



---

## 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.



## 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> (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%					
<b>Compensation</b>												
					EP	# Pending	# Pending Over 125	% Over 125				
<b>Entitlement (Original and Supplemental)</b>					636,371	384,213	60.4%					
Original Entitlement - Veterans <sup>1</sup>												
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 <sup>2</sup>												
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 <sup>3</sup>												
<sup>1</sup> 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. <sup>2</sup> First claim received from surviving spouses, dependent children and dependent parents based upon the Veteran's death due to service-related causes. <sup>3</sup> 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												
<b>Award Adjustments</b>												
					EP	# Pending	# Pending Over 125	% Over 125				
<b>Dependency</b>					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%				
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>Compensation and Pension National Inventory - Historical Reporting Bundles*</b>												
*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.												
As of January 11, 2014												
<b>Compensation Entitlement</b>					<b>Pension Entitlement</b>							
					Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days				
<b>Original Entitlement - Veterans<sup>1</sup></b>					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%					
<b>Original Entitlement - Survivors<sup>2</sup></b>					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%					
<b>Supplemental Entitlement</b>					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%					
<b>Award Adjustments</b>					409,635	292,244	71.34%					
<b>Original Entitlement</b>					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%					
<b>Pension Award Adjustments</b>					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 237 - Misc determinations					12,493	3,424	27.4%					
EP 607 - Due process					19,383	4,837	25.0%					
<b>Program Reviews</b>					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%					
<b>Pension Other</b>					5,533	2,753	49.8%					

VBA Monday Morning Workload Report

<b>Compensation and Pension Rating Bundle Totals</b> (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
		<b>525,500</b>	<b>240,494</b>	<b>45.8%</b>
As of November 15, 2014				
<b>Original Entitlement</b>	<b>Total</b>	<b>183,262</b>	<b>82,076</b>	<b>44.8%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	51,312	22,078	43.0%
Initial entitlement for service-connected disability (<=7)	EP 110	121,128	58,814	48.6%
Initial entitlement - Veteran's Pension	EP 180	5,095	282	5.5%
Initial claims from surviving spouses, children or parents	EP 140	5,727	902	15.7%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>342,238</b>	<b>158,418</b>	<b>46.3%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	6,962	362	5.2%
Increased evaluation and/or additional claimed conditions	EP 020	315,922	150,051	47.5%
Future examination for disabilities	EP 310	17,283	7,206	41.7%
Increased entitlement due to hospitalization or surgery	EP 320	1,779	605	34.0%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	282	193	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	7	0	0.0%
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. Hover over a title to learn the difference between each jurisdiction.</b>				
Station of Origination		Station of Jurisdiction		

<b>Education</b>	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
<b>Total Chapter 33 Claims</b>	<b>6,258</b>	<b>5,961</b>	<b>297</b>	<b>4.98%</b>
Buffalo	828	720	108	15.0%
Atlanta	573	602	(29)	-4.8%
St Louis	1,095	1,103	(8)	-0.7%
Muskogee	3,762	3,536	226	6.4%
<b>Total Education Claims - All Education Programs</b>	<b>33,664</b>	<b>30,707</b>	<b>2,957</b>	<b>9.63%</b>
Buffalo	3,421	3,963	(542)	-13.7%
Atlanta	3,170	3,291	(121)	-3.7%
St Louis	8,442	8,061	381	4.7%
Muskogee	18,631	15,392	3,239	21.0%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

VBA Monday Morning Workload Report

<b>Station of Origination Compensation and Pension Rating Bundle Metrics</b>	<b>Reporting Period: As of November 15, 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>	525,500	146.9	45.8%	46,564	153,780	184.1	188.4	95.54%	89.96%	90.54%	92.48%
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	484,032	153.2	48.4%	39,223	129,850	203.6	208.1				
<b>Eastern Area</b>	91,796	156.1	48.6%	7,387	25,420	202.5	201.8	95.2%	89.1%	89.5%	90.3%
Baltimore	9,610	216.2	65.1%	583	1,801	287.6	268.7	92.3%	79.1%	81.3%	85.0%
Boston	6,230	165.3	52.3%	255	997	261.2	243.8	99.6%	98.4%	93.7%	90.2%
Buffalo	5,914	152.4	51.3%	372	1,444	276.8	254.1	94.9%	93.2%	90.2%	88.7%
Cleveland	10,989	135.3	36.5%	975	3,765	183.4	188.4	93.7%	87.1%	89.1%	94.3%
Detroit	9,766	134.0	42.4%	823	2,989	189.3	187.4	92.3%	87.5%	88.5%	90.0%
Hartford	2,320	112.2	33.7%	265	899	147.7	157.1	97.9%	93.3%	94.1%	93.4%
Indianapolis	8,732	182.5	58.6%	492	1,693	232.1	239.5	97.8%	94.0%	91.6%	90.4%
Manchester	1,641	135.4	42.3%	131	400	203.0	199.5	96.2%	91.8%	90.7%	92.1%
New York	7,918	146.9	48.1%	490	1,620	235.6	252.0	91.5%	86.7%	91.9%	91.7%
Newark	3,027	118.0	36.2%	275	774	167.6	172.1	91.2%	83.6%	83.1%	83.5%
Philadelphia (Non-PMC)	13,371	171.4	56.5%	1,011	3,267	257.3	264.3	95.1%	86.4%	87.2%	91.0%
Pittsburgh	6,044	164.1	50.4%	446	1,490	236.7	233.6	95.8%	88.7%	87.6%	91.3%
Providence	3,176	78.0	18.8%	924	3,140	66.3	65.4	96.9%	90.0%	94.1%	91.0%
Togus	1,179	93.3	22.8%	207	704	109.3	119.3	96.8%	85.3%	93.1%	97.6%
White River J.	624	134.8	44.4%	24	117	189.8	173.4	96.5%	89.8%	87.3%	85.6%
Wilmington	1,255	159.9	50.4%	114	320	246.8	242.3	93.4%	90.5%	88.5%	88.8%
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,699	58.1	9.2%	5,315	17,669	61.8	63.0		99.5%	99.2%	99.20%
Philadelphia PMC	7,136	60.7	10.1%	1,437	5,057	70.4	73.8		98.4%	99.2%	98.79%
Milwaukee PMC	4,721	50.0	7.1%	1,547	4,868	51.8	53.9		100.0%	99.6%	99.20%
St. Paul PMC	7,181	50.0	5.4%	2,122	7,052	61.6	61.7		100.0%	98.8%	99.60%
Other Pension	661	177.5	56.0%	209	692	78.1	62.7				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	10,653	81.9	18.9%	1,062	2,950	115.9	117.1				
San Diego	3,408	86.1	21.0%	543	1,554	103.2	100.7				
Winston-Salem	4,345	89.1	22.6%	445	1,203	130.6	133.5				
Other Quick Start	2,900	66.2	10.8%	74	193	119.9	146.3				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	11,116	88.3	21.4%	964	3,311	141.2	148.5				
Winston-Salem	3,535	63.3	8.1%	402	1,365	88.5	87.2				
Salt Lake City	5,775	103.9	29.3%	483	1,710	185.2	194.5				
Other Benefits Delivery at Discharge	1,806	87.4	22.0%	79	236	140.0	170.2				

VBA Monday Morning Workload Report

Station of Jurisdiction Compensation and Pension Rating Bundle Metrics				Reporting Period: As of November 15, 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 <b>not</b> 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
<b>USA</b>	525,500	146.9	45.8%	46,564	153,780	184.1	188.4				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	484,032	153.2	48.4%	39,223	129,850	203.6	208.1				
<b>Eastern Area</b>	93,427	155.3	48.3%	7,565	26,066	201.3	200.9				
Baltimore	6,486	215.4	64.4%	241	490	366.4	349.7				
Boston	5,481	160.1	48.0%	214	860	256.0	237.6				
Buffalo	5,837	150.1	50.5%	359	1,402	274.9	251.9				
Cleveland	11,616	140.6	38.0%	1,032	3,999	188.5	192.5				
Detroit	10,158	133.3	42.4%	887	3,179	186.1	185.8				
Hartford	2,739	116.7	37.2%	309	1,080	157.6	171.6				
Indianapolis	8,353	180.3	57.8%	425	1,488	230.0	236.7				
Manchester	2,009	150.0	48.2%	148	456	220.3	217.9				
New York	7,853	145.8	47.8%	478	1,597	231.7	250.5				
Newark	3,379	118.9	38.7%	321	870	170.8	174.4				
Philadelphia (Non-PMC)	12,947	172.5	57.1%	997	3,229	259.0	263.9				
Pittsburgh	5,812	165.0	50.9%	412	1,391	238.1	235.4				
Providence	3,502	82.9	21.2%	976	3,345	71.2	69.5				
Togus	5,073	172.7	48.6%	620	2,203	187.7	200.4				
White River J.	1,037	161.6	63.4%	39	179	245.1	211.8				
Wilmington	1,145	151.0	46.5%	107	298	234.8	228.8				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,699	58.1	9.2%	5,315	17,669	61.8	63.0				
Philadelphia PMC	7,145	60.9	10.2%	1,437	5,063	70.4	74.0				
Milwaukee PMC	4,724	50.1	7.2%	1,549	4,873	52.1	54.2				
St. Paul PMC	7,179	50.0	5.4%	2,122	7,056	61.6	61.8				
Other Pension	651	176.0	55.5%	207	677	76.4	58.3				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	10,653	81.9	18.9%	1,062	2,950	115.9	117.1				
San Diego	4,448	77.3	16.5%	579	1,620	99.8	98.8				
Winston-Salem	5,187	82.6	18.8%	447	1,202	130.5	133.4				
Other Quick Start	1,018	98.5	29.7%	36	128	191.9	194.9				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delery at Discharge Total</b>	11,116	88.3	21.4%	964	3,311	141.2	148.5				
Winston-Salem	3,765	61.0	7.5%	401	1,361	88.9	87.4				
Salt Lake City	5,907	102.2	28.6%	483	1,691	184.3	194.7				
Other Benefits Delivery at Discharge	1,444	102.7	27.8%	80	259	142.9	168.4				

