

Middle New England Update



October 2014



Who We Serve



	Massachusetts	New Hampshire	Vermont
Vet Population	416,443	117,554	52,089
Comp. Recipients	57,273	17,373	7,049
Annual Comp Payments	\$747,111,012	\$215,086,332	\$96,847,128
Pension Recipients	3,937	875	393
Annual Pension Payments	\$43,076,298	\$10,490,566	\$3,460,449
Post-9/11 GI Bill Trainees	11,546	3,793	1,609
Ch.31 Active Participants	1,415	716	597

The Boston, Manchester and White River Junction VA Regional Offices combined provide compensation, pension and vocational rehabilitation and employment benefits to over 550,000 middle-New England Veterans.



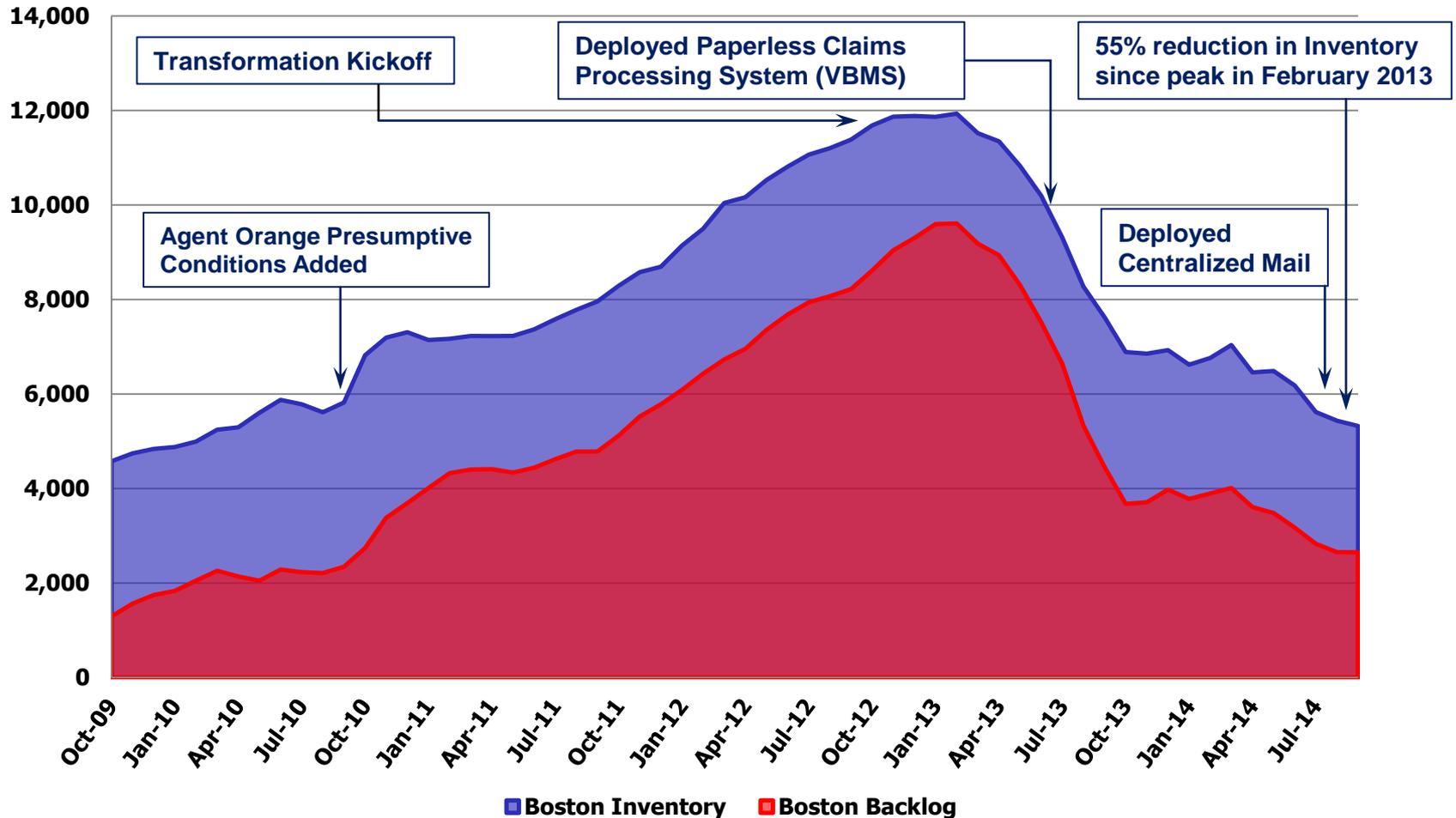
Strength Report

	Boston	Manchester	WRJ
Authorized	127	48	26
On Board	135	51	26



VARO Boston Rating Workload Trend

Boston Inventory and Backlog FY10 through FY14

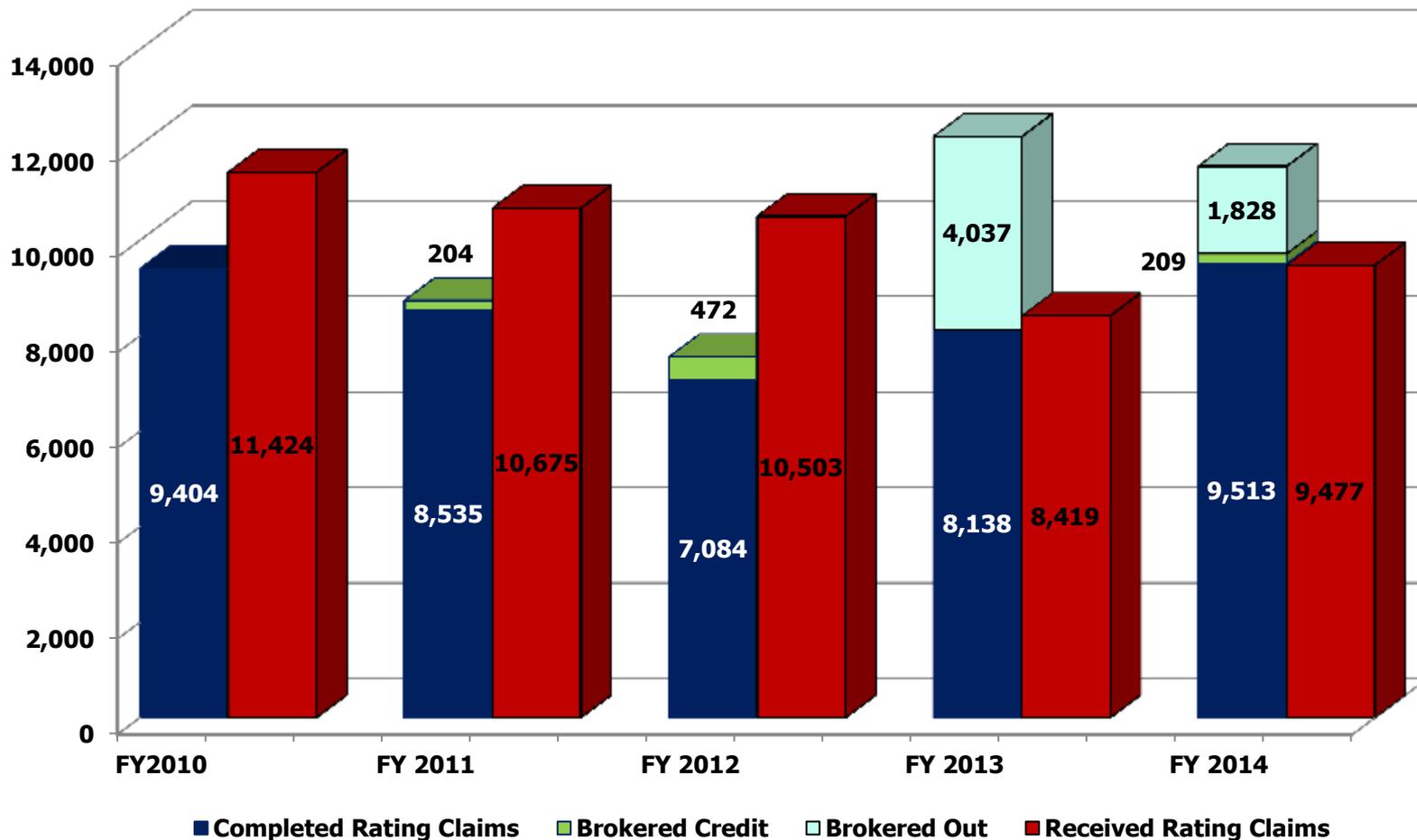




VARO Boston Rating Workload Trend

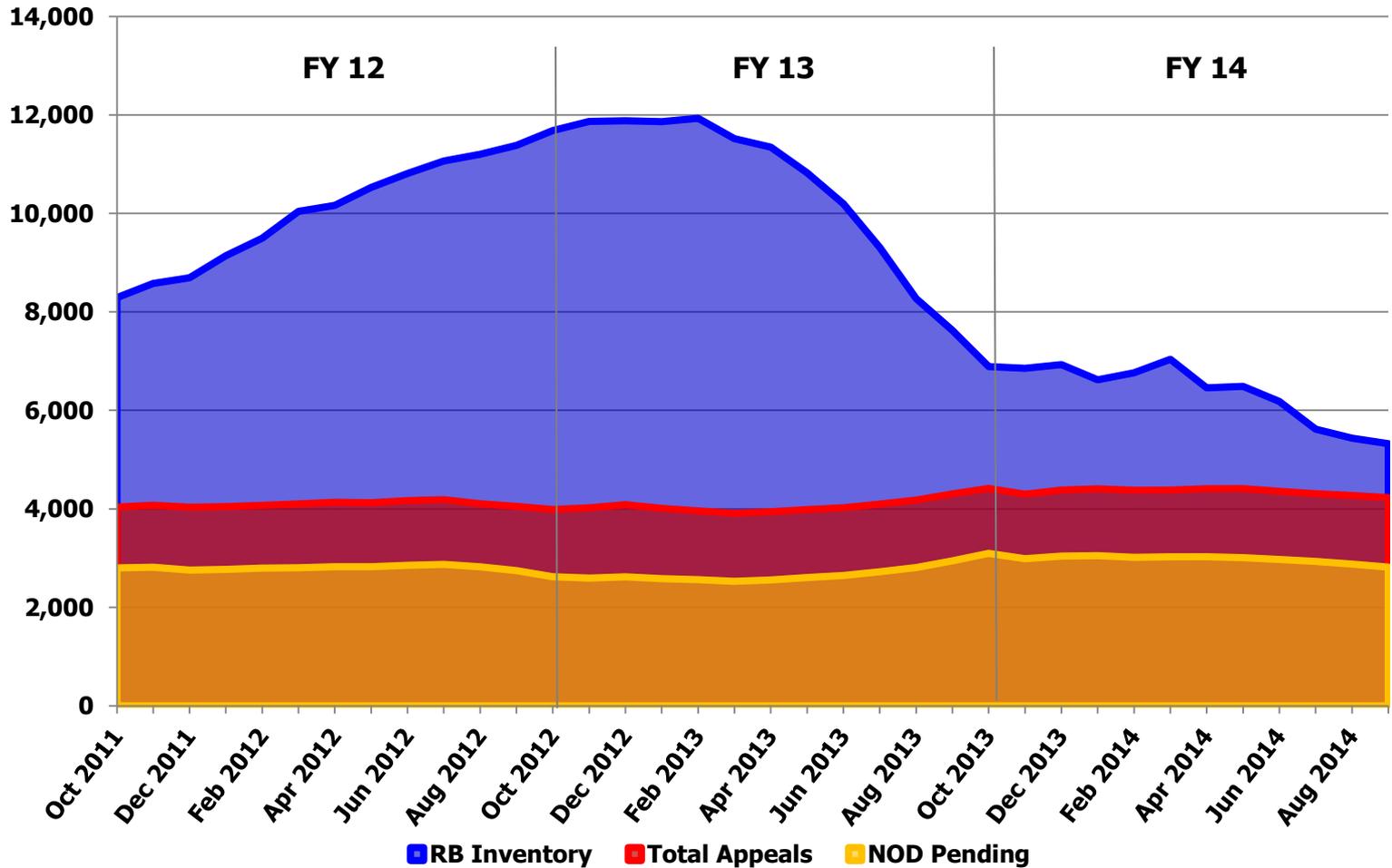
STAR Accuracy improved from low of 72.1% in FY11 to 92.1%

29% increase in production capacity since low in FY12



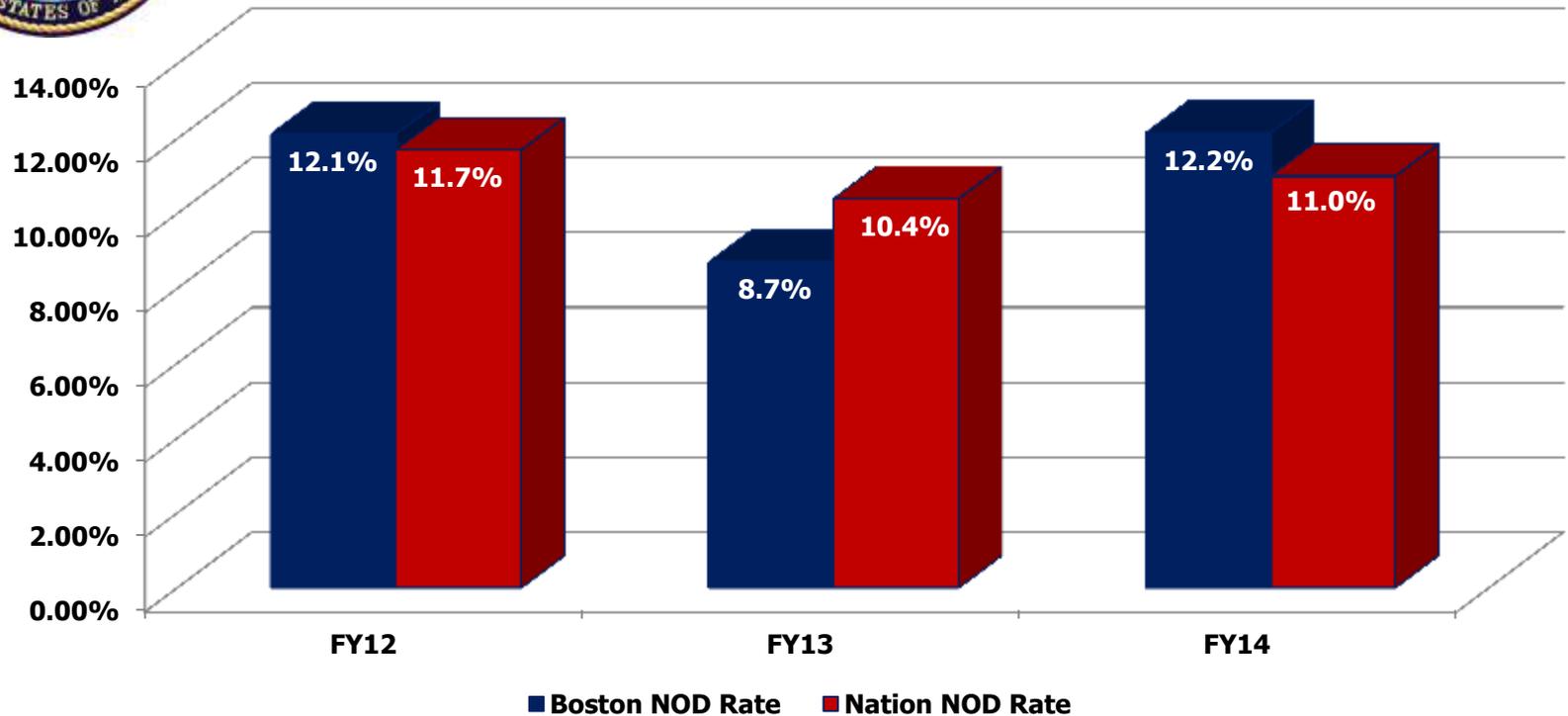


VARO Boston Appellate Workload Trend





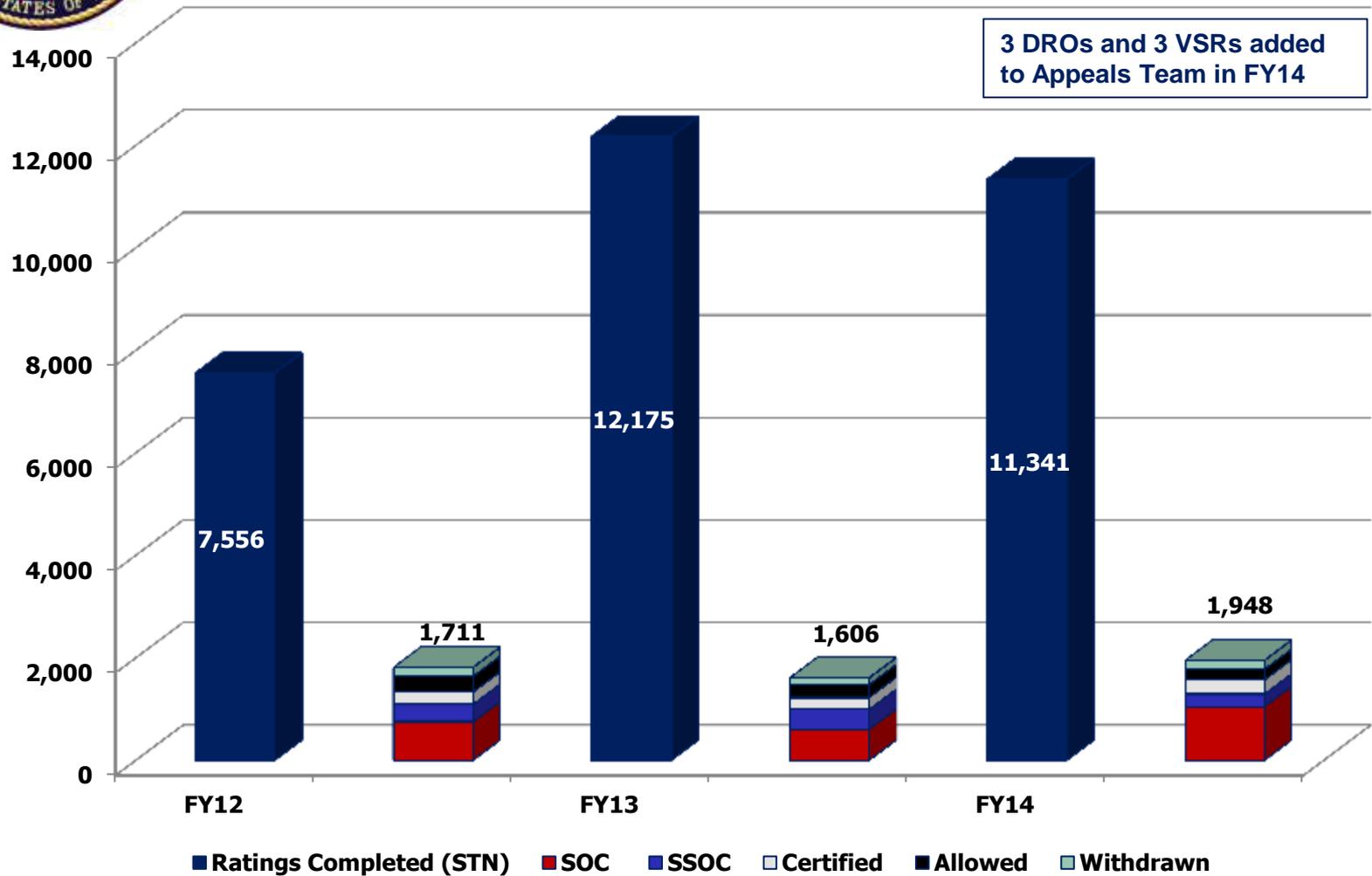
VARO Boston Appellate Workload Trend



	FY12		FY13		FY14	
	Boston	Nation	Boston	Nation	Boston	Nation
(STN) Ratings Completed	7,556	1,044,207	12,175	1,169,085	11,341	1,320,870
NOD Rate	12.1%	11.7%	8.7%	10.4%	12.2%	11.0%

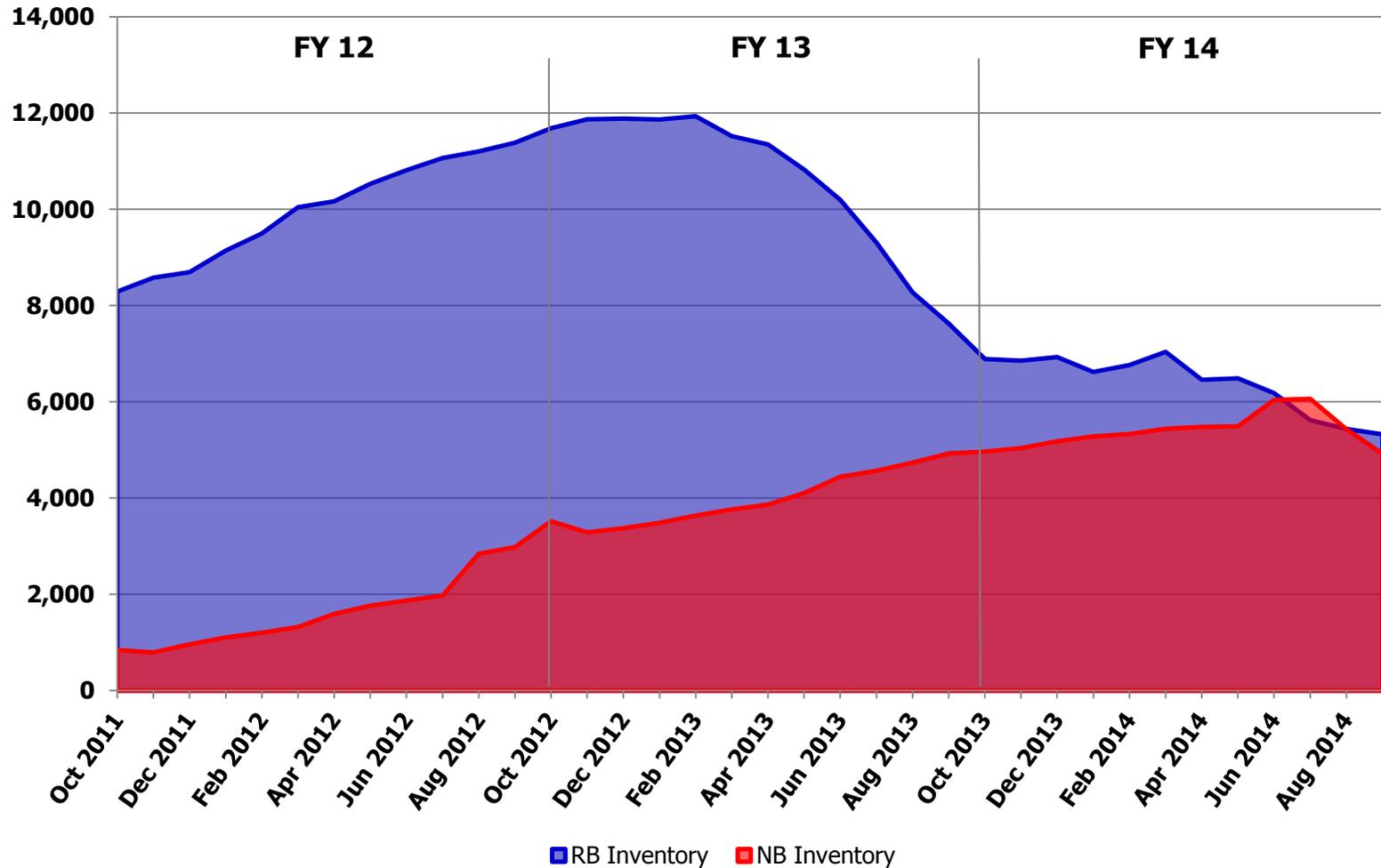


VARO Boston Appellate Workload Trend





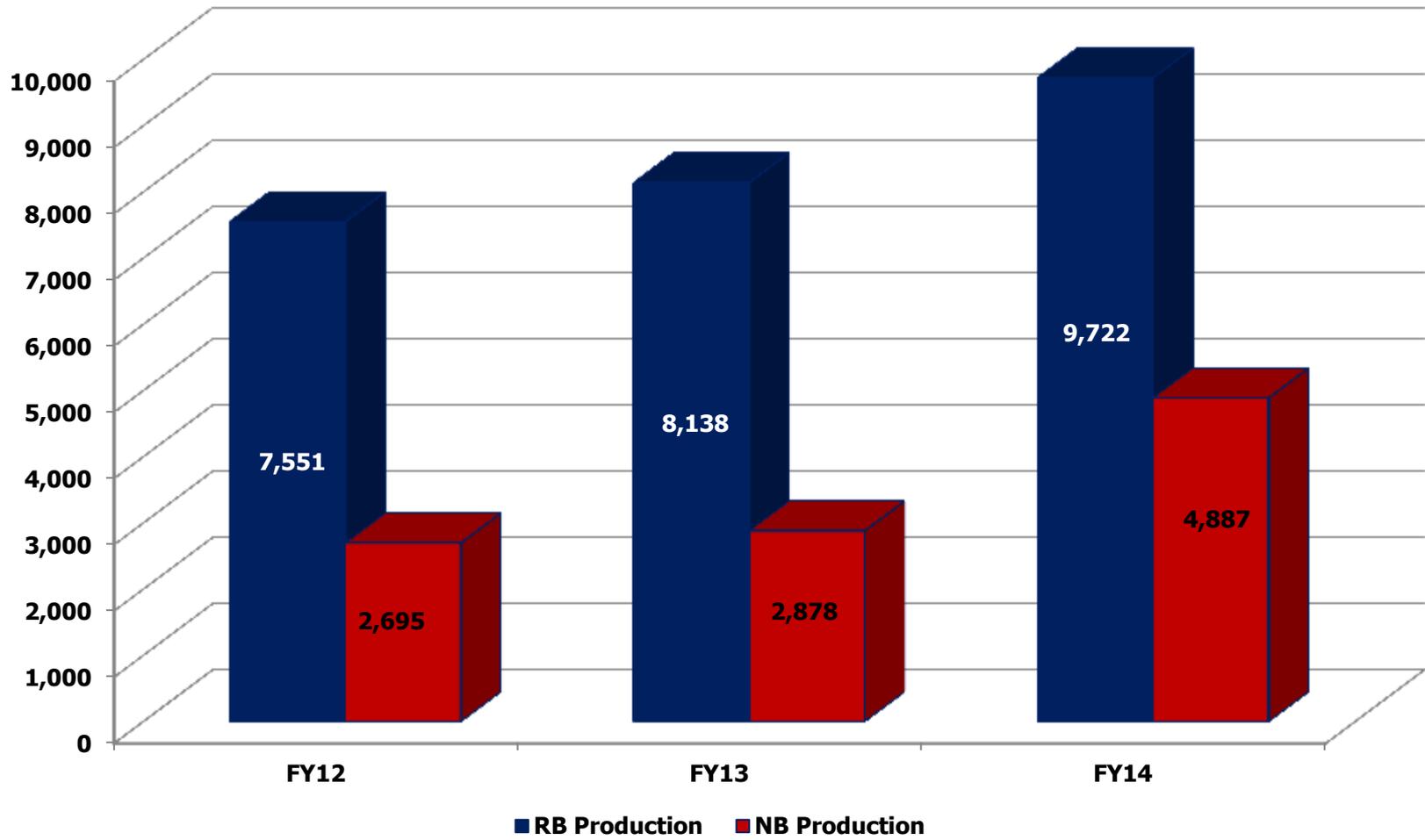
VARO Boston Non-Rating Workload Trend





VARO Boston Non-Rating Workload Trend

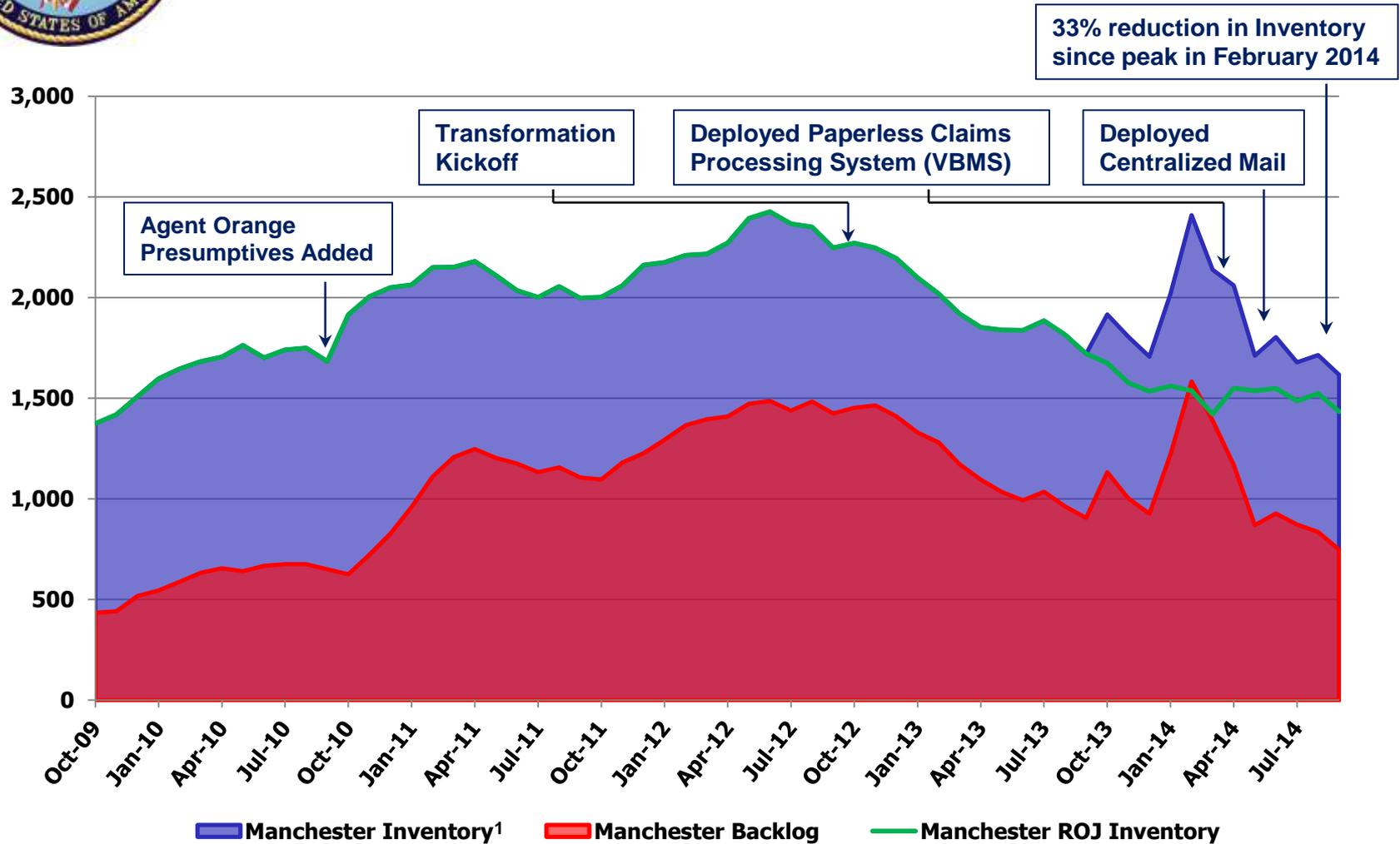
3 VSRs added to Dedicated Non-Rating Team in FY14





VARO Manchester Rating Workload Trend

Manchester Inventory and Backlog FY10 through FY14



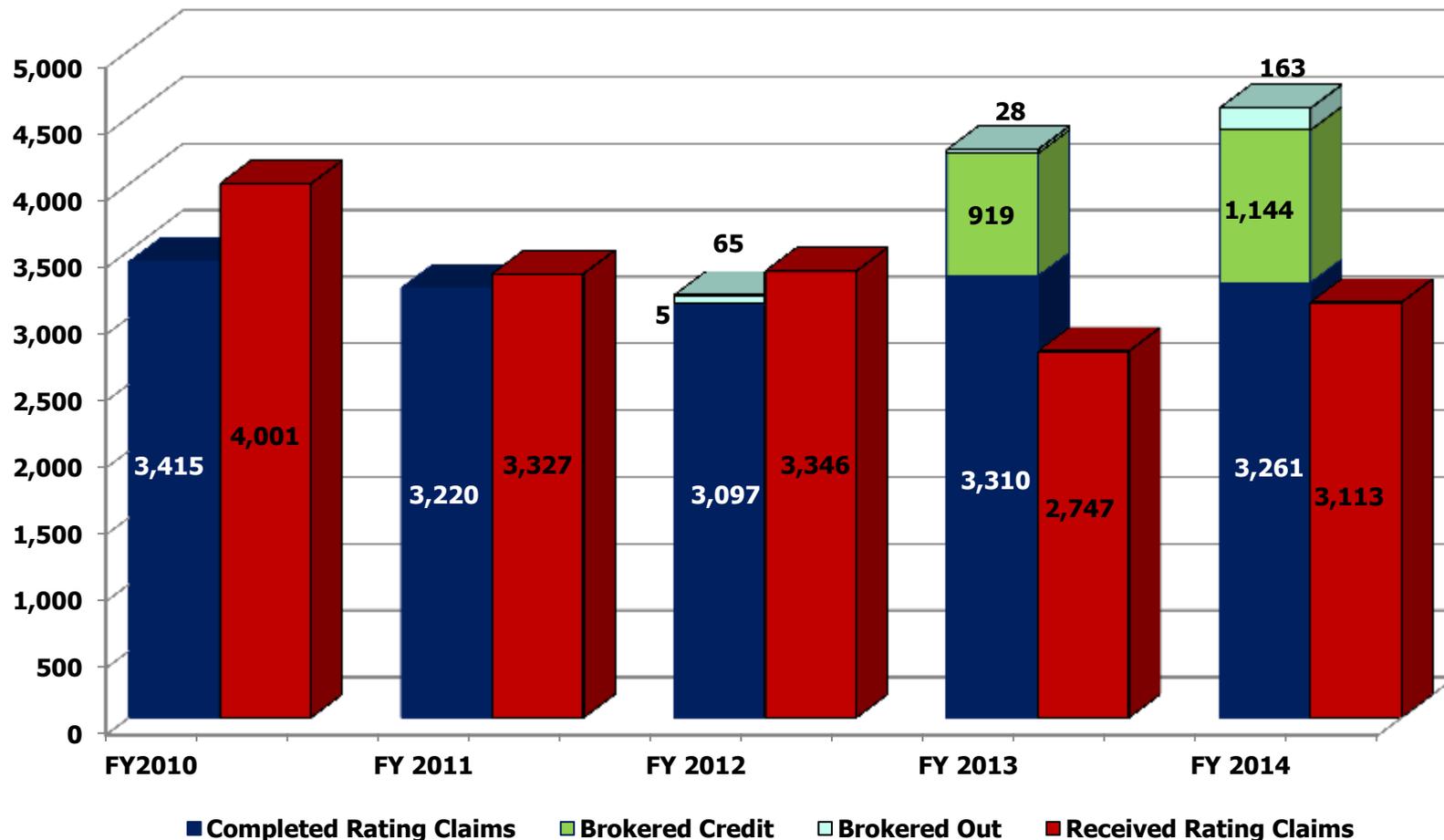
Footnote 1: Inventory includes work brokered in.



VARO Manchester Rating Workload Trend

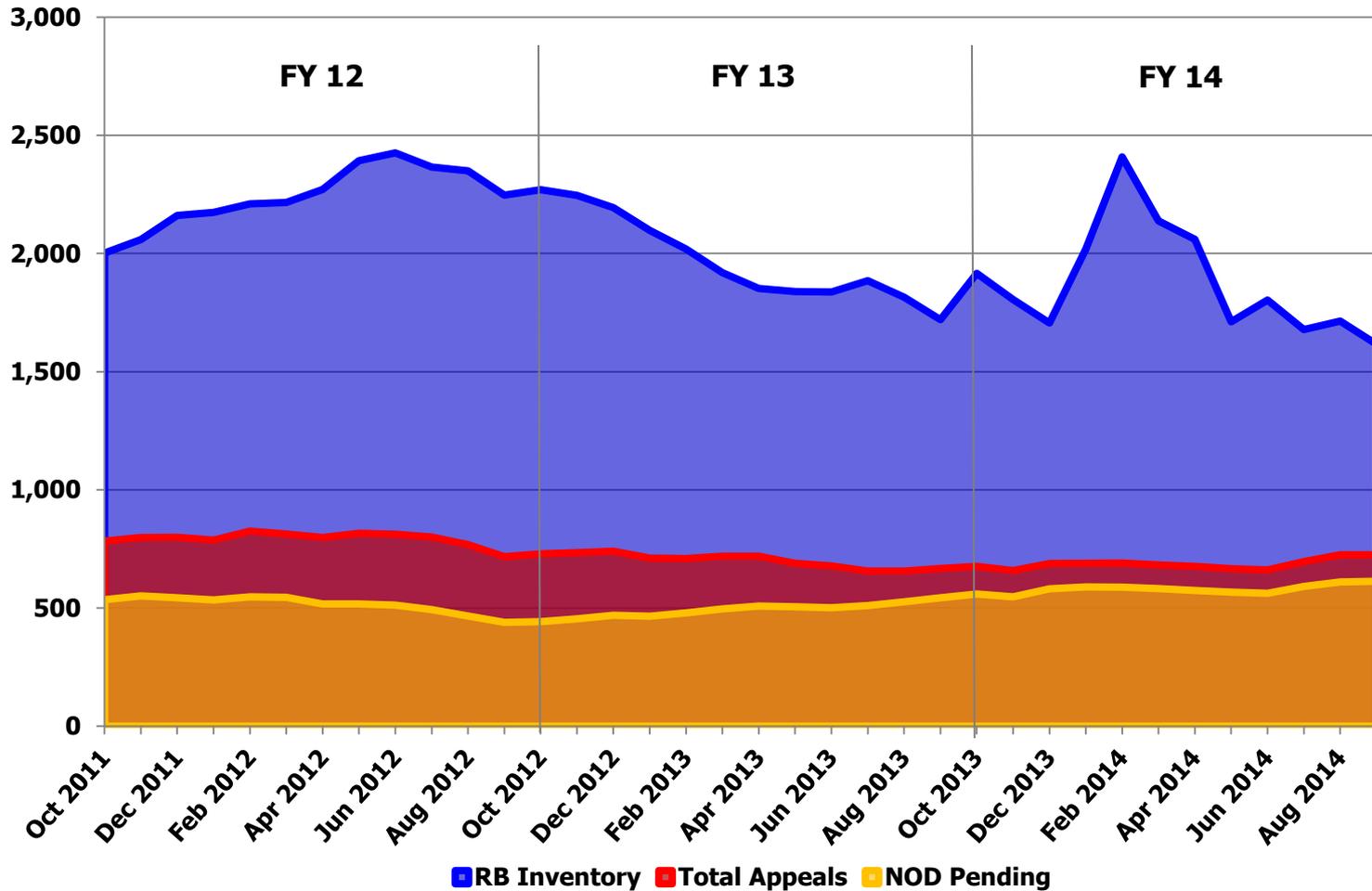
STAR Accuracy improved from low of 82.2% in FY12 to 90.9%

42% increase in production capacity since low in FY12



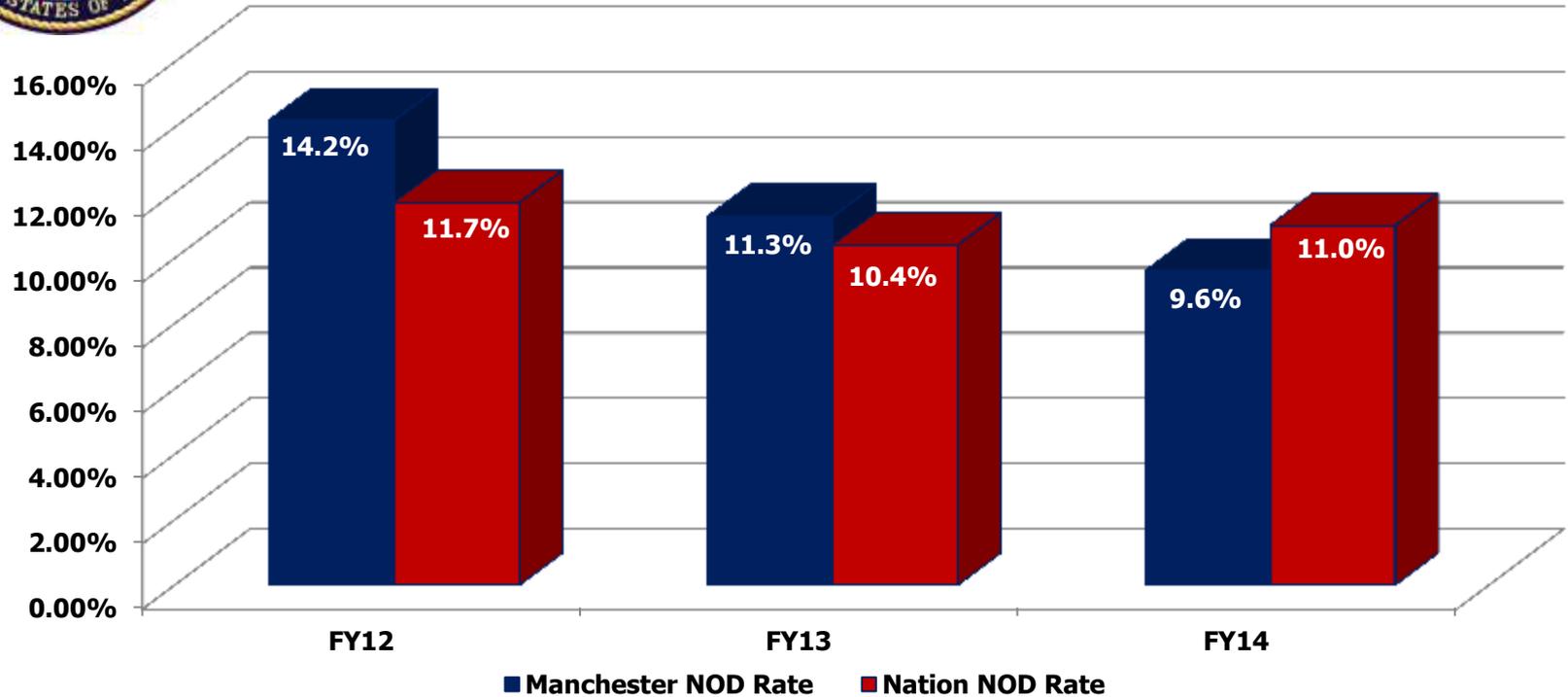


VARO Manchester Appellate Workload Trend





VARO Manchester Appellate Workload Trend

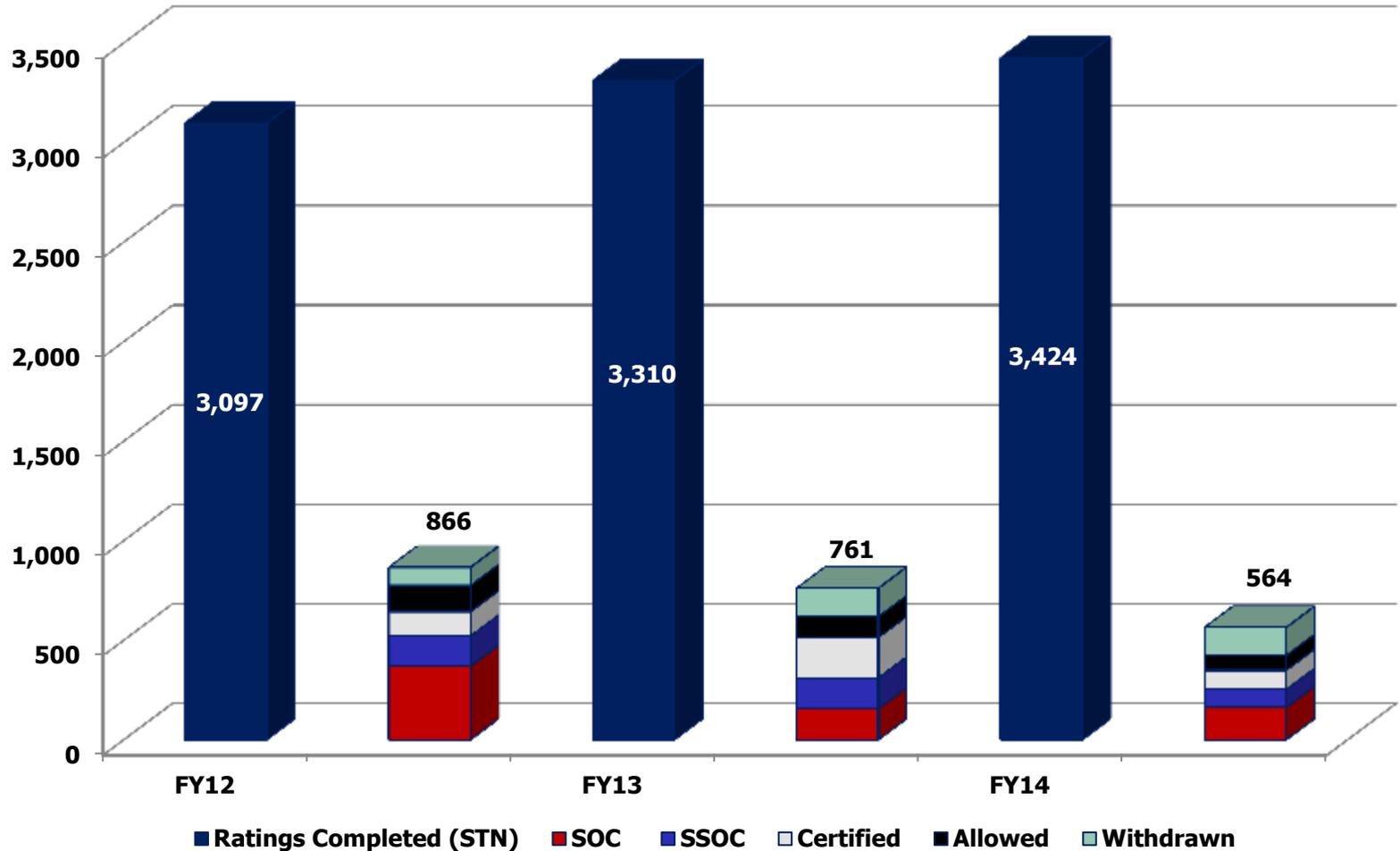


	FY12		FY13		FY14	
	Manchester	Nation	Manchester	Nation	Manchester	Nation
(STN) Ratings Completed	3,097	1,044,207	3,310	1,169,085	3,424	1,320,870
NOD Rate	14.2%	11.7%	11.3%	10.4%	9.6%	11.0%



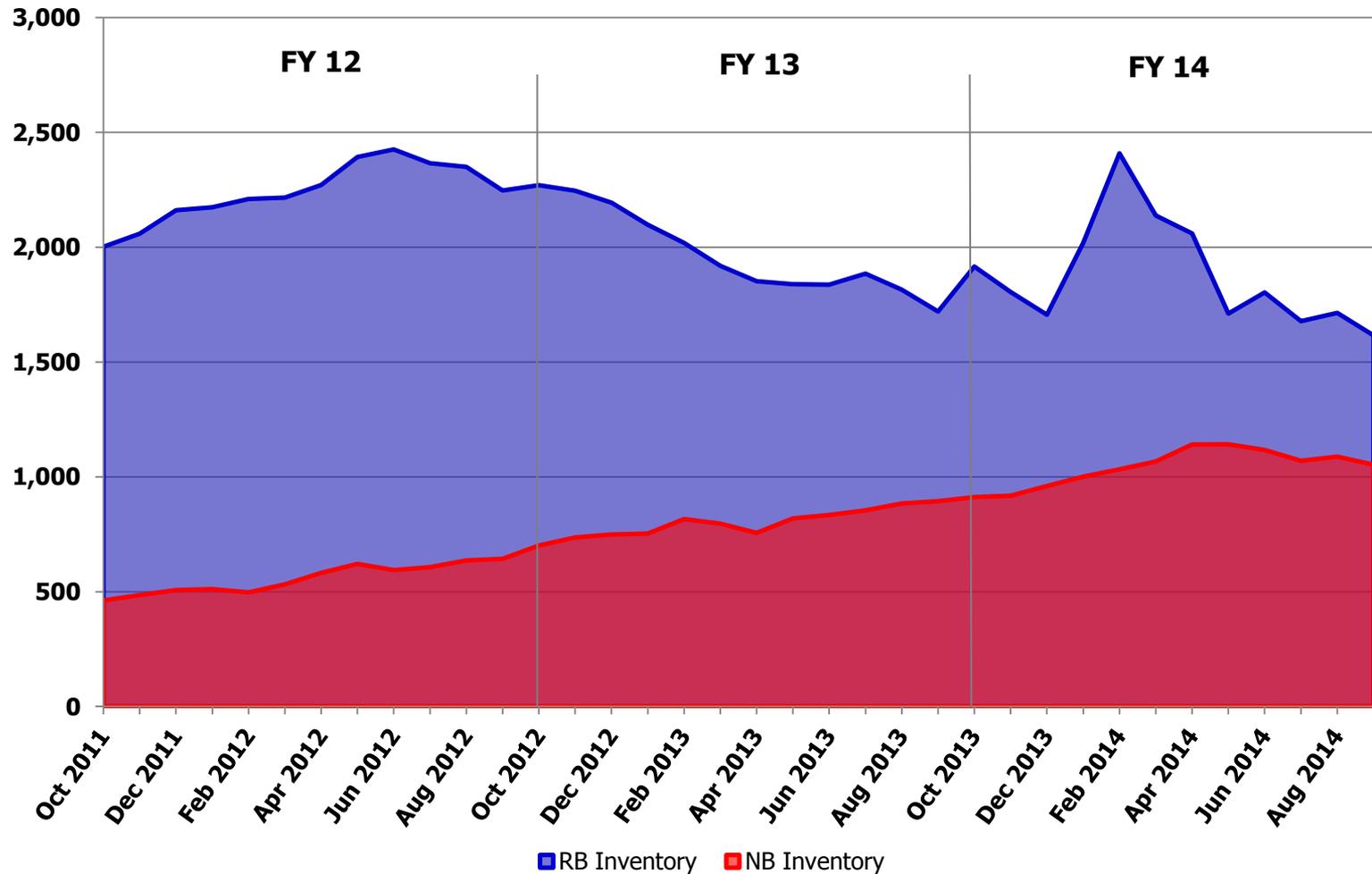
VARO Manchester Appellate Workload Trend

2 DROs added to Appeals Team in FY14





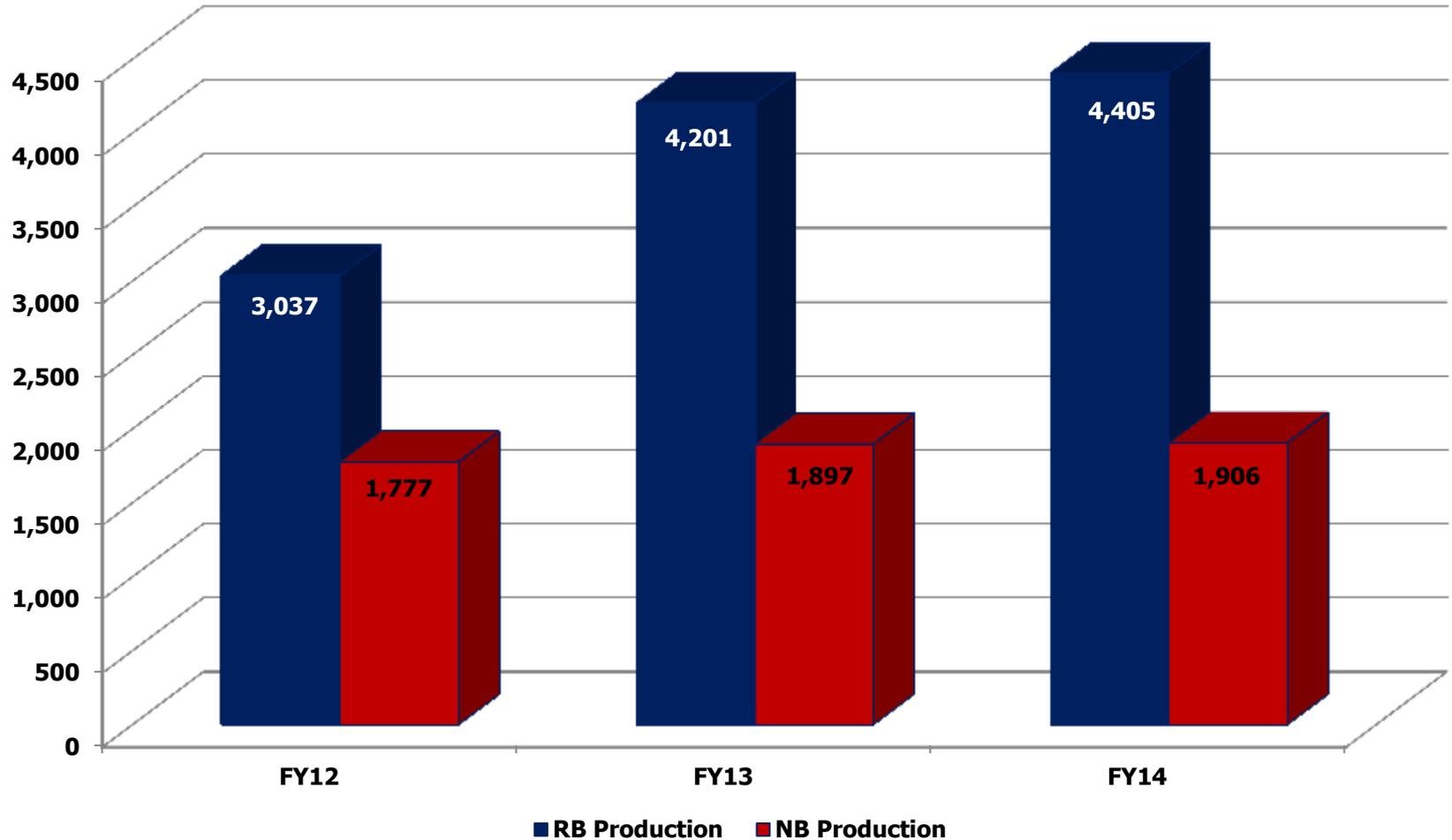
VARO Manchester Non-Rating Workload Trend





VARO Manchester Non-Rating Workload Trend

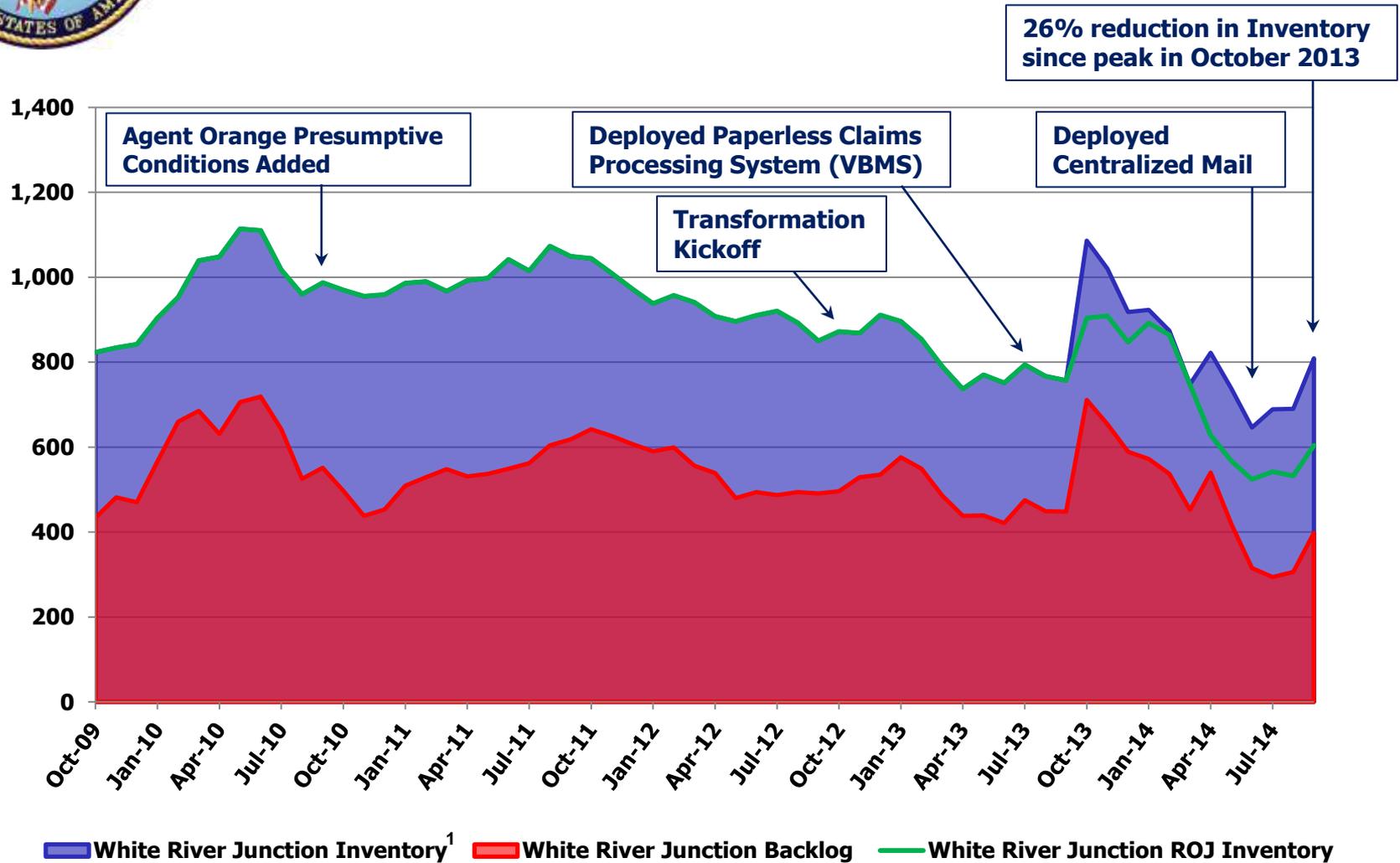
Dedicated Non-Rating Team with 2 VSRs established in FY14





VARO White River Junction Rating Workload Trend

White River Junction Inventory and Backlog FY10 through FY14



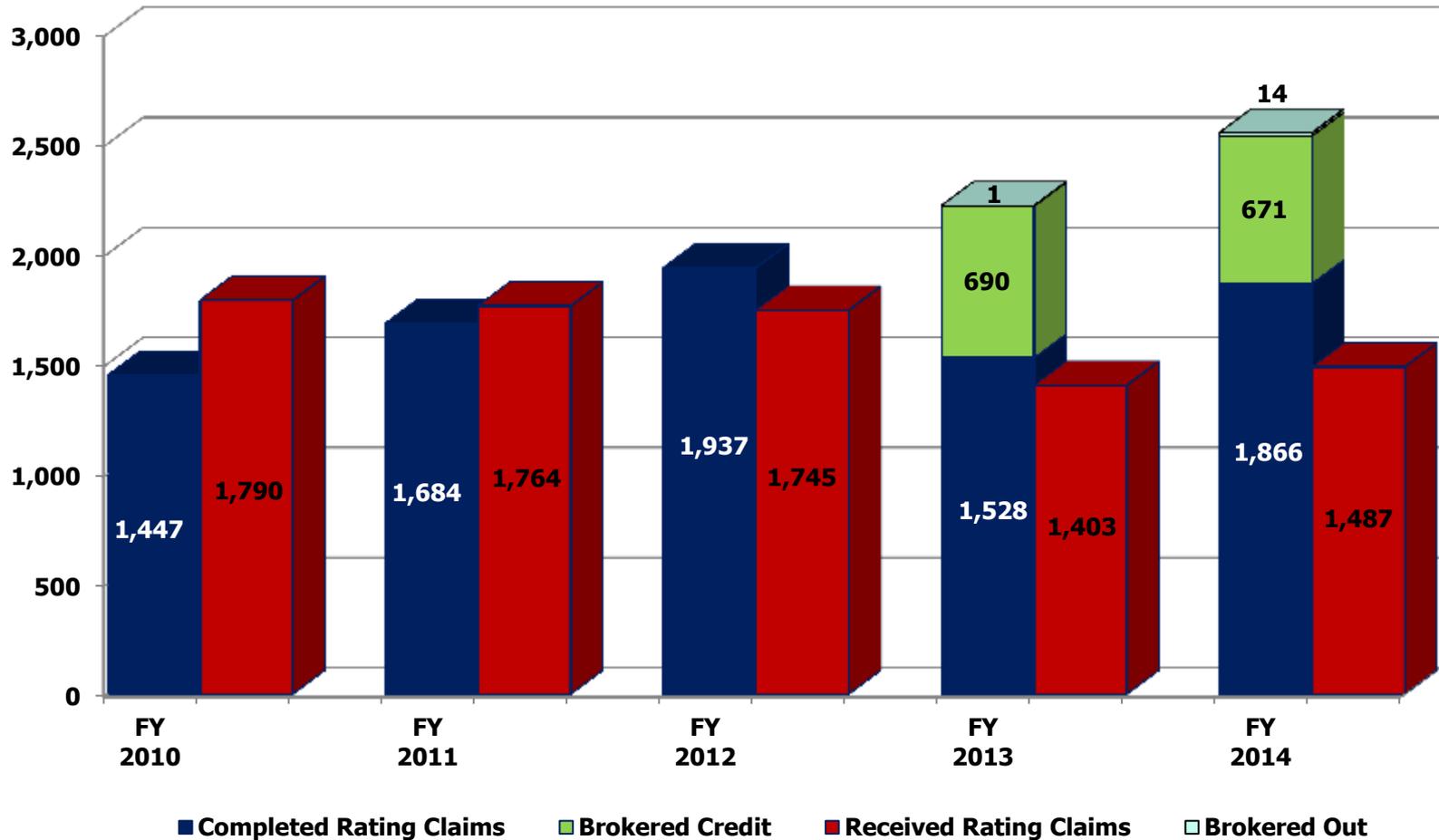
Footnote 1: Inventory includes work brokered in.



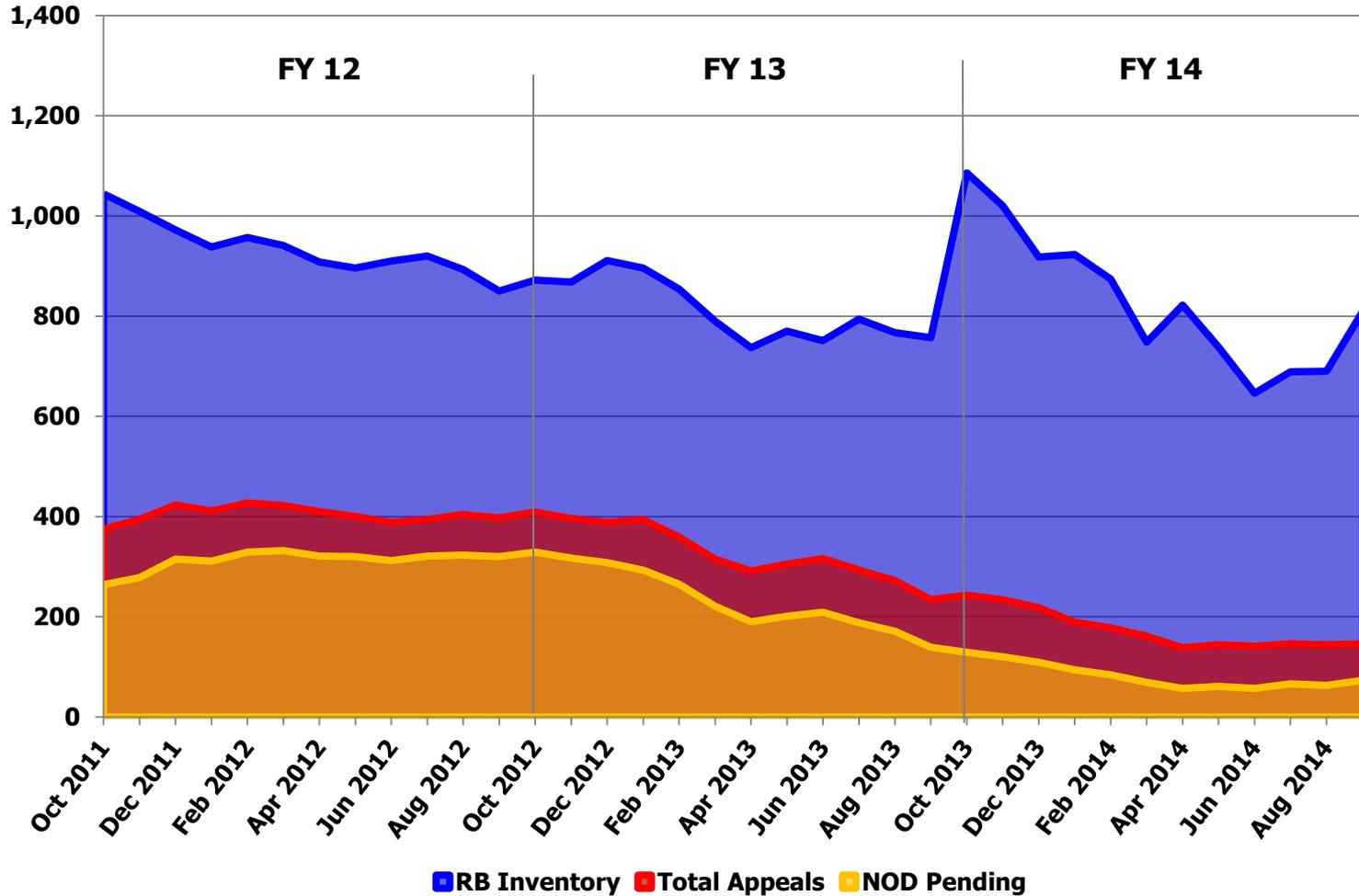
VARO White River Junction Rating Workload Trend

STAR Accuracy improved from low of 76.2% in FY13 to 86.5%

31% increase in production capacity since FY12

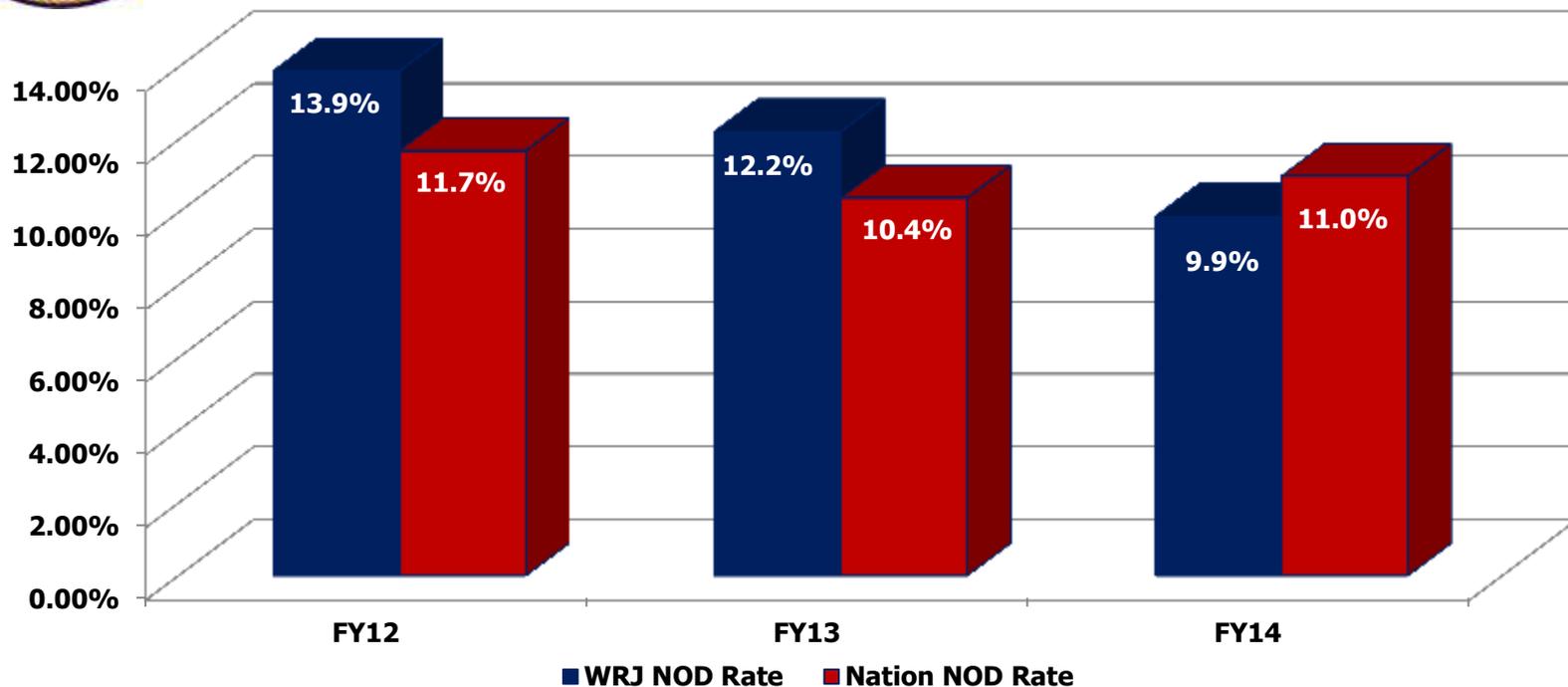


VARO White River Junction Appellate Workload Trend



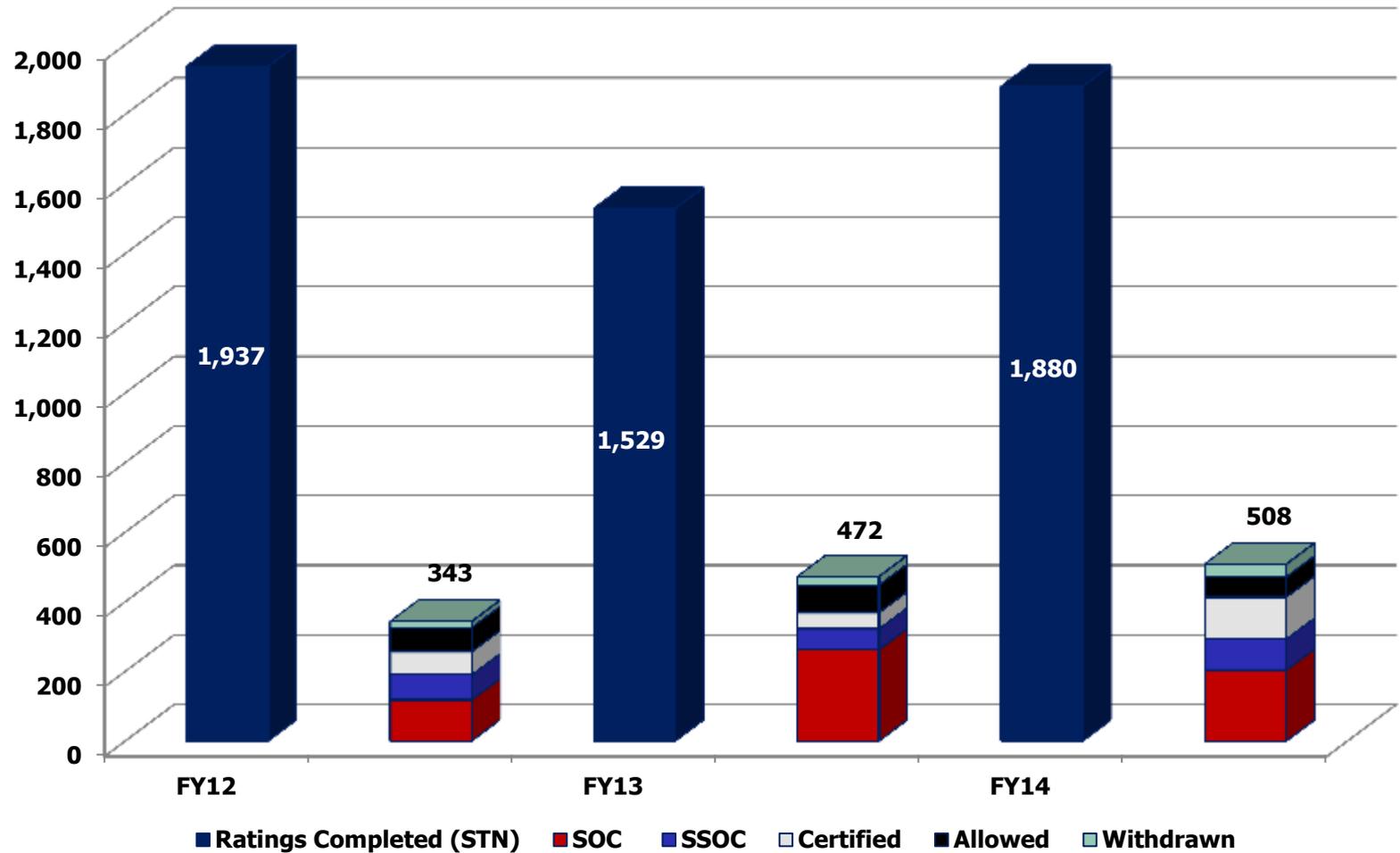


VARO White River Junction Appellate Workload Trend

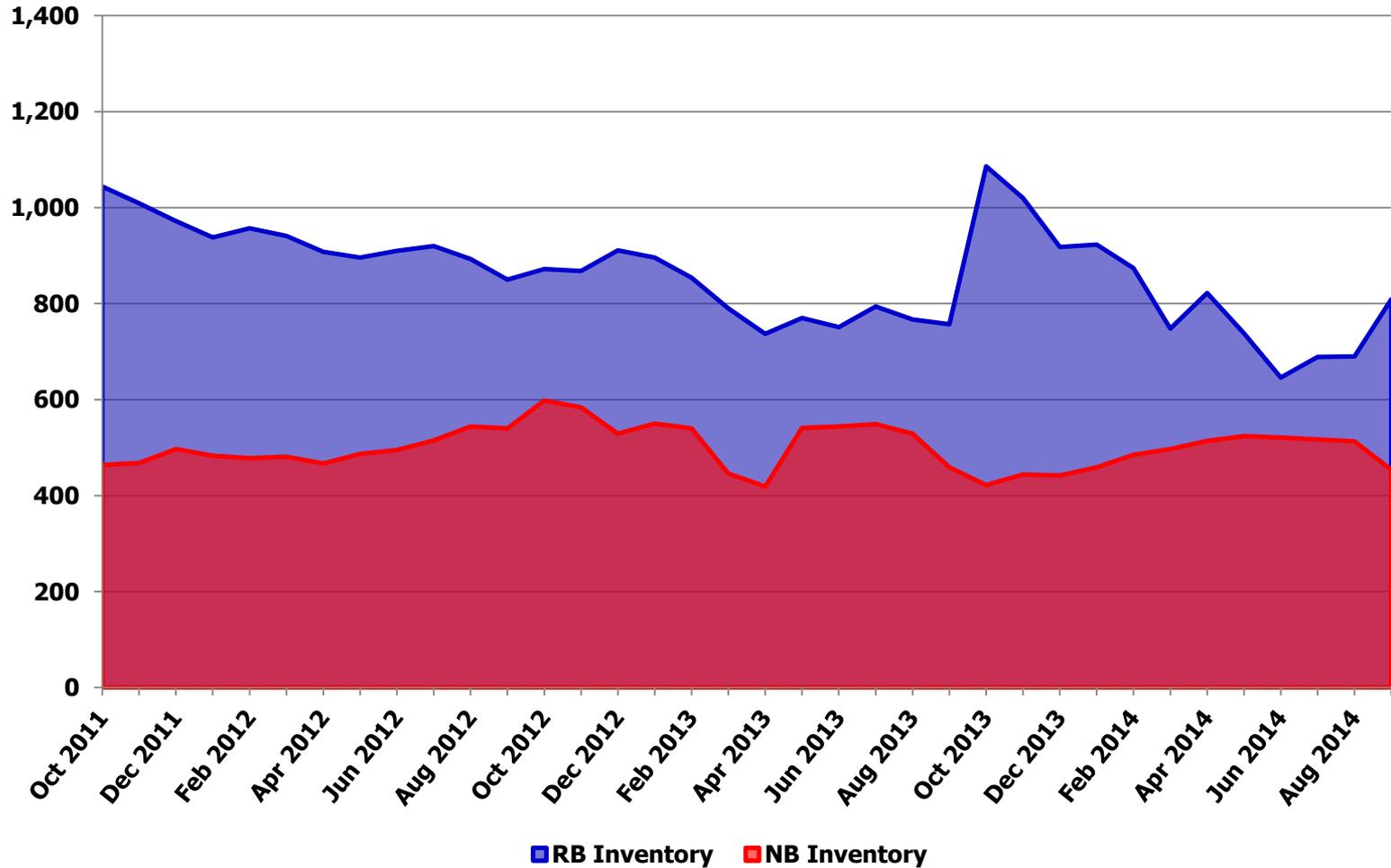


	FY12		FY13		FY14	
	WRJ	Nation	WRJ	Nation	WRJ	Nation
(STN) Ratings Completed	1,937	1,044,207	1,529	1,169,085	1,880	1,320,870
NOD Rate	13.9%	11.7%	12.2%	10.4%	9.9%	11.0%

VARO White River Junction Appellate Workload Trend



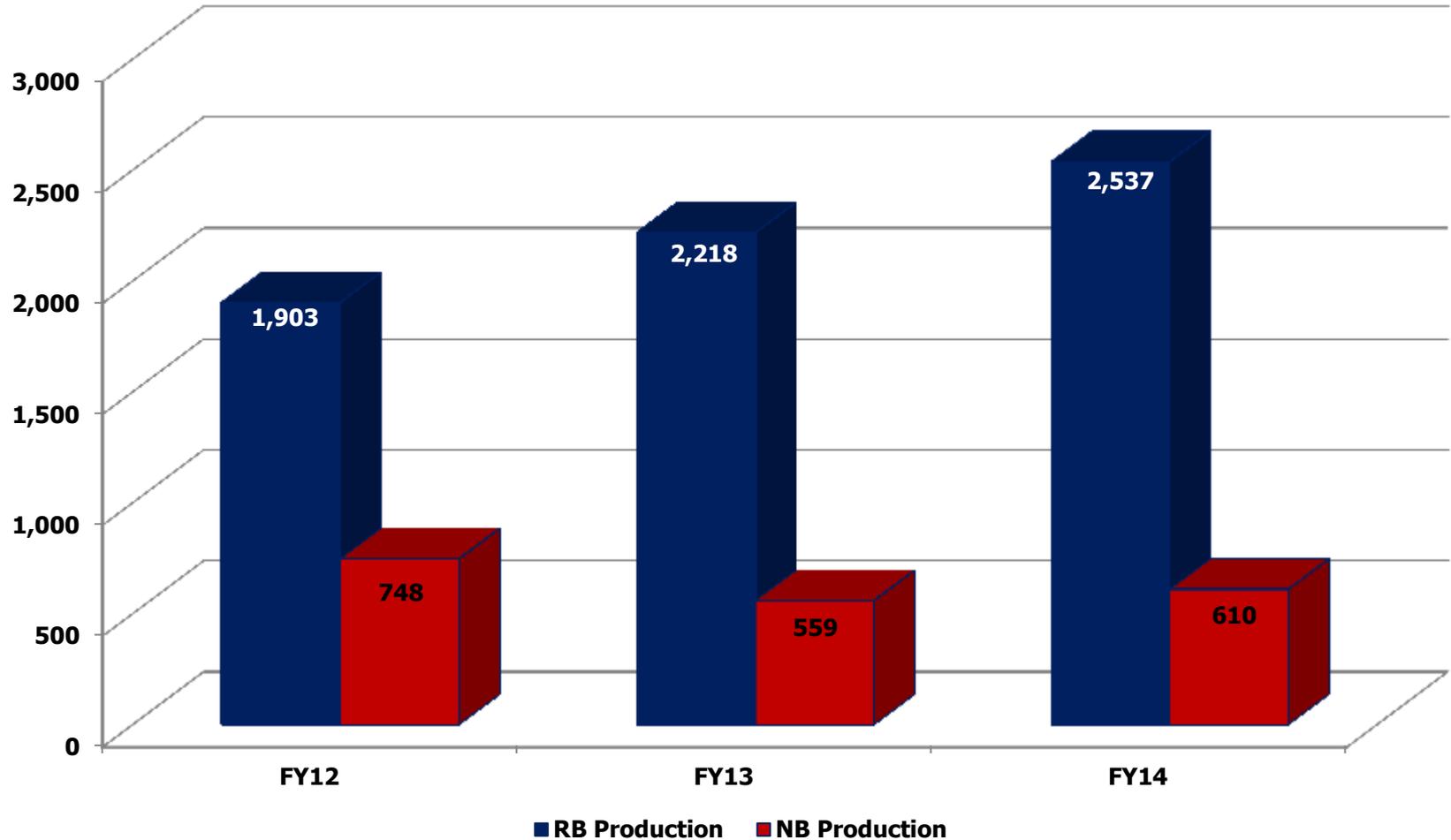
VARO White River Junction Non-Rating Workload Trend



VARO White River Junction Non-Rating Workload Trend



1 Senior VSR is now dedicated to Non-Rating





Middle New England Performance

Rating Inventory	Claims Pending	Pending > 125 Days	Avg. Wait Time (SOJ)	Avg. Wait Time (STN)	Avg. FDC Wait Time (SOJ)	Avg. FDC Wait Time (STN)
USA	515,621	241,991	150.4	N/A	114.7	N/A
Boston	5,324	2,651	163.1	169.1	121.4	125.6
Manchester	1,616	747	150.0	128.6	75.3	64.9
White River Junction	809	398	147.3	120.0	120.8	84.8

Rating Accuracy	12-Months ¹ Claim-Based	12-Months ¹ Issue-Based	3-Months ¹ Claim-Based	3-Months ¹ Issue-Based
USA	90.36%	96.00 %	90.38%	95.80%
Boston	92.09%	96.49%	96.67%	98.68%
Manchester	90.91%	95.92%	90.77%	94.27%
White River Junction	86.49%	94.55%	85.00%	95.37%

Footnote 1: STAR Rating Accuracy updated through 07/31/2014.



Paperless Claims Processing

- ✓ A new paperless claims processing system, the Veterans Benefits Management System (VBMS), was deployed in Boston, Manchester and White River Junction on April 26, 2013.
 - Over 98% of claims are now paperless.
- ✓ Centralized Mail was implemented July 18, 2014.
- ✓ Standardized Letters to Veterans now reflect Centralized Mail locations
- ✓ Stakeholder facsimile transmittal option

(844) 531-7818, or
(248) 524-4260



White River Junction Building Renovation Project

- **Contracted awarded to:** Carrigg Commercial Builders, LLC.
- **Kickoff meeting held:** September 23rd, 2014
- **Projected Duration:** 12 to 18 Months



Questions

