

Office of the Worker Adviser
Monthly Statistics Report for the Month of Apr - 2013

Printed by: MARTINEZPA

Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Number of workers helped this month	253	272	358	883	379	233	448	1060	128	145	195	69	258	795	431	249	299	235	1214	3952
Number of workers helped (FYTD)	253	272	358	883	379	233	448	1060	128	145	195	69	258	795	431	249	299	235	1214	3952
New Requests this month	104	127	123	354	96	80	151	327	38	60	70	15	105	288	117	69	119	52	357	1326
New Requests (FYTD)	104	127	123	354	96	80	151	327	38	60	70	15	105	288	117	69	119	52	357	1326
Encounters still NR	1	1	1	3	4	1	2	7	0	1	0	0	2	3	3	1	0	2	6	19
Closed - Summary Advice provided	83	104	102	289	71	64	111	246	36	56	61	10	89	252	96	60	98	45	299	1086
Closed - Summary Advice provided (FYTD)	83	104	102	289	71	64	111	246	36	56	61	10	89	252	96	60	98	45	299	1086
Closed - SA provided to different workers	67	73	73	213	64	50	99	213	27	37	45	10	66	185	82	43	69	42	236	847
Closed - SA provided to different workers (FYTD)	67	73	73	213	64	50	99	213	27	37	45	10	66	185	82	43	69	42	236	847
Closed - SA on CPP-D issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - No Further Contact	0	0	0	0	0	0	1	1	0	1	0	0	0	1	0	0	2	0	2	4
Closed - No Further Contact (FYTD)	0	0	0	0	0	0	1	1	0	1	0	0	0	1	0	0	2	0	2	4
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	2	0	0	2	1	0	3	4	0	0	0	0	1	1	0	0	5	0	5	12

Encounters	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
Number of contacts with MPP (FYTD)	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	1	2
Assistance Provided (AP)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
Files changed to AP status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to AP status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with AP status (total)	0	0	0	0	0	1	0	1	0	1	0	5	2	8	0	0	0	0	0	9
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision not received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from AP (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Early Intervention (WEI, EI)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
Files changed to WEI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to WEI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with WEI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WEI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WEI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to EI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to EI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with EI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed from WEI to EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from EI without interventions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from EI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from EI without interventions (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Merit Review (WMR, MR)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>

Merit Review (WMR, MR)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Files changed to WMR status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to WMR status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with WMR status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to MR status	14	27	19	60	26	21	38	85	0	6	9	5	18	38	23	9	18	7	57	240
Files changed to MR status (FYTD)	14	27	19	60	26	21	38	85	0	6	9	5	18	38	23	9	18	7	57	240
Files with MR status (total)	10	32	22	64	21	23	37	81	9	18	13	6	12	58	14	12	26	7	59	262
Files closed from MR	6	9	3	18	12	8	11	31	3	5	3	1	7	19	10	5	5	2	22	90
Files closed from MR (FYTD)	6	9	3	18	12	8	11	31	3	5	3	1	7	19	10	5	5	2	22	90
Files changed from MR	22	19	22	63	20	18	29	67	4	10	10	1	22	47	22	8	10	8	48	225
Files changed from MR (FYTD)	22	19	22	63	20	18	29	67	4	10	10	1	22	47	22	8	10	8	48	225

Waiting for Full Representation (WFR)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Files changed to WFR status	1	0	13	14	0	0	5	5	1	0	1	0	1	3	0	0	1	0	1	23
Files changed to WFR status (FYTD)	1	0	13	14	0	0	5	5	1	0	1	0	1	3	0	0	1	0	1	23
Files with WFR status (total)	0	1	31	32	4	1	33	38	12	0	1	1	1	15	0	5	1	0	6	91
Files changed from MR to WFR	1	0	13	14	0	0	5	5	1	0	1	0	1	3	0	0	0	0	0	22
Files changed from MR to WFR (FYTD)	1	0	13	14	0	0	5	5	1	0	1	0	1	3	0	0	0	0	0	22
Files changed to WFR with no prior EI	1	0	13	14	0	0	5	5	1	0	1	0	1	3	0	0	1	0	1	23
Files changed to WFR with no prior EI (FYTD)	1	0	13	14	0	0	5	5	1	0	1	0	1	3	0	0	1	0	1	23
Files closed from WFR	0	0	0	0	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0	3
Files closed from WFR (FYTD)	0	0	0	0	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0	3

Full Representation (FR)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Files changed to FR status	17	10	29	56	9	10	25	44	6	6	7	0	15	34	13	4	7	8	32	166
Files changed to FR status (FYTD)	17	10	29	56	9	10	25	44	6	6	7	0	15	34	13	4	7	8	32	166
Files with FR status (total)	258	246	294	798	401	212	369	982	136	179	221	57	238	831	367	243	306	212	1128	3739
Files changed from EI to FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Files changed from MR to FR	15	10	6	31	8	10	13	31	0	5	6	0	14	25	12	3	5	6	26	113
Files changed from WFR to FR	1	0	23	24	1	0	12	13	6	1	0	0	1	8	0	1	2	2	5	50
Files closed from FR	10	13	8	31	13	6	14	33	2	5	8	2	9	26	12	5	10	11	38	128
ISSUES RESOLVED	8	9	5	22	5	2	13	20	1	3	4	2	8	18	10	3	7	7	27	87
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	2	2	1	5	0	0	2	0	0	2	0	1	0	2	3	10
OWA DECISION NOT TO PROCEED	1	2	2	5	3	1	0	4	1	2	2	0	1	6	1	1	2	1	5	20
CLAIMANT HAS NEW REP	0	0	0	0	1	1	0	2	0	0	0	0	0	0	1	0	1	0	2	4
NO FURTHER CONTACT WITH CLAIMANT	1	2	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
AP DECISION RECEIVED	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	1	1	3
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from FR (FYTD)	10	13	8	31	13	6	14	33	2	5	8	2	9	26	12	5	10	11	38	128
Files closed from FR with OWA Decision	9	10	3	22	10	3	12	25	1	4	7	2	4	18	10	4	7	8	29	94
Files closed from FR with OWA Decision (FYTD)	9	10	3	22	10	3	12	25	1	4	7	2	4	18	10	4	7	8	29	94
Closed from FR reason OWD with MR Closure Letter	0	0	1	1	2	1	0	3	0	0	1	0	0	1	0	0	0	0	0	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	0	1	1	2	1	0	3	0	0	1	0	0	1	0	0	0	0	0	5
Average Age (in months) of FR file at closure (FYTD)	28.19	15.55	27.96	22.41	30.13	26.35	22.75	26.13	32.58	13.5	41.9	38.02	20.84	29.96	19.37	24.28	12.7	18.03	18.06	23.51
Miscellaneous	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Current workload - all active files	268	279	347	894	426	236	439	1101	157	197	235	64	251	904	381	260	333	219	1193	4092
Files transferred out of the office	0	1	0	1	0	0	0	0	0	0	1	2	1	4	0	0	0	0	0	5
Files transferred out of the office (FYTD)	0	1	0	1	0	0	0	0	0	0	1	2	1	4	0	0	0	0	0	5
Files transferred into the office	0	0	0	0	0	0	0	0	0	2	2	1	0	5	1	0	0	0	1	6
Files transferred into the office (FYTD)	0	0	0	0	0	0	0	0	0	2	2	1	0	5	1	0	0	0	1	6
New files from this month's encounters	20	29	19	68	25	19	37	81	0	6	10	4	17	37	23	11	19	7	60	246
Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	

Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Age of Oldest file (in months) on Waiting List	0	2	3	3	4	6	10	10	4	0	0	4	3	4	0	4	2	0	4	10
Average Age (in months) of Waiting List		1.81	1.58	1.59	3.94	6.16	4.09	4.13	2.35		0.13	3.74	3.39	2.36	3.17	1.58			2.91	2.86
Total Advisory and Representation Services Completed (FYTD)	83	95	84	262	90	64	126	280	32	47	56	13	82	230	104	53	84	55	296	1068
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	58.62	78.57	88.89	100	76	84.09	16.67	100	100		100	85.29	100	100	100	100	100	85.54

*** End of Report ***