



Uploaded to the VFC Website

▶▶▶ February 2015 ◀◀◀

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[Veterans-For-Change](#)

If Veterans don't help Veterans, who will?

Note:

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Monday Morning Workload Report Introduction

Understanding the Report: To learn more about the Monday Morning Workload Report, including recent formatting changes, double-click the Microsoft Word icon to the right.



Walkthrough

Finding Data: The screenshots below provide a quick reference to historical reporting bundles that were previously on the Transformation tab, but now reside on the Traditional Aggregate tab.

Previous Transformation Tab	Current Traditional Aggregate Tab																																																																																																																																																																																																																																																										
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">Compensation and Pension Rating Bundle (Highlighted in Orange Below. 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The Rating Bundle measures are the only claims processing bundle that is directly related to the strategic 2015 goals.</p> <p style="text-align: center;">As of January 11, 2014</p> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: center;">Compensation Entitlement</th> <th colspan="4" style="text-align: center;">Pension Entitlement</th> </tr> <tr> <th>Measurement</th> <th># Pending</th> <th># Pending over 125 days</th> <th>Percent Pending > 125 days</th> <th>Measurement</th> <th># Pending</th> <th># Pending over 125 days</th> <th>Percent Pending > 125 days</th> </tr> </thead> <tbody> <tr> <td colspan="4">Original Entitlement - Veterans¹</td> <td colspan="4">Original Entitlement</td> </tr> <tr> <td></td> <td style="text-align: center;">205,652</td> <td style="text-align: center;">123,931</td> <td style="text-align: center;">60.26%</td> <td></td> <td style="text-align: center;">48,522</td> <td style="text-align: center;">23,845</td> <td style="text-align: center;">49.14%</td> </tr> <tr> <td>EP 095 - 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VBA Monday Morning Workload Report

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		520,465	245,175	47.1%
As of September 27, 2014				
Original Entitlement	Total	178,970	83,351	46.6%
Initial entitlement for service-connected disability (=>8)	EP 010	47,876	21,457	44.8%
Initial entitlement for service-connected disability (<=7)	EP 110	120,966	60,843	50.3%
Initial entitlement - Veteran's Pension	EP 180	4,801	202	4.2%
Initial claims from surviving spouses, children or parents	EP 140	5,327	849	15.9%
Supplemental Entitlement	Total	341,495	161,824	47.4%
Increased entitlement and/or reconsideration for Pension	EP 120	5,387	301	5.6%
Increased evaluation and/or additional claimed conditions	EP 020	314,503	151,297	48.1%
Future examination for disabilities	EP 310	19,683	9,433	47.9%
Increased entitlement due to hospitalization or surgery	EP 320	1,582	599	37.9%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	326	190	58.3%
Nehmer review cases based upon new Agent Orange presumptives	EP 687	0	0	0.0%
Reopened or new Agent Orange claims After 9/01/10	EP 405	9	2	22.2%
Agent Orange claims where an interim decision was provided	EP 409	5	2	40.0%
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	8,537	10,318	-1,781	-17.26%
Buffalo	945	1,304	(359)	-27.5%
Atlanta	617	781	(164)	-21.0%
St Louis	1,856	2,380	(524)	-22.0%
Muskogee	5,119	5,853	(734)	-12.5%
Total Education Claims - All Education Programs	92,156	109,618	-17,462	-15.93%
Buffalo	9,722	14,989	(5,267)	-35.1%
Atlanta	4,853	7,333	(2,480)	-33.8%
St Louis	21,845	24,455	(2,610)	-10.7%
Muskogee	55,736	62,841	(7,105)	-11.3%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

VBA Monday Morning Workload Report

Station of Origination Compensation and Pension Rating Bundle Metrics	Reporting Period: As of September 27, 2014
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Notes about the data:

1) The Station of Origination (SOO) primarily represents pending claims based on geographic boundaries; typically defined by a claimant's state of residence. Only when a claim is permanently transferred from one station to another, will the SOO change.

2) The Pension, Quick Start and Benefits Delivery at Discharge totals are not included in the Compensation totals.

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

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	520,465	151.1	47.1%	111,895	1,306,043	202.7	228.9	95.84%	90.36%	90.33%	92.57%
Compensation Claims Processing											
USA Compensation Total	483,177	157.0	49.6%	94,934	1,080,082	224.2	254.2				
Eastern Area	90,697	160.7	49.5%	20,585	221,014	243.3	250.2	95.6%	89.6%	89.2%	90.6%
Baltimore	9,420	215.7	63.2%	1,578	14,343	354.0	334.4	94.9%	82.9%	80.2%	85.3%
Boston	5,855	168.1	53.0%	1,067	11,119	221.6	267.1	96.6%	92.1%	91.7%	90.4%
Buffalo	6,211	155.8	50.3%	1,269	12,001	247.2	268.1	94.7%	87.1%	88.8%	91.2%
Cleveland	11,003	145.8	40.8%	2,723	34,845	192.2	275.3	94.4%	88.9%	89.7%	93.5%
Detroit	9,001	144.2	47.8%	2,092	26,302	185.3	232.6	95.4%	88.3%	90.3%	89.4%
Hartford	2,407	115.7	35.8%	687	6,700	180.0	218.1	97.5%	92.2%	92.5%	93.8%
Indianapolis	8,681	178.1	54.7%	1,760	18,421	239.1	264.0	96.7%	93.6%	90.8%	90.6%
Manchester	1,414	129.8	39.9%	314	3,360	198.5	210.1	95.3%	93.4%	90.5%	93.7%
New York	7,448	158.8	50.1%	1,413	16,033	235.5	275.5	98.3%	98.4%	92.8%	91.6%
Newark	2,693	123.3	35.5%	645	7,862	178.1	223.4	89.7%	79.0%	82.6%	84.9%
Philadelphia (Non-PMC)	14,223	174.5	57.0%	2,729	24,108	267.5	286.3	95.1%	88.9%	85.7%	92.6%
Pittsburgh	6,045	167.5	51.4%	1,057	12,535	849.5	346.0	95.5%	85.0%	87.5%	91.1%
Providence	3,171	81.8	20.2%	2,377	23,334	70.3	94.3	99.1%	95.7%	94.1%	88.2%
Togus	1,223	105.0	28.0%	563	6,022	134.5	163.9	98.3%	93.7%	94.6%	97.6%
White River J.	601	118.7	32.8%	142	1,865	132.1	208.6	91.2%	85.0%	86.9%	86.5%
Wilmington	1,301	162.4	53.7%	169	2,164	264.7	273.6	95.5%	89.1%	88.1%	88.1%
Pension Claims Processing											
USA Pension Total	17,397	59.2	9.2%	13,256	173,622	63.6	88.9		100.0%	99.2%	98.9%
Philadelphia PMC	5,525	63.0	11.7%	3,472	59,413	82.0	137.9		100.0%	99.6%	98.0%
Milwaukee PMC	4,442	49.7	5.6%	3,968	49,200	49.0	57.1		100.0%	99.6%	99.2%
St. Paul PMC	6,710	50.7	4.6%	5,375	61,426	62.7	64.8		100.0%	98.4%	99.6%
Other Pension	720	168.0	56.0%	441	3,583	61.0	127.4				
Quick Start Claims Processing											
USA Quick Start Total	9,661	75.5	14.1%	1,698	22,675	113.3	145.5				
San Diego	3,865	71.6	11.7%	851	12,091	92.1	129.9				
Winston-Salem	4,204	78.1	14.3%	733	9,084	122.8	153.1				
Other Quick Start	1,592	77.8	19.6%	114	1,500	209.6	225.9				
Benefits Delivery at Discharge Processing											
USA Benefits Delivery at Discharge Total	10,230	98.2	25.4%	2,007	29,664	179.9	188.6				
Winston-Salem	3,025	58.2	5.5%	656	10,748	73.0	100.0				
Salt Lake City	5,874	113.1	33.5%	1,167	12,581	231.5	254.6				
Other Benefits Delivery at Discharge	1,331	123.8	34.7%	184	6,335	233.6	207.9				

VBA Monday Morning Workload Report

Station of Jurisdiction Compensation and Pension Rating Bundle Metrics				Reporting Period: As of September 27, 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
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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	520,465	151.1	47.1%	111,895	1,306,043	202.7	228.9				
Compensation Claims Processing											
USA Compensation Total	483,177	157.0	49.6%	94,934	1,080,082	224.2	254.2				
Eastern Area	91,237	160.4	49.1%	20,810	227,452	242.4	254.4				
Baltimore	5,929	224.5	63.6%	622	7,139	463.0	314.3				
Boston	5,357	162.0	49.2%	915	9,561	213.5	255.8				
Buffalo	6,057	153.2	49.2%	1,221	12,043	245.8	280.2				
Cleveland	11,511	151.3	41.8%	2,837	31,468	197.1	267.4				
Detroit	9,162	142.0	47.2%	2,119	27,118	183.0	254.3				
Hartford	2,786	122.1	37.9%	835	9,387	196.9	256.8				
Indianapolis	8,333	175.5	53.7%	1,637	15,810	233.6	273.1				
Manchester	1,604	151.2	46.4%	349	4,357	216.2	244.4				
New York	7,337	156.9	49.5%	1,388	15,241	235.5	287.0				
Newark	2,964	119.7	31.4%	707	9,053	185.0	255.2				
Philadelphia (Non-PMC)	13,922	174.2	57.1%	2,703	29,430	261.6	263.0				
Pittsburgh	5,795	168.3	51.5%	954	11,012	916.7	352.2				
Providence	3,476	83.8	19.9%	2,465	24,810	74.4	113.5				
Togus	4,978	183.7	56.2%	1,687	16,439	233.6	267.4				
White River J.	812	147.7	48.8%	230	2,519	178.2	239.6				
Wilmington	1,214	151.1	50.7%	141	2,065	242.3	279.4				
Pension Claims Processing											
USA Pension Total	17,397	59.2	9.2%	13,256	173,622	63.6	88.9				
Philadelphia PMC	5,531	63.1	11.7%	3,475	58,899	82.1	138.0				
Milwaukee PMC	4,447	49.8	5.6%	3,972	49,265	49.1	57.3				
St. Paul PMC	6,710	50.7	4.6%	5,379	61,534	62.8	64.9				
Other Pension	709	168.1	56.1%	430	3,924	57.1	124.6				
Quick Start Claims Processing											
USA Quick Start Total	9,661	75.5	14.1%	1,698	22,675	113.3	145.5				
San Diego	4,137	68.8	10.9%	856	11,956	91.5	127.9				
Winston-Salem	4,434	75.8	13.6%	731	9,069	122.8	153.1				
Other Quick Start	1,090	99.7	28.6%	111	1,650	217.8	232.2				
Benefits Delivery at Discharge Processing											
USA Benefits Delivery at Discharge Total	10,230	98.2	25.4%	2,007	29,664	179.9	188.6				
Winston-Salem	3,033	58.2	5.6%	657	10,700	73.3	99.8				
Salt Lake City	5,840	112.9	33.1%	1,114	12,512	237.0	255.2				
Other Benefits Delivery at Discharge	1,357	124.5	36.6%	236	6,452	206.6	206.7				

