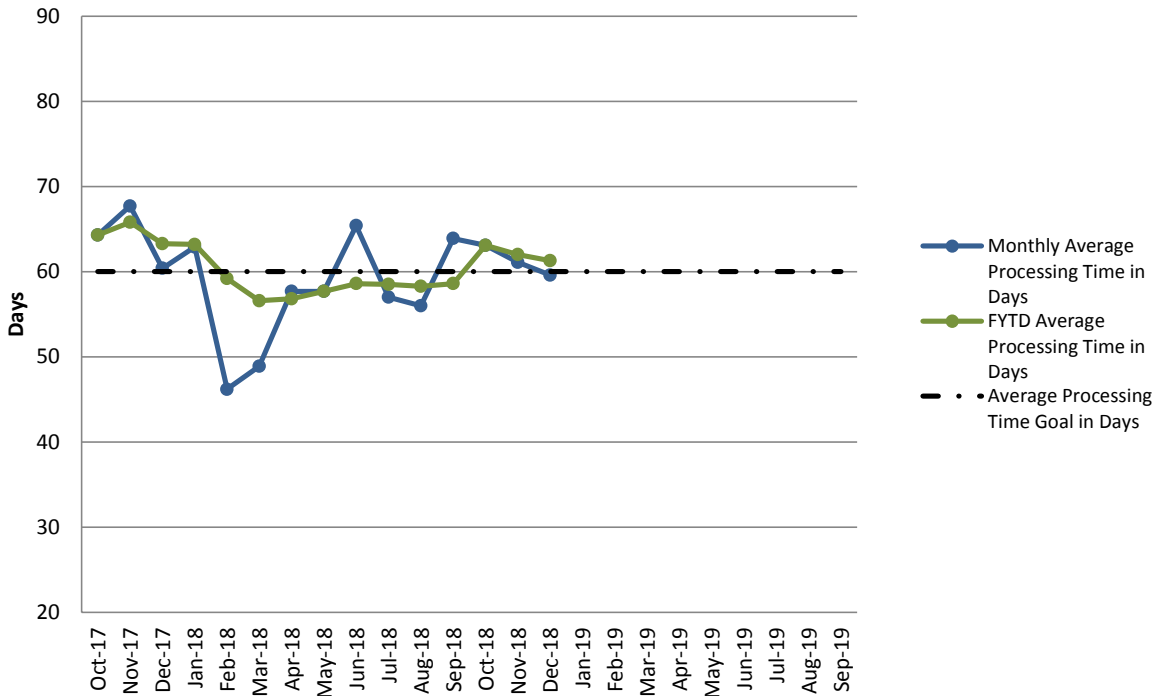
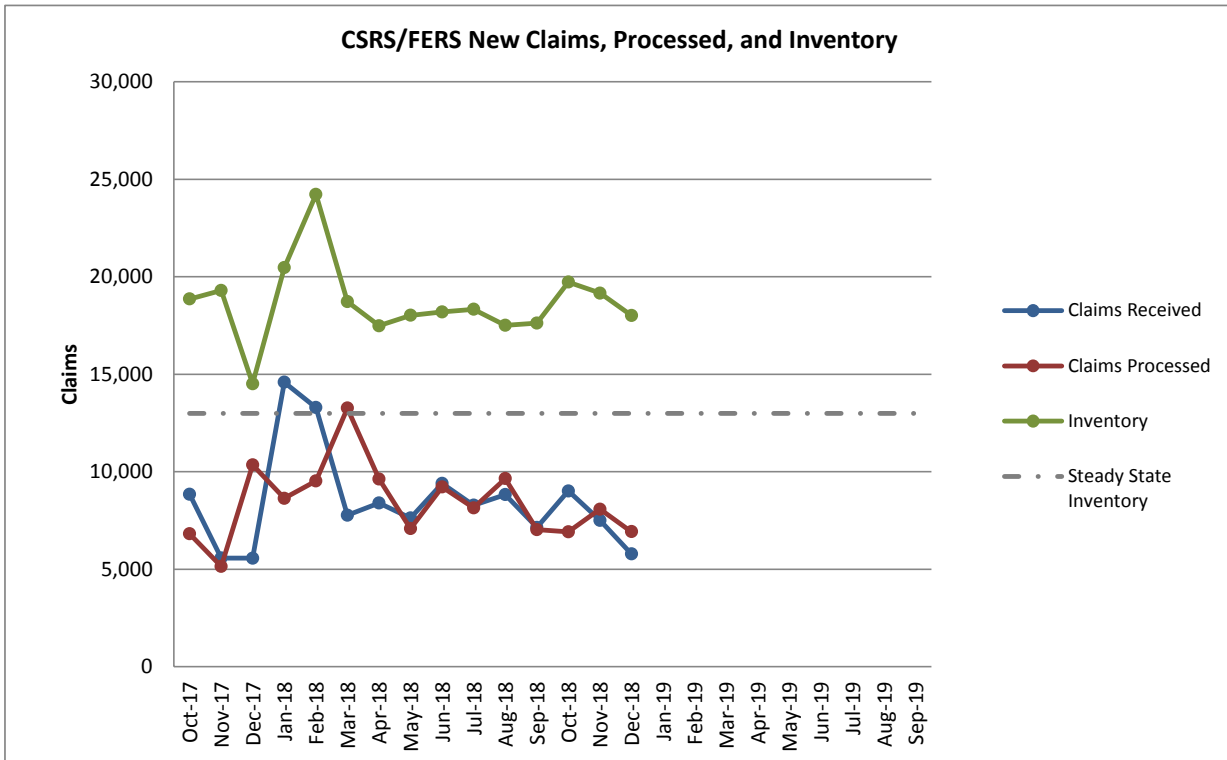


CSRS/FERS New Claims Processing Time



Month	Claims Received	Claims Processed	Inventory (Steady state goal is 13,000)	Monthly Average Processing Time in Days	FYTD Average Processing Time in Days
Oct-17	8,850	6,818	18,860	64	64
Nov-17	5,572	5,138	19,294	68	66
Dec-17	5,568	10,347	14,515	60	63
Jan-18	14,590	8,638	20,467	63	63
Feb-18	13,290	9,532	24,225	46	59
Mar-18	7,767	13,262	18,730	49	57
Apr-18	8,390	9,631	17,489	58	57
May-18	7,625	7,090	18,024	58	58
Jun-18	9,397	9,223	18,198	65	59
Jul-18	8,281	8,145	18,334	57	59
Aug-18	8,826	9,647	17,513	56	58
Sep-18	7,142	7,027	17,628	64	59
Oct-18	9,012	6,911	19,729	63	63
Nov-18	7,510	8,077	19,162	61	62
Dec-18	5,782	6,925	18,019	60	61
Jan-19					
Feb-19					
Mar-19					
Apr-19					
May-19					
Jun-19					
Jul-19					
Aug-19					
Sep-19					



Month	Claims Received	Claims Processed	Inventory (Steady state is 13,000)	% Processed in 60 days or less (FYTD)	% Processed in 60 days or less (Monthly)	Avg. # of Days to Process Case in 60 days or less	Avg. # of Days to Process Case in more than 60 days
Oct-17	8,850	6,818	18,860	59%	59%	44	93
Nov-17	5,572	5,138	19,294	58%	57%	46	97
Dec-17	5,568	10,347	14,515	62%	67%	43	96
Jan-18	14,590	8,638	20,467	60%	56%	35	100
Feb-18	13,290	9,532	24,225	64%	76%	27	109
Mar-18	7,767	13,262	18,730	69%	84%	36	117
Apr-18	8,390	9,631	17,489	67%	55%	36	85
May-18	7,625	7,090	18,024	65%	50%	36	85
Jun-18	9,397	9,223	18,198	65%	60%	44	99
Jul-18	8,281	8,145	18,334	65%	67%	39	94
Aug-18	8,826	9,647	17,513	65%	67%	37	95
Sep-18	7,142	7,027	17,628	64%	59%	45	101
Oct-18	9,012	6,911	19,729	65%	65%	45	95
Nov-18	7,510	8,077	19,162	67%	70%	45	99
Dec-18	5,782	6,925	18,019	68%	71%	43	101
Jan-19							
Feb-19							
Mar-19							
Apr-19							
May-19							
Jun-19							
Jul-19							
Aug-19							
Sep-19							