

Office of the Worker Adviser
Monthly Statistics Report for the Month of Apr - 2015

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	201	219	336	756	468	187	391	1046	113	95	160	58	186	612	329	231	321	148	1029	3443
Number of workers helped (FYTD)	201	219	336	756	468	187	391	1046	113	95	160	58	186	612	329	231	321	148	1029	3443
New Requests this month	70	142	96	308	81	43	100	224	38	22	50	34	61	205	88	42	59	41	230	967
New Requests (FYTD)	70	142	96	308	81	43	100	224	38	22	50	34	61	205	88	42	59	41	230	967
Encounters still NR	4	2	1	7	4	0	3	7	0	11	7	0	4	22	7	13	18	2	40	76
Closed - Summary Advice provided	51	105	54	210	41	14	65	120	38	15	31	30	52	166	61	25	44	21	151	647
Closed - Summary Advice provided (FYTD)	51	105	54	210	41	14	65	120	38	15	31	30	52	166	61	25	44	21	151	647
Closed - SA provided to different workers	45	82	42	169	35	13	52	100	20	14	26	25	39	124	52	24	40	21	137	530
Closed - SA provided to different workers (FYTD)	45	82	42	169	35	13	52	100	20	14	26	25	39	124	52	24	40	21	137	530
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	1	3	4	1	1	1	3	0	1	0	1	0	2	0	0	0	0	0	9
Closed - No Further Contact (FYTD)	0	1	3	4	1	1	1	3	0	1	0	1	0	2	0	0	0	0	0	9
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)	0	0	0	0	4	0	0	4	0	0	0	0	0	0	0	0	0	0	0	4

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 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	3	3	1	0	0	0	5	6	0	0	0	0	0	9

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 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	1	1	0	0	2	0	0	2	0	0	0	0	0	3
Files changed to AP status (FYTD)	0	0	0	0	0	0	1	1	0	0	2	0	0	2	0	0	0	0	0	3
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from AP	0	0	0	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	2
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	1	1	0	0	1	0	0	1	0	0	0	0	0	2

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 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 DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
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Merit Review (WMR, MR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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	9	21	10	40	13	10	14	37	1	2	5	1	3	12	10	1	2	4	17	106
Files changed to MR status (FYTD)	9	21	10	40	13	10	14	37	1	2	5	1	3	12	10	1	2	4	17	106
Files with MR status (total)	33	26	65	124	31	8	26	65	1	21	5	3	6	36	17	4	13	10	44	269
Files closed from MR	0	4	3	7	18	8	1	27	1	0	3	0	4	8	4	1	2	1	8	50
Files closed from MR (FYTD)	0	4	3	7	18	8	1	27	1	0	3	0	4	8	4	1	2	1	8	50
Files changed from MR	1	7	5	13	50	12	9	71	5	2	7	0	11	25	16	1	5	3	25	134
Files changed from MR (FYTD)	1	7	5	13	50	12	9	71	5	2	7	0	11	25	16	1	5	3	25	134

Waiting for Full Representation (WFR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to WFR status	1	0	0	1	16	0	2	18	4	2	0	0	5	11	0	0	0	1	1	31
Files changed to WFR status (FYTD)	1	0	0	1	16	0	2	18	4	2	0	0	5	11	0	0	0	1	1	31
Files with WFR status (total)	66	0	2	68	31	0	65	96	20	5	13	5	32	75	0	43	2	24	69	308
Files changed from MR to WFR	1	0	0	1	16	0	2	18	4	2	0	0	5	11	0	0	0	1	1	31
Files changed from MR to WFR (FYTD)	1	0	0	1	16	0	2	18	4	2	0	0	5	11	0	0	0	1	1	31
Files changed to WFR with no prior EI	1	0	0	1	16	0	2	18	4	2	0	0	5	11	0	0	0	1	1	31
Files changed to WFR with no prior EI (FYTD)	1	0	0	1	16	0	2	18	4	2	0	0	5	11	0	0	0	1	1	31
Files closed from WFR	1	0	0	1	1	0	11	12	0	0	0	0	0	0	0	0	0	0	0	13
Files closed from WFR (FYTD)	1	0	0	1	1	0	11	12	0	0	0	0	0	0	0	0	0	0	0	13

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 to FR status	3	4	3	10	24	4	14	42	0	1	10	1	3	15	13	0	4	2	19	86
Files changed to FR status (FYTD)	3	4	3	10	24	4	14	42	0	1	10	1	3	15	13	0	4	2	19	86
Files with FR status (total)	167	225	332	724	443	205	378	1026	141	150	203	54	187	735	330	240	328	192	1090	3575
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	0	3	2	5	16	4	6	26	0	0	4	0	2	6	12	0	3	1	16	53
Files changed from WFR to FR	3	0	0	3	6	0	8	14	0	1	0	0	1	2	0	0	0	1	1	20
Files closed from FR	9	8	12	29	11	8	13	32	2	1	13	4	6	26	11	4	4	3	22	109
ISSUES RESOLVED	6	6	2	14	6	4	7	17	0	1	11	4	5	21	8	4	3	2	17	69
CLAIMANT DECISION NOT TO PROCEED	0	1	0	1	0	2	2	4	1	0	1	0	0	2	0	0	0	0	0	7
OWA DECISION NOT TO PROCEED	2	0	10	12	0	1	3	4	1	0	0	0	0	1	3	0	0	1	4	21
CLAIMANT HAS NEW REP	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	1	0	1	3
NO FURTHER CONTACT WITH CLAIMANT	1	0	0	1	0	0	1	1	0	0	1	0	1	2	0	0	0	0	0	4
AP DECISION RECEIVED	0	1	0	1	3	1	0	4	0	0	0	0	0	0	0	0	0	0	0	5
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)	9	8	12	29	11	8	13	32	2	1	13	4	6	26	11	4	4	3	22	109
Files closed from FR with OWA Decision	8	8	6	22	9	5	9	23	1	1	8	4	4	18	10	4	4	2	20	83
Files closed from FR with OWA Decision (FYTD)	8	8	6	22	9	5	9	23	1	1	8	4	4	18	10	4	4	2	20	83
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	3	3	1	0	0	0	0	1	1	0	0	0	1	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	0	0	0	0	0	3	3	1	0	0	0	0	1	1	0	0	0	1	5
Average Age (in months) of FR file at closure (FYTD)	49.04	28.77	26.94	35.64	31.76	31.13	34.23	32.59	28.58	37.42	26.38	8.72	24.64	22.8	32.21	59.05	51.76	44.16	42.68	33.71
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	266	251	399	916	505	213	469	1187	162	176	221	62	225	846	347	287	343	226	1203	4152
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files transferred out of the office (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files transferred into the office (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New files from this month's encounters	20	43	41	104	38	29	36	103	5	7	17	3	9	41	14	13	4	19	50	298
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	14	0	15	15	6	0	9	9	6	4	6	4	8	8	0	8	10	8	10	15
Average Age (in months) of Waiting List	8.44		14.35	8.61	2.8		5.2	4.42	2.68	2.41	3.28	2.28	3.44	3.07		4.31	9.05	5.05	4.7	5.08
Total Advisory and Representation Services Completed (FYTD)	55	94	57	206	65	29	78	172	23	15	43	29	49	159	67	29	46	25	167	704
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	0	100	100	70	87.5	100	57.14	78.57		100	100	100	100	100	100		100	50	94.74	84.88

*** End of Report ***