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▶▶▶ February 2015 ◀◀◀

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If Veterans don't help Veterans, who will?

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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																																																																																																																																																																																																																		
<p>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)</p> <p>As of January 11, 2014</p> <table border="1"> <thead> <tr> <th># Pending</th> <th># Pending Over 125</th> <th>Percentage Pending > 125 days</th> </tr> </thead> <tbody> <tr> <td>686,861</td> <td>403,761</td> <td>58.8%</td> </tr> </tbody> </table>					# Pending	# Pending Over 125	Percentage Pending > 125 days	686,861	403,761	58.8%	<p>Compensation and Pension National Inventory - Historical Reporting Bundles*</p> <p>*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.</p> <p>As of January 11, 2014</p> <table border="1"> <thead> <tr> <th colspan="4">Compensation Entitlement</th> <th colspan="4">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>Original Entitlement - Veterans¹</td> <td>205,652</td> <td>123,931</td> <td>60.26%</td> <td>Original Entitlement</td> <td>48,522</td> <td>23,845</td> <td>49.14%</td> </tr> <tr> <td>EP 095 - Initial entitlement decisions for Voc Rehab</td> <td>1,076</td> <td>855</td> <td>79%</td> <td>EP 180 - Initial entitlement - Veteran</td> <td>8,822</td> <td>2,969</td> <td>33.7%</td> </tr> <tr> <td>EP 010 - Initial entitlement for service-connected disability (>=8)</td> <td>47,996</td> <td>26,438</td> <td>55.1%</td> <td>EP 120 - 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As of 12/13/2010 the Agent Orange presumptives claim category include EP 409</p>					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%	<p>Award Adjustments</p> <table border="1"> <thead> <tr> <th>EP</th> <th># Pending</th> <th># Pending Over 125</th> <th>% Over 125</th> </tr> </thead> <tbody> <tr> <td>Award Adjustments</td> <td>409,635</td> <td>292,244</td> <td>71.3%</td> </tr> <tr> <td>Dependency</td> <td>130</td> <td>232,980</td> <td>171,262</td> <td>73.5%</td> </tr> <tr> <td>Survivor restored entitlement</td> <td>133</td> <td>118</td> <td>61</td> <td>51.7%</td> </tr> <tr> <td>Hospitalization adjustment (non-rating)</td> <td>135</td> <td>211</td> <td>168</td> <td>79.6%</td> </tr> <tr> <td>Misc determinations</td> <td>290</td> <td>90,826</td> <td>76,555</td> <td>84.3%</td> </tr> <tr> <td>Spina bifida and/or birth defects adjustments</td> <td>450</td> <td>26</td> <td>22</td> <td>84.6%</td> </tr> <tr> <td>Future examination for disabilities</td> <td>310</td> <td>31,271</td> <td>14,197</td> <td>45.4%</td> </tr> <tr> <td>Due process</td> <td>600</td> <td>54,203</td> <td>29,973</td> <td>55.3%</td> </tr> </tbody> </table> <p>Involves the modification of benefits based upon additional ancillary factors. 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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	29,973	55.3%																																																																																																																																																																																																																			

VBA Monday Morning Workload Report

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)		# Pending	# Pending Over 125	Percentage Pending > 125 days
		525,044	239,077	45.5%
As of November 22, 2014				
Original Entitlement	Total	183,002	81,627	44.6%
Initial entitlement for service-connected disability (=>8)	EP 010	51,045	22,012	43.1%
Initial entitlement for service-connected disability (<=7)	EP 110	121,187	58,428	48.2%
Initial entitlement - Veteran's Pension	EP 180	5,028	300	6.0%
Initial claims from surviving spouses, children or parents	EP 140	5,742	887	15.4%
Supplemental Entitlement	Total	342,042	157,450	46.0%
Increased entitlement and/or reconsideration for Pension	EP 120	6,954	391	5.6%
Increased evaluation and/or additional claimed conditions	EP 020	316,061	149,717	47.4%
Future examination for disabilities	EP 310	16,970	6,499	38.3%
Increased entitlement due to hospitalization or surgery	EP 320	1,770	655	37.0%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	275	188	68.4%
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	12	0	0.0%
Agent Orange claims where an interim decision was provided	EP 409	0	0	0.0%
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	5,669	6,258	-589	-9.41%
Buffalo	839	828	11	1.3%
Atlanta	603	573	30	5.2%
St Louis	1,044	1,095	(51)	-4.7%
Muskogee	3,183	3,762	(579)	-15.4%
Total Education Claims - All Education Programs	34,367	33,664	703	2.09%
Buffalo	5,008	3,421	1,587	46.4%
Atlanta	3,067	3,170	(103)	-3.2%
St Louis	7,511	8,442	(931)	-11.0%
Muskogee	18,781	18,631	150	0.8%
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

Station of Origination Compensation and Pension Rating Bundle Metrics	Reporting Period: As of November 22, 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	525,044	146.3	45.5%	72,569	179,785	184.0	187.8	95.54%	89.96%	90.54%	92.48%
Compensation Claims Processing											
USA Compensation Total	484,241	152.4	48.1%	61,023	151,650	203.7	207.5				
Eastern Area	92,129	154.9	48.3%	11,576	29,609	203.0	202.1	95.2%	89.1%	89.5%	90.3%
Baltimore	9,589	215.4	65.2%	853	2,071	295.7	274.5	92.3%	79.1%	81.3%	85.0%
Boston	6,227	165.4	52.0%	443	1,185	263.6	247.4	99.6%	98.4%	93.7%	90.2%
Buffalo	5,923	157.1	54.4%	430	1,502	271.5	253.5	94.9%	93.2%	90.2%	88.7%
Cleveland	10,981	134.9	36.8%	1,531	4,321	180.5	186.7	93.7%	87.1%	89.1%	84.3%
Detroit	9,883	132.5	41.5%	1,288	3,454	190.5	188.1	92.3%	87.5%	88.5%	90.0%
Hartford	2,276	111.0	32.6%	440	1,074	153.2	157.8	97.9%	93.3%	94.1%	93.4%
Indianapolis	8,799	181.2	57.7%	862	2,063	233.2	238.6	97.8%	94.0%	91.6%	90.4%
Manchester	1,796	130.7	40.3%	192	461	212.5	203.9	96.2%	91.8%	90.7%	92.1%
New York	7,869	146.8	48.2%	750	1,880	249.0	255.0	91.5%	86.7%	91.9%	91.7%
Newark	3,157	114.6	35.0%	400	899	169.9	172.5	91.2%	83.6%	83.1%	83.5%
Philadelphia (Non-PMC)	13,277	168.1	55.9%	1,623	3,879	263.8	265.9	95.1%	86.4%	87.2%	91.0%
Pittsburgh	6,012	161.8	50.2%	746	1,790	228.1	230.5	95.8%	88.7%	87.6%	91.3%
Providence	3,178	77.4	17.7%	1,489	3,705	65.5	65.2	96.9%	90.0%	94.1%	91.0%
Togus	1,187	94.1	21.5%	321	818	112.7	119.3	96.8%	85.3%	93.1%	97.6%
White River J.	690	129.9	42.0%	48	141	158.1	165.4	96.5%	89.8%	87.3%	85.6%
Wilmington	1,285	156.6	49.7%	160	366	244.7	241.9	93.4%	90.5%	88.5%	88.8%
Pension Claims Processing											
USA Pension Total	19,630	58.5	9.4%	8,502	20,856	61.7	62.8		99.5%	99.2%	99.20%
Philadelphia PMC	6,908	62.4	11.0%	2,590	6,210	68.9	72.5		98.4%	99.2%	98.79%
Milwaukee PMC	4,769	50.6	7.3%	2,351	5,672	51.6	53.5		100.0%	99.6%	99.20%
St. Paul PMC	7,305	49.5	5.2%	3,216	8,146	62.7	62.1		100.0%	98.8%	99.60%
Other Pension	648	178.6	56.3%	345	828	66.7	60.5				
Quick Start Claims Processing											
USA Quick Start Total	10,436	84.3	19.1%	1,569	3,457	120.1	118.8				
San Diego	3,330	88.4	21.5%	773	1,784	107.4	102.8				
Winston-Salem	5,011	85.8	19.7%	683	1,441	133.4	134.4				
Other Quick Start	2,095	74.3	14.0%	113	232	126.3	145.0				
Benefits Delivery at Discharge Processing											
USA Benefits Delivery at Discharge Total	10,737	91.7	20.6%	1,475	3,822	142.3	148.0				
Winston-Salem	3,579	65.7	7.2%	608	1,571	89.4	87.7				
Salt Lake City	5,749	104.8	27.3%	742	1,969	185.7	193.5				
Other Benefits Delivery at Discharge	1,409	104.1	27.8%	125	282	141.4	165.9				

VBA Monday Morning Workload Report

Station of Jurisdiction Compensation and Pension Rating Bundle Metrics	Reporting Period: As of November 22, 2014
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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	525,044	146.3	45.5%	72,569	179,785	184.0	187.8				
Compensation Claims Processing											
USA Compensation Total	484,241	152.4	48.1%	61,023	151,650	203.7	207.5				
Eastern Area	95,085	153.1	47.5%	11,874	30,375	202.0	201.3				
Baltimore	5,542	230.2	67.4%	335	584	373.9	356.7				
Boston	5,515	159.7	47.7%	380	1,026	263.8	243.5				
Buffalo	5,888	155.5	54.0%	415	1,458	269.5	251.3				
Cleveland	11,766	138.9	37.9%	1,623	4,590	185.7	191.0				
Detroit	10,413	131.1	41.1%	1,403	3,695	186.7	186.1				
Hartford	2,889	112.3	34.8%	529	1,300	160.4	170.4				
Indianapolis	8,084	183.7	59.3%	755	1,818	232.8	236.6				
Manchester	2,144	144.1	46.5%	225	533	236.1	224.9				
New York	7,841	146.5	48.1%	738	1,857	245.9	253.5				
Newark	3,504	116.4	37.6%	457	1,006	172.4	174.6				
Philadelphia (Non-PMC)	12,868	168.9	56.4%	1,601	3,833	265.5	265.9				
Pittsburgh	5,833	162.8	50.7%	677	1,656	230.3	232.6				
Providence	3,782	80.7	18.9%	1,575	3,944	70.4	69.5				
Togus	6,751	153.6	42.8%	936	2,519	194.3	201.2				
White River J.	1,087	158.8	60.4%	76	216	204.9	203.4				
Wilmington	1,178	148.0	45.4%	149	340	232.1	228.4				
Pension Claims Processing											
USA Pension Total	19,630	58.5	9.4%	8,502	20,856	61.7	62.8				
Philadelphia PMC	6,918	62.6	11.0%	2,591	6,217	69.0	72.7				
Milwaukee PMC	4,772	50.7	7.3%	2,353	5,677	51.8	53.8				
St. Paul PMC	7,302	49.5	5.2%	3,216	8,150	62.7	62.2				
Other Pension	638	176.7	55.8%	342	812	65.4	56.7				
Quick Start Claims Processing											
USA Quick Start Total	10,436	84.3	19.1%	1,569	3,457	120.1	118.8				
San Diego	4,392	79.6	16.6%	829	1,870	104.5	101.1				
Winston-Salem	5,102	85.0	19.3%	688	1,443	133.0	134.1				
Other Quick Start	942	102.5	30.1%	52	144	196.8	196.3				
Benefits Delivery at Discharge Processing											
USA Benefits Delivery at Discharge Total	10,737	91.7	20.6%	1,475	3,822	142.3	148.0				
Winston-Salem	3,596	65.3	7.1%	607	1,567	89.5	87.8				
Salt Lake City	5,783	104.3	27.1%	742	1,950	185.1	193.7				
Other Benefits Delivery at Discharge	1,358	107.3	28.9%	126	305	144.0	165.0				

