



---

## Uploaded to the VFC Website

▶▶▶ February 2015 ◀◀◀

---

This Document has been provided to you courtesy of Veterans-For-Change!

Feel free to pass to any veteran who might be able to use this information!

For thousands more files like this and hundreds of links to useful information, and hundreds of "Frequently Asked Questions, please go to:

[Veterans-For-Change](#)

---

*If Veterans don't help Veterans, who will?*

---

**Note:**

VFC is not liable for source information in this document, it is merely provided as a courtesy to our members & subscribers.



# VBA Monday Morning Workload Report

## Monday Morning Workload Report Introduction

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



Walkthrough

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

| Previous Transformation Tab   |                    |                               |  |  | Current Traditional Aggregate Tab   |           |                         |                            |             |           |                         |                            |
|---|--------------------|-------------------------------|--|--|---|-----------|-------------------------|----------------------------|-------------|-----------|-------------------------|----------------------------|
| <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)<br>As of January 11, 2014   |                    |                               |  |  | <b>Compensation and Pension National Inventory - Historical Reporting Bundles*</b><br>*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 98% Accuracy. The Rating Bundle measures are the only claims processing bundle that is directly related to the strategic 2015 goals.<br>As of January 11, 2014   |           |                         |                            |             |           |                         |                            |
| # Pending   | # Pending Over 125 | Percentage Pending > 125 days |  |  | Compensation Entitlement  |           | Pension Entitlement     |                            |             |           |                         |                            |
| 686,861   | 403,761            | 58.8%                         |  |  | Measurement   | # Pending | # Pending over 125 days | Percent Pending > 125 days | Measurement | # Pending | # Pending over 125 days | Percent Pending > 125 days |
| <b>Compensation</b><br>EP # Pending # Pending Over 125 % Over 125<br><b>Entitlement (Original and Supplemental)</b> 636,371 384,213 60.4%   |                    |                               |  |  | <b>Original Entitlement - Veterans<sup>1</sup></b> 205,652 123,931 60.26%   |           |                         |                            |             |           |                         |                            |
| Original Entitlement - Veterans <sup>1</sup><br>Initial entitlement decisions for Voc Rehab 095 1,076 855 79.5%<br>Initial entitlement for service-connected disability (>=8) 010 47,996 26,438 55.1%<br>Initial entitlement for service-connected disability (<=7) 110 156,580 96,638 61.7%<br>Original Entitlement - Survivors <sup>2</sup><br>Initial claims from surviving spouses, children or parents 140 7,559 1,854 24.5%<br>Initial claims from children Veterans with Spina bifida and/or birth defects 410 575 464 80.7%<br>Supplemental Entitlement<br>Increased evaluation and/or additional claimed conditions 020 415,300 255,077 61.4%<br>Increased entitlement due to hospitalization or surgery 320 2,555 1,120 43.8%<br>Spina bifida and/or birth defects reconsideration 420 179 149 83.2%<br>Reopened or new Agent Orange claims prior to 8/30/10 681 4,505 1,592 35.3%<br>Nehmer review cases based upon new Agent Orange presumptives 687 0 0 0.0%<br>Reopened or new Agent Orange claims After 9/01/10 405 24 8 33.3%<br>Agent Orange claims where an interim decision was provided 409 22 18 81.8%<br>Agent Orange presumptives <sup>3</sup> |                    |                               |  |  | <b>Original Entitlement - Survivors<sup>2</sup></b> 8,134 2,318 28.50%<br>EP 180 - Initial entitlement - Veteran 8,822 2,969 33.7%<br>EP 010 - Initial entitlement for service-connected disability (>=8) 47,996 26,438 55.1%<br>EP 120 - Increased entitlement and/or reconsideration 12,227 3,850 31.5%<br>EP 110 - Initial entitlement for service-connected disability (<=7) 156,580 96,638 61.7%<br>EP 190 - Initial entitlement - Survivor 27,473 17,026 62.0%<br><b>Pension Award Adjustments</b> 70,765 29,010 41.0%<br>EP 140 - Initial claims from surviving spouses, children or parents 7,559 1,854 24.5%<br>EP 135 - Hospitalization adjustment (non-rating) 211 168 79.6%<br>EP 410 - Initial claims from children Veterans with Spina bifida and/or birth defects 575 464 80.7%<br>EP 137 - Dependency 7,182 3,023 42.1%<br><b>Supplemental Entitlement</b> 422,585 257,964 61.04%<br>EP 150 - Income adjustments 31,489 17,552 55.7%<br>EP 020 - Increased evaluation and/or additional claimed conditions 415,300 255,077 61.4%<br>EP 320 - Increased entitlement due to hospitalization or surgery 2,555 1,120 43.8%<br>EP 420 - Spina bifida and/or birth defects reconsideration 179 149 83.2%<br>EP 681 - Reopened or new Agent Orange claims prior to 8/30/10 4,505 1,592 35.3%<br>EP 687 - Nehmer review cases based upon new Agent Orange presumptives 0 0 0.0%<br>EP 405 - Reopened or new Agent Orange claims After 9/01/10 24 8 33.3%<br>EP 409 - Agent Orange claims where an interim decision was provided 22 18 81.8%<br><b>Award Adjustments</b> 409,635 292,244 71.34%<br>EP 154 - Income Verification Match 38,141 38,105 99.9%<br>EP 686 - Cost of Living Adjustments 544 78 14.3%<br>EP 637 - Non-entitlement reviews 10 4 40.0%<br><b>Pension Other</b> 5,533 2,753 49.8% |           |                         |                            |             |           |                         |                            |
| <b>Award Adjustments</b><br>EP # Pending # Pending Over 125 % Over 125<br>Dependency 130 232,980 171,262 73.5%<br>Survivor restored entitlement 133 118 61 51.7%<br>Hospitalization adjustment (non-rating) 135 211 168 79.6%<br>Misc determinations 290 90,826 76,555 84.3%<br>Spina bifida and/or birth defects adjustments 450 26 22 84.6%<br>Future examination for disabilities 310 31,271 14,197 45.4%<br>Due process 600 54,203 29,973 55.3%<br>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.  |                    |                               |  |  | <b>Program Reviews</b> 38,695 38,187 98.7%<br>EP 154 - Income Verification Match 38,141 38,105 99.9%<br>EP 686 - Cost of Living Adjustments 544 78 14.3%<br>EP 637 - Non-entitlement reviews 10 4 40.0%<br><b>Pension Other</b> 5,533 2,753 49.8%   |           |                         |                            |             |           |                         |                            |

VBA Monday Morning Workload Report

| <b>Compensation and Pension Rating Bundle Totals</b><br>(Represents the 8 End Product Claim Codes + Agent Orange Claims<br>VA Uses to Define the 125 Day and 98% Accuracy Targets) |              | # Pending               | # Pending Over<br>125 | Percentage<br>Pending > 125<br>days |
|--|--------------|-------------------------|-----------------------|-------------------------------------|
|  |              | <b>525,817</b>          | <b>243,072</b>        | <b>46.2%</b>                        |
| As of October 11, 2014   |              |                         |                       |                                     |
| <b>Original Entitlement</b>  | <b>Total</b> | <b>182,832</b>          | <b>82,923</b>         | <b>45.4%</b>                        |
| Initial entitlement for service-connected disability (=>8)   | EP 010       | 50,622                  | 21,757                | 43.0%                               |
| Initial entitlement for service-connected disability (<=7)   | EP 110       | 121,633                 | 60,072                | 49.4%                               |
| Initial entitlement - Veteran's Pension  | EP 180       | 5,059                   | 245                   | 4.8%                                |
| Initial claims from surviving spouses, children or parents   | EP 140       | 5,518                   | 849                   | 15.4%                               |
| <b>Supplemental Entitlement</b>  | <b>Total</b> | <b>342,985</b>          | <b>160,149</b>        | <b>46.7%</b>                        |
| Increased entitlement and/or reconsideration for Pension   | EP 120       | 6,066                   | 326                   | 5.4%                                |
| Increased evaluation and/or additional claimed conditions  | EP 020       | 315,542                 | 149,905               | 47.5%                               |
| Future examination for disabilities  | EP 310       | 19,460                  | 9,118                 | 46.9%                               |
| Increased entitlement due to hospitalization or surgery  | EP 320       | 1,625                   | 626                   | 38.5%                               |
| Reopened or new Agent Orange claims prior to 8/30/10   | EP 681       | 283                     | 171                   | 60.4%                               |
| 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       | 6                       | 2                     | 33.3%                               |
| Agent Orange claims where an interim decision was provided   | EP 409       | 3                       | 1                     | 33.3%                               |
| <b>To view Rating Bundle data at Regional Office level, click a jurisdiction filter below.</b><br><b>Hover over a title to learn the difference between each jurisdiction.</b>     |              |                         |                       |                                     |
| Station of Origination   |              | Station of Jurisdiction |                       |                                     |

| <b>Education</b>  | Current Work<br>Items Pending | Work Items Pending<br>Last Week | Weekly Change | Percent Change |
|---|-------------------------------|---------------------------------|---------------|----------------|
| <b>Total Chapter 33 Claims</b>  | <b>7,629</b>                  | <b>8,243</b>                    | <b>-614</b>   | <b>-7.45%</b>  |
| Buffalo   | 889                           | 998                             | (109)         | -10.9%         |
| Atlanta   | 613                           | 602                             | 11            | 1.8%           |
| St Louis  | 1,639                         | 1,898                           | (259)         | -13.6%         |
| Muskogee  | 4,488                         | 4,745                           | (257)         | -5.4%          |
| <b>Total Education Claims - All Education Programs</b>  | <b>79,404</b>                 | <b>79,584</b>                   | <b>-180</b>   | <b>-0.23%</b>  |
| Buffalo   | 7,361                         | 7,909                           | (548)         | -6.9%          |
| Atlanta   | 4,157                         | 4,166                           | (9)           | -0.2%          |
| St Louis  | 19,396                        | 19,241                          | 155           | 0.8%           |
| Muskogee  | 48,490                        | 48,268                          | 222           | 0.5%           |
| Chapter 33 is the new Post-9/11 GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims. |                               |                                 |               |                |

VBA Monday Morning Workload Report

|  |   |
|--|---|
| <b>Station of Origination<br/>Compensation and Pension Rating Bundle Metrics</b> | <b>Reporting Period:<br/>As of October 11, 2014</b> |
|--|---|

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.**

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

**Compensation and Pension Claims Processing**

|  | # Pending | Avg. Days Pending | Percentage Pending > 125 days (Backlog) | Completed Claims - Month to Date | Completed Claims - Fiscal Year to Date | Avg. Days to Complete - Month to Date | Avg. Days to Complete - Fiscal Year to Date | 3 Month Entitlement Accuracy - Issue Based | 3 month Entitlement Accuracy - Claim Level | 12 Month Entitlement Accuracy - Claim Level | 12 Month Authorization Accuracy - Claim Level |
|--|-----------|-------------------|---|----------------------------------|--|---------------------------------------|---|--|--|---|---|
| <b>USA</b>                                       | 525,817   | 148.3             | 46.2%                                   | 34,527                           | 34,527                                 | 190.1                                 | 190.1                                       | 95.84%                                     | 90.36%                                     | 90.33%                                      | 92.57%  |
| <b>Compensation Claims Processing</b>            |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Compensation Total</b>                    | 484,891   | 155.0             | 48.9%                                   | 29,062                           | 29,062                                 | 210.6                                 | 210.6                                       |  |  |   |   |
| <b>Eastern Area</b>                              | 91,165    | 159.2             | 49.4%                                   | 5,487                            | 5,487                                  | 204.7                                 | 204.7                                       | 95.6%                                      | 89.6%                                      | 89.2%                                       | 90.6%   |
| Baltimore  | 9,549     | 214.6             | 63.7%                                   | 367                              | 367                                    | 288.0                                 | 288.0                                       | 94.9%                                      | 82.9%                                      | 80.2%                                       | 85.3%   |
| Boston   | 6,036     | 167.4             | 53.3%                                   | 164                              | 164                                    | 226.3                                 | 226.3                                       | 96.6%                                      | 92.1%                                      | 91.7%                                       | 90.4%   |
| Buffalo  | 6,123     | 154.5             | 50.3%                                   | 361                              | 361                                    | 247.3                                 | 247.3                                       | 94.7%                                      | 87.1%                                      | 88.8%                                       | 91.2%   |
| Cleveland  | 10,830    | 143.9             | 40.4%                                   | 825                              | 825                                    | 193.3                                 | 193.3                                       | 94.4%                                      | 88.9%                                      | 89.7%                                       | 93.5%   |
| Detroit  | 8,954     | 147.1             | 48.9%                                   | 682                              | 682                                    | 178.0                                 | 178.0                                       | 95.4%                                      | 88.3%                                      | 90.3%                                       | 89.4%   |
| Hartford   | 2,420     | 113.4             | 35.2%                                   | 208                              | 208                                    | 156.7                                 | 156.7                                       | 97.5%                                      | 92.2%                                      | 92.5%                                       | 93.8%   |
| Indianapolis                                     | 8,568     | 180.5             | 56.3%                                   | 292                              | 292                                    | 250.2                                 | 250.2                                       | 96.7%                                      | 93.6%                                      | 90.8%                                       | 90.6%   |
| Manchester                                       | 1,486     | 136.1             | 42.1%                                   | 75                               | 75                                     | 163.7                                 | 163.7                                       | 95.3%                                      | 93.4%                                      | 90.5%                                       | 93.7%   |
| New York   | 7,667     | 152.7             | 49.0%                                   | 423                              | 423                                    | 242.5                                 | 242.5                                       | 98.3%                                      | 98.4%                                      | 92.8%                                       | 91.6%   |
| Newark   | 2,921     | 122.0             | 36.0%                                   | 168                              | 168                                    | 172.0                                 | 172.0                                       | 89.7%                                      | 79.0%                                      | 82.6%                                       | 84.9%   |
| Philadelphia (Non-PMC)                           | 13,994    | 172.4             | 56.4%                                   | 717                              | 717                                    | 280.5                                 | 280.5                                       | 95.1%                                      | 88.9%                                      | 85.7%                                       | 92.6%   |
| Pittsburgh                                       | 6,215     | 161.6             | 49.4%                                   | 319                              | 319                                    | 243.0                                 | 243.0                                       | 95.5%                                      | 85.0%                                      | 87.5%                                       | 91.1%   |
| Providence                                       | 3,310     | 77.2              | 19.6%                                   | 653                              | 653                                    | 69.0                                  | 69.0  | 99.1%                                      | 95.7%                                      | 94.1%                                       | 88.2%   |
| Togus  | 1,252     | 100.3             | 24.6%                                   | 135                              | 135                                    | 117.6                                 | 117.6                                       | 98.3%                                      | 93.7%                                      | 94.6%                                       | 97.6%   |
| White River J.                                   | 589       | 124.3             | 37.2%                                   | 43                               | 43                                     | 153.1                                 | 153.1                                       | 91.2%                                      | 85.0%                                      | 86.9%                                       | 86.5%   |
| Wilmington                                       | 1,251     | 168.8             | 56.4%                                   | 55                               | 55                                     | 263.0                                 | 263.0                                       | 95.5%                                      | 89.1%                                      | 88.1%                                       | 88.1%   |
| <b>Pension Claims Processing</b>                 |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Pension Total</b>                         | 18,554    | 57.6              | 9.2%                                    | 3,913                            | 3,913                                  | 60.5                                  | 60.5  |  | 100.0%                                     | 99.2%                                       | 98.9%   |
| Philadelphia PMC                                 | 6,333     | 61.0              | 11.2%                                   | 954                              | 954                                    | 71.9                                  | 71.9  |  | 100.0%                                     | 99.6%                                       | 98.0%   |
| Milwaukee PMC                                    | 4,533     | 50.6              | 6.5%                                    | 1,013                            | 1,013                                  | 50.4                                  | 50.4  |  | 100.0%                                     | 99.6%                                       | 99.2%   |
| St. Paul PMC                                     | 6,995     | 48.1              | 4.7%                                    | 1,795                            | 1,795                                  | 60.0                                  | 60.0  |  | 100.0%                                     | 98.4%                                       | 99.6%   |
| Other Pension                                    | 693       | 168.8             | 53.2%                                   | 151                              | 151                                    | 63.3                                  | 63.3  |  |  |   |   |
| <b>Quick Start Claims Processing</b>             |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Quick Start Total</b>                     | 10,836    | 71.3              | 14.7%                                   | 664                              | 664                                    | 117.6                                 | 117.6                                       |  |  |   |   |
| San Diego  | 3,914     | 72.5              | 13.8%                                   | 387                              | 387                                    | 98.3                                  | 98.3  |  |  |   |   |
| Winston-Salem                                    | 4,547     | 77.4              | 16.2%                                   | 240                              | 240                                    | 139.9                                 | 139.9                                       |  |  |   |   |
| Other Quick Start                                | 2,375     | 57.5              | 13.1%                                   | 37                               | 37                                     | 174.6                                 | 174.6                                       |  |  |   |   |
| <b>Benefits Delivery at Discharge Processing</b> |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Benefits Delivery at Discharge Total</b>  | 11,536    | 83.6              | 22.7%                                   | 888                              | 888                                    | 145.5                                 | 145.5                                       |  |  |   |   |
| Winston-Salem                                    | 3,705     | 49.9              | 6.1%                                    | 417                              | 417                                    | 83.0                                  | 83.0  |  |  |   |   |
| Salt Lake City                                   | 6,287     | 101.4             | 31.4%                                   | 395                              | 395                                    | 201.7                                 | 201.7                                       |  |  |   |   |
| Other Benefits Delivery at Discharge             | 1,544     | 92.3              | 27.3%                                   | 76                               | 76                                     | 197.1                                 | 197.1                                       |  |  |   |   |

VBA Monday Morning Workload Report

|   |   |
|---|---|
| <b>Station of Jurisdiction<br/>Compensation and Pension Rating Bundle Metrics</b> | <b>Reporting Period:<br/>As of October 11, 2014</b> |
|---|---|

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.

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

**Compensation and Pension Claims Processing**

|  | # Pending | Avg. Days Pending | Percentage Pending > 125 days (Backlog) | Completed Claims - Month to Date | Completed Claims - Fiscal Year to Date | Avg. Days to Complete - Month to Date | Avg. Days to Complete - Fiscal Year to Date | 3 Month Entitlement Accuracy - Issue Based | 3 month Entitlement Accuracy - Claim Level | 12 Month Entitlement Accuracy - Claim Level | 12 Month Authorization Accuracy - Claim Level |
|--|-----------|-------------------|---|----------------------------------|--|---------------------------------------|---|--|--|---|---|
| <b>USA</b>                                       | 525,817   | 148.3             | 46.2%                                   | 34,527                           | 34,527                                 | 190.1                                 | 190.1                                       |  |  |   |   |
| <b>Compensation Claims Processing</b>            |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Compensation Total</b>                    | 484,891   | 155.0             | 48.9%                                   | 29,062                           | 29,062                                 | 210.6                                 | 210.6                                       |  |  |   |   |
| <b>Eastern Area</b>                              | 92,657    | 157.6             | 48.5%                                   | 5,594                            | 5,594                                  | 204.0                                 | 204.0                                       |  |  |   |   |
| Baltimore  | 6,415     | 219.1             | 62.1%                                   | 103                              | 103                                    | 391.8                                 | 391.8                                       |  |  |   |   |
| Boston   | 5,102     | 164.3             | 50.6%                                   | 134                              | 134                                    | 217.2                                 | 217.2                                       |  |  |   |   |
| Buffalo  | 5,975     | 151.8             | 48.9%                                   | 352                              | 352                                    | 245.6                                 | 245.6                                       |  |  |   |   |
| Cleveland  | 11,570    | 147.8             | 40.7%                                   | 886                              | 886                                    | 197.2                                 | 197.2                                       |  |  |   |   |
| Detroit  | 9,499     | 144.3             | 47.9%                                   | 695                              | 695                                    | 176.5                                 | 176.5                                       |  |  |   |   |
| Hartford   | 2,969     | 117.5             | 34.1%                                   | 247                              | 247                                    | 174.5                                 | 174.5                                       |  |  |   |   |
| Indianapolis                                     | 7,964     | 178.5             | 55.4%                                   | 257                              | 257                                    | 240.4                                 | 240.4                                       |  |  |   |   |
| Manchester                                       | 1,913     | 150.8             | 45.6%                                   | 84                               | 84                                     | 174.5                                 | 174.5                                       |  |  |   |   |
| New York   | 7,524     | 150.4             | 48.3%                                   | 418                              | 418                                    | 241.7                                 | 241.7                                       |  |  |   |   |
| Newark   | 3,183     | 118.9             | 34.9%                                   | 181                              | 181                                    | 176.6                                 | 176.6                                       |  |  |   |   |
| Philadelphia (Non-PMC)                           | 13,417    | 174.5             | 57.2%                                   | 711                              | 711                                    | 279.5                                 | 279.5                                       |  |  |   |   |
| Pittsburgh                                       | 5,830     | 164.9             | 50.7%                                   | 302                              | 302                                    | 244.7                                 | 244.7                                       |  |  |   |   |
| Providence                                       | 3,813     | 80.1              | 18.3%                                   | 685                              | 685                                    | 71.8                                  | 71.8  |  |  |   |   |
| Togus  | 5,307     | 162.4             | 49.6%                                   | 432                              | 432                                    | 211.1                                 | 211.1                                       |  |  |   |   |
| White River J.                                   | 1,056     | 148.2             | 50.9%                                   | 55                               | 55                                     | 181.4                                 | 181.4                                       |  |  |   |   |
| Wilmington                                       | 1,120     | 160.6             | 55.0%                                   | 52                               | 52                                     | 240.5                                 | 240.5                                       |  |  |   |   |
| <b>Pension Claims Processing</b>                 |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Pension Total</b>                         | 18,554    | 57.6              | 9.2%                                    | 3,913                            | 3,913                                  | 60.5                                  | 60.5  |  |  |   |   |
| Philadelphia PMC                                 | 6,342     | 61.2              | 11.3%                                   | 956                              | 956                                    | 72.0                                  | 72.0  |  |  |   |   |
| Milwaukee PMC                                    | 4,536     | 50.7              | 6.5%                                    | 1,013                            | 1,013                                  | 50.6                                  | 50.6  |  |  |   |   |
| St. Paul PMC                                     | 6,996     | 48.1              | 4.7%                                    | 1,796                            | 1,796                                  | 60.0                                  | 60.0  |  |  |   |   |
| Other Pension                                    | 680       | 167.1             | 52.8%                                   | 148                              | 148                                    | 60.1                                  | 60.1  |  |  |   |   |
| <b>Quick Start Claims Processing</b>             |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Quick Start Total</b>                     | 10,836    | 71.3              | 14.7%                                   | 664                              | 664                                    | 117.6                                 | 117.6                                       |  |  |   |   |
| San Diego  | 4,472     | 67.0              | 12.1%                                   | 393                              | 393                                    | 98.0                                  | 98.0  |  |  |   |   |
| Winston-Salem                                    | 5,073     | 72.3              | 14.5%                                   | 239                              | 239                                    | 139.7                                 | 139.7                                       |  |  |   |   |
| Other Quick Start                                | 1,291     | 82.0              | 24.2%                                   | 32                               | 32                                     | 192.5                                 | 192.5                                       |  |  |   |   |
| <b>Benefits Delivery at Discharge Processing</b> |           |                   |   |                                  |  |                                       |   |  |  |   |   |
| <b>USA Benefits Delivery at Discharge Total</b>  | 11,536    | 83.6              | 22.7%                                   | 888                              | 888                                    | 145.5                                 | 145.5                                       |  |  |   |   |
| Winston-Salem                                    | 3,778     | 49.1              | 5.9%                                    | 417                              | 417                                    | 83.6                                  | 83.6  |  |  |   |   |
| Salt Lake City                                   | 6,272     | 101.3             | 31.2%                                   | 387                              | 387                                    | 202.5                                 | 202.5                                       |  |  |   |   |
| Other Benefits Delivery at Discharge             | 1,486     | 96.8              | 29.6%                                   | 84                               | 84                                     | 190.6                                 | 190.6                                       |  |  |   |   |

