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▶▶▶ February 2015 ◀◀◀

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

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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.



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																																																																																																																																																																																																																																																																		
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;"><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)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td># Pending</td> <td># Pending Over 125</td> <td>Percentage Pending &gt; 125 days</td> </tr> <tr> <td style="text-align: center;">686,861</td> <td style="text-align: center;">403,761</td> <td style="text-align: center;">58.8%</td> </tr> </table> <p style="font-size: small;">As of January 11, 2014</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p><b>Compensation</b></p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>EP</th> <th># Pending</th> <th># Pending Over 125</th> <th>% Over 125</th> </tr> </thead> <tbody> <tr> <td><b>Entitlement (Original and Supplemental)</b></td> <td><b>636,371</b></td> <td><b>384,213</b></td> <td><b>60.4%</b></td> </tr> <tr> <td>Original Entitlement - Veterans<sup>1</sup></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Initial entitlement decisions for Voc Rehab</td> <td style="text-align: center;">095</td> <td style="text-align: center;">1,076</td> <td style="text-align: center;">855</td> </tr> <tr> <td>Initial entitlement for service-connected disability (&gt;=8)</td> <td style="text-align: center;">010</td> <td style="text-align: center;">47,396</td> <td style="text-align: center;">26,438</td> </tr> <tr> <td>Initial entitlement for service-connected disability (&lt;=7)</td> <td style="text-align: center;">110</td> <td style="text-align: center;">156,580</td> <td style="text-align: center;">96,638</td> </tr> <tr> <td>Original Entitlement - Survivors<sup>2</sup></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Initial claims from surviving spouses, children or parents</td> <td style="text-align: center;">140</td> <td style="text-align: center;">7,559</td> <td style="text-align: center;">1,854</td> </tr> <tr> <td>Initial claims from children Veterans with Spina bifida and/or birth defects</td> <td style="text-align: center;">410</td> <td style="text-align: center;">575</td> <td style="text-align: center;">464</td> </tr> <tr> <td>Supplemental Entitlement</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Increased evaluation and/or additional claimed conditions</td> <td style="text-align: center;">020</td> <td style="text-align: center;">415,300</td> <td style="text-align: center;">255,077</td> </tr> <tr> <td>Increased entitlement due to hospitalization or surgery</td> <td style="text-align: center;">320</td> <td style="text-align: center;">2,555</td> <td style="text-align: center;">1,120</td> </tr> <tr> <td>Spina bifida and/or birth defects reconsideration</td> <td style="text-align: center;">420</td> <td style="text-align: center;">179</td> <td style="text-align: center;">149</td> </tr> <tr> <td>Reopened or new Agent Orange claims prior to 8/30/10</td> <td style="text-align: center;">681</td> <td style="text-align: center;">4,505</td> <td style="text-align: center;">1,592</td> </tr> <tr> <td>Nehmer review cases based upon new Agent Orange presumptives</td> <td style="text-align: center;">687</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Reopened or new Agent Orange claims After 9/01/10</td> <td style="text-align: center;">405</td> <td style="text-align: center;">24</td> <td style="text-align: center;">8</td> </tr> <tr> <td>Agent Orange claims where an interim decision was provided</td> <td style="text-align: center;">409</td> <td style="text-align: center;">22</td> <td style="text-align: center;">18</td> </tr> <tr> <td>Agent Orange presumptives<sup>3</sup></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p style="font-size: x-small;"> <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                 </p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>Award Adjustments</b></p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>EP</th> <th># Pending</th> <th># Pending Over 125</th> <th>% Over 125</th> </tr> </thead> <tbody> <tr> <td><b>Award Adjustments</b></td> <td><b>409,635</b></td> <td><b>292,244</b></td> <td><b>71.3%</b></td> </tr> <tr> <td>Dependency</td> <td style="text-align: center;">130</td> <td style="text-align: center;">232,980</td> <td style="text-align: center;">171,262</td> </tr> <tr> <td>Survivor restored entitlement</td> <td style="text-align: center;">133</td> <td style="text-align: center;">118</td> <td style="text-align: center;">61</td> </tr> <tr> <td>Hospitalization adjustment (non-rating)</td> <td style="text-align: center;">135</td> <td style="text-align: center;">211</td> <td style="text-align: center;">168</td> </tr> <tr> <td>Misc determinations</td> <td style="text-align: center;">290</td> <td style="text-align: center;">90,826</td> <td style="text-align: center;">76,555</td> </tr> <tr> <td>Spina bifida and/or birth defects adjustments</td> <td style="text-align: center;">450</td> <td style="text-align: center;">26</td> <td style="text-align: center;">22</td> </tr> <tr> <td>Future examination for disabilities</td> <td style="text-align: center;">310</td> <td style="text-align: center;">31,271</td> <td style="text-align: center;">14,197</td> </tr> <tr> <td>Due process</td> <td style="text-align: center;">600</td> <td style="text-align: center;">54,203</td> <td style="text-align: center;">29,973</td> </tr> </tbody> </table> <p style="font-size: x-small;">Involves the modification of benefits based upon additional ancillary factors. 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<b>Original Entitlement - Veterans<sup>1</sup></b>	<b>205,652</b>	<b>123,931</b>	<b>60.26%</b>	<b>Original Entitlement</b>	<b>48,522</b>	<b>23,845</b>	<b>49.14%</b>																																																																																																																																																																																																																																																												
EP 095 - Initial entitlement decisions for Voc Rehab	1,076	855	79%	EP 180 - Initial entitlement - Veteran	8,822	2,969	33.7%																																																																																																																																																																																																																																																												
EP 010 - Initial entitlement for service-connected disability (>=8)	47,396	26,438	55.1%	EP 120 - Increased entitlement and/or reconsideration	12,227	3,850	31.5%																																																																																																																																																																																																																																																												
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%																																																																																																																																																																																																																																																												
<b>Original Entitlement - Survivors<sup>2</sup></b>	<b>8,134</b>	<b>2,318</b>	<b>28.50%</b>	<b>Pension Award Adjustments</b>	<b>70,765</b>	<b>29,010</b>	<b>41.0%</b>																																																																																																																																																																																																																																																												
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%																																																																																																																																																																																																																																																												
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%																																																																																																																																																																																																																																																												
<b>Supplemental Entitlement</b>	<b>422,585</b>	<b>257,964</b>	<b>61.04%</b>	EP 150 - Income adjustments	31,489	17,552	55.7%																																																																																																																																																																																																																																																												
EP 020 - Increased evaluation and/or additional claimed conditions	415,300	255,077	61.4%	EP 155 - Annual eligibility verification reporting (EVRs)	7	6	85.7%																																																																																																																																																																																																																																																												
EP 320 - Increased entitlement due to hospitalization or surgery	2,555	1,120	43.8%	EP 237 - Misc determinations	12,493	3,424	27.4%																																																																																																																																																																																																																																																												
EP 420 - Spina bifida and/or birth defects reconsideration	179	149	83.2%	EP 607 - Due process	19,383	4,837	25.0%																																																																																																																																																																																																																																																												
EP 681 - Reopened or new Agent Orange claims prior to 8/30/10	4,505	1,592	35.3%	<b>Program Reviews</b>	<b>38,695</b>	<b>38,187</b>	<b>98.7%</b>																																																																																																																																																																																																																																																												
EP 687 - Nehmer review cases based upon new Agent Orange presumptives	0	0	0.0%	EP 154 - Income Verification Match	38,141	38,105	99.9%																																																																																																																																																																																																																																																												
EP 405 - Reopened or new Agent Orange claims After 9/01/10	24	8	33.3%	EP 636 - Cost of Living Adjustments	544	78	14.3%																																																																																																																																																																																																																																																												
EP 409 - Agent Orange claims where an interim decision was provided	22	18	81.8%	EP 637 - Non-entitlement reviews	10	4	40.0%																																																																																																																																																																																																																																																												
<b>Award Adjustments</b>	<b>409,635</b>	<b>292,244</b>	<b>71.34%</b>	<b>Pension Other</b>	<b>5,533</b>	<b>2,753</b>	<b>49.8%</b>																																																																																																																																																																																																																																																												

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>514,998</b>	<b>245,877</b>	<b>47.7%</b>
As of January 17, 2015				
<b>Original Entitlement</b>	<b>Total</b>	<b>182,996</b>	<b>86,484</b>	<b>47.3%</b>
Initial entitlement for service-connected disability (=>8)	EP 010	52,338	24,976	47.7%
Initial entitlement for service-connected disability (<=7)	EP 110	119,552	60,075	50.3%
Initial entitlement - Veteran's Pension	EP 180	4,833	426	8.8%
Initial claims from surviving spouses, children or parents	EP 140	6,273	1,007	16.1%
<b>Supplemental Entitlement</b>	<b>Total</b>	<b>332,002</b>	<b>159,393</b>	<b>48.0%</b>
Increased entitlement and/or reconsideration for Pension	EP 120	6,318	454	7.2%
Increased evaluation and/or additional claimed conditions	EP 020	308,264	152,968	49.6%
Future examination for disabilities	EP 310	15,759	5,520	35.0%
Increased entitlement due to hospitalization or surgery	EP 320	1,432	293	20.5%
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	214	156	72.9%
Nehmer review cases based upon new Agent Orange presumptives	EP 687	1	1	100.0%
Reopened or new Agent Orange claims After 9/01/10	EP 405	12	1	8.3%
Agent Orange claims where an interim decision was provided	EP 409	2	0	0.0%
<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>9,896</b>	<b>9,566</b>	<b>330</b>	<b>3.40%</b>
Buffalo	1,407	1,367	40	2.9%
Atlanta	669	527	142	26.9%
St Louis	1,648	1,433	215	15.0%
Muskogee	6,172	6,239	(67)	-1.1%
<b>Total Education Claims - All Education Programs</b>	<b>76,944</b>	<b>64,646</b>	<b>12,298</b>	<b>19.00%</b>
Buffalo	15,363	10,475	4,888	46.7%
Atlanta	4,816	3,985	831	20.9%
St Louis	15,441	11,865	3,576	30.1%
Muskogee	41,324	38,321	3,003	7.8%
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 January 17, 2015</b>
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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.**

<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>	514,998	148.9	47.7%	57,899	364,702	185.9	185.7	96.00%	91.50%	90.99%	92.33%
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	474,579	154.8	50.1%	48,757	307,436	204.3	204.9				
<b>Eastern Area</b>	92,576	154.7	50.0%	10,170	60,527	196.5	200.5	95.1%	90.9%	90.0%	90.2%
Baltimore	9,905	204.7	63.4%	550	4,285	290.0	287.2	91.9%	85.5%	82.3%	86.2%
Boston	6,081	163.4	53.1%	703	2,695	242.6	257.4	95.7%	88.9%	94.1%	90.0%
Buffalo	6,491	148.4	52.9%	481	3,115	234.3	245.9	95.1%	91.0%	90.2%	87.6%
Cleveland	10,259	133.9	38.7%	1,336	8,929	167.8	178.0	96.2%	93.8%	90.9%	92.3%
Detroit	10,017	134.0	43.2%	1,185	6,847	186.2	187.7	90.7%	88.4%	88.7%	90.0%
Hartford	2,159	109.8	32.2%	260	2,049	157.9	159.1	98.4%	97.1%	96.1%	94.9%
Indianapolis	9,343	178.1	58.4%	778	4,530	234.6	239.1	94.7%	88.9%	92.0%	90.7%
Manchester	1,718	132.5	43.1%	185	986	190.7	199.7	95.9%	93.0%	90.7%	91.3%
New York	8,028	152.5	53.5%	665	3,717	219.1	243.9	93.9%	93.4%	92.8%	90.4%
Newark	3,262	121.3	40.6%	304	1,893	166.7	170.0	92.7%	89.8%	82.3%	83.0%
Philadelphia (Non-PMC)	13,027	166.3	55.8%	1,604	8,095	236.3	258.0	97.7%	94.2%	88.9%	91.7%
Pittsburgh	6,206	170.7	54.3%	624	3,370	237.2	228.9	96.2%	91.7%	88.4%	91.3%
Providence	3,018	79.0	19.3%	1,188	7,505	63.5	63.3	96.4%	93.9%	94.5%	90.5%
Togus	1,107	102.7	24.2%	131	1,429	138.0	119.0	97.1%	87.5%	93.0%	98.0%
White River J.	655	145.9	52.5%	79	374	153.7	153.3	93.5%	89.1%	86.8%	85.3%
Wilmington	1,300	155.1	52.5%	97	708	234.3	244.1	93.2%	86.7%	87.8%	90.1%
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,347	64.4	11.3%	7,011	42,852	69.4	64.0		100.0%	99.6%	99.07%
Philadelphia PMC	7,087	66.4	10.8%	2,244	12,821	81.2	72.8		100.0%	99.2%	98.39%
Milwaukee PMC	4,994	56.7	10.9%	1,925	11,796	61.2	56.4		100.0%	99.6%	99.20%
St. Paul PMC	6,575	56.5	7.8%	2,585	16,529	67.2	63.4		100.0%	100.0%	99.60%
Other Pension	691	174.9	53.7%	257	1,706	48.3	55.8				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	10,100	93.0	27.4%	1,113	7,195	141.7	126.0				
San Diego	2,876	97.3	30.5%	526	3,356	135.7	113.4				
Winston-Salem	4,407	103.8	32.9%	433	3,180	152.2	137.7				
Other Quick Start	2,817	71.8	15.7%	154	659	133.0	133.6				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delivery at Discharge Total</b>	10,972	96.8	29.2%	1,018	7,219	157.8	148.7				
Winston-Salem	3,824	83.9	19.5%	323	2,749	112.7	95.0				
Salt Lake City	5,256	111.5	39.2%	585	3,893	179.1	184.3				
Other Benefits Delivery at Discharge	1,892	82.2	21.3%	110	577	176.3	164.2				

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<b>Station of Jurisdiction Compensation and Pension Rating Bundle Metrics</b>	<b>Reporting Period: As of January 17, 2015</b>
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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.**

<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>	514,998	148.9	47.7%	57,899	364,702	185.9	185.7				
<b>Compensation Claims Processing</b>											
<b>USA Compensation Total</b>	474,579	154.8	50.1%	48,757	307,436	204.3	204.9				
<b>Eastern Area</b>	97,855	152.8	48.9%	10,606	62,546	195.3	199.4				
Baltimore	7,091	182.8	54.4%	171	1,286	359.6	373.1				
Boston	5,317	149.8	47.3%	626	2,308	240.3	255.9				
Buffalo	6,379	146.4	51.8%	472	3,048	232.8	244.4				
Cleveland	11,671	137.5	39.3%	1,473	9,602	172.6	182.5				
Detroit	10,343	134.1	43.6%	1,238	7,297	186.2	186.6				
Hartford	3,960	130.8	42.9%	403	2,585	174.8	168.2				
Indianapolis	7,143	185.5	61.7%	606	3,939	247.0	242.7				
Manchester	1,826	142.1	46.8%	237	1,191	211.5	217.9				
New York	7,771	150.2	52.0%	629	3,645	216.4	242.6				
Newark	3,520	126.0	44.7%	332	2,104	166.6	171.7				
Philadelphia (Non-PMC)	12,715	166.1	55.8%	1,594	8,012	237.2	259.5				
Pittsburgh	5,810	165.9	52.2%	581	3,128	236.3	230.3				
Providence	4,724	106.1	29.9%	1,374	8,153	80.8	70.1				
Togus	7,414	175.0	50.5%	676	5,056	202.2	201.8				
White River J.	923	177.1	65.8%	109	560	186.2	191.4				
Wilmington	1,248	150.6	50.5%	85	632	229.9	229.5				
<b>Pension Claims Processing</b>											
<b>USA Pension Total</b>	19,347	64.4	11.3%	7,011	42,852	69.4	64.0				
Philadelphia PMC	7,094	66.6	10.8%	2,248	12,841	81.5	73.1				
Milwaukee PMC	4,999	56.9	10.9%	1,929	11,808	61.5	56.7				
St. Paul PMC	6,579	56.5	7.9%	2,587	16,538	67.3	63.4				
Other Pension	675	174.4	53.6%	247	1,665	41.9	50.9				
<b>Quick Start Claims Processing</b>											
<b>USA Quick Start Total</b>	10,100	93.0	27.4%	1,113	7,195	141.7	126.0				
San Diego	4,279	87.8	23.8%	646	3,750	130.4	110.6				
Winston-Salem	4,823	98.3	30.4%	436	3,190	152.0	137.4				
Other Quick Start	998	89.8	28.3%	31	255	234.4	209.3				
<b>Benefits Delivery at Discharge Processing</b>											
<b>USA Benefits Delieri at Discharge Total</b>	10,972	96.8	29.2%	1,018	7,219	157.8	148.7				
Winston-Salem	4,207	78.7	17.7%	325	2,747	112.4	95.0				
Salt Lake City	5,331	110.6	38.7%	588	3,877	178.6	184.3				
Other Benefits Delivery at Discharge	1,434	98.7	27.7%	105	595	181.3	164.6				

