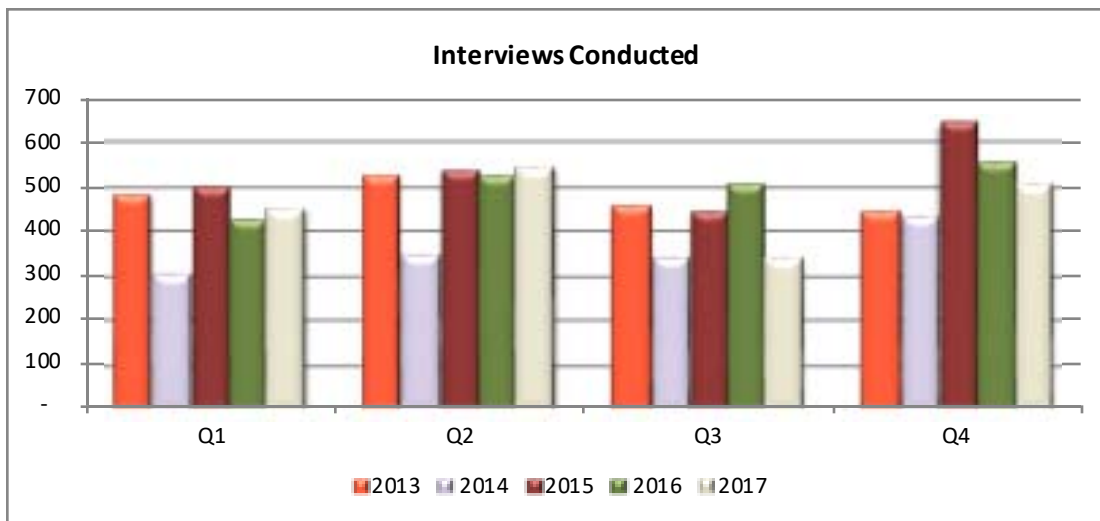
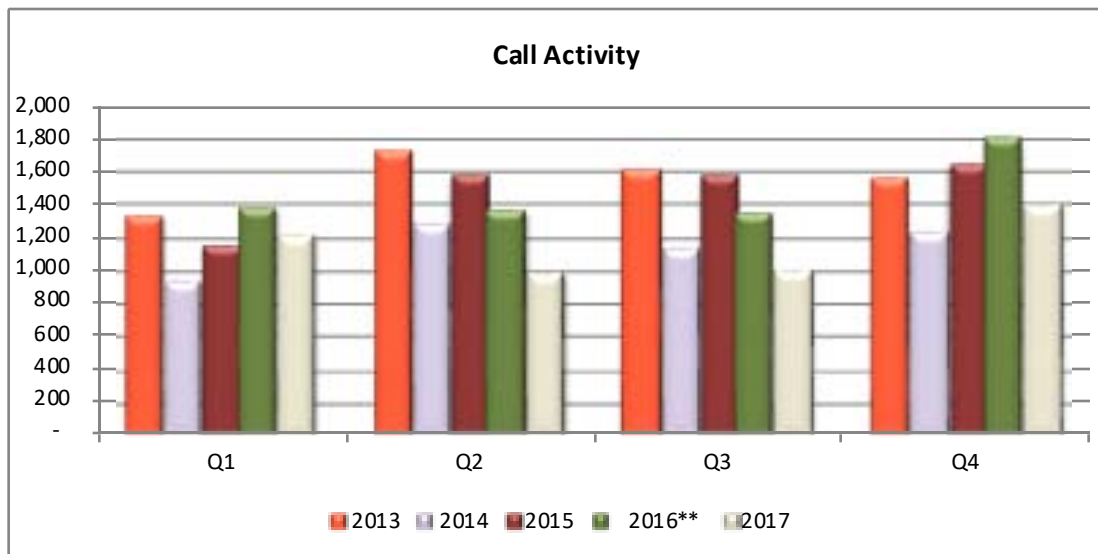


Veterans Stats



Interviews Conducted	Q1	Q2	Q3	Q4	TOTAL
2013	480	522	458	444	1,904
2014	307	349	340	430	1,426
2015	499	533	445	647	2,124
2016	426	523	506	555	2,010
2017	449	544	344	505	1,842

**Information is reported from daily logs maintained by Veteran Employees*

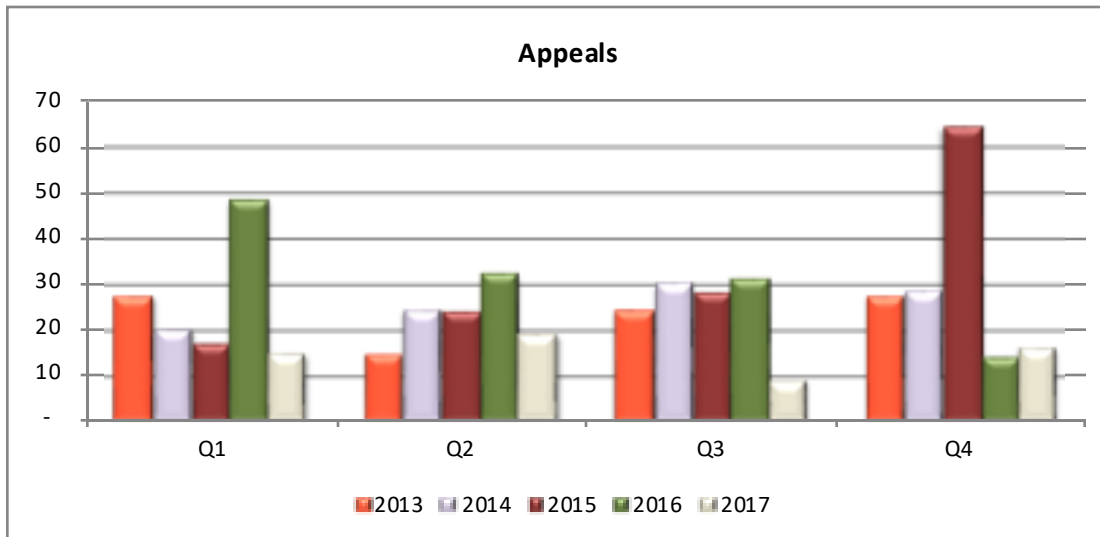


Call Activity	Q1	Q2	Q3	Q4	Total
2013	1,320	1,715	1,602	1,557	6,194
2014	942	1,273	1,136	1,226	4,577
2015	1,154	1,563	1,568	1,640	5,925
2016**	1,376	1,351	1,334	1,793	5,854
2017	1,212	986	998	1,388	4,584

**Information is reported from daily logs maintained by Veteran Employees*

***2016 added assistance for walk ins*

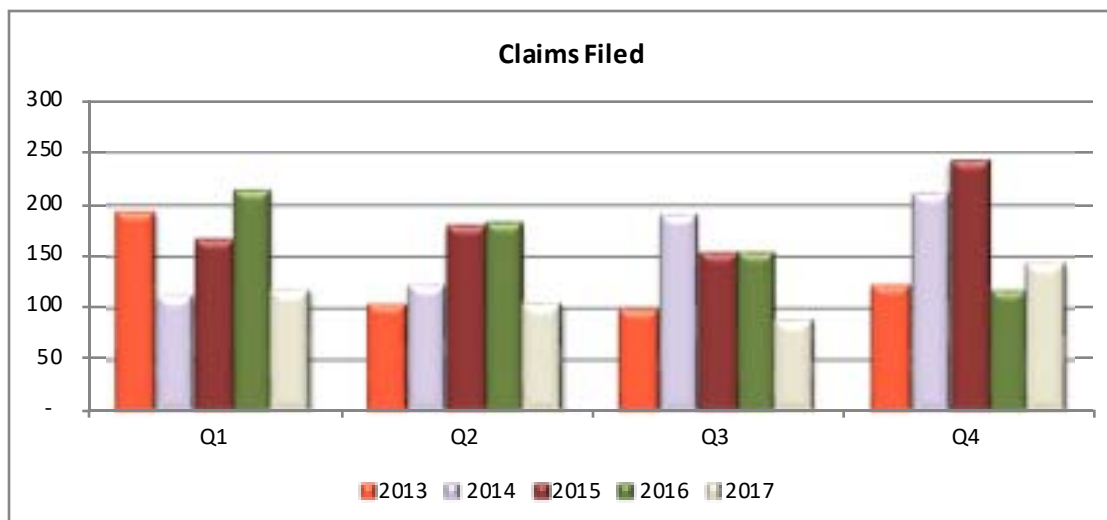
Veterans Stats



Appeals	Q1	Q2	Q3	Q4	Total
2013	27	15	24	27	93
2014	20	24	30	28	102
2015	17	24	28	64	133
2016	48	32	31	14	125
2017	15	19	9	16	59

**Information is provided by Texas Veteran Commission*

**Veteran Services Officer deployed on active duty from 9/23/13 - 8/25/14*



Claims Filed	Q1	Q2	Q3	Q4	Total
2013	192	102	98	121	513
2014	111	122	189	210	632
2015	166	179	152	241	738
2016	211	181	152	115	659
2017	116	103	87	142	448

**Information is provided by Texas Veteran Commission*