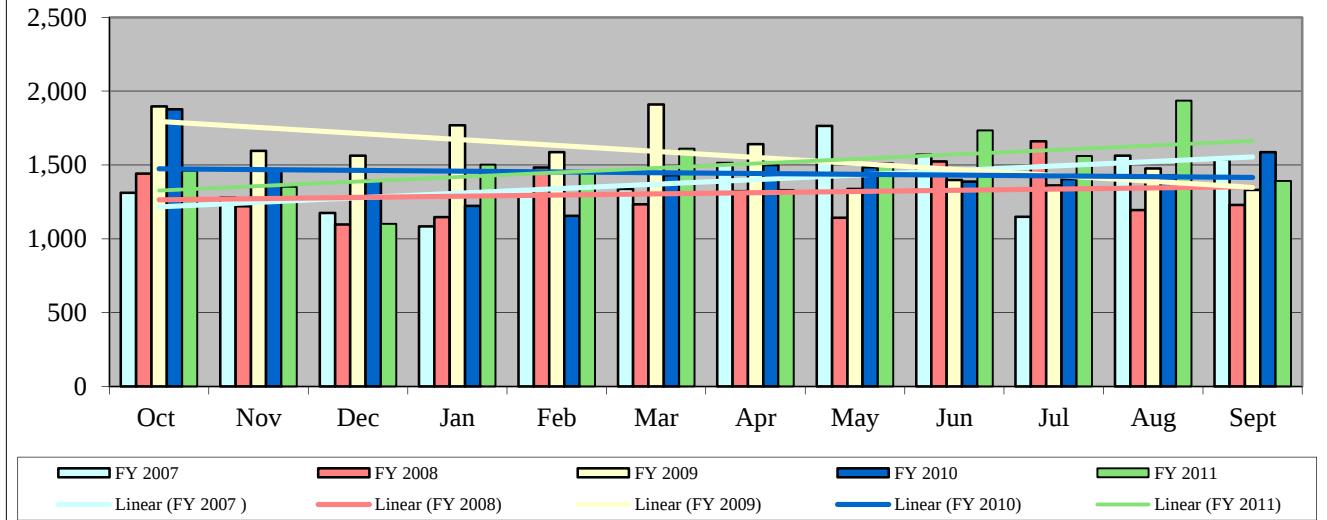


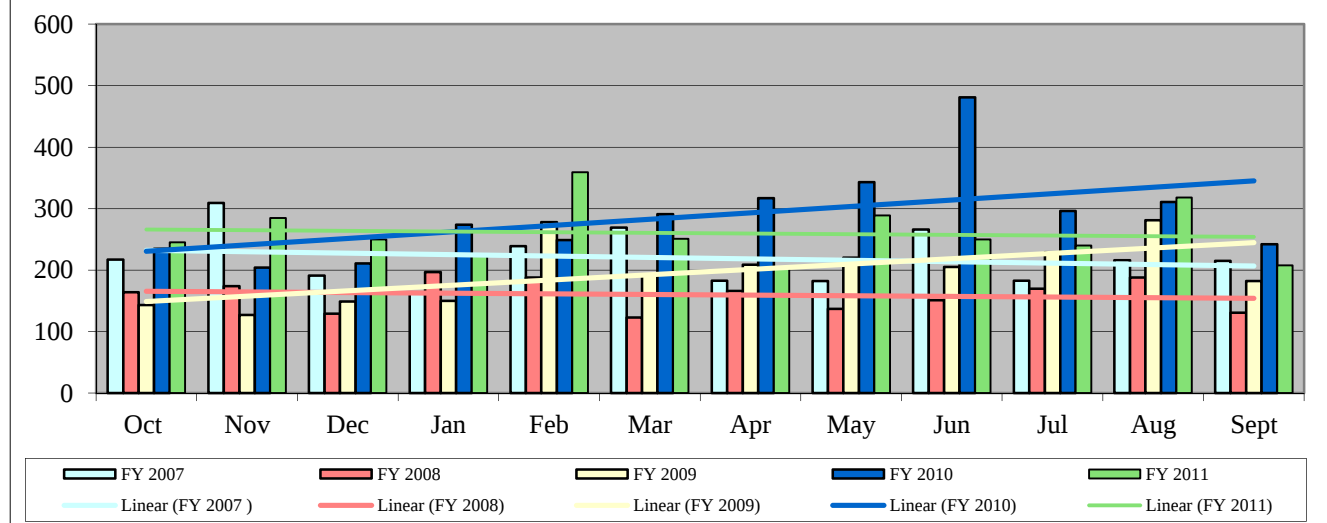
Veteran Services Stats

Call Activity



	Q1	Q2	Q3	Q4	Total	% Increase
FY 2007	3,763	3,756	4,846	4,250	16,615	
FY 2008	3,759	3,864	3,986	4,085	15,694	-6%
FY 2009	5,054	5,266	4,376	4,167	18,863	20%
FY 2010	4,735	3,809	4,370	4,421	17,335	-8%
FY 2011	3,913	4,557	4,575	4,887	17,932	3%

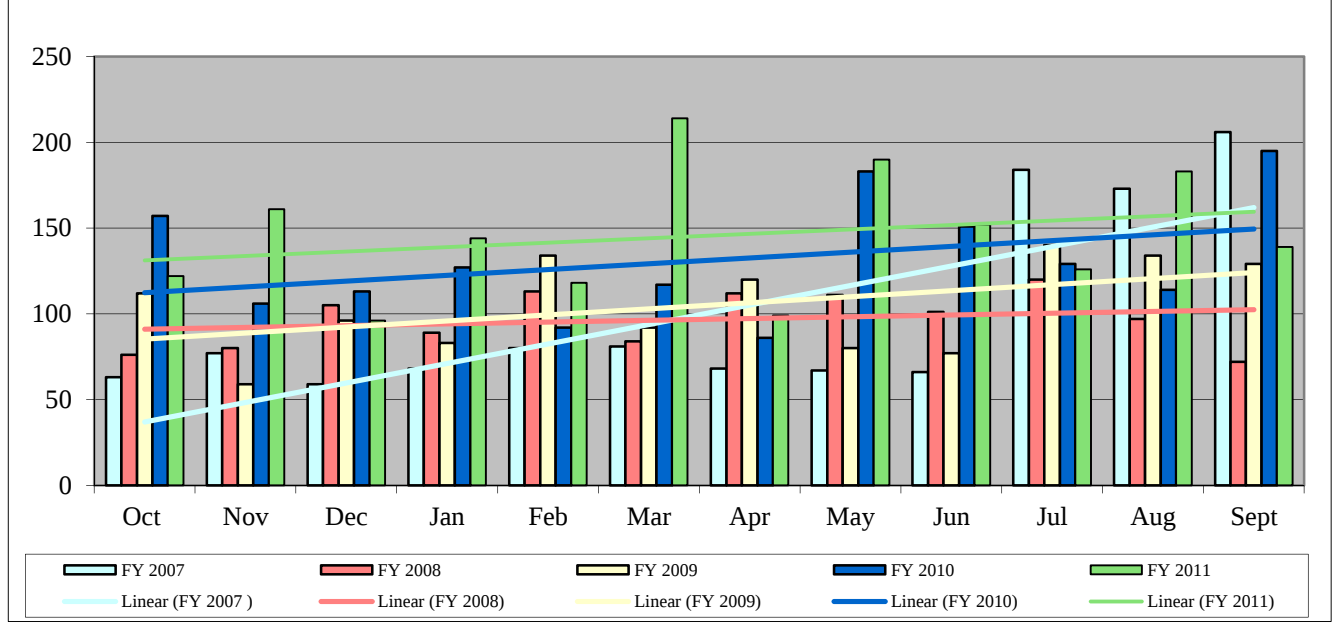
Interviews Conducted



	Q1	Q2	Q3	Q4	Total	% Increase
FY 2007	717	671	631	631	2,650	
FY 2008	467	508	454	489	1,918	-28%
FY 2009	419	619	634	692	2,364	23%
FY 2010	650	814	1,141	849	3,454	46%
FY 2011	780	833	742	766	3,121	-10%

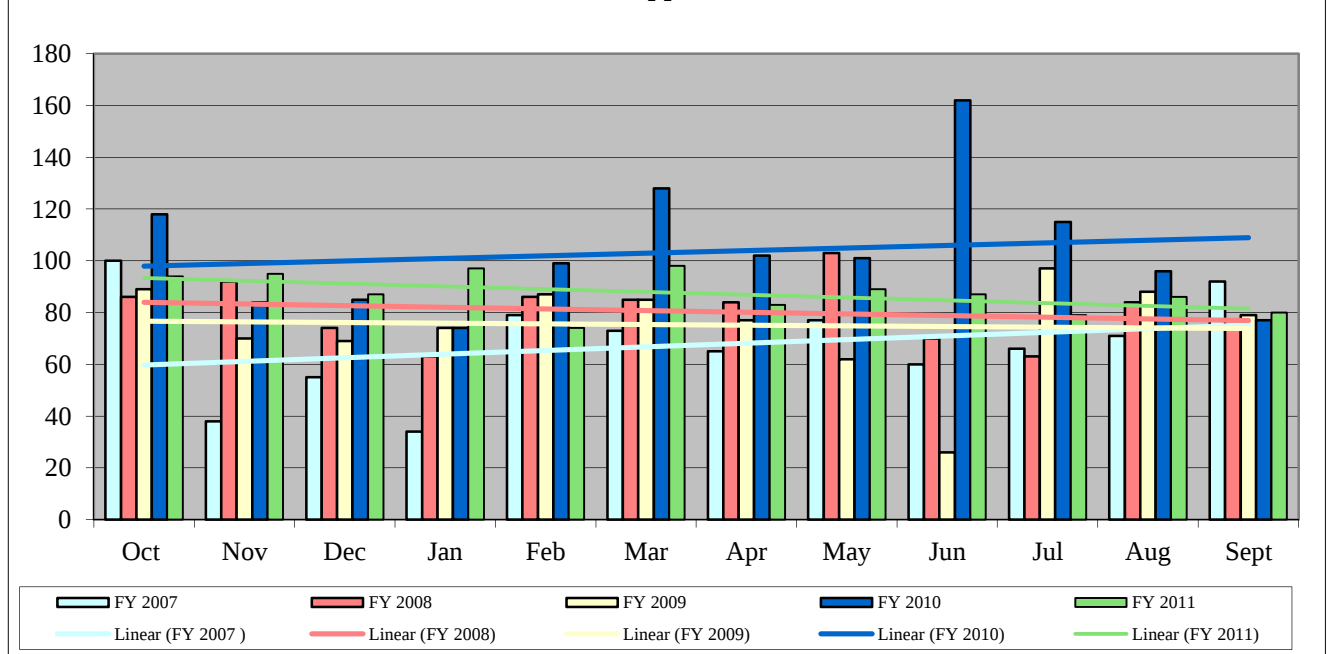
Veteran Services Stats

Claims



	Q1	Q2	Q3	Q4	Total	% Increase
FY 2007	199	229	201	563	1,192	
FY 2008	261	286	324	289	1,160	-3%
FY 2009	267	309	277	403	1,256	8%
FY 2010	376	336	420	438	1,570	25%
FY 2011	379	476	441	448	1,744	11%

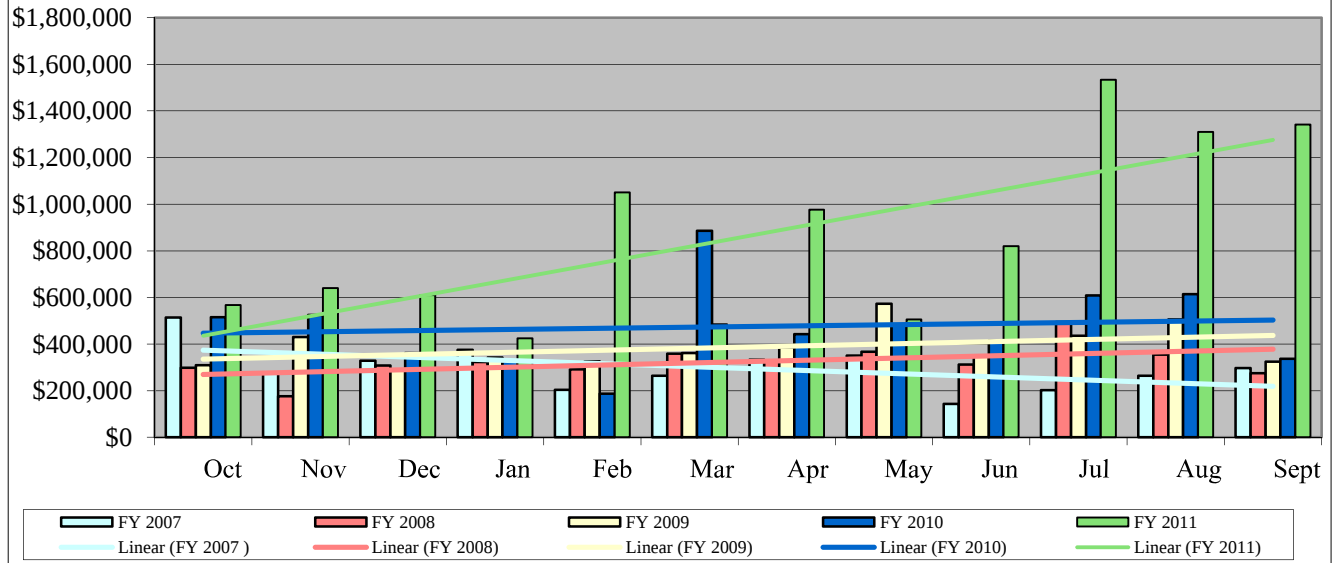
Appeals



	Q1	Q2	Q3	Q4	Total	% Increase
FY 2007	193	186	202	229	810	
FY 2008	252	234	257	222	965	19%
FY 2009	228	246	165	264	903	-6%
FY 2010	287	301	365	288	1,241	37%
FY 2011	276	269	259	245	1,049	-15%

Veteran Services Stats

Monetary Benefits Granted



	Q1	Q2	Q3	Q4	Total	% Increase
FY 2007	\$ 1,118,052	\$ 843,571	\$ 827,103	\$ 762,719	\$ 3,551,445	
FY 2008	\$ 782,383	\$ 973,043	\$ 1,009,643	\$ 1,123,575	\$ 3,888,644	9%
FY 2009	\$ 1,031,098	\$ 1,028,341	\$ 1,310,726	\$ 1,264,491	\$ 4,634,656	19%
FY 2010	\$ 1,402,228	\$ 1,399,187	\$ 1,341,157	\$ 1,559,896	\$ 5,702,468	23%
FY 2011	\$ 1,817,992	\$ 1,960,422	\$ 2,301,351	\$ 4,185,655	\$ 10,265,420	80%