

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

Printed by: MARTINEZPA

<b>Encounters</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Number of workers helped this month	192	211	338	<b>741</b>	359	199	342	<b>900</b>	101	120	139	93	200	<b>653</b>	330	223	262	170	<b>985</b>	<b>3279</b>
Number of workers helped (FYTD)	467	744	770	<b>1981</b>	857	456	825	<b>2138</b>	283	259	398	164	471	<b>1575</b>	674	593	730	455	<b>2452</b>	<b>8146</b>
New Requests this month	35	50	87	<b>172</b>	35	20	34	<b>89</b>	12	24	27	45	49	<b>157</b>	41	37	41	19	<b>138</b>	<b>556</b>
New Requests (FYTD)	274	495	584	<b>1353</b>	250	141	260	<b>651</b>	120	153	171	218	288	<b>950</b>	269	238	292	150	<b>949</b>	<b>3903</b>
Encounters still NR	5	4	6	<b>15</b>	4	3	3	<b>10</b>	2	2	9	0	3	<b>16</b>	5	10	2	3	<b>20</b>	<b>61</b>
Closed - Summary Advice provided	20	39	66	<b>125</b>	18	15	19	<b>52</b>	7	11	24	31	23	<b>96</b>	21	22	27	9	<b>79</b>	<b>352</b>
Closed - Summary Advice provided (FYTD)	203	362	439	<b>1004</b>	129	73	126	<b>328</b>	43	106	124	163	214	<b>650</b>	148	153	187	91	<b>579</b>	<b>2561</b>
Closed - SA provided to different workers	19	37	55	<b>111</b>	16	15	16	<b>47</b>	5	10	23	24	20	<b>82</b>	17	20	25	9	<b>71</b>	<b>311</b>
Closed - SA provided to different workers (FYTD)	173	320	325	<b>818</b>	121	65	114	<b>300</b>	34	72	100	75	148	<b>429</b>	111	128	167	83	<b>489</b>	<b>2036</b>
Closed - SA on CPP-D issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	2	0	0	<b>2</b>	0	0	0	0	<b>0</b>	<b>2</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	2	0	0	<b>2</b>	0	0	0	0	<b>0</b>	<b>2</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - No Further Contact	0	1	6	<b>7</b>	0	1	0	<b>1</b>	0	0	0	0	1	<b>1</b>	0	0	0	0	<b>0</b>	<b>9</b>
Closed - No Further Contact (FYTD)	0	12	13	<b>25</b>	4	4	0	<b>8</b>	1	0	3	0	1	<b>5</b>	2	0	4	1	<b>7</b>	<b>45</b>
Cases selected out	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Cases selected out (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Number of referrals from MPP (FYTD)	2	4	1	<b>7</b>	2	0	1	<b>3</b>	3	0	1	1	2	<b>7</b>	4	0	3	7	<b>14</b>	<b>31</b>

<b>Encounters</b>	<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	1	1	1	0	0	1	0	0	3	0	6	9	0	0	0	0	0	11

<b>Assistance Provided (AP)</b>	<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	1	0	0	1	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	2
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	0	0	0	0	0	0	0	0	0	1	0	0	1	1
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	1	0	0	1	1

<b>Early Intervention (WEI, EI)</b>	<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

<b>Merit Review (WMR, MR)</b>	<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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<b>Merit Review (WMR, MR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
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	7	5	13	25	4	6	4	14	3	2	4	1	10	20	9	8	17	5	39	98
Files changed to MR status (FYTD)	53	46	82	181	32	31	47	110	11	21	52	23	53	160	91	58	86	21	256	707
Files with MR status (total)	5	7	17	29	4	4	2	10	3	10	5	5	7	30	9	16	13	5	43	112
Files closed from MR	9	1	2	12	7	3	2	12	0	0	1	2	4	7	2	4	9	2	17	48
Files closed from MR (FYTD)	26	18	40	84	11	18	9	38	2	7	23	12	14	58	43	19	39	6	107	287
Files changed from MR	11	7	8	26	10	3	7	20	0	0	7	2	8	17	8	5	15	5	33	96
Files changed from MR (FYTD)	51	48	78	177	36	33	52	121	9	16	49	21	47	142	96	43	85	16	240	680

<b>Waiting for Full Representation (WFR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Files changed to WFR status	1	0	2	3	1	0	0	1	1	0	0	1	1	3	0	0	1	0	1	8
Files changed to WFR status (FYTD)	4	2	4	10	3	2	4	9	4	1	2	4	5	16	6	2	5	3	16	51
Files with WFR status (total)	2	1	0	3	0	1	0	1	0	0	0	1	4	5	2	0	1	0	3	12
Files changed from MR to WFR	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	4
Files changed from MR to WFR (FYTD)	3	1	3	7	1	2	4	7	1	1	2	0	2	6	5	2	4	1	12	32
Files changed to WFR with no prior EI	1	0	2	3	1	0	0	1	1	0	0	1	1	3	0	0	1	0	1	8
Files changed to WFR with no prior EI (FYTD)	4	2	4	10	3	2	4	9	4	1	2	4	5	16	6	2	5	3	16	51
Files closed from WFR	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from WFR (FYTD)	1	0	1	2	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	3

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Files changed to FR status	1	6	6	13	5	2	9	16	1	6	6	13	18	44	9	3	8	4	24	97
Files changed to FR status (FYTD)	33	35	43	111	30	18	51	99	45	19	33	32	53	182	75	28	58	13	174	566
Files with FR status (total)	184	206	248	638	350	139	302	791	152	119	150	72	171	664	299	218	285	167	969	3062
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

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Files changed from MR to FR	1	6	4	11	3	0	5	8	0	0	6	0	4	10	6	1	5	3	15	44
Files changed from WFR to FR	0	0	1	1	2	0	1	3	1	0	0	1	2	4	0	2	1	0	3	11
Files closed from FR	3	4	18	25	15	6	17	38	4	5	3	3	8	23	11	1	10	7	29	115
ISSUES RESOLVED	1	3	5	9	9	2	10	21	3	5	2	3	7	20	5	0	6	6	17	67
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	1	1	2	4	0	0	0	0	1	1	0	0	3	0	3	8
OWA DECISION NOT TO PROCEED	2	1	12	15	3	1	2	6	0	0	0	0	0	0	3	1	1	1	6	27
CLAIMANT HAS NEW REP	0	0	0	0	0	0	2	2	0	0	0	0	0	0	1	0	0	0	1	3
NO FURTHER CONTACT WITH CLAIMANT	0	0	1	1	1	0	1	2	1	0	1	0	0	2	1	0	0	0	1	6
AP DECISION RECEIVED	0	0	0	0	1	2	0	3	0	0	0	0	0	0	1	0	0	0	1	4
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)	28	21	53	102	95	48	100	243	19	31	42	25	50	167	74	55	63	37	229	741
Files closed from FR with OWA Decision	1	3	15	19	12	5	12	29	3	5	2	3	6	19	6	0	7	5	18	85
Files closed from FR with OWA Decision (FYTD)	13	16	43	72	71	37	69	177	17	30	28	21	42	138	50	35	41	31	157	544
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	2	1	2	5	0	0	0	0	0	0	1	0	1	0	2	9
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	2	1	5	9	2	7	18	0	0	7	1	0	8	7	8	5	2	22	53
Average Age (in months ) of FR file at closure (FYTD)	36.25	43.65	37.31	38.53	44.16	41.12	28.79	37.54	56.97	47.69	31.29	39.5	39.33	41.71	35.25	40.34	38.05	51.89	40.4	39.55

<b>Miscellaneous</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Current workload - all active files	191	214	265	670	354	144	304	802	155	129	155	78	182	699	310	234	299	172	1015	3186
Files transferred out of the office	1	0	0	1	1	0	0	1	0	3	0	0	0	3	0	1	0	0	1	6
Files transferred out of the office (FYTD)	2	3	0	5	4	1	2	7	4	3	2	2	4	15	0	3	0	0	3	30
Files transferred into the office	0	0	0	0	2	0	1	3	0	0	0	3	0	3	0	0	0	0	0	6
Files transferred into the office (FYTD)	3	0	0	3	5	3	3	11	2	4	0	5	3	14	1	0	0	1	2	30
New files from this month's encounters	12	14	16	42	15	5	16	36	4	14	5	12	26	61	20	15	17	10	62	201

<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
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<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Age of Oldest file (in months) on Waiting List	7	9	0	9	0	9	0	9	0	0	0	1	12	12	5	0	5	0	5	12
Average Age (in months) of Waiting List	4.48	9.11		6.02		8.95		8.95				1.34	3.7	3.23	3.48		4.53		3.83	4.55
Total Advisory and Representation Services Completed (FYTD)	228	359	419	1006	227	131	223	581	56	110	167	112	212	657	228	203	269	126	826	3070
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	94.12	96.97	100	100	100	100	96.23	98.9	100	96.43	100	100	99.43	98.94

\*\*\* End of Report \*\*\*