	1,508	1,318	190	2,131	1,931	200	2,739	2,539	200	10		
<b>New York</b>	31,349	28,019	3,330	2,543	2,258	285	3,338	3,043	295	4,133	3,838	295	10		
<b>North Carolina</b>	12,102	10,815	1,287	989	882	107	1,298	1,126	172	1,620	1,450	170	10		
<b>North Dakota</b>	1,282	1,079	202	136	115	21	133	114	19	249	220	29	10		
<b>Ohio</b>	3,128	2,808	320	479	439	40	549	509	40	627	587	40	10		
<b>Oklahoma</b>	2,008	1,712	296	218	188	30	289	259	30	358	328	30	10		
<b>Oregon</b>	4,425	3,717	708	528	452	76	655	565	90	801	715	86	10		
<b>Pennsylvania</b>	6,631	5,711	920	689	600	89	1,018	908	110	1,286	1,178	108	10		
<b>Rhode Island</b>	1,645	1,449	196	138	122	16	193	175	18	242	224	18	10		
<b>South Carolina</b>	1,289	1,064	225	215	178	37	238	214	24	298	274	24	10		
<b>South Dakota</b>	2,917	2,618	299	219	192	27	318	293	25	393	368	25	10		
<b>Tennessee</b>	1,140	973	167	138	118	20	167	148	19	216	197	19	10		
<b>Texas</b>	7,148	6,273	875	718	638	80	1,018	926	92	1,210	1,118	92	10		
<b>Utah</b>	17,248	15,218	2,030	1,508	1,318	190	2,131	1,931	200	2,739	2,539	200	10		
<b>Vermont</b>	31,349	28,019	3,330	2,543	2,258	285	3,338	3,043	295	4,133	3,838	295	10		
<b>Virginia</b>	12,102	10,815	1,287	989	882	107	1,298	1,126	172	1,620	1,450	170	10		
<b>Washington</b>	1,282	1,079	202	136	115	21	133	114	19	249	220	29	10		
<b>West Virginia</b>	3,128	2,808	320	479	439	40	549	509	40	627	587	40	10		
<b>Wisconsin</b>	2,008	1,712	296	218	188	30	289	259	30	358	328	30	10		
<b>Wyoming</b>	4,425	3,717	708	528	452	76	655	565	90	801	715	86	10		

REGIONAL OFFICE PENSION INVENTORY															
Region	Entitlement			Pension			Other			Total	Entire	Account	Approved		
	Claims Pending	Age 18 Pending	Pending over 150 days	Claims Pending	Age 18 Pending	Pending over 150 days	Claims Pending	Age 18 Pending	Pending over 150 days						
<b>ALL</b>	<b>62,815</b>	<b>51,715</b>	<b>11,100</b>	<b>20,215</b>	<b>16,715</b>	<b>3,500</b>	<b>10,315</b>	<b>8,215</b>	<b>2,100</b>	<b>19,630</b>	<b>16,715</b>				