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| 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 |
|---|----------------|--------------------|-------------------------------|
| | 685,931 | 395,139 | 57.6% |

As of December 28, 2013

Compensation

| EP | # Pending | # Pending Over 125 | % Over 125 | |
|--|----------------|--------------------|--------------|-------|
| Entitlement (Original and Supplemental) | 636,029 | 377,409 | 59.3% | |
| Original Entitlement - Veterans ¹ | | | | |
| Initial entitlement decisions for Voc Rehab | 095 | 1,074 | 870 | 81.0% |
| Initial entitlement for service-connected disability (>=8) | 010 | 46,801 | 24,881 | 53.2% |
| Initial entitlement for service-connected disability (<=7) | 110 | 157,156 | 95,092 | 60.5% |
| Original Entitlement - Survivors ² | | | | |
| Initial claims from surviving spouses, children or parents | 140 | 7,582 | 1,870 | 24.7% |
| Initial claims from children Veterans with Spina bifida and/or birth defects | 410 | 590 | 467 | 79.2% |
| Supplemental Entitlement | | | | |
| Increased evaluation and/or additional claimed conditions | 020 | 416,073 | 251,290 | 60.4% |
| Increased entitlement due to hospitalization or surgery | 320 | 2,406 | 1,101 | 45.8% |
| Spina bifida and/or birth defects reconsideration | 420 | 181 | 155 | 85.6% |
| Reopened or new Agent Orange claims prior to 8/30/10 | 681 | 4,121 | 1,653 | 40.1% |
| Nehmer review cases based upon new Agent Orange presumptives | 687 | 0 | 0 | N/A |
| Reopened or new Agent Orange claims After 9/01/10 | 405 | 22 | 8 | 36.4% |
| Agent Orange claims where an interim decision was provided | 409 | 23 | 22 | 95.7% |
| Agent Orange presumptives ³ | | | | |

¹ 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.

² First claim received from surviving spouses, dependent children and dependent parents based upon the Veteran's death due to service-related causes.

³ 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 | |
|---|----------------|--------------------|--------------|-------|
| Award Adjustments | 405,972 | 286,059 | 70.5% | |
| Dependency | 130 | 230,947 | 167,669 | 72.6% |
| Survivor restored entitlement | 133 | 120 | 60 | 50.0% |
| Hospitalization adjustment (non-rating) | 135 | 203 | 165 | 81.3% |
| Misc determinations | 290 | 90,869 | 76,494 | 84.2% |
| Spina bifida and/or birth defects adjustments | 450 | 28 | 22 | 78.6% |
| Future examination for disabilities | 310 | 29,857 | 12,181 | 40.8% |
| Due process | 600 | 53,948 | 29,468 | 54.6% |

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 | |
|--|---------------|--------------------|--------------|--------|
| Program Reviews | 74,122 | 59,238 | 79.9% | |
| Income verification for unemployability | 314 | 1,723 | 1,679 | 97.4% |
| Review of Hemodialysis related cases/conditions | 680 | 57 | 42 | 73.7% |
| Review of Radiation related cases/conditions | 682 | 730 | 687 | 94.1% |
| Review of Misc cases referred to central office | 684 | 7,885 | 7,054 | 89.5% |
| Review of effective date related to herbicide exposure | 685 | 98 | 98 | 100.0% |
| Cost of Living Adjustments (COLAs) and other reviews | 690 | 13,153 | 9,374 | 71.3% |
| Social Security number verification | 690 Group | 50,476 | 40,304 | 79.8% |

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 | |
|--|----------------|--------------------|--------------|-------|
| Other | 172,840 | 86,702 | 50.2% | |
| Pre-decisional hearings | 173 | 2,727 | 2,155 | 79.0% |
| Correspondence | 400 | 112,447 | 45,790 | 40.7% |
| Congressional correspondence | 500 | 2,307 | 1,426 | 61.8% |
| Freedom of Information Act (FOIA) requests | 510 | 30,473 | 17,225 | 56.5% |
| Review, including quality assurance | 930 | 24,296 | 19,600 | 80.7% |
| Correction of errors | 960 | 590 | 506 | 85.8% |

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 |
|--|-----|---------------|--------------------|--------------|
| Entitlement | | 50,157 | 24,735 | 49.3% |
| Increased entitlement and/or reconsideration | 120 | 12,800 | 3,961 | 30.9% |
| Initial entitlement - Veteran | 180 | 9,090 | 3,080 | 33.9% |
| Initial entitlement - Survivor | 190 | 28,267 | 17,694 | 62.6% |

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 |
|--|-----|---------------|--------------------|--------------|
| Award Adjustments | | 69,727 | 29,512 | 42.3% |
| Hospitalization adjustment (non-rating) | 135 | 768 | 100 | 13.0% |
| Dependency | 137 | 6,849 | 3,080 | 45.0% |
| Income adjustments | 150 | 30,186 | 18,047 | 59.8% |
| Annual eligibility verification reporting (EVRs) | 155 | 7 | 6 | 85.7% |
| Misc determinations | 297 | 11,636 | 3,324 | 28.6% |
| Due process | 607 | 20,281 | 4,955 | 24.4% |

Involve the modification of benefits based upon income changes.

| | EP | # Pending | # Pending Over 125 | % Over 125 |
|----------------------------|-----|---------------|--------------------|--------------|
| Program Reviews | | 39,191 | 38,599 | 98.5% |
| Income Verification Match | 154 | 38,644 | 38,525 | 99.7% |
| Cost of Living Adjustments | 696 | 537 | 70 | 13.0% |
| Non-entitlement reviews | 697 | 10 | 4 | 40.0% |

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 |
|------------------------------|-----|--------------|--------------------|--------------|
| Other | | 5,453 | 2,732 | 50.1% |
| Correspondence | 407 | 3,342 | 2,202 | 65.9% |
| Congressional correspondence | 507 | 1,040 | 13 | 1.3% |
| Internal quality reviews | 937 | 1,071 | 517 | 48.3% |

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 | 44,997 |

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 | 15,263 |

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 December 28, 2013 | NA | 266,775 |

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

| Education | Type | # Pending |
|-----------|-------|-----------|
| | Ch 33 | 7,263 |
| | All | 60,064 |

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

| COMPENSATION AND PENSION RATING BUNDLE METRICS As of December 28, 2013 | | | | | | | |
|--|--|--------|---|--------|---|--------|--|
| 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 RATING CLAIMS COMBINED | | | | | | | | | | | |
|---|-----------|-------------------|---|----------------------------------|--|---------------------------------------|---|--|--|---|---|
| | # 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 |
| USA | 685,931 | 168.7 | 57.6% | 82,728 | 285,820 | 256.4 | 277.9 | 96.1% | 89.2% | 89.9% | 94.5% |

| COMPENSATION RATING CLAIM METRICS | | | | | | | | | | | |
|-----------------------------------|---------------------|-------------------|-------------------------------|----------------------------------|--|---------------------------------------|---|--|--|---|---|
| | Inventory # Pending | Avg. Days Pending | Backlog Percentage > 125 days | 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 |
| USA | 634,953 | 173.8 | 59.7% | 67,280 | 232,899 | 286.1 | 311.6 | 96.1% | 89.2% | 89.9% | 94.5% |
| Eastern Area | 124,836 | 179.9 | 60.7% | 13,711 | 47,709 | 278.9 | 298.6 | 95.1% | 87.5% | 88.6% | 93.5% |
| Baltimore | 9,722 | 223.7 | 71.8% | 318 | 1,304 | 346.5 | 388.9 | 79.9% | 73.3% | 77.8% | 89.2% |
| Boston | 7,004 | 170.5 | 56.9% | 578 | 2,134 | 291.9 | 328.6 | 92.6% | 81.0% | 88.9% | 93.9% |
| Buffalo | 8,053 | 172.4 | 58.9% | 815 | 2,668 | 257.9 | 280.5 | 94.2% | 87.3% | 90.4% | 92.2% |
| Cleveland | 19,819 | 205.9 | 64.2% | 1,866 | 6,344 | 340.7 | 372.1 | 96.6% | 83.6% | 89.8% | 95.4% |
| Detroit | 15,448 | 160.4 | 58.6% | 1,904 | 5,842 | 270.6 | 279.5 | 98.3% | 94.8% | 86.9% | 93.7% |
| Hartford | 3,843 | 155.6 | 56.3% | 640 | 2,084 | 280.7 | 260.5 | 95.1% | 85.7% | 91.1% | 97.2% |
| Indianapolis | 11,199 | 168.7 | 58.8% | 1,018 | 3,393 | 281.2 | 316.3 | 95.8% | 87.3% | 90.4% | 89.3% |
| Manchester | 1,521 | 135.5 | 48.3% | 320 | 969 | 217.7 | 227.2 | 97.4% | 93.6% | 90.4% | 97.9% |
| New York | 10,572 | 181.5 | 59.4% | 884 | 3,253 | 290.2 | 318.4 | 95.9% | 90.9% | 89.4% | 95.2% |
| Newark | 4,560 | 158.8 | 57.7% | 693 | 1,806 | 258.1 | 258.8 | 95.6% | 90.6% | 83.5% | 89.5% |
| Philadelphia (Non-PMC) | 16,265 | 193.0 | 65.8% | 1,547 | 6,372 | 299.1 | 301.4 | 95.9% | 81.7% | 90.4% | 94.6% |
| Pittsburgh | 7,453 | 183.3 | 60.5% | 589 | 2,262 | 336.8 | 366.1 | 95.2% | 88.3% | 90.0% | 94.7% |
| Providence | 4,084 | 123.5 | 44.8% | 1,367 | 4,898 | 100.0 | 96.2 | 96.1% | 87.7% | 93.2% | 90.2% |
| Togus | 2,785 | 133.2 | 46.8% | 884 | 3,329 | 206.5 | 212.0 | 96.5% | 95.7% | 95.7% | 96.4% |
| White River J. | 858 | 174.3 | 61.1% | 173 | 587 | 231.4 | 231.1 | 96.3% | 87.3% | 83.7% | 89.9% |
| Wilmington | 1,650 | 165.7 | 59.8% | 115 | 464 | 317.7 | 319.6 | 94.3% | 83.6% | 84.3% | 95.0% |

| PENSION RATING CLAIM METRICS | | | | | | | | | | | |
|------------------------------|-----------|-------------------|-------------------------------|----------------------------------|--|---------------------------------------|---|--|--|---|---|
| | # Pending | Avg. Days Pending | Backlog Percentage > 125 days | 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 |
| USA | 32,625 | 98.6 | 30.3% | 12,226 | 41,501 | 113.6 | 116.9 | N/A | 97.9% | 98.7% | 98.5% |
| Philadelphia PMC | 20,228 | 121.1 | 43.0% | 4,232 | 15,087 | 181.7 | 188.9 | N/A | 100.0% | 98.8% | 98.4% |
| Milwaukee PMC | 5,493 | 62.2 | 11.0% | 3,607 | 11,634 | 70.1 | 75.1 | N/A | 100.0% | 100.0% | 98.4% |
| St. Paul PMC | 6,358 | 50.3 | 4.1% | 4,226 | 14,294 | 80.0 | 72.7 | N/A | 93.9% | 97.2% | 98.8% |
| Other (in transit) | 546 | 194.7 | 56.8% | 161 | 486 | 182.8 | 178.3 | N/A | N/A | N/A | N/A |

| Quick Start Claims Processing* | | | | | | | |
|--------------------------------|-----------|-------------------|-------------------------------|----------------------------------|--|---------------------------|---------------------------|
| | # Pending | Avg. Days Pending | Backlog Percentage > 125 days | Completed Claims - Month to Date | Completed Claims - Fiscal Year to Date | Avg. Days to Complete MTD | Avg. Days to Complete MTD |
| USA | 7,620 | 105.4 | 29.4% | 1,631 | 5,735 | 148.3 | 149.3 |
| San Diego | 3,637 | 114.9 | 34.4% | 1,014 | 3,643 | 139.6 | 146.8 |
| Winston-Salem | 3,983 | 96.6 | 24.9% | 617 | 2,092 | 162.8 | 153.7 |

COMPENSATION AND PENSION INVENTORY

As of December 28, 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.

COMPENSATION INVENTORY

| | Non-Rating | | | Entitlement | | | Award Adjustment | | | Program Review | | | Other | | | Burial | Accrued | Appeals |
|----------------------|-------------------|----------------|-------------------------|----------------------------|----------------|-------------------------|----------------------------|---------------|-------------------------|----------------------------|----------------|-------------------------|----------------------------|---------------|--------------|----------------|---------|---------|
| | Avg. Days Pending | # Pending | # Pending over 125 days | Percent Pending > 125 days | # Pending | # Pending over 125 days | Percent Pending > 125 days | # Pending | # Pending over 125 days | Percent Pending > 125 days | # Pending | # Pending over 125 days | Percent Pending > 125 days | # Pending | # Pending | # Pending | | |
| USA | 320.1 | 636,029 | 377,409 | 59.3% | 405,972 | 286,059 | 70.5% | 74,122 | 59,238 | 79.9% | 172,840 | 86,702 | 50.2% | 30,392 | 1,943 | 263,788 | | |
| Eastern Area | 327.4 | 126,050 | 75,999 | 60.3% | 68,141 | 47,927 | 70.3% | 14,925 | 12,513 | 83.8% | 72,023 | 18,716 | 26.0% | 24,846 | 369 | 46,316 | | |
| Baltimore | 493.3 | 9,550 | 6,901 | 72.3% | 6,489 | 5,661 | 87.2% | 1,162 | 1,045 | 89.9% | 51,044 | 4,289 | 8.4% | 1 | 3 | 3,441 | | |
| Boston | 338.4 | 6,578 | 3,839 | 58.4% | 6,154 | 4,478 | 72.8% | 1,875 | 1,480 | 78.9% | 1,167 | 876 | 75.1% | 1 | 2 | 4,353 | | |
| Buffalo | 225.5 | 7,835 | 4,705 | 60.1% | 4,469 | 2,924 | 65.4% | 354 | 309 | 87.3% | 514 | 299 | 58.2% | 2 | 4 | 1,563 | | |
| Cleveland | 336.7 | 19,480 | 12,572 | 64.5% | 11,316 | 8,764 | 77.4% | 2,117 | 2,051 | 96.9% | 3,673 | 2,184 | 59.5% | 5 | 162 | 10,029 | | |
| Detroit | 135.6 | 14,616 | 8,658 | 59.2% | 5,092 | 2,234 | 43.9% | 1,125 | 947 | 84.2% | 2,780 | 1,956 | 70.4% | 3 | 66 | 5,952 | | |
| Hartford | 157.7 | 3,473 | 2,002 | 57.6% | 2,046 | 1,082 | 52.9% | 321 | 200 | 62.3% | 1,256 | 1,127 | 89.7% | 1 | - | 859 | | |
| Indianapolis | 390.8 | 11,124 | 6,547 | 58.9% | 7,222 | 5,704 | 79.0% | 1,222 | 924 | 75.6% | 1,505 | 947 | 62.9% | 2 | 120 | 5,434 | | |
| Manchester | 269.9 | 1,488 | 716 | 48.1% | 1,272 | 956 | 75.2% | 122 | 113 | 92.6% | 146 | 84 | 57.5% | 3 | 2 | 683 | | |
| New York | 196.8 | 9,937 | 5,989 | 60.3% | 4,711 | 2,589 | 55.0% | 998 | 625 | 62.6% | 920 | 494 | 53.7% | 5 | 6 | 3,953 | | |
| Newark | 146.5 | 4,213 | 2,460 | 58.4% | 1,547 | 798 | 51.6% | 501 | 484 | 96.6% | 1,205 | 801 | 66.5% | - | - | 2,100 | | |
| Philadelphia | 373.4 | 21,713 | 12,818 | 59.0% | 8,221 | 6,372 | 77.5% | 2,856 | 2,605 | 91.2% | 4,252 | 3,209 | 75.5% | 24,819 | - | 2,821 | | |
| Pittsburgh | 382.6 | 7,397 | 4,481 | 60.6% | 5,142 | 3,911 | 76.1% | 761 | 730 | 95.9% | 1,659 | 1,121 | 67.6% | 1 | 3 | 3,158 | | |
| Providence | 117.8 | 3,765 | 1,645 | 43.7% | 1,287 | 514 | 39.9% | 273 | 188 | 68.9% | 238 | 96 | 40.3% | 1 | 1 | 817 | | |
| Togus | 256.8 | 2,441 | 1,185 | 48.5% | 1,885 | 1,061 | 56.3% | 1,166 | 751 | 64.4% | 1,153 | 915 | 79.4% | 1 | - | 398 | | |
| White River Junction | 312.6 | 822 | 508 | 61.8% | 606 | 408 | 67.3% | 57 | 50 | 87.7% | 142 | 105 | 73.9% | 1 | - | 220 | | |
| Wilmington | 295.0 | 1,618 | 973 | 60.1% | 682 | 471 | 69.1% | 15 | 11 | 73.3% | 369 | 213 | 57.7% | - | - | 535 | | |
| SOUTHERN AREA | 309.4 | 215,423 | 133,485 | 62.0% | 141,266 | 103,757 | 73.4% | 22,739 | 18,430 | 81.1% | 43,460 | 29,141 | 67.1% | 223 | 631 | 98,423 | | |
| Atlanta | 312.5 | 32,010 | 20,366 | 63.6% | 17,254 | 12,563 | 72.8% | 1,398 | 1,192 | 85.3% | 5,488 | 3,488 | 63.6% | 90 | 8 | 14,557 | | |
| Columbia | 207.0 | 19,136 | 11,675 | 61.0% | 9,938 | 6,549 | 65.9% | 914 | 700 | 76.6% | 2,042 | 1,220 | 59.7% | 5 | 24 | 7,530 | | |
| Huntington | 209.8 | 5,637 | 3,653 | 64.8% | 2,520 | 1,541 | 61.2% | 337 | 205 | 60.8% | 982 | 682 | 69.5% | 4 | 4 | 3,268 | | |
| Jackson | 281.6 | 9,941 | 6,711 | 67.5% | 4,507 | 3,450 | 76.5% | 1,280 | 1,162 | 90.8% | 2,101 | 1,267 | 60.3% | 37 | 63 | 3,914 | | |
| Louisville | 386.4 | 10,042 | 6,483 | 64.6% | 9,006 | 7,206 | 80.0% | 1,669 | 1,358 | 81.4% | 2,101 | 2,141 | 92.2% | 50 | 111 | 4,406 | | |
| Montgomery | 312.1 | 15,367 | 9,837 | 64.0% | 9,836 | 7,144 | 72.6% | 5,063 | 3,896 | 77.0% | 2,543 | 1,672 | 65.7% | 8 | 155 | 11,041 | | |
| Nashville | 181.3 | 15,897 | 8,824 | 55.5% | 8,024 | 4,627 | 57.7% | 1,132 | 635 | 56.1% | 3,160 | 2,215 | 70.1% | 2 | 116 | 5,841 | | |
| Roanoke | 344.8 | 21,159 | 12,404 | 58.6% | 12,850 | 9,571 | 74.5% | 1,411 | 1,161 | 82.3% | 12,958 | 10,742 | 82.9% | 9 | 19 | 8,467 | | |
| San Juan | 283.0 | 5,876 | 3,890 | 66.2% | 3,550 | 2,680 | 74.9% | 530 | 403 | 76.0% | 1,515 | 1,355 | 89.4% | 5 | 1 | 5,226 | | |
| St. Petersburg | 307.5 | 41,237 | 26,014 | 63.1% | 22,768 | 15,869 | 69.7% | 2,858 | 2,000 | 70.0% | 4,400 | 1,792 | 40.7% | 11 | 119 | 23,264 | | |
| Washington | 370.5 | 55 | 45 | 81.8% | 196 | 176 | 89.8% | 107 | 106 | 99.1% | 560 | 558 | 99.6% | - | - | 28 | | |
| Winston-Salem | 332.9 | 39,066 | 23,583 | 60.4% | 40,817 | 32,401 | 79.4% | 6,040 | 5,612 | 92.9% | 5,390 | 2,009 | 37.3% | 2 | 11 | 10,881 | | |

COMPENSATION INVENTORY

| | Non-Rating | Entitlement | | | Award Adjustment | | | Program Review | | | Other | | | Burial | Accrued | Appeals |
|---------------------|-------------------|----------------|-----------------------|-------------------------------|------------------|-----------------------|-------------------------------|----------------|-----------------------|-------------------------------|---------------|-----------------------|-------------------------------|----------------|----------------|---------------|
| | Avg. Days Pending | 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 |
| CENTRAL AREA | 250.3 | 148,696 | 82,518 | 55.5% | 76,429 | 46,958 | 61.4% | 12,854 | 8,583 | 66.8% | 26,322 | 17,287 | 65.7% | 5,023 | 750 | 65,402 |
| Chicago | 432.0 | 12,497 | 7,254 | 58.0% | 5,981 | 4,952 | 82.8% | 1,207 | 679 | 56.3% | 4,248 | 3,494 | 82.3% | 12 | 167 | 6,316 |
| Des Moines | 202.3 | 4,570 | 2,398 | 52.5% | 2,709 | 1,694 | 62.5% | 123 | 94 | 76.4% | 320 | 188 | 58.8% | - | 1 | 1,149 |
| Fargo | 132.7 | 1,812 | 1,035 | 57.1% | 449 | 170 | 37.9% | 93 | 49 | 52.7% | 84 | 53 | 63.1% | - | - | 306 |
| Houston | 245.6 | 27,116 | 18,062 | 66.6% | 14,764 | 9,735 | 65.9% | 1,383 | 999 | 72.2% | 4,789 | 3,132 | 65.4% | 5 | 10 | 16,676 |
| Lincoln | 110.6 | 3,428 | 1,740 | 50.8% | 1,419 | 430 | 30.3% | 454 | 135 | 29.7% | 718 | 207 | 28.8% | 1 | 3 | 1,455 |
| Little Rock | 303.2 | 7,241 | 3,986 | 55.0% | 6,529 | 4,722 | 72.3% | 1,735 | 1,356 | 78.2% | 1,525 | 1,053 | 69.0% | 6 | 114 | 5,187 |
| Milwaukee | 192.8 | 10,213 | 5,187 | 50.8% | 4,259 | 2,388 | 56.1% | 203 | 96 | 47.3% | 385 | 181 | 47.0% | 4,896 | - | 2,849 |
| Muskogee | 183.9 | 12,450 | 6,849 | 55.0% | 7,567 | 4,036 | 53.3% | 1,567 | 890 | 56.8% | 2,727 | 1,871 | 68.6% | 6 | 7 | 3,381 |
| New Orleans | 324.4 | 10,086 | 5,967 | 59.2% | 7,569 | 5,431 | 71.8% | 292 | 248 | 84.9% | 2,258 | 1,798 | 79.6% | 19 | 204 | 4,935 |
| Sioux Falls | 65.8 | 1,343 | 667 | 49.7% | 894 | 59 | 6.6% | 830 | 516 | 62.2% | 169 | 141 | 83.4% | 3 | 1 | 210 |
| St. Louis | 184.8 | 13,943 | 8,356 | 59.9% | 5,796 | 3,241 | 55.9% | 1,596 | 1,319 | 82.6% | 2,958 | 1,707 | 57.7% | 7 | 214 | 5,985 |
| St. Paul | 108.7 | 14,043 | 5,591 | 39.8% | 2,127 | 713 | 33.5% | 1,212 | 744 | 61.4% | 688 | 332 | 48.3% | 50 | - | 1,465 |
| Waco | 234.1 | 25,300 | 12,902 | 51.0% | 13,998 | 8,316 | 59.4% | 2,068 | 1,423 | 68.8% | 5,072 | 2,813 | 55.5% | 16 | 25 | 14,249 |
| Wichita | 157.3 | 4,654 | 2,524 | 54.2% | 2,368 | 1,071 | 45.2% | 91 | 35 | 38.5% | 381 | 317 | 83.2% | 2 | 4 | 1,239 |
| WESTERN AREA | 372.9 | 145,860 | 85,407 | 58.6% | 120,107 | 87,411 | 72.8% | 23,604 | 19,712 | 83.5% | 30,843 | 21,480 | 69.6% | 298 | 189 | 45,890 |
| Albuquerque | 286.1 | 5,151 | 3,131 | 60.8% | 3,320 | 2,356 | 71.0% | 241 | 142 | 58.9% | 983 | 785 | 79.9% | - | 3 | 1,906 |
| Anchorage | 414.0 | 1,675 | 919 | 54.9% | 2,903 | 2,307 | 79.5% | 1,157 | 1,034 | 89.4% | 384 | 318 | 82.8% | - | 2 | 163 |
| Boise | 256.2 | 2,870 | 1,752 | 61.0% | 1,609 | 1,180 | 73.3% | 343 | 217 | 63.3% | 548 | 324 | 59.1% | 1 | - | 1,023 |
| Cheyenne | 278.3 | 1,381 | 807 | 58.4% | 608 | 374 | 61.5% | 57 | 49 | 86.0% | 223 | 162 | 72.6% | 48 | 3 | 268 |
| Denver | 350.1 | 10,268 | 5,916 | 57.6% | 9,321 | 7,329 | 78.6% | 2,917 | 2,185 | 74.9% | 2,199 | 1,487 | 67.6% | 1 | 6 | 4,044 |
| Ft. Harrison | 243.2 | 1,739 | 1,035 | 59.5% | 2,070 | 1,412 | 68.2% | 466 | 253 | 54.3% | 142 | 87 | 61.3% | - | 4 | 213 |
| Honolulu | 147.2 | 4,567 | 2,653 | 58.1% | 1,877 | 908 | 48.4% | 370 | 311 | 84.1% | 849 | 699 | 82.3% | 2 | 1 | 911 |
| Los Angeles | 300.5 | 16,025 | 9,888 | 61.7% | 9,367 | 6,880 | 73.4% | 1,657 | 1,480 | 89.3% | 2,548 | 1,611 | 63.2% | 3 | 9 | 5,640 |
| Manila | 95.4 | 1,393 | 415 | 29.8% | 1,029 | 178 | 17.3% | 329 | 83 | 25.2% | 589 | 217 | 36.8% | 190 | 70 | 1,158 |
| Oakland | 486.0 | 20,003 | 11,502 | 57.5% | 14,022 | 10,920 | 77.9% | 1,624 | 1,337 | 82.3% | 6,538 | 5,441 | 83.2% | 6 | 9 | 8,359 |
| Phoenix | 280.4 | 13,365 | 8,350 | 62.5% | 8,819 | 5,981 | 67.8% | 859 | 700 | 81.5% | 3,052 | 1,898 | 62.2% | 2 | 16 | 5,945 |
| Portland | 337.5 | 10,803 | 6,411 | 59.3% | 9,123 | 6,615 | 72.5% | 3,231 | 2,475 | 76.6% | 2,136 | 1,301 | 60.9% | 2 | 32 | 5,583 |
| Reno | 537.8 | 6,388 | 4,204 | 65.8% | 3,842 | 2,953 | 76.9% | 307 | 222 | 72.3% | 803 | 584 | 72.7% | 2 | 9 | 1,108 |
| Salt Lake City | 428.3 | 13,801 | 7,386 | 53.5% | 19,101 | 16,613 | 87.0% | 3,629 | 3,525 | 97.1% | 1,670 | 1,291 | 77.3% | - | - | 889 |
| San Diego | 294.6 | 19,070 | 10,522 | 55.2% | 8,245 | 5,610 | 68.0% | 2,042 | 1,678 | 82.2% | 2,015 | 1,464 | 72.7% | 1 | 3 | 3,969 |
| Seattle | 392.2 | 17,361 | 10,516 | 60.6% | 24,851 | 15,795 | 63.6% | 4,375 | 4,021 | 91.9% | 6,164 | 3,811 | 61.8% | 40 | 22 | 4,711 |
| Other | 344.8 | - | - | N/A | 29 | 6 | 20.7% | - | - | N/A | 192 | 78 | 40.6% | 2 | 4 | 7,757 |

PENSION INVENTORY

| | Non-Rating | Entitlement | | | Award Adjustment | | | Program Review | | | Other | | | Burial | Accrued | Appeals |
|--------------------|-------------------|----------------|-----------------------|-------------------------------|------------------|-----------------------|-------------------------------|----------------|-----------------------|-------------------------------|--------------|-----------------------|-------------------------------|----------------|----------------|--------------|
| | Avg. Days Pending | 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 |
| USA | 158.8 | 50,157 | 24,735 | 49.3% | 69,727 | 29,512 | 42.3% | 39,191 | 38,599 | 98.5% | 5,492 | 2,757 | 50.2% | 14,605 | 13,320 | 2,987 |
| Philadelphia | 155.4 | 35,407 | 21,819 | 61.6% | 26,621 | 13,112 | 49.3% | 20,404 | 20,345 | 99.7% | 2,942 | 916 | 31.1% | 6,719 | 6,405 | 1,456 |
| Milwaukee | 50.9 | 5,469 | 528 | 9.7% | 12,885 | 530 | 4.1% | 3,982 | 3,600 | 90.4% | 583 | 143 | 24.5% | 735 | 592 | 815 |
| St. Paul | 201.0 | 9,008 | 2,240 | 24.9% | 29,451 | 15,311 | 52.0% | 14,332 | 14,332 | 100.0% | 1,561 | 1,398 | 89.6% | 7,004 | 6,323 | 716 |
| Other (in transit) | N/A | 273 | 148 | 54.2% | 770 | 559 | 72.6% | 473 | 322 | 68.1% | 406 | 300 | 73.9% | 147 | - | - |

APPEALS INVENTORY

| | Number of Notice of Disagreements Pending | Avg. Days Pending for Notice of Disagreements | Number of Statement of Cases Pending | Number of Form 9s Pending | Avg. Days Pending for Form 9s | Number of Remands Returned to the Regional Office | Avg. Days Pending for Remands at a Regional Office | Number of Remands sent to the Appeals Management Center | Avg. Days Pending for Remands at the Appeals Management Center |
|------------|---|---|--------------------------------------|---------------------------|-------------------------------|---|--|---|--|
| USA | 180,617 | 417 | 18,722 | 61,302 | 630 | 16,781 | 565 | 7,757 | 169 |

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 |
| USA (Education) | 7,263 | 7,604 | (341) | -4.5% | 60,064 | 67,149 | (7,085) | -10.6% |
| Buffalo | 1,472 | 727 | (403) | -35.7% | 9,011 | 11,793 | 4,008 | 51.5% |
| Atlanta | 789 | 1,560 | 780 | 100.0% | 6,614 | 6,071 | 1,393 | 29.8% |
| St Louis | 1,603 | 3,639 | 1,796 | 97.4% | 7,753 | 11,416 | 82 | 0.7% |
| Muskogee | 3,399 | 1,678 | (1,689) | -50.2% | 36,686 | 37,869 | 14,693 | 63.4% |

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