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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.



MMWL_Summary

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

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
	686,861	403,761	58.8%

As of January 11, 2014

Compensation

Entitlement (Original and Supplemental)	EP	# Pending	# Pending Over 125	% Over 125
Original Entitlement - Veterans ¹		636,371	384,213	60.4%
Initial entitlement decisions for Voc Rehab	095	1,076	855	79.5%
Initial entitlement for service-connected disability (=>8)	010	47,936	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	409	24	8	33.3%
Agent Orange claims where an interim decision was provided	409	22	18	81.8%
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

Award Adjustments	EP	# Pending	# Pending Over 125	% Over 125
Dependency	130	232,380	171,262	73.5%
Survivor restored entitlement	133	118	61	51.7%
Hospitalization adjustment (non-rating)	135	211	168	79.6%
Misc determinations	290	30,826	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	29,379	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.

Compensation and Pension National Inventory - Historical Reporting Bundles ¹						
As of January 11, 2014						
Compensation Entitlement				Pension Entitlement		
Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days	Measurement	# Pending	# Pending over 125 days
Original Entitlement - Veterans¹	205,652	123,931	60.26%	Original Entitlement	48,522	23,845
EP 095 - Initial entitlement decisions for Voc Rehab	1,076	855	79%	EP 180 - Initial entitlement - Veteran	8,822	2,969
EP 010 - Initial entitlement for service-connected disability (=>8)	47,936	26,438	55.1%	EP 120 - Increased entitlement and/or reconsideration	12,227	3,850
EP 110 - Initial entitlement for service-connected disability (<=7)	156,580	96,638	61.7%	EP 190 - Initial entitlement - Survivor	27,473	17,026
Original Entitlement - Survivors²	8,134	2,318	28.50%	Pension Award Adjustments	70,765	29,010
EP 140 - Initial claims from surviving spouses, children or parents	7,559	1,854	24.5%	EP 135 - Hospitalization adjustment (non-rating)	211	168
EP 410 - Initial claims from children Veterans with Spina bifida and/or birth defects	575	464	80.7%	EP 137 - Dependency	7,182	3,023
Supplemental Entitlement	422,585	257,964	61.04%	EP 150 - Income adjustments	31,489	17,552
EP 020 - Increased evaluation and/or additional claimed conditions	415,300	255,077	61.4%	EP 155 - Annual eligibility verification reporting (EVRs)	7	6
EP 320 - Increased entitlement due to hospitalization or surgery	2,555	1,120	43.8%	EP 297 - Misc determinations	12,493	3,424
EP 420 - Spina bifida and/or birth defects reconsideration	179	149	83.2%	EP 607 - Due process	19,383	4,837
EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	4,505	1,592	35.3%	Program Reviews	38,695	38,187
EP 687 - Nehmer review cases based upon new Agent Orange presumptives	0	0	0.0%	EP 154 - Income Verification Match	38,141	38,105
EP 405 - Reopened or new Agent Orange claims After 9/01/10	24	8	33.3%	EP 696 - Cost of Living Adjustments	544	78
EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%	EP 697 - Non-entitlement reviews	10	4
Award Adjustments	409,635	292,244	71.34%	Pension Other	5,533	2,753

¹The 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 VE 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

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
				686,861
As of January 11, 2014				
Original Entitlement	Total	220,957	127,899	57.9%
Initial entitlement for service-connected disability (=>8)	EP 010	47,996	26,438	53.3%
Initial entitlement for service-connected disability (<=7)	EP 110	156,580	96,638	59.6%
Initial entitlement - Veteran's Pension	EP 180	8,822	2,969	34.0%
Initial claims from surviving spouses, children or parents	EP 140	7,559	1,854	25.1%
Supplemental Entitlement	Total	465,904	275,862	59.2%
Increased entitlement and/or reconsideration for Pension	EP 120	12,227	3,850	30.2%
Increased evaluation and/or additional claimed conditions	EP 020	415,300	255,077	59.4%
Future examination for disabilities	EP 310	31,271	14,197	42.0%
Increased entitlement due to hospitalization or surgery	EP 320	2,555	1,120	44.5%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	4,505	1,592	42.9%
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	24	8	36.0%
Agent Orange claims where an interim decision was provided	EP 409	22	18	88.9%
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	6,735	6,365	370	5.80%
Buffalo	1,367	1,248	119	9.5%
Atlanta	696	681	15	2.2%
St Louis	1,580	1,432	148	10.3%
Muskogee	3,092	3,004	88	2.9%
Total Education Claims - All Education Programs	68,411	57,576	10,835	18.80%
Buffalo	12,223	5,854	6,369	108.8%
Atlanta	5,400	5,100	300	5.9%
St Louis	16,822	11,035	5,787	52.4%
Muskogee	33,966	35,587	(1,621)	-4.6%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all Education Benefit Programs Including Chapter 33 claims.				

Station of Origination Compensation and Pension Rating Bundle Metrics	Reporting Period: As of January 11, 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	686,861	170.1	58.8%	28,618	321,752	251.2	275.0	96.2%	89.7%	89.6%	94.6%
Compensation Claims Processing											
USA Compensation Total	636,559	175.3	60.8%	23,389	262,812	277.5	307.6				
Eastern Area	124,764	183.0	62.4%	4,023	49,461	279.5	296.6	95.7%	87.7%	88.3%	93.9%
Baltimore	9,724	227.0	74.0%	247	3,322	391.6	389.3	90.5%	81.1%	77.2%	93.0%
Boston	7,114	171.7	59.0%	184	2,989	313.4	327.3	92.9%	87.5%	89.2%	95.0%
Buffalo	8,126	177.6	61.3%	135	2,602	280.1	278.1	94.1%	84.9%	88.1%	91.3%
Cleveland	19,317	208.3	65.5%	723	8,457	333.1	367.8	97.0%	92.5%	91.4%	95.0%
Detroit	15,453	165.4	61.2%	412	4,935	272.1	278.6	96.8%	90.3%	87.3%	93.7%
Hartford	3,786	152.2	55.9%	236	1,340	267.4	262.3	94.4%	90.0%	90.3%	98.8%
Indianapolis	11,132	174.4	61.3%	244	4,123	237.5	309.2	98.3%	93.8%	92.0%	87.1%
Manchester	1,563	137.7	49.1%	57	896	263.0	229.2	96.9%	85.9%	88.7%	97.6%
New York	10,750	182.4	60.6%	304	3,798	330.5	319.1	97.2%	93.3%	89.9%	94.9%
Newark	4,640	163.5	59.3%	108	1,257	260.2	258.8	94.6%	81.7%	83.7%	90.6%
Philadelphia (Non-PMC)	16,454	196.2	66.7%	446	5,515	298.3	301.3	96.5%	82.5%	91.1%	94.1%
Pittsburgh	7,460	184.4	62.5%	279	3,309	293.4	359.3	95.9%	88.1%	89.1%	94.3%
Providence	4,081	127.6	45.6%	414	4,790	111.8	97.8	97.3%	90.3%	92.8%	92.0%
Togus	2,662	137.1	49.1%	152	1,261	197.9	209.8	96.2%	93.8%	95.6%	97.6%
White River J.	867	176.9	61.9%	28	423	227.9	231.3	96.6%	85.1%	83.0%	89.0%
Wilmington	1,635	170.5	62.3%	54	444	315.9	319.1	95.3%	84.2%	83.2%	97.2%
Pension Claims Processing											
USA Pension Total	31,211	97.5	29.9%	4,148	46,158	119.3	116.3				
Philadelphia PMC	19,240	123.2	44.3%	1,515	17,003	194.5	188.9		100.0%	98.0%	98.0%
Milwaukee PMC	5,325	63.1	10.6%	1,048	13,156	70.9	74.3		100.0%	99.6%	99.6%
St. Paul PMC	6,646	50.9	3.6%	1,585	15,999	79.4	73.7		95.5%	97.6%	97.6%
Quick Start Claims Processing											
USA Quick Start Total	7,729	103.3	32.0%	550	6,429	155.4	149.5				
San Diego	3,684	113.0	36.1%	277	4,036	143.7	145.9				
Winston-Salem	4,045	94.5	28.2%	273	2,393	167.2	155.5				
Benefits Delivery at Discharge Processing											
USA Benefits Delivery at Discharge Total	11,327	122.2	44.1%	531	6,335	220.3	205.9				
Winston-Salem	2,729	76.0	20.2%	235	3,331	128.2	126.0				
Salt Lake City	8,598	136.9	51.7%	296	3,004	293.4	294.5				

Station of Jurisdiction Compensation and Pension Rating Bundle Metrics	Reporting Period: As of January 11, 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	686,861	170.1	58.8%	28,618	321,752	251.2	275.0				
Compensation Claims Processing											
USA Compensation Total	636,284	175.2	60.7%	23,387	262,440	277.5	307.7				
Eastern Area	125,911	185.5	62.6%	4,157	53,202	286.0	311.5				
Baltimore	8,850	208.9	71.5%	94	1,429	337.6	354.9				
Boston	6,891	165.8	57.4%	158	2,329	305.2	305.8				
Buffalo	8,294	183.9	62.3%	146	2,914	303.2	299.1				
Cleveland	17,688	195.3	62.9%	510	7,066	304.9	363.4				
Detroit	15,932	176.7	62.4%	512	6,512	324.5	331.5				
Hartford	3,870	158.7	56.9%	264	2,408	280.3	354.0				
Indianapolis	11,429	184.6	62.4%	165	3,767	292.4	311.5				
Manchester	1,874	164.8	57.6%	73	1,051	289.3	255.2				
New York	10,654	182.3	60.3%	297	3,627	340.5	363.0				
Newark	4,939	177.6	61.7%	163	2,005	304.8	323.1				
Philadelphia (Non-PMC)	17,370	197.4	66.3%	623	7,135	270.4	308.7				
Pittsburgh	7,277	179.8	61.7%	237	2,535	288.8	368.4				
Providence	4,641	161.2	52.8%	496	5,486	162.8	134.5				
Togus	3,742	211.3	64.4%	321	3,769	316.8	333.6				
White River J.	921	189.5	64.2%	44	650	279.8	286.4				
Wilmington	1,539	172.7	60.4%	54	519	315.9	340.8				
Pension Claims Processing											
USA Pension Total	30,873	97.9	30.2%	4,153	46,166	119.6	116.4				
Philadelphia PMC	19,240	123.2	44.3%	1,515	17,004	194.5	189.0				
Milwaukee PMC	5,145	62.8	11.0%	1,047	13,155	70.9	74.3				
St. Paul PMC	6,488	50.7	3.7%	1,591	16,007	80.2	73.8				
Quick Start Claims Processing											
USA Quick Start Total	7,716	103.0	31.9%	546	6,421	153.3	149.2				
San Diego	3,673	112.4	36.0%	273	4,026	139.5	145.3				
Winston-Salem	4,043	94.5	28.2%	273	2,395	167.2	155.6				
Benefits Delivery at Discharge Processing											
USA Benefits Delivery at Discharge Total	11,308	122.3	44.1%	531	6,311	220.7	206.0				
Winston-Salem	2,710	75.9	20.3%	234	3,307	128.4	125.7				
Salt Lake City	8,598	136.9	51.7%	297	3,004	293.5	294.4				

Compensation and Pension National Inventory - Historical Reporting Bundles*

*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 VBA's strategic target 125 Days and 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

Compensation Entitlement				Pension Entitlement				Appeals, Burials, Accrued	
Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days	Measurement	# Pending	# Pending over 125 days	Percent Pending > 125 days	Measurement	# Pending
Original Entitlement - Veterans¹				Original Entitlement				Total Appeals Pending	
	205,652	123,931	60.26%		48,522	23,845	49.14%		267,107
EP 095 - Initial entitlement decisions for Voc Rehab	1,076	855	79%	EP 180 - Initial entitlement - Veteran	8,822	2,969	33.7%	Pending Notice of Disagreements	180,412
EP 010 - Initial entitlement for service-connected disability (=8)	47,996	26,438	55.1%	EP 120 - Increased entitlement and/or reconsideration	12,227	3,850	31.5%	Avg. Days Pending for Notice of Disagreements	421
EP 110 - Initial entitlement for service-connected disability (<=7)	156,580	96,638	61.7%	EP 190 - Initial entitlement - Survivor	27,473	17,026	62.0%	Pending Statement of Cases	17,032
Original Entitlement - Survivors²				Pension Award Adjustments				Pending Form 9s	
	8,134	2,318	28.50%		70,765	29,010	41.0%		61,224
EP 140 - Initial claims from surviving spouses, children or parents	7,559	1,854	24.5%	EP 135 - Hospitalization adjustment (non-rating)	211	168	79.6%	Avg. Days Pending for Form 9s	632
EP 410 - Initial claims from children Veterans with Spina bifida and/or birth defects	575	464	80.7%	EP 137 - Dependency	7,182	3,023	42.1%	Pending Remands Returned to the Regional Office	16,834
Supplemental Entitlement				Program Reviews				Avg. Days Pending for Remands at a Regional Office	
	422,585	257,964	61.04%		38,695	38,187	98.7%		568
EP 020 - Increased evaluation and/or additional claimed conditions	415,300	255,077	61.4%	EP 150 - Income adjustments	31,489	17,552	55.7%	Pending Remands sent to the Appeals Management Center	8,304
EP 320 - Increased entitlement due to hospitalization or surgery	2,555	1,120	43.8%	EP 155 - Annual eligibility verification reporting (EVRs)	7	6	85.7%	Avg. Days Pending for Remands at the Appeals Management Center	165
EP 420 - Spina bifida and/or birth defects reconsideration	179	149	83.2%	EP 297 - Misc determinations	12,493	3,424	27.4%	Claims Ready for Travel Board	333
EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	4,505	1,592	35.3%	EP 607 - Due process	19,383	4,837	25.0%	Total Burials Pending	
EP 687 - Nehmer review cases based upon new Agent Orange presumptives	0	0	0.0%	Pension Other				45,691	
EP 405 - Reopened or new Agent Orange claims After 9/01/10	24	8	33.3%		5,533	2,753	49.8%	Total Accrued Pending	
EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%	EP 154 - Income Verification Match	38,141	38,105	99.9%	15,228	
Award Adjustments				Pension Other					
	409,635	292,244	71.34%		5,533	2,753	49.8%		
EP 130 - Dependency	232,980	171,262	73.5%	EP 407 - Correspondence	3,456	2,165	62.6%		
EP 133 - Survivor restored entitlement	118	61	51.7%	EP 507 - Congressional correspondence	957	16	1.7%		
EP 135 - Hospitalization adjustment (non-rating)	211	168	79.6%	EP 937 - Internal quality reviews	1,120	572	51.1%		
EP 290 - Misc determinations	90,826	76,555	84.3%						
EP 450 - Spina bifida and/or birth defects adjustments	26	22	84.6%						
EP 310 - Future examination for disabilities	31,271	14,197	45.4%						
EP 600 - Due process	54,203	29,979	55.3%						
Program Reviews									
	74,560	59,194	79.4%						
EP 314 - Income verification for unemployment	1,716	1,674	97.6%						
EP 680 - Review of Hemodialysis related cases/conditions	60	40	66.7%						
EP 682 - Review of Radiation related cases/conditions	678	638	94.1%						
EP 684 - Review of Misc cases referred to central office	8,303	6,976	84.0%						
EP 685 - Review of effective date related to herbicide exposure	97	97	100.0%						
EP 690 - Cost of Living Adjustments (COLAs) and other reviews	13,363	9,543	71.4%						
EP 690 - Social Security number verification	50,343	40,226	79.9%						
Compensation Other									
	173,291	93,049	53.7%						
EP 173 - Pre-decisional hearings	2,738	2,149	78.5%						
EP 400 - Correspondence	112,147	52,363	46.7%						
EP 500 - Congressional correspondence	2,259	1,457	64.5%						
EP 510 - Freedom of Information Act (FOIA) requests	29,951	17,089	57.1%						
EP 930 - Review, including quality assurance	24,013	19,482	81.1%						
EP 960 - Correction of errors	604	509	84.3%						

REGIONAL OFFICE COMPENSATION INVENTORY																
Non-Rating	Entitlement			Award Adjustment			Program Review			Other			Burial	Accrued	Appeals	
	Avg. Days Pending	# Pending	% Pending over 125 days	# Pending	% Pending over 125 days	% Pending over 125 days	# Pending	% Pending over 125 days	% Pending over 125 days	# Pending	% Pending over 125 days	% Pending over 125 days				
USA	324.7	636,371	384,213	60.4%	409,635	292,244	71.3%	74,560	59,194	79.4%	171,712	93,049	54.2%	30,613	2,006	264,241
Eastern Area	331.4	125,838	77,733	61.8%	68,900	49,187	71.4%	14,965	12,495	83.5%	70,867	23,147	32.7%	25,448	398	46,413
Baltimore	496.9	9,548	7,102	74.4%	6,627	5,864	88.5%	1,213	1,046	86.3%	50,913	8,748	17.2%	1	1	3,494
Boston	342.1	6,604	3,999	60.6%	6,285	4,608	73.3%	1,894	1,500	79.2%	1,173	910	77.6%	1	2	4,394
Buffalo	229.9	7,933	4,420	55.8%	4,462	2,987	66.9%	459	314	68.4%	492	297	60.4%	2	5	1,581
Cleveland	343.7	18,985	12,492	65.8%	11,430	8,985	78.6%	2,123	2,050	96.6%	3,602	2,363	65.6%	5	17	10,098
Detroit	140.7	14,623	8,975	61.4%	5,045	2,419	47.9%	1,155	956	83.1%	2,728	1,992	73.0%	1	74	6,006
Hartford	158.2	3,448	1,932	56.0%	2,078	1,126	54.2%	300	199	66.3%	1,273	1,152	90.5%	1	1	961
Indianapolis	398.7	11,064	6,785	61.4%	7,258	5,809	80.0%	1,242	947	76.2%	1,498	971	64.8%	2	122	5,400
Manchester	276.0	1,522	739	48.6%	1,294	988	76.2%	103	91	88.3%	151	101	66.9%	3	2	690
New York	198.0	9,982	6,138	61.4%	4,899	2,723	55.6%	972	592	60.9%	917	511	55.7%	4	6	3,944
Newark	144.3	4,262	2,527	59.3%	1,598	859	53.7%	508	483	95.1%	381	261	68.5%	1	4	2,127
Philadelphia	374.6	21,853	13,056	59.8%	8,346	6,461	77.4%	2,782	2,578	92.7%	4,230	3,337	78.9%	25,419	1	2,755
Pittsburgh	381.9	7,406	4,631	62.5%	5,193	3,998	77.0%	757	727	95.6%	1,656	1,173	70.9%	1	3	3,188
Providence	119.0	3,818	1,738	45.5%	1,260	476	37.8%	264	184	69.7%	237	93	39.2%	1	1	810
Topix	245.4	2,338	1,165	50.0%	1,828	976	53.4%	1,130	753	67.2%	1,158	924	79.2%	2	1	386
White River Junction	316.8	834	520	62.4%	814	417	51.2%	48	49	84.6%	125	97	77.6%	1	1	198
Wilmington	302.5	1,606	1,009	62.6%	688	493	71.7%	18	11	73.3%	332	217	65.4%	1	9	521
SOUTHERN AREA	314.6	215,528	136,023	63.1%	142,046	106,096	74.7%	22,851	18,423	80.6%	43,821	30,343	69.2%	223	657	98,449
Atlanta	319.2	31,760	20,288	63.9%	17,051	12,501	73.3%	1,387	1,162	83.8%	5,499	3,671	66.8%	90	7	14,665
Columbia	211.5	19,162	12,116	63.2%	10,041	6,673	66.5%	926	707	76.6%	2,104	1,315	62.5%	1	31	7,538
Huntington	212.9	5,544	3,600	64.9%	2,510	1,567	62.4%	330	195	60.3%	963	689	71.5%	5	6	3,272
Jackson	290.0	9,865	6,803	69.0%	4,574	3,524	77.0%	1,238	1,115	90.1%	2,082	1,328	63.8%	33	67	3,932
Louisville	393.3	10,048	6,715	66.8%	9,075	7,317	80.6%	1,695	1,354	79.9%	2,277	2,097	92.1%	50	112	4,502
Montgomery	318.7	15,389	10,045	65.3%	9,949	7,338	73.8%	5,064	3,934	77.7%	2,465	1,674	67.9%	10	154	11,003
Nashville	183.0	15,902	9,014	56.7%	8,114	4,706	58.0%	1,181	651	55.1%	3,177	2,325	73.2%	1	122	5,810
Roanoke	351.2	21,401	12,858	60.1%	13,694	10,465	76.4%	2,018	1,742	86.3%	12,916	11,321	87.7%	12	19	8,431
San Juan	286.7	5,821	3,984	68.4%	3,576	2,731	76.4%	530	405	76.4%	1,506	1,357	90.1%	5	1	5,164
St. Petersburg	311.3	41,325	26,498	64.1%	22,873	16,573	72.5%	2,884	2,027	70.3%	4,421	1,946	44.0%	11	125	23,330
Washington	372.4	64	43	67.2%	201	178	88.6%	107	106	99.1%	558	555	99.5%	1	1	25
Winston-Salem	337.2	39,271	24,068	61.3%	40,388	32,523	80.5%	5,492	5,011	91.4%	5,853	2,065	35.3%	1	9	10,769

REGIONAL OFFICE COMPENSATION INVENTORY																
Non-Rating	Entitlement			Award Adjustment			Program Review			Other			Burial	Accrued	Appeals	
	Avg. Days Pending	Claims Pending	% Pending over 125 days	Pending	% Pending over 125 days	% Pending over 125 days	Pending	% Pending over 125 days	% Pending over 125 days	Pending	% Pending over 125 days	% Pending over 125 days				
CENTRAL AREA	253.1	148,632	82,494	55.5%	76,903	47,922	62.3%	12,968	8,524	65.7%	25,860	17,373	67.2%	4,669	759	65,144
Chicago	439.2	12,668	7,498	59.2%	5,785	4,690	81.1%	1,283	681	53.1%	4,135	3,445	83.3%	11	168	6,300
Des Moines	211.1	4,490	2,468	55.0%	3,052	1,947	63.8%	133	91	68.4%	293	185	63.1%	1	1	1,146
Fargo	143.8	1,036	517	50.0%	417	198	47.5%	88	46	52.3%	85	46	54.1%	1	1	298
Houston	250.2	27,865	17,781	63.8%	14,651	9,896	67.5%	1,427	1,021	71.5%	4,962	3,266	65.8%	6	9	16,619
Lincoln	108.2	3,473	1,804	51.9%	1,506	493	32.7%	463	142	30.7%	706	274	38.8%	1	2	1,495
Little Rock	306.0	7,294	4,111	56.4%	6,494	4,701	72.4%	1,740	1,336	76.7%	1,507	1,042	69.1%	6	118	5,001
Milwaukee	196.0	9,892	4,908	49.6%	4,221	2,447	58.0%	213	103	48.4%	378	176	46.4%	4,533	1	2,868
Muskogee	188.6	12,166	6,766	55.6%	7,622	4,107	53.9%	1,563	876	56.2%	2,646	2,010	76.0%	6	7	3,358
New Orleans	326.3	9,947	5,952	59.8%	7,630	5,559	72.9%	291	248	85.2%	2,278	1,821	79.9%	20	208	5,056
Sioux Falls	62.3	1,316	664	50.5%	897	74	8.2%	825	178	21.4%	178	140	78.7%	3	3	203
St. Louis	190.3	13,730	8,243	60.0%	5,845	3,335	57.1%	1,654	1,326	80.2%	2,971	1,693	57.0%	7	216	5,942
St. Paul	106.2	13,742	5,501	40.0%	2,106	793	34.7%	1,087	692	63.5%	668	348	52.1%	46	1	1,444
Waco	236.2	25,612	13,223	51.6%	14,346	8,638	60.1%	2,123	1,412	66.2%	4,680	2,620	56.0%	17	24	14,166
Wichita	161.3	4,642	2,538	54.7%	2,331	1,117	47.9%	72	29	40.3%	366	305	83.3%	4	4	1,242
WESTERN AREA	378.0	146,373	87,963	60.1%	121,758	89,031	73.1%	23,776	19,752	83.1%	30,968	22,105	67.2%	281	195	45,931
Albuquerque	289.5	5,043	3,104	61.6%	3,396	2,417	71.2%	243	143	58.8%	1,022	802	78.5%	4	4	1,903
Anchorage	424.6	1,698	95	5.6%	2,895	2,347	81.1%	1,148	1,064	92.8%	382	313	81.9%	2	2	165
Boise	252.3	2,838	1,765	62.2%	1,611	1,132	70.3%	430	214	49.8%	563	328	57.9%	1	7	1,021
Cheyenne	284.4	1,338	792	59.1%	634	400	63.1%	59	50	84.7%	218	147	67.4%	48	3	277
Denver	356.8	10,282	6,068	59.0%	9,326	7,361	78.9%	2,918	2,162	74.1%	2,204	1,539	69.8%	1	6	4,024
Ft. Harrison	250.3	1,753	1,016	58.1%	2,062	1,442	69.9%	457	277	59.3%	141	82	58.2%	1	3	216
Honolulu	142.6	4,681	2,801	59.8%	1,902	901	47.4%	394	311	79.9%	823	688	82.6%	2	1	913
Los Angeles	304.5	16,071	10,163	63.2%	9,477	7,053	74.4%	1,677	1,455	87.0%	2,512	1,654	65.8%	3	9	5,700
Manila	102.2	1,366	424	31.0%	1,050	202	19.2%	331	95	28.7%	638	226	35.4%	174	70	1,173
Oakland	488.5	20,059	11,877	59.2%	14,176	11,207	79.1%	1,616	1,341	83.0%	6,629	5,559	83.9%	6	9	8,334
Phoenix	283.1	13,262	8,325	62.8%	8,927	6,141	68.8%	878	716	81.6%	3,011	2,006	66.6%	1	16	5,948
Portland	343.7	10,648	6,457	60.6%	9,383	6,915	73.7%	3,219	2,498	77.5%	2,124	1,305	61.4%	2	33	5,592
Reno	537.8	6,453	4,367	67.7%	3,905	3,045	78.0%	328	328	100.0%	800	598	74.8%	2	10	1,102
Salt Lake City	438.5	14,056	8,267	58.8%	19,139	16,740	87.5%	3,584	3,486	97.3%	1,583	1,265	79.9%	1	1	888
San Diego	300.4	19,059	10,788	56.6%	8,167	5,642	69.1%	2,068	1,700	82.6%	2,023	1,516	74.7%	4	4	4,016
Seattle	396.2	17,766	10,807	60.8%	28,708	18,086	62.8%	4,435	4,014	90.5%	6,276	4,889	78.0%	40	23	4,661
Other	319.1			N/A	28	8	28.6%			N/A	196	81	41.3%	2	8	8,300

REGIONAL OFFICE PENSION INVENTORY														
Non-Rating	Entitlement			Award Adjustment			Program Review			Other			Burial	Accrued