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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>568,847</b>
As of June 7, 2014				
<b>Original Entitlement</b>	<b>Total</b>	<b>190,489</b>	<b>99,372</b>	<b>52.2%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	43,545	23,695	54.4%
Initial entitlement for service-connected disability (<=7)	EP 110	136,051	74,602	54.8%
Initial entitlement - Veteran's Pension	EP 180	4,418	200	4.5%
Initial claims from surviving spouses, children or parents	EP 140	6,475	875	13.5%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>378,358</b>	<b>188,021</b>	<b>49.7%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	6,487	255	3.9%
Increased evaluation and/or additional claimed conditions	EP 020	351,473	179,390	51.0%
Future examination for disabilities	EP 310	17,990	7,345	40.8%
Increased entitlement due to hospitalization or surgery	EP 320	1,190	371	31.2%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	1,199	651	54.3%
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	4	2	50.0%
<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>8,364</b>	<b>7,264</b>	<b>1,100</b>	<b>15.14%</b>
Buffalo	1,182	1,084	98	9.0%
Atlanta	875	696	179	25.7%
St Louis	2,035	1,893	142	7.5%
Muskogee	4,272	3,591	681	19.0%
<b>Total Education Claims - All Education Programs</b>	<b>38,808</b>	<b>35,425</b>	<b>3,383</b>	<b>9.55%</b>
Buffalo	6,294	5,989	305	5.1%
Atlanta	6,973	4,955	2,018	40.7%
St Louis	8,904	9,747	(843)	-8.6%
Muskogee	16,637	14,734	1,903	12.9%
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 June 7, 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>	568,847	157.2	50.5%	21,495	885,461	207.4	241.3	95.58%	90.35%	90.26%	93.52%
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	533,261	162.4	52.4%	17,942	725,388	230.4	268.4				
<b>Eastern Area</b>	103,762	160.7	51.6%	4,080	146,942	220.0	263.1	94.0%	89.4%	89.2%	92.2%
Baltimore	10,005	197.2	80.4%	266	9,030	297.6	342.4	84.6%	82.4%	80.2%	84.8%
Boston	6,805	171.4	55.2%	156	7,318	252.6	276.0	98.5%	96.8%	90.4%	90.5%
Buffalo	7,434	172.7	57.1%	229	7,665	298.4	271.7	96.0%	93.3%	89.2%	92.4%
Cleveland	12,844	150.3	44.3%	580	24,624	212.1	305.2	95.1%	92.2%	90.5%	94.7%
Detroit	12,035	131.7	43.9%	557	17,968	217.5	249.6	92.6%	85.0%	89.9%	91.7%
Hartford	2,891	117.6	40.0%	169	4,496	186.9	235.0	97.5%	95.0%	93.2%	95.3%
Indianapolis	9,087	170.3	54.6%	371	12,498	241.3	273.3	96.6%	92.1%	90.8%	90.3%
Manchester	1,536	127.1	42.7%	61	2,291	173.2	215.7	95.8%	90.6%	89.1%	96.9%
New York	8,802	164.5	55.5%	299	10,722	221.2	294.7	94.4%	92.1%	90.2%	94.0%
Newark	3,222	137.0	45.3%	303	5,141	181.3	242.5	90.5%	76.9%	83.7%	87.6%
Philadelphia (Non-PMC)	14,764	185.0	62.3%	351	15,217	273.4	294.4	91.1%	81.4%	87.1%	94.6%
Pittsburgh	6,603	174.1	56.6%	198	8,343	265.4	316.6	92.3%	85.0%	88.9%	94.4%
Providence	4,161	92.8	25.1%	386	14,661	91.4	104.9	99.0%	96.3%	94.1%	88.3%
Togus	1,627	107.0	27.5%	88	4,200	165.3	176.8	95.1%	95.3%	94.7%	96.8%
White River J.	576	153.6	42.9%	13	1,319	228.4	218.3	94.1%	88.1%	86.0%	88.4%
Wilmington	1,370	166.8	54.3%	53	1,447	233.4	280.4	93.7%	84.1%	87.2%	90.4%
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,478	57.6	8.1%	2,641	121,644	69.7	99.4		99.5%	98.9%	98.5%
Philadelphia PMC	6,332	72.4	14.2%	800	45,110	98.4	155.5		98.4%	98.8%	97.6%
Milwaukee PMC	5,029	47.0	4.8%	789	33,290	47.3	60.9		100.0%	99.6%	99.2%
St. Paul PMC	7,400	42.4	1.2%	997	41,185	60.8	65.8		100.0%	98.5%	98.8%
Other Pension	717	157.1	47.6%	55	2,059	135.8	165.4				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	6,735	83.4	24.8%	412	16,321	137.8	155.3				
San Diego	2,807	66.8	14.9%	191	8,951	101.7	141.7				
Winston-Salem	3,224	87.4	28.6%	198	6,198	154.9	161.8				
Other Quick Start	704	130.8	47.2%	23	1,172	290.0	225.4				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	9,373	124.8	48.9%	500	22,108	164.4	194.4				
Winston-Salem	1,784	52.9	14.8%	203	8,056	73.6	111.0				
Salt Lake City	6,562	141.4	59.1%	257	8,448	224.9	265.6				
Other Benefits Delivery at Discharge	1,027	143.9	43.2%	40	5,604	236.7	206.8				

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Station of Jurisdiction Compensation and Pension Rating Bundle Metrics				Reporting Period: As of June 7, 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>	568,847	157.2	50.5%	21,495	885,461	207.4	241.3				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	533,261	162.4	52.4%	17,942	725,388	230.4	268.4				
<b>Eastern Area</b>	101,694	160.2	51.3%	3,892	153,375	222.4	268.4				
Baltimore	6,849	178.4	53.8%	136	4,926	272.1	294.2				
Boston	6,580	167.0	53.7%	145	6,261	246.4	261.7				
Buffalo	7,016	174.9	56.1%	218	7,965	313.1	287.5				
Cleveland	12,556	147.8	43.7%	565	21,126	206.5	297.2				
Detroit	11,622	127.8	42.0%	508	18,926	214.0	280.5				
Hartford	3,334	143.7	52.5%	168	6,506	231.6	275.4				
Indianapolis	7,933	159.7	48.3%	276	10,761	242.3	289.9				
Manchester	1,703	158.1	50.3%	43	3,028	249.9	246.4				
New York	8,418	162.7	54.8%	264	10,179	224.4	312.7				
Newark	2,990	143.3	47.1%	194	6,250	227.5	276.8				
Philadelphia (Non-PMC)	14,877	181.7	61.4%	468	20,469	228.3	263.3				
Pittsburgh	5,965	175.1	57.3%	177	7,272	268.7	315.3				
Providence	4,155	99.0	26.5%	396	15,955	105.4	130.4				
Togus	5,761	195.0	62.1%	271	10,636	254.3	283.9				
White River J.	739	179.9	55.1%	20	1,650	235.2	250.5				
Wilmington	1,196	149.2	47.7%	43	1,465	221.3	293.9				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,478	57.6	8.1%	2,641	121,644	69.7	99.4				
Philadelphia PMC	6,322	72.1	14.0%	801	44,594	98.0	155.8				
Milwaukee PMC	5,033	47.2	4.9%	789	33,339	47.4	61.2				
St. Paul PMC	7,396	42.4	1.2%	997	41,286	61.1	66.0				
Other Pension	727	157.0	47.9%	54	2,425	135.5	155.9				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	6,735	83.4	24.8%	412	16,321	137.8	155.3				
San Diego	2,803	66.3	14.8%	192	8,822	103.2	139.2				
Winston-Salem	3,208	87.4	28.6%	197	6,198	155.4	161.8				
Other Quick Start	724	131.8	47.0%	23	1,301	275.7	233.7				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	9,373	124.8	48.9%	500	22,108	164.4	194.4				
Winston-Salem	1,788	53.3	14.9%	203	8,011	73.6	110.8				
Salt Lake City	6,561	141.4	59.1%	257	8,442	224.9	265.5				
Other Benefits Delivery at Discharge	1,024	143.6	43.2%	40	5,655	236.7	206.4				

