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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>572,002</b>
As of May 26, 2014				
<b>Original Entitlement</b>	<b>Total</b>	<b>190,550</b>	<b>99,567</b>	<b>52.3%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	42,544	23,042	54.2%
Initial entitlement for service-connected disability (<=7)	EP 110	137,191	75,371	54.9%
Initial entitlement - Veteran's Pension	EP 180	4,523	228	5.0%
Initial claims from surviving spouses, children or parents	EP 140	6,292	926	14.7%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>381,452</b>	<b>192,173</b>	<b>50.4%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	6,572	282	4.3%
Increased evaluation and/or additional claimed conditions	EP 020	353,556	182,487	51.6%
Future examination for disabilities	EP 310	18,553	8,374	45.1%
Increased entitlement due to hospitalization or surgery	EP 320	1,288	388	30.1%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	1,462	633	43.3%
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	15	7	46.7%
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>7,041</b>	<b>7,118</b>	<b>-77</b>	<b>-1.08%</b>
Buffalo	888	1,045	(157)	-15.0%
Atlanta	777	796	(19)	-2.4%
St Louis	1,708	1,485	223	15.0%
Muskogee	3,668	3,792	(124)	-3.3%
<b>Total Education Claims - All Education Programs</b>	<b>43,136</b>	<b>30,356</b>	<b>12,780</b>	<b>42.10%</b>
Buffalo	5,640	4,667	973	20.8%
Atlanta	5,500	3,460	2,040	59.0%
St Louis	13,289	8,519	4,770	56.0%
Muskogee	18,707	13,710	4,997	36.4%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

VBA Monday Morning Workload Report

<b>Station of Origination Compensation and Pension Rating Bundle Metrics</b>	<b>Reporting Period: As of May 26, 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>	572,002	160.1	51.0%	90,250	839,911	207.7	242.9	95.7%	90.7%	90.4%	93.7%
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	537,282	164.9	52.9%	74,856	686,906	232.8	270.4				
<b>Eastern Area</b>	104,668	164.0	52.5%	15,264	138,575	227.7	265.6	94.3%	89.9%	89.4%	92.2%
Baltimore	10,142	197.7	61.3%	962	8,479	281.1	346.0	83.5%	77.6%	79.4%	85.8%
Boston	6,771	176.0	56.7%	576	6,917	236.6	276.8	98.1%	95.2%	89.5%	91.9%
Buffalo	7,294	182.5	59.9%	918	7,206	284.7	269.8	94.4%	86.9%	88.4%	92.3%
Cleveland	12,923	155.8	45.9%	2,454	23,518	232.2	309.5	97.5%	98.5%	91.8%	94.6%
Detroit	11,988	136.9	44.3%	2,102	16,991	216.2	251.7	93.9%	90.3%	90.8%	92.1%
Hartford	2,982	123.5	42.2%	348	4,173	203.6	238.4	99.1%	98.4%	92.9%	95.0%
Indianapolis	9,305	172.4	55.9%	1,461	11,715	243.1	275.0	94.9%	90.2%	89.5%	90.0%
Manchester	1,500	127.7	42.3%	223	2,198	211.4	217.1	94.1%	84.6%	89.7%	97.8%
New York	8,889	165.7	56.0%	1,084	10,109	237.2	299.2	95.5%	93.4%	90.1%	93.6%
Newark	3,427	141.2	46.9%	672	4,685	218.7	247.8	93.9%	82.8%	85.8%	86.6%
Philadelphia (Non-PMC)	14,959	185.8	61.5%	1,542	14,379	277.0	294.5	90.5%	81.3%	87.6%	94.6%
Pittsburgh	6,505	180.0	58.8%	813	7,871	264.4	320.1	94.6%	88.1%	88.9%	94.5%
Providence	4,306	94.1	24.9%	1,481	13,701	97.0	106.3	98.0%	95.6%	93.1%	87.7%
Togus	1,676	109.3	29.2%	323	4,013	153.7	178.2	95.1%	95.5%	95.1%	96.4%
White River J.	567	159.7	46.7%	152	1,279	233.7	218.1	95.5%	89.6%	86.5%	87.4%
Wilmington	1,434	165.1	53.9%	153	1,341	231.0	283.9	95.4%	88.7%	88.5%	90.5%
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,461	60.3	8.8%	11,805	116,312	63.5	100.9		98.9%	98.9%	98.4%
Philadelphia PMC	6,907	74.6	15.2%	3,924	43,302	87.5	158.2		98.3%	98.8%	97.6%
Milwaukee PMC	4,666	50.0	5.2%	3,553	31,827	43.0	61.4		98.4%	99.6%	98.8%
St. Paul PMC	7,156	43.3	1.0%	4,174	39,213	53.9	66.3		100.0%	98.4%	98.8%
Other Pension	732	156.2	47.7%	154	1,970	185.3	166.8				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	6,435	91.8	26.0%	1,608	15,529	142.6	156.4				
San Diego	2,643	74.8	15.3%	703	8,563	117.9	143.3				
Winston-Salem	3,107	96.0	30.2%	801	5,838	153.4	162.5				
Other Quick Start	685	138.0	48.2%	104	1,128	226.1	224.9				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	8,824	137.0	48.9%	1,981	21,164	170.0	195.6				
Winston-Salem	1,389	73.9	15.9%	853	7,687	79.9	112.9				
Salt Lake City	6,479	147.7	56.1%	966	7,969	235.2	268.1				
Other Benefits Delivery at Discharge	956	156.1	48.1%	162	5,508	256.0	206.2				

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Station of Jurisdiction Compensation and Pension Rating Bundle Metrics				Reporting Period: As of May 26, 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>	572,002	160.1	51.0%	90,250	839,911	207.7	242.9				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	537,282	164.9	52.9%	74,856	686,906	232.8	270.4				
<b>Eastern Area</b>	104,674	163.9	52.5%	15,916	145,183	223.9	271.0				
Baltimore	7,279	172.5	51.9%	543	4,637	241.8	296.5				
Boston	6,517	171.8	55.2%	522	5,893	232.1	261.8				
Buffalo	6,718	186.1	59.2%	866	7,537	302.0	285.7				
Cleveland	12,732	153.1	45.5%	2,393	20,042	225.6	301.9				
Detroit	11,791	135.0	43.4%	1,977	18,009	217.4	284.0				
Hartford	3,755	150.1	56.4%	574	6,158	213.4	278.1				
Indianapolis	7,936	162.4	48.8%	1,154	10,182	249.3	292.0				
Manchester	1,848	165.4	53.7%	354	2,926	247.6	246.0				
New York	8,544	164.6	55.7%	1,007	9,616	234.2	317.9				
Newark	3,570	147.7	49.2%	750	5,931	226.1	279.5				
Philadelphia (Non-PMC)	16,219	181.3	60.7%	2,126	19,391	215.6	264.1				
Pittsburgh	5,784	182.2	60.4%	740	6,843	263.8	318.7				
Providence	4,423	102.7	26.9%	1,596	14,970	123.7	132.7				
Togus	5,603	203.1	65.4%	999	10,086	251.7	286.2				
White River J.	750	183.6	59.5%	173	1,588	240.5	250.8				
Wilmington	1,205	144.0	45.1%	142	1,374	229.5	298.2				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,461	60.3	8.8%	11,805	116,312	63.5	100.9				
Philadelphia PMC	6,898	74.3	15.0%	3,904	42,785	87.1	158.6				
Milwaukee PMC	4,667	50.3	5.3%	3,566	31,877	43.6	61.7				
St. Paul PMC	7,148	43.3	0.9%	4,174	39,315	53.9	66.5				
Other Pension	748	155.9	48.0%	161	2,335	179.6	156.7				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	6,435	91.8	26.0%	1,608	15,529	142.6	156.4				
San Diego	2,637	74.3	15.2%	692	8,434	117.4	140.7				
Winston-Salem	3,093	96.1	30.2%	801	5,839	153.4	162.5				
Other Quick Start	705	138.2	47.8%	115	1,256	219.0	233.9				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	8,824	137.0	48.9%	1,981	21,164	170.0	195.6				
Winston-Salem	1,387	73.9	15.9%	852	7,642	79.6	112.7				
Salt Lake City	6,448	147.3	55.9%	963	7,967	235.0	268.0				
Other Benefits Delivery at Discharge	989	157.8	49.6%	166	5,555	257.5	205.8				

