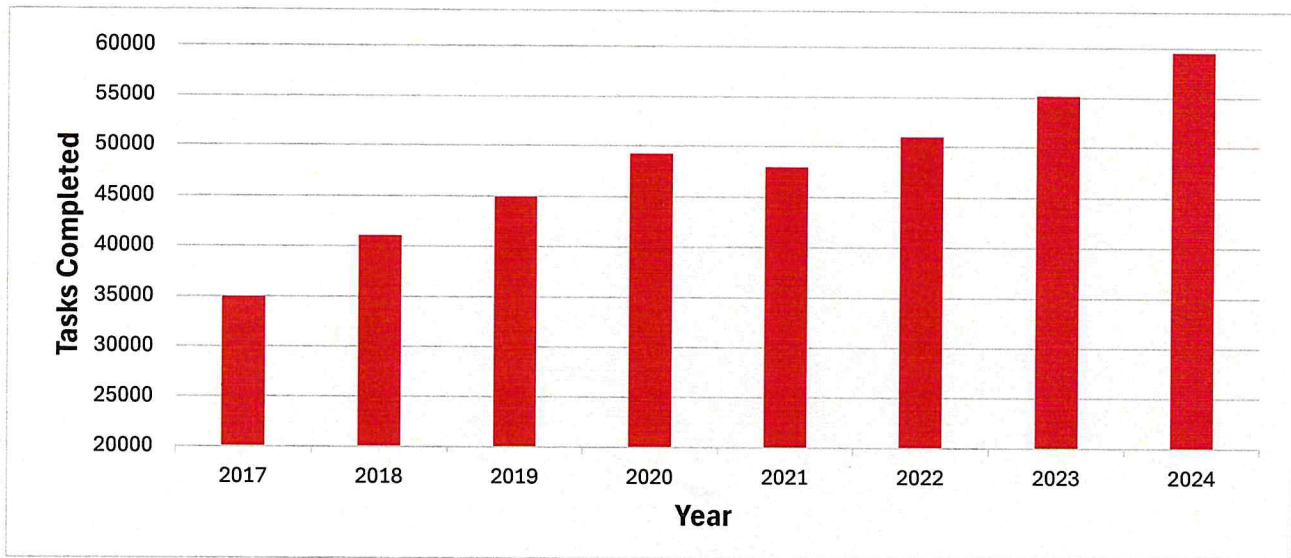


3-20-25

2017-2024 = 42% increase in workload



30% Staff Cut

Lost FTE to MNDVA

Year	Tasks
2017	34893
2018	41040
2019	44905
2020	49235
2021	47937
2022	50973
2023	55156
2024	59559

Tasks Tracked
Total forms filled out
Total documents upload
Ancestry
Appeal
Claim
CVSO communication
Dependency
E-mail
FAX
File Review
Grant
Hearing
Home Visit
Impact Grant
ITF
Loan
Mail
MST
Office visit
Other
Outreach
Phone
VA communication

	2017	2018	2019	2020	2021	2022	2023	2024
Total forms filled out	15492	18042	20737	16308	16450	17387	20008	21961
Total documents upload	27274	30185	39046	45055	37015	39383	42562	54565
Total communications	34941	41081	44911	49239	47939	50973	55156	59559
Ancestry	0	0	0	66	43	32	35	42
Appeal	52	138	399	500	513	655	820	923
Claim	1031	2469	2817	2832	2319	2695	3466	4243
CVSO communication	1415	2912	2473	4516	5281	6208	6573	7312
Dependency	77	222	320	234	292	370	566	638
E-mail	4940	6510	7375	9289	10264	11653	12113	13710
FAX	869	994	951	1083	778	591	443	401
File Review	0	88	1	119	766	1042	852	645
Grant	60	120	115	238	361	149	176	145
Hearing	0	0	0	16	70	59	66	89
Home Visit	69	120	88	227	109	61	73	68
Impact Grant	4	26	20	42	102	52	61	65
ITF	182	426	999	935	1268	1688	2449	2793
Loan	20	29	32	44	230	55	60	50
Mail	3394	2666	2213	2227	1712	1350	1102	1042
MST	175	160	30	27	43	57	45	53
Office visit	5254	6264	8139	6156	6429	7047	8411	8578
Other	5666	5010	5550	7867	5711	6452	7286	9290
Outreach	87	150	132	41	35	48	112	94
Phone	7369	7570	8728	10029	9307	8688	8322	7594
VA communication	3506	5207	4524	2730	2273	2008	2102	1782