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| <b>Compensation and Pension Rating Bundle</b><br>(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 | % Over 125 |
|---|-----------|--------------------|------------|
|   | 774,816   | 489,387            | 63.2%      |

As of August 10, 2013

## Compensation

| EP   | # Pending      | # Pending Over 125 | % Over 125   |       |
|--|----------------|--------------------|--------------|-------|
| <b>Entitlement (Original and Supplemental)</b>   | <b>722,263</b> | <b>469,104</b>     | <b>64.9%</b> |       |
| Original Entitlement - Veterans <sup>1</sup>   |                |                    |              |       |
| Initial entitlement decisions for Voc Rehab  | 095            | 1,200              | 967          | 80.6% |
| Initial entitlement for service-connected disability (>=8)   | 010            | 59,565             | 38,708       | 65.0% |
| Initial entitlement for service-connected disability (<=7)   | 110            | 196,119            | 133,418      | 68.0% |
| Original Entitlement - Survivors <sup>2</sup>  |                |                    |              |       |
| Initial claims from surviving spouses, children or parents   | 140            | 8,319              | 1,731        | 20.8% |
| Initial claims from children Veterans with Spina bifida and/or birth defects   | 410            | 566                | 458          | 80.9% |
| Supplemental Entitlement   |                |                    |              |       |
| Increased evaluation and/or additional claimed conditions  | 020            | 451,864            | 292,194      | 64.7% |
| Increased entitlement due to hospitalization or surgery  | 320            | 2,067              | 876          | 42.4% |
| Spina bifida and/or birth defects reconsideration  | 420            | 191                | 169          | 88.5% |
| Reopened or new Agent Orange claims prior to 8/30/10   | 681            | 1,968              | 217          | 11.0% |
| Nehmer review cases based upon new Agent Orange presumptives   | 687            | 0                  | 0            | 0.0%  |
| Reopened or new Agent Orange claims After 9/01/10  | 405            | 244                | 236          | 96.7% |
| Agent Orange claims where an interim decision was provided   | 409            | 160                | 130          | 81.3% |
| Agent Orange presumptives <sup>3</sup>   |                |                    |              |       |
| <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>364,790</b> | <b>251,164</b>     | <b>68.9%</b> |       |
| Dependency  | 130            | 204,078            | 148,376      | 72.7% |
| Survivor restored entitlement   | 133            | 93                 | 28           | 30.1% |
| Hospitalization adjustment (non-rating)   | 135            | 259                | 182          | 70.3% |
| Misc determinations   | 290            | 87,159             | 67,766       | 77.7% |
| Spina bifida and/or birth defects adjustments   | 450            | 22                 | 16           | 72.7% |
| Future examination for disabilities   | 310            | 21,534             | 8,355        | 38.8% |
| Due process   | 600            | 51,645             | 26,441       | 51.2% |
| 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. |                |                    |              |       |

| EP  | # Pending     | # Pending Over 125 | % Over 125   |       |
|---|---------------|--------------------|--------------|-------|
| <b>Program Reviews</b>  | <b>71,056</b> | <b>52,613</b>      | <b>74.0%</b> |       |
| Income verification for unemployment  | 314           | 2,172              | 2,167        | 99.8% |
| Review of Hemodialysis related cases/conditions   | 680           | 54                 | 27           | 50.0% |
| Review of Radiation related cases/conditions  | 682           | 1,001              | 967          | 96.6% |
| Review of Misc cases referred to central office   | 684           | 8,456              | 7,629        | 90.2% |
| Review of effective date related to herbicide exposure  | 685           | 115                | 112          | 97.4% |
| Cost of Living Adjustments (COLAs) and other reviews  | 690           | 12,032             | 8,384        | 69.7% |
| Social Security number verification   | 690 Group     | 47,226             | 33,327       | 70.6% |
| These actions are not initiated by Veterans or survivors. All program integrity actions are initiated by internal VBA controls and mandates. These actions are classified as internal controls necessary to audit, review, and ensure that benefits and entitlements are proper and the intent of laws and regulations is being followed. |               |                    |              |       |

| EP  | # Pending      | # Pending Over 125 | % Over 125   |       |
|---|----------------|--------------------|--------------|-------|
| <b>Other</b>  | <b>111,152</b> | <b>58,488</b>      | <b>52.6%</b> |       |
| Pre-decisional hearings   | 173            | 2,335              | 1,801        | 77.1% |
| Correspondence  | 400            | 48,252             | 15,594       | 32.3% |
| Congressional correspondence  | 500            | 2,696              | 1,046        | 38.8% |
| Freedom of Information Act (FOIA) requests  | 510            | 27,874             | 14,287       | 51.3% |
| Review, including quality assurance   | 930            | 29,343             | 25,206       | 85.9% |
| Correction of errors  | 960            | 652                | 554          | 85.0% |
| Combination of workload received from Veterans, survivors and internal sources that do not have any effect on entitlement, nor do they require any adjustment to monetary benefits. |                |                    |              |       |

## Pension

|  | EP  | # Pending     | # Pending Over 125 | % Over 125   |
|--|-----|---------------|--------------------|--------------|
| <b>Entitlement</b>                           |     | <b>74,897</b> | <b>39,984</b>      | <b>53.4%</b> |
| Increased entitlement and/or reconsideration | 120 | 18,650        | 7,587              | 40.7%        |
| Initial entitlement - Veteran                | 180 | 14,326        | 5,935              | 41.4%        |
| Initial entitlement - Survivor               | 190 | 41,921        | 26,462             | 63.1%        |

Claims for benefits from Veterans and survivors that have never before applied for pension, as well as claims for aid and attendance, and housebound benefits. Some pension entitlement claims require a rating decision.

|  | EP  | # Pending     | # Pending Over 125 | % Over 125   |
|--|-----|---------------|--------------------|--------------|
| <b>Award Adjustments</b>                         |     | <b>87,449</b> | <b>44,568</b>      | <b>51.0%</b> |
| Hospitalization adjustment (non-rating)          | 135 | 1,532         | 214                | 14.0%        |
| Dependency                                       | 137 | 9,164         | 4,429              | 48.3%        |
| Income adjustments                               | 150 | 43,120        | 29,549             | 68.5%        |
| Annual eligibility verification reporting (EVRs) | 155 | 7             | 7                  | 100.0%       |
| Misc determinations                              | 297 | 13,556        | 5,010              | 37.0%        |
| Due process                                      | 607 | 20,070        | 5,359              | 26.7%        |

Involve the modification of benefits based upon income changes.

|                            | EP  | # Pending     | # Pending Over 125 | % Over 125   |
|----------------------------|-----|---------------|--------------------|--------------|
| <b>Program Reviews</b>     |     | <b>48,528</b> | <b>48,155</b>      | <b>99.2%</b> |
| Income Verification Match  | 154 | 46,961        | 46,929             | 99.9%        |
| Cost of Living Adjustments | 696 | 60            | 58                 | 96.7%        |
| Non-entitlement reviews    | 697 | 1,507         | 1,168              | 77.5%        |

These actions are not initiated by Veterans or survivors. All program review actions are initiated by internal VBA controls and mandates. These actions are classified as internal controls necessary to audit, review, and ensure that benefits and entitlements are proper and the intent of laws and regulations is being followed.

|                              | EP  | # Pending    | # Pending Over 125 | % Over 125   |
|------------------------------|-----|--------------|--------------------|--------------|
| <b>Other</b>                 |     | <b>7,758</b> | <b>3,848</b>       | <b>49.6%</b> |
| Correspondence               | 407 | 4,292        | 2,214              | 51.6%        |
| Congressional correspondence | 507 | 1,415        | 9                  | 0.6%         |
| Internal quality reviews     | 937 | 2,051        | 1,625              | 79.2%        |

Combination of workload received from Veterans, survivors and internal sources that do not have any effect on entitlement, nor do they require any adjustment to monetary benefits.

### Additional Compensation, Pension and Education Workload

| Burial | EP  | # Pending |
|--------|-----|-----------|
|        | 160 | 53,353    |

Provides honor and assistance with the burial of Veterans through an enhanced burial benefit for those whose post-service death was due to or hastened by a service-connected disability. The burial program also provides assistance with the burial of Veterans entitled to pension; Veterans who die while under VA care; and Veterans entitled to compensation but who die from other causes.

| Accrued | EP  | # Pending |
|---------|-----|-----------|
|         | 165 | 14,683    |

Benefits not paid prior to the death of a Veteran or survivor based upon a pending claim at the time of death which is later granted.

| Appeals               | EP | # Pending |
|-----------------------|----|-----------|
| As of August 10, 2013 | NA | 254,197   |

Appealed cases include compensation, pension, burial, and accrued benefits and decisions.

| Education | Type  | # Pending |
|-----------|-------|-----------|
|           | Ch 33 | 17,723    |
|           | All   | 110,964   |

Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.

## COMPENSATION AND PENSION INVENTORY

As of August 10, 2013

All compensation and pension claims nationwide that require a rating decision (majority) which is the legal decision that obligates the Department of Veteran Affairs to the Veteran and/or beneficiary that claimed benefits. These are the *initial* claims that establish entitlement.

| Rating Bundle |                         |                |                   |                            |
|---------------|-------------------------|----------------|-------------------|----------------------------|
|               | 3 month Rating Accuracy | Claims Pending | Avg. Days Pending | Avg. Days to Complete FYTD |
| <b>USA</b>    | <b>90.8%</b>            | <b>774,816</b> | <b>218.7</b>      | <b>343.0</b>               |

## COMPENSATION INVENTORY

| Rating Bundle        |                         |                |                   |                            |
|----------------------|-------------------------|----------------|-------------------|----------------------------|
|                      | 3 month Rating Accuracy | Claims Pending | Avg. Days Pending | Avg. Days to Complete FYTD |
| <b>USA</b>           | <b>90.8%</b>            | <b>730,853</b> | <b>224.9</b>      | <b>373.8</b>               |
| <b>EASTERN AREA</b>  | <b>89.4%</b>            | <b>133,175</b> | <b>227.8</b>      | <b>387.3</b>               |
| Baltimore            | 80.6%                   | 11,558         | 302.6             | 591.1                      |
| Boston               | 91.4%                   | 8,886          | 265.5             | 483.6                      |
| Buffalo              | 92.6%                   | 7,761          | 199.4             | 307.5                      |
| Cleveland            | 92.8%                   | 24,025         | 257.5             | 463.3                      |
| Detroit              | 86.2%                   | 14,548         | 169.4             | 309.4                      |
| Hartford             | 91.2%                   | 3,190          | 128.3             | 216.7                      |
| Indianapolis         | 88.9%                   | 12,000         | 270.7             | 488.5                      |
| Manchester           | 93.7%                   | 1,892          | 161.4             | 301.0                      |
| New York             | 80.3%                   | 10,695         | 234.4             | 503.9                      |
| Newark               | 84.6%                   | 3,948          | 137.3             | 260.2                      |
| Philadelphia         | 92.7%                   | 16,288         | 218.4             | 363.6                      |
| Pittsburgh           | 87.7%                   | 9,383          | 264.8             | 471.7                      |
| Providence           | 92.1%                   | 4,061          | 107.1             | 117.5                      |
| Togus                | 100.0%                  | 2,676          | 140.9             | 150.9                      |
| White River J.       | 89.1%                   | 899            | 193.2             | 272.1                      |
| Wilmington           | 88.3%                   | 1,365          | 180.0             | 246.7                      |
| <b>SOUTHERN AREA</b> | <b>90.1%</b>            | <b>243,018</b> | <b>216.1</b>      | <b>338.5</b>               |
| Atlanta              | 83.3%                   | 33,330         | 210.3             | 347.2                      |
| Columbia             | 94.4%                   | 19,562         | 216.0             | 380.9                      |
| Huntington           | 85.5%                   | 8,232          | 225.8             | 252.3                      |
| Jackson              | 86.9%                   | 9,721          | 223.2             | 406.7                      |
| Louisville           | 91.4%                   | 9,959          | 214.7             | 285.9                      |
| Montgomery           | 86.4%                   | 16,460         | 211.2             | 334.7                      |
| Nashville            | 96.8%                   | 14,295         | 136.6             | 191.6                      |
| Roanoke              | 93.7%                   | 24,928         | 250.4             | 447.0                      |
| San Juan             | 84.5%                   | 5,584          | 172.9             | 285.2                      |
| St. Petersburg       | 91.4%                   | 50,652         | 226.2             | 366.9                      |
| Washington           | N/A                     | 41             | 359.7             | 451.4                      |
| Winston-Salem        | 94.3%                   | 50,254         | 218.8             | 330.6                      |

\* Revised to more accurately categorize the Agent Orange presumptive workload.

| Entitlement *  |                       |                               | Award Adjustment |                       |                               | Program Review |                       |                               | Other          |                       |                               | Burial         | Accrued        | Appeals        |
|----------------|-----------------------|-------------------------------|------------------|-----------------------|-------------------------------|----------------|-----------------------|-------------------------------|----------------|-----------------------|-------------------------------|----------------|----------------|----------------|
| Claims Pending | Pending over 125 days | Percent Pending over 125 days | Pending          | Pending over 125 days | Percent Pending over 125 days | Pending        | Pending over 125 days | Percent Pending over 125 days | Pending        | Pending over 125 days | Percent Pending over 125 days | Claims Pending | Claims Pending | Pending        |
| <b>722,263</b> | <b>469,104</b>        | <b>64.9%</b>                  | <b>364,759</b>   | <b>251,162</b>        | <b>68.9%</b>                  | <b>71,056</b>  | <b>52,613</b>         | <b>74.0%</b>                  | <b>111,059</b> | <b>58,407</b>         | <b>52.6%</b>                  | <b>33,418</b>  | <b>1,570</b>   | <b>251,523</b> |
| 136,767        | 86,957                | 63.6%                         | 63,418           | 42,998                | 67.8%                         | 17,457         | 13,431                | 76.9%                         | 22,624         | 11,982                | 53.0%                         | 23,739         | 217            | 43,923         |
| 11,369         | 8,847                 | 77.8%                         | 5,838            | 5,128                 | 87.8%                         | 1,022          | 889                   | 87.0%                         | 2,687          | 1,602                 | 59.6%                         | 1              | 3              | 3,361          |
| 8,338          | 5,904                 | 70.8%                         | 5,684            | 4,020                 | 70.7%                         | 1,598          | 1,415                 | 88.5%                         | 1,020          | 629                   | 61.7%                         | 1              | -              | 4,127          |
| 7,690          | 4,769                 | 62.0%                         | 4,723            | 3,132                 | 66.3%                         | 375            | 353                   | 94.1%                         | 636            | 340                   | 53.5%                         | 2              | 6              | 1,314          |
| 23,789         | 17,180                | 72.2%                         | 9,686            | 7,536                 | 77.8%                         | 2,192          | 2,123                 | 96.9%                         | 3,769          | 1,453                 | 38.6%                         | 6              | 89             | 8,989          |
| 14,220         | 8,222                 | 57.8%                         | 4,856            | 2,049                 | 42.2%                         | 1,123          | 815                   | 72.6%                         | 2,729          | 1,531                 | 56.1%                         | 5              | 37             | 6,011          |
| 2,989          | 1,358                 | 45.4%                         | 1,791            | 555                   | 31.0%                         | 311            | 179                   | 57.6%                         | 1,104          | 89                    | 8.1%                          | 1              | -              | 806            |
| 11,941         | 8,495                 | 71.1%                         | 6,596            | 4,854                 | 73.6%                         | 911            | 637                   | 69.9%                         | 1,487          | 969                   | 65.2%                         | 6              | 74             | 5,229          |
| 1,879          | 1,026                 | 54.6%                         | 1,152            | 785                   | 68.1%                         | 145            | 135                   | 93.1%                         | 132            | 67                    | 50.8%                         | 3              | 1              | 658            |
| 10,510         | 6,742                 | 64.1%                         | 4,274            | 2,345                 | 54.9%                         | 844            | 574                   | 68.0%                         | 820            | 419                   | 51.1%                         | 2              | 4              | 3,414          |
| 3,750          | 1,843                 | 49.1%                         | 1,600            | 865                   | 54.1%                         | 605            | 590                   | 97.5%                         | 1,010          | 399                   | 39.5%                         | 3              | 2              | 2,048          |
| 22,229         | 11,862                | 53.4%                         | 7,625            | 5,326                 | 69.8%                         | 6,087          | 4,076                 | 67.0%                         | 3,998          | 3,022                 | 75.6%                         | 23,705         | -              | 2,624          |
| 9,264          | 6,728                 | 72.6%                         | 4,581            | 3,890                 | 84.9%                         | 752            | 721                   | 95.9%                         | 1,534          | 948                   | 61.8%                         | 2              | 1              | 3,009          |
| 4,087          | 1,474                 | 36.1%                         | 1,670            | 558                   | 33.4%                         | 333            | 289                   | 86.8%                         | 193            | 128                   | 66.3%                         | 1              | -              | 919            |
| 2,488          | 1,133                 | 45.5%                         | 2,259            | 1,206                 | 53.4%                         | 1,086          | 565                   | 52.0%                         | 986            | 79                    | 8.0%                          | 1              | -              | 447            |
| 881            | 538                   | 61.1%                         | 514              | 352                   | 68.5%                         | 58             | 56                    | 96.6%                         | 221            | 87                    | 39.4%                         | -              | -              | 290            |
| 1,343          | 836                   | 62.2%                         | 569              | 397                   | 69.8%                         | 15             | 14                    | 93.3%                         | 298            | 220                   | 73.8%                         | -              | -              | 677            |
| 238,692        | 155,834               | 65.3%                         | 119,860          | 90,235                | 75.3%                         | 21,567         | 16,663                | 77.3%                         | 34,295         | 14,349                | 41.8%                         | 132            | 507            | 94,527         |
| 32,927         | 22,189                | 67.4%                         | 14,573           | 11,464                | 78.7%                         | 1,327          | 1,204                 | 90.7%                         | 4,121          | 2,012                 | 48.8%                         | -              | 9              | 13,682         |
| 19,403         | 12,413                | 64.0%                         | 7,482            | 4,595                 | 61.4%                         | 890            | 663                   | 74.5%                         | 1,631          | 932                   | 57.1%                         | 1              | 8              | 6,783          |
| 7,895          | 5,425                 | 68.7%                         | 2,416            | 1,392                 | 57.6%                         | 182            | 141                   | 77.5%                         | 1,008          | 620                   | 61.5%                         | 3              | 3              | 3,473          |
| 9,790          | 6,501                 | 66.4%                         | 4,314            | 3,268                 | 75.8%                         | 1,488          | 1,386                 | 93.1%                         | 1,858          | 847                   | 45.6%                         | 49             | 51             | 3,929          |
| 9,781          | 6,266                 | 64.1%                         | 7,132            | 6,084                 | 85.3%                         | 1,466          | 1,407                 | 96.0%                         | 2,461          | 1,380                 | 56.1%                         | 35             | 83             | 4,015          |
| 16,320         | 10,647                | 65.2%                         | 8,557            | 6,077                 | 71.0%                         | 4,424          | 3,316                 | 75.0%                         | 2,346          | 974                   | 41.5%                         | 8              | 119            | 10,956         |
| 13,505         | 5,986                 | 44.3%                         | 7,095            | 3,764                 | 53.1%                         | 860            | 477                   | 55.5%                         | 2,559          | 1,312                 | 51.3%                         | 2              | 73             | 6,173          |
| 24,747         | 16,392                | 66.2%                         | 10,490           | 7,950                 | 75.8%                         | 1,080          | 935                   | 86.6%                         | 9,602          | 1,148                 | 12.0%                         | 10             | 15             | 7,713          |
| 5,559          | 2,989                 | 53.8%                         | 3,315            | 2,463                 | 74.3%                         | 394            | 344                   | 87.3%                         | 1,496          | 1,326                 | 88.6%                         | 4              | -              | 5,384          |
| 49,759         | 35,095                | 70.5%                         | 19,769           | 15,306                | 77.4%                         | 2,543          | 1,504                 | 59.1%                         | 3,143          | 1,368                 | 43.5%                         | 17             | 133            | 21,346         |
| 61             | 44                    | 72.1%                         | 185              | 143                   | 77.3%                         | 109            | 107                   | 98.2%                         | 643            | 639                   | 99.4%                         | -              | -              | -              |
| 48,945         | 31,887                | 65.1%                         | 34,532           | 27,729                | 80.3%                         | 6,804          | 5,179                 | 76.1%                         | 3,427          | 1,791                 | 52.3%                         | 3              | 13             | 11,073         |

### COMPENSATION INVENTORY

|                     | Rating Bundle           |                |                   |                            |
|---------------------|-------------------------|----------------|-------------------|----------------------------|
|                     | 3 month Rating Accuracy | Claims Pending | Avg. Days Pending | Avg. Days to Complete FYTD |
| <b>CENTRAL AREA</b> | <b>93.2%</b>            | <b>170,922</b> | <b>223.7</b>      | <b>361.3</b>               |
| Chicago             | 93.4%                   | 15,763         | 277.4             | 541.4                      |
| Des Moines          | 96.9%                   | 5,223          | 194.3             | 350.5                      |
| Fargo               | 93.0%                   | 1,610          | 106.9             | 144.3                      |
| Houston             | 91.2%                   | 33,567         | 256.7             | 452.7                      |
| Lincoln             | 95.7%                   | 3,396          | 110.2             | 146.8                      |
| Little Rock         | 94.0%                   | 7,948          | 183.0             | 343.0                      |
| Milwaukee           | 95.0%                   | 7,836          | 136.1             | 190.3                      |
| Muskogee            | 93.8%                   | 14,504         | 194.3             | 267.7                      |
| New Orleans         | 95.5%                   | 12,918         | 236.5             | 394.9                      |
| Sioux Falls         | 96.6%                   | 1,269          | 97.8              | 119.8                      |
| St. Louis           | 86.6%                   | 18,478         | 251.4             | 385.1                      |
| St. Paul            | 97.0%                   | 8,841          | 99.4              | 122.9                      |
| Waco                | 87.5%                   | 34,322         | 253.1             | 468.5                      |
| Wichita             | 90.2%                   | 5,247          | 183.3             | 310.3                      |
| <b>WESTERN AREA</b> | <b>90.4%</b>            | <b>183,738</b> | <b>235.4</b>      | <b>417.1</b>               |
| Albuquerque         | 91.7%                   | 5,297          | 176.4             | 285.3                      |
| Anchorage           | 83.6%                   | 2,236          | 222.5             | 362.6                      |
| Boise               | 95.2%                   | 2,658          | 151.0             | 220.9                      |
| Denver              | 93.3%                   | 10,746         | 182.7             | 313.6                      |
| Cheyenne            | 88.0%                   | 1,352          | 144.8             | 191.1                      |
| Fort Harrison       | 96.5%                   | 2,502          | 174.9             | 240.0                      |
| Honolulu            | 85.9%                   | 5,090          | 236.2             | 481.1                      |
| Los Angeles         | 83.8%                   | 18,971         | 279.5             | 606.5                      |
| Manila              | 94.7%                   | 1,463          | 107.8             | 234.5                      |
| Oakland             | 87.7%                   | 20,009         | 275.2             | 588.5                      |
| Phoenix             | 86.0%                   | 17,365         | 276.4             | 518.3                      |
| Portland            | 93.9%                   | 13,383         | 220.0             | 365.2                      |
| Reno                | 98.4%                   | 8,792          | 305.9             | 530.3                      |
| Salt Lake City      | 90.6%                   | 21,928         | 229.4             | 381.7                      |
| San Diego           | 83.8%                   | 24,908         | 212.9             | 349.5                      |
| Seattle             | 94.4%                   | 27,038         | 218.0             | 332.3                      |
| Other               | N/A                     | 0              | 0.0               | 854.8                      |

\* Revised to more accurately categorize the Agent Orange presumptive workload.

| Entitlement *  |                       |                               | Award Adjustment |                       |                               | Program Review |                       |                               | Other   |                       |                               | Burial         | Accrued        | Appeals |
|----------------|-----------------------|-------------------------------|------------------|-----------------------|-------------------------------|----------------|-----------------------|-------------------------------|---------|-----------------------|-------------------------------|----------------|----------------|---------|
| Claims Pending | Pending over 125 days | Percent Pending over 125 days | Pending          | Pending over 125 days | Percent Pending over 125 days | Pending        | Pending over 125 days | Percent Pending over 125 days | Pending | Pending over 125 days | Percent Pending over 125 days | Claims Pending | Claims Pending | Pending |
| 171,305        | 107,601               | 62.8%                         | 77,738           | 44,102                | 56.7%                         | 13,549         | 6,875                 | 50.7%                         | 24,780  | 14,971                | 60.4%                         | 9,113          | 628            | 62,642  |
| 15,652         | 11,242                | 71.8%                         | 6,433            | 4,893                 | 76.1%                         | 734            | 666                   | 90.7%                         | 3,461   | 2,218                 | 64.1%                         | 15             | 163            | 5,766   |
| 5,130          | 3,284                 | 64.0%                         | 3,108            | 1,705                 | 54.9%                         | 205            | 150                   | 73.2%                         | 379     | 171                   | 45.1%                         | -              | -              | 1,118   |
| 1,506          | 491                   | 32.6%                         | 595              | 57                    | 9.6%                          | 57             | 30                    | 52.6%                         | 82      | 47                    | 57.3%                         | -              | -              | 276     |
| 32,932         | 23,597                | 71.7%                         | 14,766           | 10,074                | 68.2%                         | 1,329          | 970                   | 73.0%                         | 6,037   | 4,476                 | 74.1%                         | 7              | 9              | 15,547  |
| 3,227          | 1,049                 | 32.5%                         | 2,038            | 327                   | 16.0%                         | 234            | 40                    | 17.1%                         | 750     | 338                   | 45.1%                         | 1              | 1              | 1,694   |
| 7,495          | 4,471                 | 59.7%                         | 5,992            | 4,197                 | 70.0%                         | 1,556          | 1,180                 | 75.8%                         | 1,442   | 1,095                 | 75.9%                         | 6              | 81             | 5,071   |
| 9,901          | 4,217                 | 42.6%                         | 4,104            | 2,056                 | 50.1%                         | 408            | 358                   | 87.7%                         | 493     | 202                   | 41.0%                         | 8,430          | -              | 3,280   |
| 14,096         | 8,566                 | 60.8%                         | 7,240            | 2,751                 | 38.0%                         | 1,381          | 582                   | 42.1%                         | 2,007   | 340                   | 16.9%                         | 7              | 7              | 3,121   |
| 12,639         | 8,659                 | 68.5%                         | 6,455            | 4,680                 | 72.5%                         | 289            | 241                   | 83.4%                         | 1,949   | 1,519                 | 77.9%                         | 18             | 168            | 4,522   |
| 1,157          | 341                   | 29.5%                         | 1,090            | 127                   | 11.7%                         | 785            | 80                    | 10.2%                         | 192     | 53                    | 27.6%                         | -              | 1              | 218     |
| 18,272         | 13,448                | 73.6%                         | 5,724            | 2,838                 | 49.6%                         | 1,543          | 1,210                 | 78.4%                         | 2,234   | 1,383                 | 61.9%                         | 11             | 177            | 5,421   |
| 10,556         | 2,453                 | 23.2%                         | 3,936            | 283                   | 7.2%                          | 3,157          | 340                   | 10.8%                         | 1,332   | 274                   | 20.6%                         | 611            | -              | 1,490   |
| 33,677         | 22,660                | 67.3%                         | 14,079           | 8,945                 | 63.5%                         | 1,801          | 991                   | 55.0%                         | 3,908   | 2,412                 | 61.7%                         | 7              | 19             | 14,000  |
| 5,065          | 3,123                 | 61.7%                         | 2,178            | 1,169                 | 53.7%                         | 70             | 37                    | 52.9%                         | 514     | 443                   | 86.2%                         | -              | 2              | 1,118   |
| 175,499        | 118,712               | 67.6%                         | 103,743          | 73,827                | 71.2%                         | 18,483         | 15,644                | 84.6%                         | 29,360  | 17,105                | 58.3%                         | 434            | 218            | 44,204  |
| 5,154          | 3,112                 | 60.4%                         | 2,661            | 1,897                 | 71.3%                         | 212            | 169                   | 79.7%                         | 968     | 488                   | 50.4%                         | -              | 6              | 1,881   |
| 2,114          | 1,456                 | 68.9%                         | 2,725            | 2,202                 | 80.8%                         | 1,046          | 1,017                 | 97.2%                         | 532     | 330                   | 62.0%                         | -              | 1              | 127     |
| 2,594          | 1,439                 | 55.5%                         | 1,766            | 1,208                 | 68.4%                         | 273            | 165                   | 60.4%                         | 550     | 364                   | 66.2%                         | 1              | -              | 1,050   |
| 11,381         | 6,924                 | 60.8%                         | 8,251            | 6,134                 | 74.3%                         | 2,364          | 1,630                 | 69.0%                         | 2,537   | 1,373                 | 54.1%                         | 2              | 6              | 3,827   |
| 1,305          | 740                   | 56.7%                         | 496              | 332                   | 66.9%                         | 74             | 67                    | 90.5%                         | 235     | 162                   | 68.9%                         | 22             | 3              | 245     |
| 2,380          | 1,564                 | 65.7%                         | 1,836            | 907                   | 49.4%                         | 336            | 219                   | 65.2%                         | 208     | 104                   | 50.0%                         | -              | 2              | 247     |
| 5,090          | 3,302                 | 64.9%                         | 1,972            | 863                   | 43.8%                         | 421            | 295                   | 70.1%                         | 903     | 655                   | 72.5%                         | 2              | 1              | 808     |
| 18,804         | 13,565                | 72.1%                         | 7,707            | 6,225                 | 80.8%                         | 1,727          | 1,648                 | 95.4%                         | 2,483   | 1,147                 | 46.2%                         | 9              | 11             | 5,365   |
| 1,561          | 459                   | 29.4%                         | 978              | 199                   | 20.3%                         | 148            | 82                    | 55.4%                         | 525     | 365                   | 69.5%                         | 33             | 82             | 1,371   |
| 19,722         | 14,233                | 72.2%                         | 11,551           | 9,421                 | 81.6%                         | 1,438          | 1,221                 | 84.9%                         | 5,794   | 4,096                 | 70.7%                         | 4              | 9              | 7,755   |
| 17,151         | 12,586                | 73.4%                         | 7,632            | 5,202                 | 68.2%                         | 780            | 668                   | 85.6%                         | 2,076   | 943                   | 45.4%                         | 2              | 17             | 5,461   |
| 12,739         | 8,561                 | 67.2%                         | 7,482            | 5,582                 | 74.6%                         | 2,352          | 2,068                 | 87.9%                         | 1,717   | 536                   | 31.2%                         | 4              | 33             | 5,234   |
| 8,545          | 6,367                 | 74.5%                         | 3,244            | 2,552                 | 78.7%                         | 230            | 179                   | 77.8%                         | 673     | 446                   | 66.3%                         | 3              | 11             | 984     |
| 21,809         | 15,000                | 68.8%                         | 15,796           | 12,990                | 82.2%                         | 807            | 608                   | 75.3%                         | 3,108   | 2,443                 | 78.6%                         | 1              | 1              | 1,281   |
| 24,703         | 15,356                | 62.2%                         | 7,883            | 5,303                 | 67.3%                         | 2,094          | 1,736                 | 82.9%                         | 2,524   | 1,462                 | 57.9%                         | -              | 6              | 4,004   |
| 20,447         | 14,048                | 68.7%                         | 21,763           | 12,810                | 58.9%                         | 4,181          | 3,872                 | 92.6%                         | 4,527   | 2,191                 | 48.4%                         | 49             | 29             | 4,564   |
| 0              | 0                     |                               | 0                | 0                     |                               | 0              | 0                     |                               | 0       | 0                     |                               | 0              | 0              | 6,227   |

### PENSION INVENTORY

|                    | Rating Bundle           |                |                   |                            |
|--------------------|-------------------------|----------------|-------------------|----------------------------|
|                    | 3 month Rating Accuracy | Claims Pending | Avg. Days Pending | Avg. Days to Complete FYTD |
| <b>USA (PMC's)</b> | <b>100.0%</b>           | <b>43,963</b>  | <b>116.9</b>      | <b>142.9</b>               |
| Philadelphia       | 100.0%                  | 27,716         | 139.8             | 211.2                      |
| Milwaukee          | 100.0%                  | 8,317          | 83.5              | 119.9                      |
| St. Paul           | 100.0%                  | 7,285          | 58.6              | 109.7                      |
| Other (in transit) | N/A                     | 645            | 220.4             | 185.2                      |

| Entitlement    |                       |                               | Award Adjustment |                       |                               | Program Review |                       |                               | Other   |                       |                               | Burial         | Accrued        | Appeals |
|----------------|-----------------------|-------------------------------|------------------|-----------------------|-------------------------------|----------------|-----------------------|-------------------------------|---------|-----------------------|-------------------------------|----------------|----------------|---------|
| Claims Pending | Pending over 125 days | Percent Pending over 125 days | Pending          | Pending over 125 days | Percent Pending over 125 days | Pending        | Pending over 125 days | Percent Pending over 125 days | Pending | Pending over 125 days | Percent Pending over 125 days | Claims Pending | Claims Pending | Pending |
| 74,897         | 39,984                | 53.4%                         | 87,449           | 44,568                | 51.0%                         | 48,528         | 48,155                | 99.2%                         | 7,792   | 3,872                 | 49.7%                         | 19,935         | 13,111         | 2,674   |
| 48,606         | 30,639                | 63.0%                         | 32,841           | 18,568                | 56.5%                         | 23,913         | 23,913                | 100.0%                        | 4,442   | 971                   | 21.9%                         | 8,584          | 5,892          | 1,072   |
| 10,757         | 2,737                 | 25.4%                         | 16,184           | 2,220                 | 13.7%                         | 6,678          | 6,675                 | 100.0%                        | 440     | 193                   | 43.9%                         | 1,613          | 1,092          | 737     |
| 15,127         | 6,386                 | 42.2%                         | 37,462           | 23,079                | 61.6%                         | 17,641         | 17,306                | 98.1%                         | 2,573   | 2,415                 | 93.9%                         | 9,566          | 6,127          | 865     |
| 407            | 222                   | 54.5%                         | 962              | 701                   | 72.9%                         | 296            | 261                   | 88.2%                         | 337     | 293                   | 86.9%                         | 172            | -              | -       |

### EDUCATION INVENTORY

|           | Chapter 33 Claims Pending  |                              |               |                | *All Claims Pending        |                              |                |                |
|-----------|----------------------------|------------------------------|---------------|----------------|----------------------------|------------------------------|----------------|----------------|
|           | Current Work Items Pending | Work Items Pending Last Week | Weekly Change | Percent Change | Current Work Items Pending | Work Items Pending Last Week | Weekly Change  | Percent Change |
|           | <b>USA (Education)</b>     | <b>17,723</b>                | <b>14,970</b> | <b>2,753</b>   | <b>18.4%</b>               | <b>110,964</b>               | <b>109,916</b> | <b>1,048</b>   |
| Buffalo   | 2,259                      | 2,005                        | 254           | 12.7%          | 14,376                     | 12,737                       | 1,639          | 12.9%          |
| Atlanta   | 1,825                      | 1,773                        | 52            | 2.9%           | 9,645                      | 8,937                        | 708            | 7.9%           |
| St. Louis | 4,572                      | 4,363                        | 209           | 4.8%           | 32,848                     | 27,637                       | 5,211          | 18.9%          |
| Muskogee  | 9,067                      | 6,829                        | 2,238         | 32.8%          | 54,095                     | 60,605                       | (6,510)        | -10.7%         |

\*Chapter 33 is the new Post-9/11GI Bill. \*All\* represents all Education Benefit Programs including Chapter 33 claims.