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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
As of July 5, 2014		<b>558,256</b>	<b>274,039</b>	<b>49.1%</b>
<b>Original Entitlement</b>	<b>Total</b>	<b>187,686</b>	<b>95,503</b>	<b>50.9%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	44,600	23,386	52.4%
Initial entitlement for service-connected disability (<=7)	EP 110	132,574	71,185	53.7%
Initial entitlement - Veteran's Pension	EP 180	4,526	164	3.6%
Initial claims from surviving spouses, children or parents	EP 140	5,986	768	12.8%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>370,570</b>	<b>178,536</b>	<b>48.2%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	6,595	337	5.1%
Increased evaluation and/or additional claimed conditions	EP 020	343,919	169,682	49.3%
Future examination for disabilities	EP 310	18,042	7,727	42.8%
Increased entitlement due to hospitalization or surgery	EP 320	1,008	321	31.8%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	994	465	46.8%
Nehmer review cases based upon new Agent Orange presumptives	EP 687	1	0	0.0%
Reopened or new Agent Orange claims After 9/01/10	EP 405	7	3	42.9%
Agent Orange claims where an interim decision was provided	EP 409	4	1	25.0%
<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>10,612</b>	<b>10,431</b>	<b>181</b>	<b>1.74%</b>
Buffalo	1,657	1,558	99	6.4%
Atlanta	1,007	885	122	13.8%
St Louis	1,876	1,959	(83)	-4.2%
Muskogee	6,072	6,029	43	0.7%
<b>Total Education Claims - All Education Programs</b>	<b>47,994</b>	<b>44,799</b>	<b>3,195</b>	<b>7.13%</b>
Buffalo	8,481	7,960	521	6.5%
Atlanta	4,678	4,271	407	9.5%
St Louis	13,149	13,048	101	0.8%
Muskogee	21,686	19,520	2,166	11.1%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

VBA Monday Morning Workload Report

Station of Origination Compensation and Pension Rating Bundle Metrics				Reporting Period: As of July 5, 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 align="center"><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

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>	558,256	154.3	49.1%	12,941	986,824	204.0	237.6	95.79%	90.70%	90.26%	93.07%
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	522,023	159.7	51.1%	10,577	810,689	229.9	264.2				
<b>Eastern Area</b>	99,997	157.9	49.7%	2,105	165,209	224.2	258.1	94.8%	90.9%	89.2%	91.5%
Baltimore	9,894	192.8	58.8%	144	10,304	275.2	335.0	86.1%	82.1%	80.4%	83.1%
Boston	6,770	166.6	53.0%	120	8,169	287.4	274.8	96.8%	92.1%	90.5%	90.7%
Buffalo	7,333	162.3	53.5%	133	8,763	305.8	272.1	94.9%	93.1%	89.1%	92.0%
Cleveland	12,234	146.9	43.2%	341	27,173	199.7	295.6	94.0%	90.0%	90.0%	93.8%
Detroit	11,527	130.0	42.4%	271	20,080	207.9	245.3	94.1%	87.1%	89.0%	90.2%
Hartford	2,845	115.3	36.3%	43	5,016	139.9	229.6	97.6%	93.8%	92.5%	95.0%
Indianapolis	8,671	174.8	53.3%	89	13,977	279.2	269.8	96.2%	90.9%	90.5%	90.1%
Manchester	1,523	129.0	41.4%	42	2,507	214.0	215.4	95.2%	91.7%	89.1%	95.1%
New York	8,350	165.0	53.8%	167	12,128	228.0	286.8	96.1%	95.1%	91.3%	94.3%
Newark	2,984	133.2	42.2%	97	5,915	195.1	236.0	93.1%	85.9%	84.8%	86.2%
Philadelphia (Non-PMC)	14,071	182.9	60.2%	245	17,417	273.2	291.3	92.6%	86.7%	86.1%	93.5%
Pittsburgh	6,367	167.6	53.4%	128	9,379	262.2	310.6	93.0%	85.5%	88.1%	92.2%
Providence	3,830	88.9	23.4%	223	16,735	103.1	102.5	99.5%	97.6%	94.7%	89.2%
Togus	1,709	103.4	26.3%	29	4,566	119.7	173.8	99.5%	100.0%	95.1%	97.2%
White River J.	505	146.3	39.0%	22	1,464	238.0	218.2	91.0%	87.9%	85.9%	87.5%
Wilmington	1,384	164.0	52.7%	11	1,616	321.4	277.5	97.8%	91.9%	87.7%	88.8%
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,103	57.1	7.7%	1,759	134,321	64.1	96.4		100.0%	98.9%	98.7%
Philadelphia PMC	6,014	64.6	10.8%	521	49,085	74.9	149.9		100.0%	98.8%	97.6%
Milwaukee PMC	4,813	48.1	5.3%	603	37,143	50.3	59.7		100.0%	99.6%	99.2%
St. Paul PMC	7,512	47.4	3.0%	593	45,809	63.4	65.6		100.0%	98.4%	99.2%
Other Pension	764	150.7	44.6%	42	2,284	137.0	162.3				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	7,527	74.6	20.5%	251	17,823	132.9	153.0				
San Diego	3,268	60.1	12.7%	123	9,675	101.2	138.7				
Winston-Salem	3,529	76.5	22.8%	120	6,911	155.7	160.2				
Other Quick Start	730	130.6	44.2%	8	1,237	276.3	225.2				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	9,603	115.8	44.1%	354	23,991	174.2	192.3				
Winston-Salem	2,165	42.3	10.5%	129	8,759	60.9	107.6				
Salt Lake City	6,412	136.0	55.9%	202	9,442	234.2	262.1				
Other Benefits Delivery at Discharge	1,026	144.7	41.4%	23	5,790	281.7	206.6				

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Station of Jurisdiction Compensation and Pension Rating Bundle Metrics				Reporting Period: As of July 5, 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>	558,256	154.3	49.1%	12,941	986,824	204.0	237.6				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	522,023	159.7	51.1%	10,577	810,689	229.9	264.2				
<b>Eastern Area</b>	97,461	158.9	49.7%	2,123	171,096	225.3	263.2				
Baltimore	6,940	160.7	49.9%	84	5,482	275.5	291.2				
Boston	6,284	160.0	50.4%	106	7,014	290.2	261.5				
Buffalo	6,907	160.7	51.5%	128	8,967	312.4	287.6				
Cleveland	12,146	153.8	44.7%	324	23,591	199.4	287.2				
Detroit	11,092	127.5	41.1%	270	20,888	209.1	273.5				
Hartford	3,258	144.3	47.5%	50	7,192	166.2	270.2				
Indianapolis	7,684	165.2	48.6%	69	11,913	278.9	284.4				
Manchester	1,756	161.5	51.0%	50	3,319	235.7	248.1				
New York	7,871	161.2	52.7%	157	11,453	225.5	302.9				
Newark	2,875	145.4	44.7%	109	6,961	228.6	271.6				
Philadelphia (Non-PMC)	13,893	180.8	59.9%	282	22,670	254.1	262.0				
Pittsburgh	5,741	167.7	51.9%	118	8,201	268.5	309.8				
Providence	3,851	99.6	26.0%	233	18,007	114.5	126.2				
Togus	5,334	210.0	65.3%	99	11,962	224.4	279.1				
White River J.	609	175.4	48.4%	37	1,885	249.2	250.2				
Wilmington	1,220	146.5	47.6%	7	1,591	323.0	289.2				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,103	57.1	7.7%	1,759	134,321	64.1	96.4				
Philadelphia PMC	6,010	64.4	10.6%	520	48,568	74.9	150.1				
Milwaukee PMC	4,820	48.4	5.5%	604	37,193	50.5	60.0				
St. Paul PMC	7,508	47.3	3.0%	593	45,913	63.4	65.7				
Other Pension	765	150.8	44.6%	42	2,647	134.9	153.8				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	7,527	74.6	20.5%	251	17,823	132.9	153.0				
San Diego	3,242	59.2	12.5%	122	9,546	98.1	136.4				
Winston-Salem	3,511	76.3	22.8%	119	6,902	154.7	160.2				
Other Quick Start	774	131.2	43.8%	10	1,375	296.6	232.9				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	9,603	115.8	44.1%	354	23,991	174.2	192.3				
Winston-Salem	2,167	42.7	10.7%	129	8,712	60.9	107.4				
Salt Lake City	6,376	135.6	55.6%	202	9,430	234.2	262.0				
Other Benefits Delivery at Discharge	1,060	145.9	43.2%	23	5,849	281.7	206.2				

Table with 4 main columns: Compensation Entitlement, Pension Entitlement, Appeals, Burials, Account, and Measurement. Sub-headers include Original Entitlement, Supplemental Entitlement, Award Adjustments, Program Reviews, and Pension Other. Rows list various entitlement categories like Veterans, Survivors, and Supplemental Entitlement with associated counts and percentages.

REGIONAL OFFICE COMPENSATION INVENTORY and REGIONAL OFFICE PENSION INVENTORY. Multi-table structure showing counts for various offices across different categories. Includes sub-headers for Region, Office, and various entitlement types.