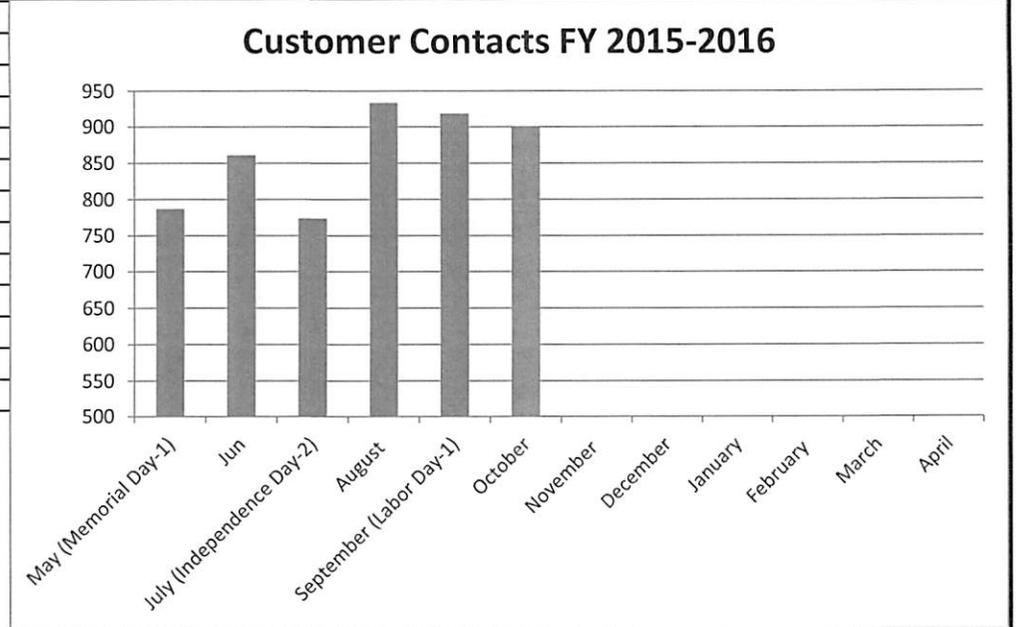


American Legion - Department Service Office Statistical Information for - Department FY 2015-2016 (May-Apr)

Actions	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD Total	Avg
Walk-ins	82	85	67	95	93	66	0	0	0	0	0	0	488	81
Phone Calls	383	450	393	459	460	475	0	0	0	0	0	0	2620	437
Appointments	76	65	72	79	71	83	0	0	0	0	0	0	446	74
Powers of Attorney - VA Fm 21-22	44	35	32	78	39	28	0	0	0	0	0	0	256	43
Claims Reviewed - VBMS (Includes Maine and Brokered Claims)	185	206	185	187	235	238	0	0	0	0	0	0	1236	206
Hearings (DRO and BVA)	3	2	4	4	0	1	0	0	0	0	0	0	14	2
Appeals Submitted	6	5	8	13	13	3	0	0	0	0	0	0	48	8
**Non VA Matters	8	13	13	19	8	6	0	0	0	0	0	0	67	11
Total	787	861	774	934	919	900	0	0	0	0	0	0	5175	863
*ALG Claims Pending ALG Togus- Source VBMS - Non Cumulative	603	700	402	499	889								Not Cumulative	619
ALG Claims Completed by VA - Source VBMS - Cumulative	199	164	170	179	205								917	183

*Includes brokered claims. (June Spike in ALG Claims due to increase in brokered claims from outside Maine)

Customer Contacts by Month	#
May (Memorial Day-1)	787
Jun	861
July (Independence Day-2)	774
August	934
September (Labor Day-1)	919
October	900
November	
December	
January	
February	
March	
April	



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