

**Table 1: Activity Levels and Decision Outcomes 2011-2013**

Activity Levels	Year					
	2011		2012		2013	
Requests Received	1,274		1,261		1,244	
Requests Cancelled/ Withdrawn	286		318		276	
<b>Total</b>	988		943		968	
<b>Decision Outcomes:</b>						
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
Denied	820	81%	823	85%	771	81%
Allowed	89	9%	59	6%	84	9%
Referred Back	100	10%	88	9%	96	10%
<b>Total decisions finalized</b>	1,009	100%	970	100%	951	100%

**Table 2: Activity Levels and Decision Outcomes 2014-2016**

Activity Levels	Year					
	2014		2015		2016	
Requests Received	1,172		1,109		1,159	
Requests Cancelled/ Withdrawn	244		213		230	
<b>Total</b>	928		896		929	
<b>Decision Outcomes:</b>						
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
Denied	737	74%	634	71%	670	72%
Allowed	127	13%	80	9%	53	6%
Referred Back	132	13%	180	20%	202	22%
<b>Total decisions finalized</b>	996	100%	894	100%	925	100%

**Table 3: Activity Levels and Decision Outcomes 2017-2019**

Activity Levels	Year					
	2017		2018		2019	
Requests Received	1,049		860		871	
Requests Cancelled/ Withdrawn	199		146		142	
<b>Total</b>	850		714		729	
<b>Decision Outcomes:</b>						
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
Denied	600	72%	591	75%	507	74%
Allowed	57	7%	28	4%	48	7%
Referred Back	176	21%	163	21%	129	19%
<b>Total decisions finalized</b>	833	100%	782	100%	684	100%

Notes

1. Requests are registered based on the date received; November and December requests of a year may not be finalized until the following year. Therefore activity level totals will not equal decision outcome totals, due to carry-over.
2. A system upgrade has been developed to automate the calculation of annual closing and opening balances for appeal requests. Beginning in 2021, the information provided will include these balances.