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Riverside County, California

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.

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.

Walkthrough

Previous Transformation Tab | Current Traditional Aggregate 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)

As of January 11, 2014

	# Pending	# Pending Over 125	Percentage Pending > 125 days
	686,861	403,761	58.8%

Compensation

	EP	# Pending	# Pending Over 125	% Over 125
Entitlement (Original and Supplemental)		636,371	384,213	60.4%
Original Entitlement - Veterans[1]				
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[2]				
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	405	24	8	33.3%
Agent Orange claims where an interim decision was provided	409	22	18	81.8%
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		409,635	292,244	71.3%
Dependency	130	232,980	171,262	73.5%
Survivor restored entitlement	133	118	61	51.7%
Hospitalization adjustment (non-rating)	135	211	168	79.6%
Misc determinations	290	90,826	76,555	84.3%
Spina bifida and/or birth defects adjustments	450	26	22	84.6%
Future examination for disabilities	310	31,271	14,197	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.

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

Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days
Original Entitlement - Veterans[1]	**205,652**	**123,931**	**60.26%**
EP 095 - Initial entitlement decisions for Voc Rehab	1,076	855	79%
EP 010 - Initial entitlement for service-connected disability (=>8)	47,996	26,438	55.1%
EP 110 - Initial entitlement for service-connected disability (<=7)	156,580	96,638	61.7%
Original Entitlement - Survivors[2]	**8,134**	**2,318**	**28.50%**
EP 140 - Initial claims from surviving spouses, children or parents	7,559	1,854	24.5%
EP 410 - Initial claims from children Veterans with Spina bifida and/or birth defects	575	464	80.7%
Supplemental Entitlement	**422,585**	**257,964**	**61.04%**
EP 020 - Increased evaluation and/or additional claimed conditions	415,300	255,077	61.4%
EP 320 - Increased entitlement due to hospitalization or surgery	2,555	1,120	43.8%
EP 420 - Spina bifida and/or birth defects reconsideration	179	149	83.2%
EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	4,505	1,592	35.3%
EP 687 - Nehmer review cases based upon new Agent Orange presumptives	0	0	0.0%
EP 405 - Reopened or new Agent Orange claims After 9/01/10	24	8	33.3%
EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%
Award Adjustments	**409,635**	**292,244**	**71.34%**

Pension Entitlement

Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days
Original Entitlement	**48,522**	**23,845**	**49.14%**
EP 180 - Initial entitlement - Veteran	8,822	2,969	33.7%
EP 120 - Increased entitlement and/or reconsideration	12,227	3,850	31.5%
EP 190 - Initial entitlement - Survivor	27,473	17,026	62.0%
Pension Award Adjustments	**70,765**	**29,010**	**41.0%**
EP 135 - Hospitalization adjustment (non-rating)	211	168	79.6%
EP 137 - Dependency	7,182	3,023	42.1%
EP 150 - Income adjustments	31,489	17,552	55.7%
EP 155 - Annual eligibility verification reporting (EVRs)	7	6	85.7%
EP 297 - Misc determinations	12,493	3,424	27.4%
EP 607 - Due process	19,383	4,837	25.0%
Program Reviews	**38,695**	**38,187**	**98.7%**
EP 154 - Income Verification Match	38,141	38,105	99.9%
EP 696 - Cost of Living Adjustments	544	78	14.3%
EP 697 - Non-entitlement reviews	10	4	40.0%
Pension Other	**5,533**	**2,753**	**49.8%**

Compensation and Pension Rating Bundle Totals (Represents the 8 End Product Claim Codes + Agent Orange Claims VA Uses to Define the 125 Day and 98% Accuracy Targets) As of September 6, 2014		# Pending	# Pending Over 125	Percentage Pending > 125 days
		540,133	263,741	48.8%
Original Entitlement	**Total**	**183,542**	**89,252**	**48.6%**
Initial entitlement for service-connected disability (=>8)	EP 010	48,960	22,825	46.6%
Initial entitlement for service-connected disability (<=7)	EP 110	124,639	65,223	52.3%
Initial entitlement - Veteran's Pension	EP 180	4,209	258	6.1%
Initial claims from surviving spouses, children or parents	EP 140	5,734	946	16.5%
Supplemental Entitlement	**Total**	**356,591**	**174,489**	**48.9%**
Increased entitlement and/or reconsideration for Pension	EP 120	5,986	416	6.9%
Increased evaluation and/or additional claimed conditions	EP 020	323,646	160,372	49.6%
Future examination for disabilities	EP 310	25,312	13,018	51.4%
Increased entitlement due to hospitalization or surgery	EP 320	1,268	472	37.2%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	362	208	57.5%
Nehmer review cases based upon new Agent Orange presumptives	EP 687	0	0	0.0%
Reopened or new Agent Orange claims After 9/01/10	EP 405	13	2	15.4%
Agent Orange claims where an interim decision was provided	EP 409	4	1	25.0%

**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.**

Station of Origination

Station of Jurisdiction

Education	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
Total Chapter 33 Claims	**14,674**	**15,319**	**-645**	**-4.21%**
Buffalo	1,951	2,178	(227)	-10.4%
Atlanta	1,158	1,172	(14)	-1.2%
St Louis	2,840	3,135	(295)	-9.4%
Muskogee	8,725	8,834	(109)	-1.2%
Total Education Claims - All Education Programs	**115,093**	**110,095**	**4,998**	**4.54%**
Buffalo	20,052	19,127	925	4.8%
Atlanta	10,916	10,728	188	1.8%
St Louis	20,501	21,652	(1,151)	-5.3%
Muskogee	63,624	58,588	5,036	8.6%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

Station of Origination Compensation and Pension Rating Bundle Metrics		Reporting Period: As of September 6, 2014

Notes about the data:
1) The Station of Origination (SOO) primarily represents pending claims based on geographic boundaries; typically defined by a claimant's state of residence. Only when a claim is permanently transferred from one station to another, will the SOO change.
2) The Pension, Quick Start and Benefits Delivery at Discharge totals are not included in the Compensation totals.

VBA uses the following 8 End Product Claim Codes + Agent Orange Claims to Define the 125 Day and 98% Accuracy Targets.

EP 010	Initial entitlement for service-connected disability (=>8)	EP 180	Initial entitlement for Pension - Veteran	EP 310	Future examination for disabilities	EP 687	Nehmer review cases based upon new Agent Orange presumptives
EP 110	Initial entitlement for service-connected disability (<=7)	EP 120	Increased entitlement and/or reconsideration for Pension	EP 320	Increased entitlement due to hospitalization or surgery	EP 405	Reopened or new Agent Orange claims After 9/01/10
EP 020	Increased evaluation and/or additional claimed conditions	EP 140	Initial claims from surviving spouses, children or parents	EP 681	Reopened or new Agent Orange claims prior to 8/30/10	EP 409	Agent Orange claims where an interim decision was provided

Compensation and Pension Claims Processing

	# Pending	Avg. Days Pending	Percentage Pending > 125 days (Backlog)	Completed Claims - Month to Date	Completed Claims - Fiscal Year to Date	Avg. Days to Complete - Month to Date	Avg. Days to Complete - Fiscal Year to Date	3 Month Entitlement Accuracy - Issue Based	3 month Entitlement Accuracy - Claim Level	12 Month Entitlement Accuracy - Claim Level	12 Month Authorization Accuracy - Claim Level
USA	540,133	153.8	48.8%	20,057	1,214,205	199.0	230.8	95.89%	90.50%	90.32%	92.86%
Compensation Claims Processing											
USA Compensation Total	501,311	160.1	51.3%	16,823	1,001,971	220.8	256.5				
Eastern Area	95,141	163.9	51.1%	3,585	204,014	218.7	250.4	95.2%	90.1%	89.0%	91.3%
Baltimore	10,187	216.3	62.0%	187	12,952	402.8	333.0	96.2%	87.1%	80.2%	83.2%
Boston	5,995	171.0	54.2%	136	10,188	236.2	271.5	96.9%	93.6%	91.3%	91.7%
Buffalo	6,329	166.1	54.8%	298	11,030	247.8	269.9	94.4%	88.7%	88.1%	91.5%
Cleveland	11,566	150.3	44.1%	495	32,617	191.6	281.0	94.2%	87.5%	90.3%	93.6%
Detroit	9,523	144.1	47.9%	407	24,617	187.3	235.8	94.6%	85.5%	89.1%	89.6%
Hartford	2,599	120.9	36.1%	94	6,107	181.0	221.8	97.8%	93.7%	93.4%	94.4%
Indianapolis	8,623	176.8	54.2%	398	17,059	233.4	265.9	96.0%	91.5%	90.2%	90.8%
Manchester	1,529	135.9	45.7%	31	3,077	152.1	210.7	95.2%	93.2%	89.6%	94.2%
New York	8,060	161.0	51.6%	199	14,819	217.6	278.5	96.6%	98.1%	92.4%	92.9%
Newark	2,725	128.2	36.8%	109	7,326	191.6	226.9	88.6%	77.8%	82.1%	88.0%
Philadelphia (Non-PMC)	15,169	178.8	59.2%	545	21,924	284.8	288.6	93.9%	90.6%	86.3%	93.1%
Pittsburgh	6,164	170.9	53.4%	212	11,690	232.3	298.5	93.2%	85.0%	87.8%	91.5%
Providence	3,237	90.9	24.6%	364	21,321	82.4	96.8	99.5%	97.5%	94.4%	88.8%
Togus	1,460	109.2	30.5%	76	5,535	138.5	166.6	98.8%	98.4%	95.1%	97.6%
White River J.	602	120.1	33.1%	12	1,735	120.0	214.2	89.3%	84.1%	86.3%	88.0%
Wilmington	1,373	158.4	51.2%	22	2,017	301.0	274.6	95.6%	88.9%	87.0%	88.4%
Pension Claims Processing											
USA Pension Total	17,837	61.1	10.6%	2,471	162,837	64.5	90.6		100.0%	98.9%	98.7%
Philadelphia PMC	4,717	73.7	16.1%	480	56,421	88.3	140.9		100.0%	98.8%	97.6%
Milwaukee PMC	4,670	48.8	5.5%	774	46,006	52.8	57.7		100.0%	99.6%	99.2%
St. Paul PMC	7,714	51.0	6.0%	1,106	57,157	63.2	64.9		100.0%	98.4%	99.2%
Other Pension	736	164.0	54.8%	111	3,253	55.2	134.0				
Quick Start Claims Processing											
USA Quick Start Total	9,722	69.3	15.1%	386	21,363	117.1	147.6				
San Diego	4,031	63.7	11.7%	177	11,417	94.4	132.2				
Winston-Salem	4,292	70.5	15.3%	191	8,542	129.7	155.1				
Other Quick Start	1,399	81.5	24.7%	18	1,404	206.9	227.0				
Benefits Delivery at Discharge Processing											
USA Benefits Delivery at Discharge Total	11,263	94.5	29.5%	377	28,034	190.8	189.2				
Winston-Salem	3,363	44.3	5.9%	126	10,218	63.7	101.3				
Salt Lake City	6,506	114.6	40.5%	212	11,626	254.9	256.9				
Other Benefits Delivery at Discharge	1,394	122.0	35.3%	39	6,190	252.8	207.4				

Station of Jurisdiction Compensation and Pension Rating Bundle Metrics	Reporting Period: As of September 6, 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 **not** included in the Compensation totals.*

VBA uses the following 8 End Product Claim Codes + Agent Orange Claims to Define the 125 Day and 98% Accuracy Targets.

EP 010	Initial entitlement for service-connected disability (=>8)	**EP 180**	Initial entitlement for Pension - Veteran	**EP 310**	Future examination for disabilities	**EP 687**	Nehmer review cases based upon new Agent Orange presumptives
EP 110	Initial entitlement for service-connected disability (<=7)	**EP 120**	Increased entitlement and/or reconsideration for Pension	**EP 320**	Increased entitlement due to hospitalization or surgery	**EP 405**	Reopened or new Agent Orange claims After 9/01/10
EP 020	Increased evaluation and/or additional claimed conditions	**EP 140**	Initial claims from surviving spouses, children or parents	**EP 681**	Reopened or new Agent Orange claims prior to 8/30/10	**EP 409**	Agent Orange claims where an interim decision was provided

	Compensation and Pension Claims Processing										
	# Pending	Avg. Days Pending	Percentage Pending > 125 days (Backlog)	Completed Claims - Month to Date	Completed Claims - Fiscal Year to Date	Avg. Days to Complete - Month to Date	Avg. Days to Complete - Fiscal Year to Date	3 Month Entitlement Accuracy - Issue Based	3 month Entitlement Accuracy - Claim Level	12 Month Entitlement Accuracy - Claim Level	12 Month Authorization Accuracy - Claim Level
USA	540,132	153.8	48.8%	20,057	1,214,204	199.0	230.8				
Compensation Claims Processing											
USA Compensation Total	501,310	160.1	51.3%	16,823	1,001,970	220.8	256.5				
Eastern Area	94,953	164.2	50.9%	3,586	210,228	216.2	254.9				
Baltimore	6,588	207.0	56.2%	117	6,634	478.7	303.3				
Boston	5,478	166.5	50.9%	124	8,770	228.9	259.9				
Buffalo	6,117	163.4	53.7%	296	11,118	247.0	283.1				
Cleveland	11,960	156.8	45.0%	502	29,133	192.6	272.9				
Detroit	9,541	142.9	48.0%	408	25,407	187.3	259.2				
Hartford	2,927	134.2	42.2%	126	8,678	210.7	261.9				
Indianapolis	8,238	172.2	52.5%	376	14,549	230.6	276.5				
Manchester	1,721	157.3	51.2%	38	4,046	169.1	246.1				
New York	7,878	159.0	50.9%	191	14,044	213.4	291.1				
Newark	2,847	128.6	34.3%	129	8,475	209.4	260.3				
Philadelphia (Non-PMC)	14,875	178.1	59.2%	510	27,237	270.0	263.2				
Pittsburgh	5,880	169.8	52.3%	204	10,262	232.3	297.4				
Providence	3,426	94.3	24.5%	374	22,719	87.2	117.3				
Togus	5,430	205.1	64.1%	165	14,917	210.7	270.6				
White River J.	755	137.3	45.2%	14	2,303	128.8	245.1				
Wilmington	1,292	145.2	48.1%	12	1,936	236.3	281.9				
Pension Claims Processing											
USA Pension Total	17,837	61.1	10.6%	2,471	162,837	64.5	90.6				
Philadelphia PMC	4,724	73.8	16.1%	481	55,905	89.1	141.1				
Milwaukee PMC	4,671	48.9	5.5%	774	46,067	52.8	57.9				
St. Paul PMC	7,714	51.0	6.0%	1,107	57,262	63.6	65.1				
Other Pension	728	163.9	54.8%	109	3,603	48.2	130.4				
Quick Start Claims Processing											
USA Quick Start Total	9,722	69.3	15.1%	386	21,363	117.1	147.6				
San Diego	4,191	61.6	11.0%	182	11,282	96.0	130.1				
Winston-Salem	4,390	69.2	14.9%	190	8,528	129.7	155.2				
Other Quick Start	1,141	97.8	30.9%	14	1,553	221.4	233.1				
Benefits Delivery at Discharge Processing											
USA Benefits Deliery at Discharge Total	11,263	94.5	29.5%	377	28,034	190.8	189.2				
Winston-Salem	3,349	44.6	6.0%	127	10,170	65.8	101.1				
Salt Lake City	6,407	115.2	41.4%	210	11,608	256.3	256.9				
Other Benefits Delivery at Discharge	1,507	117.5	31.5%	40	6,256	243.7	207.0				

Compensation Entitlement				Pension Entitlement				Appeals, Burials, Accrued	
Measurement	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Measurement	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Measurement	Claims Pending
Original Entitlement - Veterans	174,361	88,647	50.84%	**Original Entitlement**	22,461	2,517	11.21%	**Total Appeals Pending**	280,297
EP 095 - Initial entitlement decisions for Voc Rehab	762	599	79%	EP 180 - Initial entitlement - Veteran	4,209	258	6.1%	Pending Notice of Disagreements	187,936
EP 010 - Initial entitlement for service-connected disability (<=8)	48,960	22,825	46.6%	EP 120 - Increased entitlement and/or reconsideration	5,986	416	6.9%	Avg. Days Pending for Notice of Disagreements	398
EP 110 - Initial entitlement for service-connected disability (<=7)	124,639	65,223	52.3%	EP 190 - Initial entitlement - Survivor	12,266	1,843	15.0%	Pending Statement of Cases	20,022
Original Entitlement - Survivors	6,329	1,418	22.40%	**Pension Award Adjustments**	48,011	9,123	19.0%	Pending Form 9s	59,991
EP 140 - Initial claims from surviving spouses, children or parents	5,734	946	16.5%	EP 135 - Hospitalization adjustment (non-rating)	545	12	2.2%	Avg. Days Pending for Form 9s	629
EP 410 - Initial claims from children Veterans with Spina bifida and/or birth defects	595	472	79.3%	EP 137 - Dependency	4,206	607	14.4%	Pending Remands Returned to the Regional Office	19,760
Supplemental Entitlement	325,444	161,204	49.53%	EP 150 - Income adjustments	16,259	4,797	29.5%	Avg. Days Pending for Remands at a Regional Office	551
EP 020 - Increased evaluation and/or additional claimed conditions	323,646	160,372	49.6%	EP 155 - Annual eligibility verification reporting (EVRs)	2	2	100.0%	Pending Remands sent to the Appeals Management Center	12,242
EP 320 -Increased entitlement due to hospitalization or surgery	1,268	472	37.2%	EP 297 - Misc determinations	12,041	1,591	13.2%	Avg. Days Pending for Remands at the Appeals Management Center	145
EP 420 - Spina bifida and/or birth defects reconsideration	151	149	98.7%	EP 607 - Due process	14,958	2,114	14.1%	Claims Ready for Travel Board	348
EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	362	208	57.5%	**Program Reviews**	17,366	17,337	99.8%	**Total Burials Pending**	20,513
EP 687 - Neither review cases based upon new Agent Orange presumptives	0	0	0.0%	EP 154 - Income Verification Match	17,254	17,234	99.9%	**Total Accrued Pending**	7,072
EP 405 - Reopened or new Agent Orange claims After 8/31/10	13	2	15.4%	EP 696 - Cost of Living Adjustments	104	100	96.2%		
EP 409 - Agent Orange claims where an interim decision was provided	4	1	25.0%	EP 697 - Non-entitlement reviews	8	3	37.5%		
Award Adjustments	481,845	319,120	66.23%	**Pension Other**	4,110	1,055	25.7%		
EP 130 - Dependency	264,987	183,512	69.3%	EP 407 - Correspondence	3,064	738	24.1%		
EP 133 - Survivor restored entitlement	340	157	46.2%	EP 507 - Congressional correspondence	327	11	3.4%		
EP 135 - Hospitalization adjustment (non-rating)	242	156	64.5%	EP 937 - Internal quality reviews	719	305	42.4%		
EP 290 - Misc determinations	113,961	86,973	76.3%	EP 967 - Correction of errors	55	29	52.7%		
EP 450 - Spina bifida and/or birth defects adjustments	30	28	93.3%						
EP 310 -Future examination for disabilities	25,312	13,018	51.4%						
EP 600 - Due process	76,973	35,276	45.8%						
Program Reviews	67,624	56,810	84.0%						
EP 314 - Income verification for unemployability	86	82	95.3%						
EP 680 - Review of Hemodialysis related cases/conditions	55	40	72.7%						
EP 682 - Review of Radiation related cases/conditions	508	468	92.1%						
EP 684 - Review of Misc cases referred to central office	2,084	1,010	48.5%						
EP 685 - Review of effective date related to herbicide exposure	205	134	65.4%						
EP 690 - Cost of Living Adjustments (COLAs) and other reviews	14,124	11,570	81.9%						
EP 699 - Social Security number verification	50,562	43,506	86.0%						
Compensation Other	184,265	122,121	66.3%						
EP 173 - Pre-decisional hearings	4,447	3,124	70.2%						
EP 400 - Correspondence	104,680	76,317	72.9%						
EP 500 - Congressional correspondence	2,657	1,281	48.2%						
EP 510 - Freedom of Information Act (FOIA) requests	33,798	20,523	60.7%						
EP 930 - Review, including quality assurance	37,877	20,258	53.5%						
EP 960 - Correction of errors	806	618	76.7%						

Arrow indicates an EP included in the Rating Bundle group ←

REGIONAL OFFICE COMPENSATION INVENTORY

(Detailed regional tabular data — illegible at source resolution.)

REGIONAL OFFICE COMPENSATION INVENTORY

(Detailed regional tabular data — illegible at source resolution.)

REGIONAL OFFICE PENSION INVENTORY

(Detailed regional tabular data — illegible at source resolution.)