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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)	# Pending	# Pending Over 125	Percentage Pending > 125 days
		685,686	405,938

As of January 4, 2014

Compensation

EP	# Pending	# Pending Over 125	% Over 125	
Entitlement (Original and Supplemental)	636,274	388,178	61.0%	
Original Entitlement - Veterans ¹				
Initial entitlement decisions for Voc Rehab	095	1,061	873	82.3%
Initial entitlement for service-connected disability (>=8)	010	48,221	26,688	55.3%
Initial entitlement for service-connected disability (<=7)	110	156,962	97,831	62.3%
Original Entitlement - Survivors ²				
Initial claims from surviving spouses, children or parents	140	7,510	1,891	25.2%
Initial claims from children Veterans with Spina bifida and/or birth defects	410	575	460	80.0%
Supplemental Entitlement				
Increased evaluation and/or additional claimed conditions	020	415,002	257,465	62.0%
Increased entitlement due to hospitalization or surgery	320	2,500	1,127	45.1%
Spina bifida and/or birth defects reconsideration	420	179	152	84.9%
Reopened or new Agent Orange claims prior to 8/30/10	681	4,221	1,664	39.4%
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	23	8	34.8%
Agent Orange claims where an interim decision was provided	409	20	19	95.0%
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	406,934	289,271	71.1%	
Dependency	130	232,040	170,445	73.5%
Survivor restored entitlement	133	121	60	49.6%
Hospitalization adjustment (non-rating)	135	201	166	82.6%
Misc determinations	290	90,825	76,714	84.5%
Spina bifida and/or birth defects adjustments	450	26	21	80.8%
Future examination for disabilities	310	29,570	12,001	40.6%
Due process	600	54,151	29,864	55.1%

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.

EP	# Pending	# Pending Over 125	% Over 125	
Program Reviews	74,142	59,177	79.8%	
Income verification for unemployment	314	1,720	1,678	97.6%
Review of Hemodialysis related cases/conditions	680	58	43	74.1%
Review of Radiation related cases/conditions	682	704	666	94.6%
Review of Misc cases referred to central office	684	7,851	7,025	89.5%
Review of effective date related to herbicide exposure	685	98	98	100.0%
Cost of Living Adjustments (COLAs) and other reviews	690	13,233	9,488	71.7%
Social Security number verification	690 Group	50,478	40,179	79.6%

These actions are not initiated by Veterans or survivors. All program integrity actions are initiated by internal VBA controls and mandates. These actions are classified as internal controls necessary to audit, review, and ensure that benefits and entitlements are proper and the intent of laws and regulations is being followed.

EP	# Pending	# Pending Over 125	% Over 125	
Other	171,948	90,400	52.6%	
Pre-decisional hearings	173	2,722	2,163	79.5%
Correspondence	400	111,814	49,229	44.0%
Congressional correspondence	500	2,250	1,403	62.4%
Freedom of Information Act (FOIA) requests	510	30,438	17,495	57.5%
Review, including quality assurance	930	24,138	19,599	81.2%
Correction of errors	960	586	511	87.2%

Combination of workload received from Veterans, survivors and internal sources that do not have any effect on entitlement, nor do they require any adjustment to monetary benefits.

Pension

	EP	# Pending	# Pending Over 125	% Over 125
Entitlement		49,729	25,036	50.3%
Increased entitlement and/or reconsideration	120	12,574	4,063	32.3%
Initial entitlement - Veteran	180	9,083	3,181	35.0%
Initial entitlement - Survivor	190	28,072	17,792	63.4%

Claims for benefits from Veterans and survivors that have never before applied for pension, as well as claims for aid and attendance, and housebound benefits. Some pension entitlement claims require a rating decision.

	EP	# Pending	# Pending Over 125	% Over 125
Award Adjustments		69,671	29,738	42.7%
Hospitalization adjustment (non-rating)	135	710	89	12.5%
Dependency	137	6,753	3,086	45.7%
Income adjustments	150	30,497	18,037	59.1%
Annual eligibility verification reporting (EVRs)	155	7	6	85.7%
Misc determinations	297	11,798	3,417	29.0%
Due process	607	19,906	5,103	25.6%

Involve the modification of benefits based upon income changes.

	EP	# Pending	# Pending Over 125	% Over 125
Program Reviews		38,940	38,408	98.6%
Income Verification Match	154	38,410	38,337	99.8%
Cost of Living Adjustments	696	520	67	12.9%
Non-entitlement reviews	697	10	4	40.0%

These actions are not initiated by Veterans or survivors. All program review actions are initiated by internal VBA controls and mandates. These actions are classified as internal controls necessary to audit, review, and ensure that benefits and entitlements are proper and the intent of laws and regulations is being followed.

	EP	# Pending	# Pending Over 125	% Over 125
Other		5,482	2,799	51.1%
Correspondence	407	3,359	2,224	66.2%
Congressional correspondence	507	1,020	16	1.6%
Internal quality reviews	937	1,103	559	50.7%

Combination of workload received from Veterans, survivors and internal sources that do not have any effect on entitlement, nor do they require any adjustment to monetary benefits.

Additional Compensation, Pension and Education Workload

Burial	EP	# Pending
	160	45,225

Provides honor and assistance with the burial of Veterans through an enhanced burial benefit for those whose post-service death was due to or hastened by a service-connected disability. The burial program also provides assistance with the burial of Veterans entitled to pension; Veterans who die while under VA care; and Veterans entitled to compensation but who die from other causes.

Accrued	EP	# Pending
	165	15,240

Benefits not paid prior to the death of a Veteran or survivor based upon a pending claim at the time of death which is later granted.

Appeals	EP	# Pending
As of November 16, 2013	NA	267,002

Appealed cases include compensation, pension, burial, and accrued benefits and decisions.

Education	Type	# Pending
	Ch 33	6,365
	All	46,541

Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.

COMPENSATION AND PENSION RATING BUNDLE METRICS As of January 4, 2014

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 RATING CLAIMS COMBINED

	# 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	685,686	170.4	59.2%	90,042	300,922	256.3	276.7	96.2%	89.7%	89.6%	94.6%

COMPENSATION RATING CLAIM METRICS

	Inventory # Pending	Avg. Days Pending	Backlog Percentage > 125 days	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	633,817	175.7	61.2%	73,351	245,470	285.7	310.0	96.2%	89.7%	89.6%	94.6%
Eastern Area	124,687	182.6	62.6%	15,010	49,897	279.1	298.0	95.7%	87.7%	88.3%	93.9%
Baltimore	9,688	226.5	73.5%	348	1,359	351.1	389.2	90.5%	81.1%	77.2%	93.0%
Boston	6,998	174.2	59.7%	611	2,190	292.2	328.0	92.9%	87.5%	89.2%	95.0%
Buffalo	8,080	174.5	60.3%	913	2,810	253.0	278.4	94.1%	84.9%	88.1%	91.3%
Cleveland	19,534	208.4	66.2%	2,064	6,652	340.8	370.6	97.0%	92.5%	91.4%	95.0%
Detroit	15,560	162.2	60.6%	2,053	6,146	270.8	278.8	96.8%	90.3%	87.3%	93.7%
Hartford	3,630	157.0	57.3%	700	2,200	290.3	261.2	94.4%	90.0%	90.3%	98.8%
Indianapolis	11,114	171.1	61.0%	1,226	3,669	278.1	312.2	98.3%	93.8%	92.0%	87.1%
Manchester	1,559	137.5	49.1%	328	995	216.8	227.6	96.9%	85.9%	86.7%	97.6%
New York	10,681	183.7	60.8%	958	3,357	291.0	318.3	97.2%	93.3%	89.9%	94.9%
Newark	4,592	162.8	59.3%	729	1,863	257.6	258.6	94.6%	81.7%	83.7%	90.6%
Philadelphia (Non-PMC)	16,308	196.6	67.6%	1,687	6,622	299.7	301.7	96.5%	82.5%	91.1%	94.1%
Pittsburgh	7,493	184.9	62.8%	625	2,354	335.8	363.7	95.9%	88.1%	89.1%	94.3%
Providence	4,023	128.5	47.2%	1,458	5,068	100.9	97.2	97.3%	90.3%	92.8%	92.0%
Togus	2,713	136.2	48.9%	1,002	3,536	205.7	211.4	96.2%	93.8%	95.6%	97.6%
White River J.	858	178.4	61.8%	192	607	232.8	231.1	96.6%	85.1%	83.0%	89.0%
Wilmington	1,646	171.9	62.7%	116	469	317.4	320.0	95.3%	84.2%	83.2%	97.2%

PENSION RATING CLAIM METRICS

	# Pending	Avg. Days Pending	Backlog Percentage > 125 days	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	32,292	100.5	31.3%	13,232	43,547	113.4	116.8	N/A	98.4%	98.4%	98.1%
Philadelphia PMC	19,847	123.8	45.0%	4,634	15,784	180.6	188.5	N/A	100.0%	98.0%	98.0%
Milwaukee PMC	5,486	63.3	11.3%	4,081	12,286	69.1	74.6	N/A	100.0%	99.6%	99.6%
St. Paul PMC	6,406	51.8	3.8%	4,348	14,975	80.9	73.6	N/A	95.5%	97.6%	97.6%
Other (in transit)	553	198.7	58.2%	169	502	180.7	179.4	N/A	N/A	N/A	N/A

Quick Start Claims Processing*

	# Pending	Avg. Days Pending	Backlog Percentage > 125 days	Completed Claims - Month to Date	Completed Claims - Fiscal Year to Date	Avg. Days to Complete MTD	Avg. Days to Complete MTD
USA	7,936	102.8	32.7%	1,771	5,993	147.3	149.0
San Diego	3,785	112.3	36.7%	1,124	3,792	138.1	145.9
Winston-Salem	4,151	94.2	29.1%	647	2,201	163.4	154.3

COMPENSATION AND PENSION INVENTORY

As of January 4, 2014

*All compensation and pension claims nationwide that require a rating decision (majority) which is the legal decision that obligates the Department of Veteran Affairs to the Veteran and/or beneficiary that claimed benefits. These are the *initial*

COMPENSATION INVENTORY

	Non-Rating	Entitlement			Award Adjustment			Program Review			Other			Burial	Accrued	Appeals
	Avg. Days Pending	# Pending	# Pending over 125 days	Percent Pending > 125 days	# Pending	# Pending over 125 days	Percent Pending > 125 days	# Pending	# Pending over 125 days	Percent Pending > 125 days	# Pending	# Pending over 125 days	Percent Pending > 125 days	# Pending	# Pending	# Pending
USA	323.4	636,274	388,178	61.0%	406,934	289,271	71.1%	74,142	59,177	79.8%	171,948	90,400	52.6%	30,507	1,971	264,066
Eastern Area	330.3	125,918	78,337	62.2%	68,475	46,656	71.1%	14,863	12,479	84.0%	71,077	20,879	29.4%	25,109	384	46,396
Baltimore	493.9	9,518	7,042	74.0%	6,587	5,782	87.8%	1,166	1,050	90.1%	51,016	6,641	13.0%	1	3	3,459
Boston	343.5	6,585	4,038	61.3%	6,162	4,541	73.7%	1,868	1,476	79.0%	1,164	904	77.7%	1	2	4,377
Buffalo	227.2	7,883	4,832	61.3%	4,464	2,951	66.1%	357	314	88.0%	497	295	59.4%	2	5	1,571
Cleveland	341.6	19,187	12,776	66.6%	11,352	8,923	78.6%	2,114	2,056	97.3%	3,637	2,290	63.0%	5	164	10,062
Detroit	136.0	14,725	9,038	61.4%	5,096	2,289	44.9%	1,133	948	83.7%	2,779	2,021	72.7%	3	75	5,989
Hartford	160.9	3,480	2,047	58.8%	2,039	1,083	53.1%	314	197	62.7%	1,259	1,143	90.8%	1	-	860
Indianapolis	394.3	11,051	6,750	61.1%	7,241	5,762	79.6%	1,228	934	76.1%	1,498	955	63.8%	2	123	5,405
Manchester	273.4	1,527	746	48.9%	1,277	973	76.2%	99	92	92.9%	151	94	62.3%	3	2	691
New York	199.2	10,050	6,204	61.7%	4,753	2,652	55.8%	983	619	63.0%	908	506	55.7%	5	6	3,958
Newark	151.0	4,246	2,551	60.1%	1,573	829	52.7%	503	483	96.0%	372	263	70.7%	-	-	2,120
Philadelphia	376.1	21,685	13,164	60.7%	8,289	6,475	78.1%	2,864	2,600	90.8%	4,246	3,284	77.3%	25,081	-	2,810
Pittsburgh	383.3	7,439	4,674	62.8%	5,203	3,981	76.5%	759	727	95.8%	1,638	1,153	70.4%	1	3	3,155
Providence	118.3	3,722	1,725	46.3%	1,301	518	39.8%	274	188	68.6%	246	95	38.6%	1	1	818
Togus	252.7	2,382	1,217	51.1%	1,852	1,004	54.2%	1,129	734	65.0%	1,159	915	78.9%	2	-	382
White River Junction	319.1	824	515	62.5%	608	408	67.1%	57	50	87.7%	139	104	74.8%	1	-	211
Wilmington	303.2	1,614	1,018	63.1%	678	485	71.5%	15	11	73.3%	368	216	58.7%	-	-	528
SOUTHERN AREA	313.2	215,754	136,904	63.5%	141,234	104,753	74.2%	22,754	18,503	81.3%	43,613	29,995	68.8%	227	638	98,484
Atlanta	316.9	31,836	20,566	64.6%	17,041	12,525	73.5%	1,381	1,186	85.9%	5,510	3,677	66.7%	90	8	14,641
Columbia	211.4	19,146	12,099	63.2%	9,944	6,639	66.8%	915	710	77.6%	2,054	1,268	61.7%	5	27	7,508
Huntington	210.1	5,697	3,733	65.5%	2,544	1,536	60.4%	337	207	61.4%	967	689	71.3%	5	5	3,300
Jackson	285.7	9,936	6,843	68.9%	4,532	3,492	77.1%	1,254	1,142	91.1%	2,089	1,296	62.0%	38	68	3,906
Louisville	390.9	10,075	6,701	66.5%	9,021	7,309	81.0%	1,678	1,358	80.9%	2,290	2,114	92.3%	50	111	4,419
Montgomery	316.4	15,313	10,015	65.4%	9,890	7,281	73.4%	5,066	3,944	77.9%	2,539	1,696	66.8%	9	154	11,026
Nashville	183.6	15,934	9,119	57.2%	7,990	4,667	58.4%	1,152	638	55.4%	3,185	2,305	72.4%	2	117	5,870
Roanoke	350.2	21,343	12,883	60.4%	13,366	10,166	76.1%	1,821	1,527	83.9%	12,980	11,139	85.8%	11	19	8,431
San Juan	284.2	5,864	3,953	67.4%	3,581	2,687	75.0%	533	402	75.4%	1,513	1,356	89.6%	5	1	5,202
St. Petersburg	311.8	41,020	26,598	64.8%	22,807	16,091	70.6%	2,841	2,036	71.7%	4,389	1,869	42.6%	11	118	23,319
Washington	377.0	55	45	81.8%	196	177	90.3%	107	106	99.1%	561	559	99.6%	-	-	29
Winston-Salem	336.0	39,535	24,349	61.6%	40,322	32,203	79.9%	5,669	5,247	92.6%	5,536	2,027	36.6%	1	10	10,833

	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
USA (Education)	6,365	7,263	(898)	-12.4%	57,576	60,064	(13,523)	-22.5%
Buffalo	1,248	1,472	(224)	-15.2%	5,854	9,011	(3,157)	-35.0%
Atlanta	681	789	(108)	-13.7%	5,100	6,614	(1,514)	-22.9%
St Louis	1,432	1,603	(171)	-10.7%	11,035	7,753	#VALUE!	#VALUE!
Muskogee	3,004	3,399	(395)	-11.6%	35,587	36,686	(1,099)	-3.0%
*Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs including Chapter 33 claims.								