

Office of the Worker Adviser
Monthly Statistics Report for the Month of Mar - 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	149	304	375	828	453	208	421	1082	133	114	124	81	215	667	358	245	257	199	1059	3636
Number of workers helped (FYTD)	597	982	993	2572	995	514	974	2483	352	313	468	197	585	1915	802	711	863	538	2914	9884
New Requests this month	32	108	117	257	38	20	44	102	10	20	24	18	47	119	54	43	46	25	168	646
New Requests (FYTD)	442	799	1035	2276	423	224	462	1109	193	239	288	336	492	1548	465	393	500	246	1604	6537
Encounters still NR	11	10	1	22	4	3	2	9	3	2	12	0	2	19	5	14	1	2	22	72
Closed - Summary Advice provided	22	54	98	174	23	7	28	58	4	20	15	11	38	88	27	32	30	10	99	419
Closed - Summary Advice provided (FYTD)	330	543	796	1669	228	107	247	582	87	174	208	261	374	1104	250	249	330	137	966	4321
Closed - SA provided to different workers	22	53	77	152	23	6	26	55	4	17	12	8	35	76	25	30	29	10	94	377
Closed - SA provided to different workers (FYTD)	272	481	564	1317	201	90	216	507	68	115	160	111	240	694	194	198	280	123	795	3313
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	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	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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	1	1	2	4	1	1	1	3	0	0	0	1	1	2	0	0	0	0	0	9
Closed - No Further Contact (FYTD)	4	17	21	42	7	7	2	16	2	1	3	3	4	13	2	0	5	1	8	79
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	5	3	10	7	0	2	9	4	0	1	1	3	9	4	0	4	11	19	47

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	1	1	5	0	0	5	0	0	7	0	11	18	1	0	0	0	1	25

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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	0	1	1	0	0	0	0	0	0	0	1	1	0	2	4
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</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	8	17	9	34	11	11	13	35	0	4	3	2	4	13	18	9	11	1	39	121
Files changed to MR status (FYTD)	102	123	197	422	63	62	85	210	14	35	67	28	69	213	148	101	116	27	392	1237
Files with MR status (total)	16	23	27	66	7	6	6	19	0	8	4	2	5	19	18	22	10	3	53	157
Files closed from MR	8	10	17	35	3	7	4	14	0	3	0	2	0	5	6	5	2	1	14	68
Files closed from MR (FYTD)	43	54	94	191	23	35	21	79	2	17	33	16	24	92	66	41	51	7	165	527
Files changed from MR	11	17	26	54	8	11	11	30	0	4	1	2	1	8	15	7	6	2	30	122
Files changed from MR (FYTD)	87	109	183	379	64	62	86	212	15	32	66	29	65	207	143	80	119	24	366	1164

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	0	0	1	1	1	0	0	1	1	0	0	0	0	1	1	0	2	0	3	6
Files changed to WFR status (FYTD)	7	5	8	20	7	4	7	18	5	2	3	5	7	22	11	2	9	5	27	87
Files with WFR status (total)	2	1	1	4	0	1	0	1	0	0	0	1	3	4	2	0	1	0	3	12
Files changed from MR to WFR	0	0	1	1	1	0	0	1	0	0	0	0	0	0	0	0	2	0	2	4
Files changed from MR to WFR (FYTD)	5	5	6	16	5	4	7	16	1	2	3	0	4	10	8	2	8	2	20	62
Files changed to WFR with no prior EI	0	0	1	1	1	0	0	1	1	0	0	0	0	1	1	0	2	0	3	6
Files changed to WFR with no prior EI (FYTD)	7	5	8	20	7	4	7	18	5	2	3	5	7	22	11	2	9	5	27	87
Files closed from WFR	0	1	1	2	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	3
Files closed from WFR (FYTD)	1	1	2	4	0	0	0	0	1	0	0	0	2	3	0	0	0	0	0	7

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	8	8	20	9	6	8	23	2	2	1	1	3	9	20	3	5	1	29	81
Files changed to FR status (FYTD)	57	60	92	209	54	35	76	165	54	26	40	41	63	224	127	44	88	23	282	880
Files with FR status (total)	182	215	268	665	309	124	269	702	138	104	139	69	140	590	284	207	263	157	911	2868
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	7	8	18	4	4	7	15	0	1	1	0	1	3	9	2	2	1	14	50
Files changed from WFR to FR	0	0	1	1	2	0	0	2	1	0	0	0	1	2	1	0	2	0	3	8
Files closed from FR	8	2	7	17	10	7	9	26	6	2	3	0	10	21	26	10	13	3	52	116
ISSUES RESOLVED	5	1	2	8	6	2	7	15	5	1	3	0	8	17	18	5	9	3	35	75
CLAIMANT DECISION NOT TO PROCEED	2	0	2	4	1	1	0	2	1	0	0	0	0	1	1	1	1	0	3	10
OWA DECISION NOT TO PROCEED	1	0	2	3	2	0	1	3	0	1	0	0	1	2	2	1	2	0	5	13
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
NO FURTHER CONTACT WITH CLAIMANT	0	1	1	2	1	0	0	1	0	0	0	0	0	0	2	2	1	0	5	8
AP DECISION RECEIVED	0	0	0	0	0	3	1	4	0	0	0	0	1	1	2	0	0	0	2	7
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	56	37	82	175	160	80	158	398	42	53	60	37	92	284	141	81	118	57	397	1254
Files closed from FR with OWA Decision	7	1	5	13	6	7	8	21	5	1	3	0	9	18	18	5	10	3	36	88
Files closed from FR with OWA Decision (FYTD)	37	29	68	134	117	63	111	291	32	43	41	30	76	222	102	50	84	47	283	930
Closed from FR reason OWD with MR Closure Letter	0	0	1	1	1	0	0	1	0	1	0	0	0	1	1	1	1	0	3	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	3	3	8	19	2	8	29	0	2	9	3	0	14	11	9	8	3	31	82
Average Age (in months) of FR file at closure (FYTD)	39.75	44.93	37.81	39.88	44.53	45.96	33.98	40.81	52.07	44.96	36.98	36.46	41.98	42.34	38.57	41.27	42.26	53.45	42.61	41.59
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	200	239	296	735	316	131	275	722	138	112	143	72	148	613	304	229	274	160	967	3037
Files transferred out of the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	3	4
Files transferred out of the office (FYTD)	3	10	1	14	5	1	4	10	8	4	2	3	7	24	1	3	1	4	9	57
Files transferred into the office	1	0	0	1	1	0	0	1	0	0	0	0	0	0	0	2	0	0	2	4
Files transferred into the office (FYTD)	12	1	2	15	6	3	4	13	3	6	0	10	4	23	1	2	0	3	6	57
New files from this month's encounters	5	40	19	64	15	11	17	43	6	2	11	5	8	32	30	12	11	14	67	206
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	12	14	4	14	0	14	0	14	0	0	0	6	7	7	10	0	10	0	10	14
Average Age (in months) of Waiting List	9.48	14.11	3.53	9.15		13.95		13.95				6.34	6.04	6.11	8.48		9.53		8.83	8.46
Total Advisory and Representation Services Completed (FYTD)	372	573	742	1687	384	206	395	985	113	185	255	164	358	1075	401	321	450	187	1359	5106
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	96.05	98.18	100	100	100	100	96.83	99.11	100	97.73	100	100	99.65	99.32

*** End of Report ***