

**OFFICE OF THE GENERAL COUNSEL  
Division of Operations-Management**

**MEMORANDUM OM 02-102**

**September 18, 2002**

**TO:** All Regional Directors, Officers-in-Charge,  
and Resident Officers

**FROM:** Richard A. Siegel, Associate General Counsel

**SUBJECT:** Guide to Statistical Reports Generated in the Agency's Case Activity  
Tracking System (CATS)

This document describes the regional performance statistics generated in CATS, including an explanation as to how the performance statistics are measured. In the event any region believes it would benefit from a videoconference briefing on this report, please contact your Assistant General Counsel or Deputy to schedule such a briefing. If you have any questions, please contact your Assistant General Counsel or Deputy.

/s/  
R.A.S.

cc: NLRBU

Attachments

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## Guide to Statistical Reports Generated in CATS

### I. Basic Principles

#### A) Method of Counting Cases and Situations – “Case Groups”

In order to more accurately reflect workload and output, CATS uses several different “grouping” methodologies when compiling and reporting casehandling activities. Certain cases may be counted together for one purpose and for one CATS report but separately, or in combination with other cases, in another. As a result CATS uses the following “Case Group” designations to determine when a case should be “grouped” and counted as a single entity for reporting purposes:

1. **“Disposition” Case Groups:** Cases are placed in the same “Disposition” case group when the Region anticipates that they will be disposed of by a single document, e.g., dismissal letter, deferral letter, complaint, closed case report, etc.
2. **“Same Situation” Case Groups:** Cases are placed in the same “Same Situation” case group when the Region anticipates they will be investigated together and should be considered a “single situation” for the purposes of the “Overage C Case Situation Report” and/or the “Compliance Situation Report.”
3. **“Consolidated” Case Groups:** Cases are placed in the same “Consolidated” case group when the Region determines the case will be litigated together and formally consolidates the cases.

When determining whether certain cases should be placed in one or more of the case groups listed, the Region should consider, among other things, whether:

1. The charged party and the charging party are the same for each case and the cases involve the same set of circumstances; or
2. The charging party files multiple charges against several charged parties (Joint/Single Employer, Local and International Union, etc) that involve the same set of circumstances; or
3. Several different charging parties file individual charges against the same charged party or different charged parties (Joint/Single Employer, Local and International Union, etc.) that involve the same set of circumstances.<sup>1</sup>

Clearly, most cases that are placed together in a “Same Situation” case group should also be placed in a “Disposition” case group. There may be occasions, however, when a Region determines that certain cases should be investigated together as a single

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<sup>1</sup> These examples are also commonly known as “Suffix,” “Companion,” and “Cross-Filing” case groups. While CATS still uses these group designations in other contexts, they are not relied upon for statistical report purposes.

“situation”, but subsequently determines that the cases require separate disposition documents (e.g., partial complaint/partial dismissal, etc.). In order to streamline case group administration, it is recommended that when Regions place cases together in a “Same Situation” case group for investigation purposes, they also place those cases in a “Disposition” case group. If the Region later determines that any of the cases in question should be disposed of separately, it can then remove the cases from the “Disposition” case group.

Similarly, all cases in a “Consolidated” case group would also be included in one “Disposition” case group, but all cases in a “Disposition” case group are not necessarily cases that will be consolidated for complaint. Regions should place cases together in a “Consolidated” case group only after it has been determined that the cases should be included in a consolidated complaint. In those circumstances, the Region should also place the cases in one “Disposition” group, if it has not already done so.

## **B) Transferred Cases**

Generally, CATS counts transferred cases or case groups in the Region where the case resides when the case-handling action occurred. For example, CATS determines Regional “Intake” by counting cases or case groups in the Regions in which they were filed. Dispositions are counted in the Region that issued the disposition document, regardless of where the case or case groups was filed.

## **C) Impact Analysis Categories**

CATS sorts cases by Impact Analysis category for several different statistical reports. Cases placed together in any of the case groupings listed above should all have the same Impact Analysis category. If for some reason a Region has assigned different categories to cases placed in a single case group and does not change the assignments to a single category, CATS will use the highest category assigned to any case in the group. CATS also uses the appropriate Impact Analysis category for each stage of the case-handling process, i.e., the Investigation category for all pre-complaint cases, the Litigation category for all complaint cases, and the Compliance category for all compliance cases.

## **II. C Case Performance Factors Report**

### **A) Intake**

This section of the C Case Performance Factors Report counts all individual C cases and sets of C cases placed together in “Disposition”<sup>2</sup> case groups and sorts them by Impact Analysis category. In order to count multiple cases together as a single “Disposition” group,<sup>3</sup> all of the cases must be placed in the same “Disposition” Group as of the last day of the reporting period. The filing month of the Disposition group is determined by the oldest case in the group. Transferred individual C cases and transferred “Disposition” groups are counted in the Region in which they were originally filed. The Impact Analysis Category for intake purposes is determined by the initial category assigned to the oldest case in the “Disposition” group, even if the Region subsequently changes that category.

### **B) C Case Situations Pending Disposition**

A “Disposition” is an action that disposes of a single case or “Disposition” case group, i.e., a Dismissal, Deferral, Withdrawal, Advice Submission, Settlement, Complaint, or 10(k) Notice of Hearing.

This section of the C Case Performance Factors Report counts and sorts by Impact Analysis category all individual C cases that do not have a disposition for all the allegations in the case and all “Disposition” case groups in which at least one case in the “Disposition” group does not have a disposition for all allegations. Transferred cases are counted in the Region in which they are open on the last day of the report period. The Impact Analysis category is the most recent Investigation category assigned as of the end date of the Report.

The number on this report is the same as that in the C Case Situation Pending Report included in Statistical Reports Release I.

### **C) Overage Situations Within Control**

This section of the C Case Performance Factors Report counts all overage individual C cases and “Same Situation” case groups and sorts them by Impact Analysis category. Multiple cases must be included in a “Same Situation” case group in order to be counted together as a single entity for the purposes of this section, based on the filing date of the oldest case of the group.

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<sup>2</sup> Almost all cases that are grouped together in a “Disposition Group” also will have been grouped in a “Same Situation Group.”

<sup>3</sup> All further references to a “Disposition,” “Same Situation,” or “Consolidated” groups mean a set of cases placed together in the respective group.

Definitions:

1. “Total Overage:” All overage individual C cases and “Same Situation” case groups, by Impact Analysis category.
2. “Situations Within Control:” Overage C Cases and overage “Same Situation” case groups classified as Unexcused by Operations, sorted by Impact Analysis category.
3. “Percent (%) Within Control:” Situations Within Control DIVIDED BY C Cases Pending Disposition, sorted by Impact Analysis category.
4. “Deferrals:” All deferred cases and deferred “Same Situation” case groups.

The information in this section is derived from the data contained in the Overage C Case Situation Reports submitted by the Regions through CATS, as described more fully below.

**D) C Situation Merit Factor**

This section counts all single C cases and “Disposition” case groups in which the Region has issued complaint or the Region has obtained an adjustment.

Definitions:

1. “Total Merit Situations:” Pre-Complaint Settlement Agreements PLUS Pre-Complaint Adjusted Withdrawals PLUS Pre-Complaint Adjusted Dismissals PLUS Complaints
2. “Percent (%) Merit:” Total Merit Situations DIVIDED BY the SUM of Total Merit Situations PLUS Pre-Complaint Non-Adjusted Dismissals and Pre-complaint Non-Adjusted Withdrawals.

Transferred cases are counted in the Region that issued the complaint or obtained the settlement.

**E) Complaint to Hearing Median**

This section of the C Case Performance Factors Report counts the median number of days elapsing between the issuance of a complaint and the opening date of an initial unfair labor practice hearing. Unfair labor practice hearings that are reopened and compliance hearings are not included in this computation. For purposes of this report, CATS counts individual cases and “Consolidated” case groups.

This section calculates all individual C case and “Consolidated” case groups for which there is a complaint and a date hearing opened. If there are multiple complaints

for cases in a “Consolidated” case group, CATS calculates the number of days elapsing between the oldest complaint date in the “Consolidated” group and the date the hearing opened.

Certain cases or “Consolidated” case groups may be removed from the calculation of “Complaint to Hearing Median” figures for the purposes of performance appraisals, after discussions with Operations. This section does not consider these adjustments in its calculations. Regions are encouraged to use the “Details” report relating to this section described later in this document to keep track of their initial hearings and make note of hearings they believe should not be considered for appraisal purposes.

#### **F) Hearings Closed**

This section counts initial unfair labor practice hearings closed for individual C cases and “Consolidated” case groups during a selected report period. Closed hearings for transferred cases and “Consolidated” groups are counted in the Region where the hearing occurred.

#### **G) Settlement Rate**

This section counts pre-complaint and post-complaint settlements and adjustments in individual C cases and “Disposition” case groups during the selected report period.

Definitions:

1. “No. Pre-Complaint Settlements:” Pre-Complaint Informal Settlement Agreements PLUS Pre-Complaint Adjusted Withdrawals PLUS Pre-Complaint Adjusted Dismissals
2. “No. Post-Complaint Settlements:” Post-Complaint Informal Settlement Agreements PLUS Formal Settlements PLUS Post-Complaint Adjusted Withdrawals PLUS Post-Complaint Adjusted Dismissals
3. “Total Settlements:” No. Pre-Complaint Settlements PLUS No. Post-Complaint Settlements
4. Rate: Total Settlements DIVIDED BY the SUM of Pre-Complaint Settlement Agreements PLUS Pre-Complaint Adjusted Withdrawals PLUS Pre-Complaint Adjusted Dismissals PLUS Complaints (i.e., Total Merit Situations, above)

In order to count multiple cases as a single “Disposition” case group for the purposes of this report, each case must be in the “Disposition” case group on the date of the settlement or adjustment. Transferred cases and “Disposition” case groups are counted in the Region where the settlement or adjustment occurred.

## **H) Litigation Results**

This section reports the Region's win/loss record with respect to individual C cases and "Consolidated" case groups for litigation purposes. The section counts decisions by administrative laws judges in initial unfair labor practice hearings and Board decisions where exceptions were filed. Cases involving compliance matters or summary judgment are not considered.

1. "Wins:" Initial ALJ Decisions with a Determination of "Merit in Full" or "Merit in Part" PLUS Initial Board Decisions in which Exception (by any party) were filed and the Determination is "Full Win" or "Partial Win."
2. "Losses:" Initial ALJ decisions with a Determination of "Loss" PLUS Initial Board Decisions in which Exceptions were filed by Counsel for the General Counsel<sup>4</sup> with a Determination of "Loss."
3. "Percent (%) Won:" "Wins" DIVIDED BY "Wins" PLUS "Losses"

In order to count multiple cases as having been litigated together for the purposes of this report, each case must be included in a "Consolidated" case group on the date of the administrative law judge or Board decision. Transferred cases and transferred "Consolidated" case groups are counted in the Region responsible for the litigation.

## **I) Overage Compliance Situations Within Control**

This section counts all overage individual compliance cases and compliance cases placed together in "Same Situation" case groups and sorts them by their respective Impact Analysis categories assigned at the compliance stage. Multiple cases must be included in a "Same Situation" case group in order to be counted together as a single entity for the purposes of this section. The majority of these cases already will have been grouped together in a "Same Situation" case group for the underlying unfair labor practice investigation. Regions should ensure, however, that cases grouped together for disposition and/or litigation purposes in "Disposition" and "Consolidated" case groups be placed together in a "Same Situation" group at the compliance stage.

Definitions:

1. "Total Overage:" The number of overage individual compliance cases and "Same Situation" case groups, excused and unexcused, listed in Sections I and II of the Compliance Situation Report, sorted by Impact Analysis Category.

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<sup>4</sup> The version of this section released in August 2002 calculates Litigation Losses using Board decisions in which exceptions were filed by any party. This calculation will be amended to include only Board decisions in which Counsel for the General Counsel filed exceptions. The calculation used for Litigation Wins will not be amended.



2. “Situations Within Control:” All overage compliance cases and all overage “Same Situation” case groups that are classified as “Unexcused” by Operations in Section I of the Compliance Situation Report, sorted by Impact Analysis Category.
3. “Percent (%) Within Control:” Overage Compliance Situations Within Control DIVIDED BY “Total Overage Compliance Situations” (Section I of the Compliance Situation Report) and “Total Compliance Situations Within Operational Goals” (Section II of the Compliance Situation Report), sorted by Impact Analysis Category.

The information used in this section is derived from the data contained in the Compliance Situation Reports submitted by the Regions through CATS, as described more fully below.

## **J) Remedies**

This section tabulates the remedies achieved by the Region in all individual C cases and “Disposition” case groups during a reporting period. The calculations are based on data entered into the Closed Case Report screen for the case or “Disposition” case group in CATS.

### **Definitions:**

1. “Backpay Received by Discriminatees:” Amount entered into the Closed Case Report in the “Backpay” Panel in the “Amount paid by Company” and/or the “Amount paid by Union” fields.
2. “Fees, Dues, Fines, Reimbursement:” Amount entered into the Closed Case Report in the “Fees, Dues, Fines, Reimbursement” Panel in the “Amount paid by Company” and/or the “Amount paid by Union” fields.
3. “Discriminatees Accepting Reinstatement:” Number entered into the Closed Case Report in the “Employer Reinstatement” Panel in the “No. Reinstated” field.
4. “Discriminatees Refusing Reinstatement:” Number entered into the Closed Case Report in the “Employer Reinstatement” Panel in the “No. Waiving Reinstatement before Offer” and “No. Refusing Reinstatement After Offer” fields.

## **K) Overage Situations Within Control Adjusted for Interregional Assistance**

This section calculates overage C cases and “Same Situation” case groups, sorted by Impact Analysis category, in the same manner as the “Overage C Situations Within Control” section in part C) above, but adjusts the “Disposition Due Date” for transferred C cases and transferred “Same Situation” case groups utilizing the “Date Transferred” recorded in CATS. For the purposes of this report, the “Date Transferred” is the date the transferring Region faxes the case or “Same Situation” case group to the receiving Region.

## **III. Report Details**

To ensure that calculations in the C Case Performance Factors Report are based on the appropriate casehandling actions, CATS includes a “Details” listing of every case included in the calculations for each column of the report. In addition to Case Number and Case Name, the details listing will include the dates that qualify a case to appear in a particular column. The “Details” list will set forth all cases with a Case Group ID number<sup>5</sup> to indicate whether a case or cases were counted in an appropriate case group. This will be a useful tool for correcting reports and for verifying data integrity.

## **IV. Report Definitions**

When CATS generates the C Case Performance Factor Report, it also includes a table entitled “C Case Performance Factor Definitions” that provides a brief explanation of the data compiled in each column. This table can be found by clicking on “PF Help” on the generated report screen.

## **V. Overage C Case Situation Report and Compliance Situation Report**

The new CATS Overage C Case Situation Report and Compliance Situation Report enable each Region to generate its overage reports, enter claims as to why certain cases or case groups should be excused, and provide relevant information to support its claims. The Region then submits the report through CATS directly to Operations for review and determination on the Region’s claims. After Operations has completed the review and scoring process in the headquarters database, the results will be transmitted to the Region’s local database. The results of the scoring process will also be used to calculate the applicable columns in the C Case Performance Factor Report.

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<sup>5</sup> A Case Group ID number is automatically assigned to every case group created in CATS. This number, distinct from the case number of any case included in this group, is utilized for case management in CATS. See include reference the release notes or other instructional documents.

Appendices A and B to this document set forth the acceptable “excuses” for Overage C or Compliance Situations, respectively, along with the additional information the Regions must supply in order to justify each “excuse.”<sup>6</sup>

If a Region finds it must edit or provide additional information in an Overage C Case Situation or Compliance Situation report that it has submitted to Operations through CATS, or if Operations determines that it must change the scoring of a report, the Region must regenerate the report and resubmit it through CATS. The Region should notify its AGC or Deputy that the report has been resubmitted in order for the rescoring to occur. After a report is resubmitted and rescored, the subsequent generation of the C Case Performance Factor Report will recalculate the applicable column to reflect the changed data. We believe this will prevent many of the conflicts that have arisen in the past regarding end-of-year calculations.

Specific instructions for generating and transmitting the Overage Situation Report can be found in the Release Notes for Release 5 on the CATS Bulletin Board in Outlook.

#### **A) Overage C Situation Report**

Similar to its manually-prepared predecessor, the CATS Overage C Situation Report is composed of three parts. The first part, “Total Overage C Case Situations,” lists all of the Region’s overage cases and overage “Same Situation” case groups, by Impact Analysis category, along with the Region’s claims for excuses and Operations’ determination on those claims. All cases in a “Same Situation” case group will be listed together in the report with a single “Group ID” number in order to ensure that the cases in the group are counted together as a single entity. The second part of this report is a listing of all cases that have been deferred by the Region and is used to calculate the “Deferral” column in the Performance Factors Report. The report concludes with a tally of the total overage situations, unexcused overage situations, and deferrals.

#### **B) Compliance Situation Report**

The Compliance Situation Report in CATS sets forth the entire inventory of a Region’s active single compliance cases and compliance cases in “Same Situation” case groups, by Impact Analysis category. Section I of the Report, “Overage Compliance Situations,” lists the Region’s overage single compliance cases and overage compliance cases in “Same Situation ” case groups, the Impact Analysis category assigned to the case or group at the compliance stage, the Region’s claims regarding whether the case or group should be excused, and Operations’ determination. Section II, “Compliance Situations Within Operational Goals,” lists the Region’s active single compliance cases and compliance cases in “Same Situation” groups that are within operational goals. Section III(a) contains all single compliance case and compliance cases in “Same Situation” groups that are “Pending before Enforcement or Supreme Court Proceedings. Section III(b): “Pending Contempt, Advice, or Compliance Specification Issued,”

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<sup>6</sup> Although revisiting the standards has required limited clarifications in some areas, the standards for the excuses and required information are consistent with longstanding policy and procedures.

includes single compliance cases and compliance cases in “Same Situation” case groups that have been submitted to the Division of Contempt, the Division of Advice, or in which the Region has issued a compliance specification. Similar to the Overage C Situation Report, all compliance cases in a “Same Situation” group are listed together with a single “Group ID” number to ensure an accurate count. This report also includes summaries of the number of cases and “Same Situation” groups pending in compliance and the number in each section of the report.

The method of determining whether a compliance matter is within operational goals generally remains consistent with previously established guidelines. It should be noted, however, that in cases in which the Region receives a court judgment, CATS will use the date the Region receives a copy of the judgment as the start date for the purposes of determining the operational time targets.

## **VI. Priority Situations Report**

The Priority Situations Report displays all “Priority Situations,” i.e., all individual CC, CD, CE, CG, and CP cases and “Disposition” case groups containing a CC, CD, CE, CG, or CP case filed in each Region. The report also provides the total number of individual C cases and “Disposition” case groups filed in each Region and the percentage of total case and “Disposition” case groups that are “Priority Situations.” This report is typically generated in Headquarters at the end of each fiscal year, but can be generated for any selected reporting period.

A single CC, CD, CE, CG, or CP case must be filed within the report period to be counted as a “Priority Situation.” In order for cases in a “Disposition” case group to be counted as a “Priority Situation,” the “Disposition” case group must contain at least one CC, CD, CE, CG, or CP case and the oldest case in the “Disposition” case group must be filed during the report period. Cases and “Disposition” case groups are counted only in the Regions in which they were filed.

The number in the “Total Situations” column should be equal to the number reported in the Intake Column in the C Case Performance Factors Report.

### Overage C Case Situation Report Excuses

<b>Overage Reason</b>	<b>Description</b>	<b>Information Required in Footnote</b>
<b>Abeyance - Authorized</b>	Held in abeyance per authorization from the GC, Advice, Operations Management, Executive Secretary, Board, etc.	Date of Authorization; Office authorizing the case being held in abeyance; date abeyance authorization is anticipated to expire, if known.
<b>Abeyance - Court</b>	Held in abeyance pending resolution of the charge by another Federal or State agency.	Federal or state agency involved.
<b>Abeyance: Deferral</b>	Deferred pursuant to National Mediation Board, Joint Board, other arbitration	Date deferred; status of deferral (last time checked with parties).
<b>Abeyance - Post-Election</b>	Case held in abeyance pending action on post-election issues that will resolve the C Case issues (See GC 96-2, pp 2-3).	Status of post-election procedures.
<b>Abeyance - Related C or R Case</b>	Held in abeyance pending <u>Appellate Court</u> or <u>Board</u> action in a related C or R case.	Case numbers.
<b>Abeyance - UC Case</b>	Held in abeyance pending determination in a related UC case.	UC Case number.
<b>Charge Amended</b>	Amended charge in the same case was filed during reported month adding new allegations. No excuse available for amendments which delete allegations or amendments that are solicited to conform charge allegations to results of investigation, unless additional investigation on the new allegations is required in the following month.	Dates of filing.
<b>Charge New</b>	Related new charge was filed within the reporting month which must be decided to resolve common issues.	Case number and date new charge was filed and how related.
<b>Coordination</b>	Issues are similar to cases in another Region and cases are being coordinated.	Region number of the other Region.

**Overage C Case Situations Report Excuses (continued)**

<b>Overage Reason</b>	<b>Description</b>	<b>Information Required in Footnote</b>
<b>Pending appeal</b>	Pending appeal of dismissal of other issues in same case or situation, where (a) no appeal has been filed and the appeal period, including extension(s) has not elapsed, or (b) an extension of time (EOT) to file an appeal has been granted, or (c) an appeal has been filed and is pending before the Office of Appeals (this excuse is contingent on the Region's timely submission of the case file(s) to the Office of Appeals.	(a) Date appeal period, including extensions, expires. (b) Date of EOT. (c) Date Region received copy of Appeal and date Region submitted file to Office of Appeals.
<b>Other</b>	Region must type a narrative in "footnote" explaining reasons. This excuse can be used for situations raising unusual circumstances not covered by the traditional excuses in which the Region wishes to appeal to Operations-Management for consideration of an excuse.	
<b>Settlement Imminent</b>	Settlement imminent (or under investigation where the Charged Party has clearly advised it wishes to settle, settlement is probable and the terms of the settlement are being actively negotiated). This excuse is not acceptable as an excuse for a second consecutive month. In situations where the parties have refused to participate in settlement discussions solely because an aspect of the case has been pending appeal, the settlement imminent excuse may be used for the month after the partial dismissal has been ruled upon by the Office of Appeals.	

### Compliance Situation Report Excuses

<b>Overage Reason</b>	<b>Description</b>	<b>Information Required in Footnote</b>
<b>Abeyance</b>	Case held in abeyance per authorization from Washington.	Date of Authorization; office authorizing.
<b>Bankruptcy</b>	Bankruptcy proceedings blocking compliance.	Date Proof of Claim filed or reason if not yet filed. Date bankruptcy status was last checked.
<b>Court Costs Awarded</b>	Court Judgment received; court costs awarded less than 45 days before last day of report month.	Date initial court judgment received. Date court costs awarded.
<b>Court Costs Collection</b>	Court Judgment received; court costs awarded; and case referred to Enforcement on issue of Collection of Court costs.	Date submitted to Enforcement.
<b>Court Costs Pending</b>	Court Judgment received; court costs issue still pending.	Date initial court judgment received.
<b>Early Bargaining</b>	Bargaining order case and too early to ascertain if Respondent is bargaining in good faith; all other remedies satisfied.	Whether any bargaining sessions have been held. Scheduled dates for future bargaining.
<b>Installment Payments</b>	Backpay being distributed in installments; compliance otherwise achieved.	Whether payments being made on schedule and, if not, what steps are being taken. Date last installment is due.
<b>Missing Discriminatee</b>	Cannot locate discriminatee for whom backpay due; all other remedial provisions satisfied.	Date backpay received in Region; efforts being made to locate discriminatee.
<b>New Charge</b>	Processing of compliance held up due to a newly filed charge.	Case Number and Impact Analysis Category of new charge; summary of allegations. Date new charge filed and status.
<b>Non-Compliance Allegation Dismissed</b>	Dismissed subsequent charges which contained allegations related to, or raising non-compliance with, Board order; appeal period still open or appeal filed and pending.	Date of Dismissal. Date appeal filed or date appeal period closes.
<b>Only Posting Remains</b>	All compliance is achieved except the completion of the full posting period. (CHM 10674(n))	Specify actions taken including date of posting. Provide reasons for any delay in commencement of posting.
<b>Other</b>	Case should NOT be considered overage due to special circumstance.	Narrative explanation of excuse.

**Compliance Situation Report Excuses (continued)**

<b>Overage Reason</b>	<b>Description</b>	<b>Information Required in Footnote</b>
<b>Schedule Cases</b>	Cases where action cannot be completed and a schedule has been submitted to Operations	Date schedule submitted to Operations.
<b>Subpoenas/ Debt Collection</b>	Region is pursuing investigative subpoenas or other actions under the Federal Debt Collection Act.	Specific actions being undertaken within the reported month and actions planned for following month.
<b>Time Deduction</b>	Previously during compliance stage, case was officially submitted to a Washington office (e.g., Operations, Advice, Contempt, Enforcement) for a period of time which, if deducted, would make this case not overage.	Washington Office and dates case was in that office.