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VA Reaches Historic Milestone in Backlog Reduction*Disability Claims Backlog reduces to 98,535 – Lowest Ever in VA's History*

Pittsburgh, PA – The Department of Veterans Affairs (VA) reached a significant milestone this week when the disability claims backlog fell below 100,000 – an 84 percent reduction from its peak 29 months ago in March 2013 and the lowest ever in our history. The Veterans Benefits Administration (VBA) Pittsburgh Regional Office has contributed to this reduction, by processing 30,489 claims as of August 22, 2015. This means that Veterans with a pending claim are waiting, on average, 172 days less for a claim decision, from a peak of 282 days in March 2013, to 110 days today.

“The significant progress made at the Pittsburgh RO is a result of the commitment and dedication of our excellent employees and our strong network of partners that advocate for Veterans in Southwestern Pennsylvania daily, Veterans Service Officers, local VA Medical Centers, and our Labor partners.” said Pittsburgh Regional Office Director Jennifer Stone-Barash.

The Pittsburgh Regional Office backlog peaked at 9,125 in March 2013. As of August 24, 2015, 1,735 remain – an 81 percent improvement. Today, Veterans are waiting less time for a rating decision as well, 127.8 days compared to 307.6 in March 2013.

Since 2011, VBA has undergone the most significant transformation in its history to improve the delivery of VA benefits and services. This aggressive transformation involved people, process, and technology initiatives to streamline and modernize the way VBA processes claims so that Veterans do not have to wait more than 125 days for a high-quality decision.

VBA posts data on the disability claims backlog, the non-rating workload, and other publicly available data on our performance on a weekly, monthly, and annual basis through our reports web site: www.vba.va.gov/reports. For more information about disability and other Veterans benefits, visit www.ebenefits.va.gov.