

Office of the Worker Adviser
Monthly Statistics Report for the Month of Jan - 2017

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	161	235	334	730	364	194	362	920	150	100	121	68	196	635	340	201	271	170	982	3267
Number of workers helped (FYTD)	524	846	891	2261	936	495	922	2353	325	293	439	184	531	1772	738	645	800	504	2687	9073
New Requests this month	26	54	85	165	28	25	41	94	20	16	24	28	48	136	29	22	45	28	124	519
New Requests (FYTD)	361	640	827	1828	354	194	378	926	166	196	241	297	396	1296	349	322	414	206	1291	5341
Encounters still NR	6	5	3	14	5	3	2	10	1	4	12	0	2	19	4	16	3	2	25	68
Closed - Summary Advice provided	21	34	63	118	15	17	16	48	16	13	18	23	41	111	13	5	36	11	65	342
Closed - Summary Advice provided (FYTD)	269	456	627	1352	190	98	194	482	74	136	178	234	299	921	188	194	269	118	769	3524
Closed - SA provided to different workers	19	31	57	107	15	15	15	45	15	13	18	17	33	96	13	5	32	11	61	309
Closed - SA provided to different workers (FYTD)	222	400	453	1075	166	83	175	424	58	94	140	99	198	589	143	159	231	107	640	2728
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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on FAIR issues provided (FYTD)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on FAIR issues provided to different workers	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on FAIR issues provided to different workers (FYTD)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	0	1	0	1	1	1	1	3	0	1	0	0	0	1	0	0	0	0	0	5
Closed - No Further Contact (FYTD)	3	14	18	35	6	5	1	12	2	1	3	1	2	9	2	0	5	1	8	64
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	4	2	8	7	0	2	9	4	0	1	1	2	8	4	0	4	10	18	43

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	1	1	1	0	0	1	0	0	7	0	9	16	0	0	0	0	0	18
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	1	1	0	2	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	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	1	1	0	2	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>	

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	8	22	35	65	3	3	5	11	0	4	1	1	5	11	14	17	6	2	39	126
Files changed to MR status (FYTD)	81	96	161	338	44	44	64	152	14	30	64	25	64	197	115	85	102	25	327	1014
Files with MR status (total)	15	24	38	77	3	1	0	4	4	8	3	2	4	21	12	26	4	5	47	149
Files closed from MR	3	12	7	22	3	3	2	8	0	0	5	0	3	8	1	4	3	0	8	46
Files closed from MR (FYTD)	31	42	66	139	18	27	16	61	2	13	32	14	22	83	53	28	48	6	135	418
Files changed from MR	5	16	26	47	5	5	8	18	0	3	6	0	7	16	2	7	5	0	14	95
Files changed from MR (FYTD)	68	82	136	286	49	49	71	169	11	27	64	26	61	189	116	60	110	20	306	950

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	2	1	1	4	1	0	0	1	0	1	1	0	1	3	0	0	0	0	0	8
Files changed to WFR status (FYTD)	7	4	7	18	6	4	6	16	4	2	3	5	6	20	9	2	7	5	23	77
Files with WFR status (total)	4	1	2	7	1	1	0	2	0	1	1	1	4	7	2	0	1	0	3	19
Files changed from MR to WFR	1	1	1	3	0	0	0	0	0	1	1	0	1	3	0	0	0	0	0	6
Files changed from MR to WFR (FYTD)	5	3	5	13	4	4	6	14	1	2	3	0	3	9	8	2	6	2	18	54
Files changed to WFR with no prior EI	2	1	1	4	1	0	0	1	0	1	1	0	1	3	0	0	0	0	0	8
Files changed to WFR with no prior EI (FYTD)	7	4	7	18	6	4	6	16	4	2	3	5	6	20	9	2	7	5	23	77
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)	1	0	1	2	0	0	0	0	1	0	0	0	1	2	0	0	0	0	0	4

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	4	4	18	26	4	4	8	16	1	2	0	2	3	8	3	3	3	0	9	59
Files changed to FR status (FYTD)	47	45	74	166	40	27	65	132	48	23	38	39	59	207	91	35	78	20	224	729
Files with FR status (total)	183	205	261	649	314	130	282	726	139	106	141	71	154	611	295	217	270	159	941	2927
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	1	3	18	22	2	2	6	10	0	2	0	0	3	5	1	3	2	0	6	43
Files changed from WFR to FR	1	1	0	2	1	1	1	3	0	0	0	0	0	0	0	0	0	0	0	5
Files closed from FR	6	5	5	16	18	8	12	38	7	7	3	2	9	28	6	3	11	4	24	106
ISSUES RESOLVED	5	2	4	11	7	2	9	18	5	3	1	1	6	16	5	0	9	3	17	62
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	2	0	1	3	2	2	0	0	0	4	0	0	0	1	1	8
OWA DECISION NOT TO PROCEED	0	1	1	2	6	0	0	6	0	0	1	0	0	1	1	1	1	0	3	12
CLAIMANT HAS NEW REP	0	0	0	0	1	0	1	2	0	1	0	0	0	1	0	0	0	0	0	3
NO FURTHER CONTACT WITH CLAIMANT	1	1	0	2	1	2	0	3	0	1	0	1	1	3	0	0	0	0	0	8
AP DECISION RECEIVED	0	0	0	0	0	3	0	3	0	0	1	0	2	3	0	2	0	0	2	8
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	1	0	1	1	1	1	3	0	0	0	0	0	0	0	0	1	0	1	5
Files closed from FR (FYTD)	43	32	71	146	141	66	134	341	35	48	55	33	73	244	94	63	98	52	307	1038
Files closed from FR with OWA Decision	6	3	5	14	13	7	8	28	5	6	1	1	7	20	5	2	10	4	21	83
Files closed from FR with OWA Decision (FYTD)	27	25	59	111	104	53	94	251	27	41	37	27	61	193	67	41	68	44	220	775
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	3	0	0	3	0	0	1	0	0	1	1	0	1	0	2	7
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	3	2	7	17	2	7	26	0	0	8	2	0	10	9	8	7	3	27	70
Average Age (in months) of FR file at closure (FYTD)	39.6	45.51	37.7	39.92	44.97	47.32	32.02	40.62	52.64	46.15	36.28	35.65	41.12	42.11	36.59	39.61	41.71	53.97	42.21	41.34
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	202	230	301	733	318	132	282	732	143	115	145	74	162	639	309	243	275	164	991	3095
Files transferred out of the office	0	1	0	1	1	0	0	1	2	0	0	1	0	3	0	0	0	1	1	6
Files transferred out of the office (FYTD)	3	6	1	10	5	1	2	8	7	4	2	3	6	22	1	3	0	2	6	46
Files transferred into the office	1	0	0	1	0	0	1	1	1	1	0	1	0	3	0	0	0	1	1	6
Files transferred into the office (FYTD)	8	1	1	10	5	3	4	12	3	6	0	7	4	20	1	0	0	3	4	46
New files from this month's encounters	8	15	18	41	14	6	22	42	6	3	5	1	6	21	17	11	11	17	56	160
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	10	12	2	12	1	12	0	12	0	0	0	4	5	5	8	0	8	0	8	12
Average Age (in months) of Waiting List	4.17	12.11	0.87	4.36	1.47	11.95		6.71		0.14	0	4.34	3.03	2.37	6.48		7.53		6.83	4.27
Total Advisory and Representation Services Completed (FYTD)	297	474	591	1362	325	177	325	827	96	155	229	146	294	920	290	251	378	165	1084	4193
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	95.38	97.73	100	100	100	100	96.61	99.03	100	97.14	100	100	99.55	99.18

*** End of Report ***