

Office of the Worker Adviser
Monthly Statistics Report for the Jun - 2020

Printed by: SYSADM_LISA

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	139	219	266	624	292	99	279	670	108	48	74	49	137	416	220	149	152	93	614	2324
Number of workers helped (FYTD)	200	349	443	992	395	144	386	925	172	78	123	76	231	680	315	270	281	157	1023	3620
New Requests this month	27	24	32	83	15	16	28	59	10	15	8	2	10	45	15	19	30	4	68	255
New Requests (FYTD)	57	73	93	223	52	31	61	144	26	29	26	7	37	125	48	52	69	13	182	674
Encounters still NR	25	17	49	91	15	3	4	22	6	2	20	3	37	68	2	11	2	15	30	211
Closed - Summary Advice provided	16	12	22	50	10	10	29	49	5	13	5	1	5	29	12	12	16	2	42	170
Closed - Summary Advice provided (FYTD)	43	63	68	174	27	21	55	103	24	27	14	6	24	95	33	37	50	9	129	501
Closed - SA provided to different workers	15	12	21	48	10	9	28	47	4	7	4	1	4	20	8	12	16	2	38	153
Closed - SA provided to different workers (FYTD)	39	61	62	162	24	19	53	96	22	17	13	5	21	78	26	37	44	9	116	452
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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - No Further Contact	1	1	0	2	1	0	0	1	0	0	0	0	0	0	0	1	2	0	3	6
Closed - No Further Contact (FYTD)	4	8	3	15	4	0	1	5	1	0	1	0	0	2	0	5	4	0	9	31
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	1	1	0	0	0	0	0	0	2	0	0	2	3	0	0	0	3	6

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	2	2	1	0	1	0	0	2	0	0	0	0	0	4

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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with AP status (total)	0	0	0	0	0	2	0	2	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>
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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	11	40	29	80	12	8	9	29	0	4	10	2	0	16	5	15	16	3	39	164
Files changed to MR status (FYTD)	15	49	37	101	19	9	13	41	1	4	13	4	3	25	11	19	24	7	61	228
Files with MR status (total)	33	45	39	117	10	7	5	22	2	2	15	1	2	22	7	13	7	1	28	189
Files closed from MR	3	6	2	11	5	1	3	9	0	0	1	0	0	1	0	7	11	2	20	41
Files closed from MR (FYTD)	5	10	11	26	7	4	3	14	0	0	1	0	1	2	2	15	15	5	37	79
Files changed from MR	3	11	8	22	12	2	8	22	0	2	3	2	2	9	5	8	19	5	37	90
Files changed from MR (FYTD)	6	24	19	49	20	5	9	34	1	5	3	4	8	21	10	17	27	13	67	171

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	0	0	1	1	1	1	0	2	1	2	0	0	0	3	0	0	1	1	2	8
Files changed to WFR status (FYTD)	0	0	1	1	1	1	0	2	2	5	0	0	0	7	0	0	1	1	2	12
Files with WFR status (total)	0	0	2	2	1	0	0	1	4	1	0	0	0	5	0	0	1	0	1	9
Files changed from MR to WFR	0	0	1	1	1	0	0	1	0	2	0	0	0	2	0	0	1	2	3	7
Files changed from MR to WFR (FYTD)	0	0	1	1	1	0	0	1	1	4	0	0	0	5	0	0	1	2	3	10
Files changed to WFR with no prior EI	0	0	1	1	1	1	0	2	1	2	0	0	0	3	0	0	1	1	2	8
Files changed to WFR with no prior EI (FYTD)	0	0	1	1	1	1	0	2	2	5	0	0	0	7	0	0	1	1	2	12
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	1	0	0	0	0	1	0	0	1	0	1	2

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	1	7	5	13	6	3	7	16	1	2	2	2	2	9	5	1	9	2	17	55
Files changed to FR status (FYTD)	3	16	8	27	13	3	8	24	6	5	3	4	8	26	10	2	15	7	34	111
Files with FR status (total)	148	250	195	593	263	82	253	598	118	55	138	56	166	533	214	151	129	105	599	2323
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	5	5	10	6	1	5	12	0	0	2	2	2	6	5	1	7	1	14	42
Files changed from WFR to FR	1	0	0	1	0	1	0	1	0	2	0	0	0	2	0	0	1	1	2	6
Files closed from FR	3	31	8	42	8	6	10	24	5	0	0	0	3	8	6	4	5	5	20	94
ISSUES RESOLVED	1	16	1	18	5	2	7	14	2	0	0	0	2	4	5	1	3	2	11	47
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	0	1	1	2	1	0	0	0	1	2	0	0	0	0	0	6
OWA DECISION NOT TO PROCEED	2	2	2	6	1	2	1	4	1	0	0	0	0	1	1	1	1	3	6	17
CLAIMANT HAS NEW REP	0	4	0	4	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	5
NO FURTHER CONTACT WITH CLAIMANT	0	4	5	9	1	0	1	2	0	0	0	0	0	0	0	0	1	0	1	12
AP DECISION RECEIVED	0	3	0	3	1	1	0	2	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)	7	39	20	66	25	9	30	64	15	6	7	1	10	39	23	13	14	6	56	225
Files closed from FR with OWA Decision	1	20	3	24	6	3	8	17	3	0	0	0	2	5	4	1	4	5	14	60
Files closed from FR with OWA Decision (FYTD)	4	22	8	34	14	5	22	41	8	3	2	1	6	20	15	6	11	6	38	133
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	0	0	0	0	1	0	0	0	0	1	0	0	0	1	1	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	2	2	4	3	0	1	4	1	0	1	0	0	2	3	1	0	1	5	15
Average Age (in months) of FR file at closure (FYTD)	46.26	45.32	50.55	46.66	53.5	27.59	37.58	41.8	58.07	46.83	79.16	139.35	32.26	54.81	26.94	26.63	57.54	52.14	39.73	44.41

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	181	295	236	712	274	89	258	621	124	58	153	57	168	560	221	164	137	106	628	2521
Files transferred out of the office	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Files transferred out of the office (FYTD)	1	3	0	4	0	0	0	0	0	0	0	1	0	1	1	0	0	0	1	6
Files transferred into the office	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2
Files transferred into the office (FYTD)	2	0	0	2	1	1	0	2	0	0	1	0	0	1	0	0	1	0	1	6
New files from this month's encounters	8	7	5	20	5	7	10	22	3	0	2	1	3	9	4	4	14	1	23	74

Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total
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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	0	0	20	20	1	0	0	1	9	2	0	0	0	9	0	0	21	0	21	21	
Average Age (in months) of Waiting List			10.35	10.35	0.6			0.6	6.59	2.17				5.71			21.34		21.34	7.91	
Total Advisory and Representation Services Completed	51	110	93	254	56	32	86	174	38	23	21	6	32	120	51	65	74	20	210	758	
Timeliness of EI (%) (FYTD)																					
Timeliness of WFR to FR (%) (FYTD)	66.67	100	100	96.3	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99.1	

*** End of Report ***