

Office of the Worker Adviser
Monthly Statistics Report for the Month of Jul - 2016

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	173	218	312	703	372	193	335	900	121	103	184	72	179	659	356	241	287	144	1028	3290
Number of workers helped (FYTD)	371	592	607	1570	741	409	708	1858	241	209	337	127	374	1288	588	488	610	392	2078	6794
New Requests this month	34	58	67	159	31	23	31	85	6	20	29	15	32	102	27	24	33	10	94	440
New Requests (FYTD)	141	278	304	723	142	85	145	372	84	81	107	90	159	521	143	111	169	79	502	2118
Encounters still NR	8	5	5	18	7	4	3	14	1	1	6	0	7	15	5	11	10	2	28	75
Closed - Summary Advice provided	25	46	49	120	16	16	19	51	7	18	22	11	25	83	13	26	21	4	64	318
Closed - Summary Advice provided (FYTD)	106	203	235	544	70	39	74	183	29	63	82	60	131	365	77	79	107	50	313	1405
Closed - SA provided to different workers	23	39	45	107	15	12	17	44	6	15	20	8	24	73	13	26	21	4	64	288
Closed - SA provided to different workers (FYTD)	96	181	180	457	69	34	65	168	24	46	72	40	92	274	68	66	96	47	277	1176
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	2	0	0	2	0	0	0	0	0	2
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	2	0	0	2	0	0	0	0	0	2
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	2	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2	4
Closed - No Further Contact (FYTD)	0	9	3	12	4	3	0	7	1	0	2	0	0	3	1	0	1	0	2	24
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)	1	2	1	4	1	0	1	2	1	0	0	1	1	3	2	0	3	4	9	18

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	1	0	0	1	0	0	2	0	0	2	0	0	0	0	0	3
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	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	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files with AP status (total)	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
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 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>	

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>
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	8	9	10	27	6	4	7	17	1	7	14	4	9	35	10	11	6	3	30	109
Files changed to MR status (FYTD)	33	31	43	107	14	17	27	58	5	15	29	15	30	94	70	32	46	4	152	411
Files with MR status (total)	12	8	5	25	8	1	5	14	1	11	5	5	8	30	18	13	6	3	40	109
Files closed from MR	1	5	6	12	1	2	5	8	0	2	5	2	2	11	4	0	1	0	5	36
Files closed from MR (FYTD)	11	13	28	52	2	9	6	17	0	5	12	8	5	30	28	6	21	0	55	154
Files changed from MR	4	7	13	24	6	4	8	18	1	2	11	3	7	24	7	3	5	0	15	81
Files changed from MR (FYTD)	24	32	51	107	14	22	29	65	5	9	26	13	26	79	65	21	53	1	140	391

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</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
Files changed to WFR status	0	0	0	0	1	1	0	2	1	0	0	0	0	1	0	0	0	0	0	3
Files changed to WFR status (FYTD)	2	2	1	5	1	2	2	5	2	0	2	0	2	6	4	1	3	2	10	26
Files with WFR status (total)	2	1	0	3	0	2	0	2	0	0	0	0	3	3	1	1	2	0	4	12
Files changed from MR to WFR	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	2
Files changed from MR to WFR (FYTD)	1	1	1	3	0	2	2	4	1	0	2	0	2	5	3	1	2	0	6	18
Files changed to WFR with no prior EI	0	0	0	0	1	1	0	2	1	0	0	0	0	1	0	0	0	0	0	3
Files changed to WFR with no prior EI (FYTD)	2	2	1	5	1	2	2	5	2	0	2	0	2	6	4	1	3	2	10	26
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
Files changed to FR status	4	2	7	13	6	2	4	12	2	0	8	2	7	19	8	3	9	0	20	64
Files changed to FR status (FYTD)	20	23	24	67	15	13	27	55	40	7	20	11	25	103	52	17	38	3	110	335
Files with FR status (total)	180	204	264	648	385	150	324	859	160	118	147	63	163	651	308	218	296	178	1000	3158
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	3	2	7	12	5	1	3	9	0	0	6	1	5	12	3	3	4	0	10	43
Files changed from WFR to FR	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	2
Files closed from FR	3	1	8	12	16	9	9	34	4	8	1	2	3	18	7	3	11	0	21	85
ISSUES RESOLVED	1	0	7	8	10	3	6	19	3	6	1	2	2	14	4	0	8	0	12	53
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	1	2	1	4	0	0	0	0	0	0	0	0	2	0	2	6
OWA DECISION NOT TO PROCEED	1	1	1	3	3	2	1	6	0	2	0	0	1	3	3	1	0	0	4	16
CLAIMANT HAS NEW REP	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	1	0	0	1	1	1	1	3	1	0	0	0	0	1	0	0	1	0	1	6
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	2	0	0	2	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)	19	11	18	48	44	32	53	129	6	20	31	13	30	100	42	44	31	16	133	410
Files closed from FR with OWA Decision	1	0	8	9	12	6	4	22	4	8	1	2	3	18	5	2	9	0	16	65
Files closed from FR with OWA Decision (FYTD)	10	9	16	35	34	24	33	91	6	20	21	12	27	86	32	29	20	15	96	308
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	3	0	0	3	0	0	0	0	0	0	0	1	0	0	1	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	1	0	1	4	0	2	6	0	0	6	0	0	6	3	6	2	0	11	24
Average Age (in months) of FR file at closure (FYTD)	37.04	54.96	45.19	45.37	44.5	44.05	23.5	36.77	60.44	46.87	28.43	48.59	39.09	41.11	35.65	40.08	43.53	51.01	41.03	40.29
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	194	213	269	676	393	153	329	875	161	129	152	68	174	684	327	232	304	181	1044	3279
Files transferred out of the office	0	0	0	0	1	1	0	2	1	0	0	1	0	2	0	0	0	0	0	4
Files transferred out of the office (FYTD)	1	2	0	3	1	1	0	2	1	0	1	2	2	6	0	1	0	0	1	12
Files transferred into the office	0	0	0	0	2	1	0	3	0	1	0	0	0	1	0	0	0	0	0	4
Files transferred into the office (FYTD)	2	0	0	2	2	2	1	5	0	2	0	2	0	4	1	0	0	0	1	12
New files from this month's encounters	11	10	18	39	17	10	14	41	4	2	7	2	7	22	16	11	16	6	49	151
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	4	6	0	6	0	6	0	6	0	0	0	0	9	9	2	2	3	0	3	9
Average Age (in months) of Waiting List	3.31	6.11		4.24		3.13		3.13					8.7	8.7	2.4	2.18	2.35		2.32	4.53
Total Advisory and Representation Services Completed (FYTD)	126	205	226	557	115	75	124	314	30	71	117	61	127	406	138	116	148	63	465	1742
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	92.59	96.36	100	100	100	100	100	100	100	100	100	100	100	99.4

*** End of Report ***