

Office of the Worker Adviser
Monthly Statistics Report for the Sep - 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	112	187	259	558	315	106	287	708	114	63	93	52	160	482	220	164	182	105	671	2419
Number of workers helped (FYTD)	265	465	573	1303	481	188	457	1126	197	102	179	83	290	851	386	368	361	225	1340	4620
New Requests this month	16	41	40	97	30	24	28	82	7	15	10	2	23	57	32	36	36	33	137	373
New Requests (FYTD)	108	162	227	497	140	86	126	352	51	77	54	15	89	286	123	131	169	66	489	1624
Encounters still NR	31	18	55	104	7	3	5	15	8	3	23	3	23	60	2	14	4	20	40	219
Closed - Summary Advice provided	7	30	34	71	13	10	13	36	5	17	5	1	15	43	10	21	19	20	70	220
Closed - Summary Advice provided (FYTD)	65	125	165	355	79	48	90	217	38	71	30	10	73	222	67	79	111	35	292	1086
Closed - SA provided to different workers	7	30	30	67	12	9	13	34	5	12	5	1	11	34	10	21	19	20	70	205
Closed - SA provided to different workers (FYTD)	60	121	138	319	68	40	83	191	33	32	27	8	57	157	58	75	95	35	263	930
Closed - SA on CPP-D 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 CPP-D 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 CPP-D 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 CPP-D 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	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	2	2	0	4	2	0	0	2	0	0	0	0	0	0	0	1	2	0	3	9
Closed - No Further Contact (FYTD)	6	12	4	22	7	1	1	9	1	0	1	0	0	2	0	12	6	1	19	52
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	1	1	0	2	0	0	2	0	1	3	4	1	0	0	5	11

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	2	2	0	0	3	3	1	0	1	0	0	2	0	0	0	0	0	7

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	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	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	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	1	1	0	0	0	0	0	0	0	0	0	0	0	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	1	1	0	0	0	0	0	0	0	1	0	0	1	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>
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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	4	5	9	18	5	1	9	15	4	1	7	2	9	23	21	8	6	1	36	92
Files changed to MR status (FYTD)	26	79	79	184	40	17	42	99	7	9	28	16	20	80	57	36	42	19	154	517
Files with MR status (total)	23	32	36	91	10	0	9	19	2	3	23	2	8	38	25	7	5	1	38	186
Files closed from MR	2	5	9	16	2	2	4	8	0	0	0	2	1	3	7	3	2	3	15	42
Files closed from MR (FYTD)	19	34	36	89	11	11	9	31	0	1	2	6	3	12	21	25	26	14	86	218
Files changed from MR	5	5	16	26	5	4	15	24	5	1	0	4	7	17	9	5	4	6	24	91
Files changed from MR (FYTD)	28	67	62	157	41	20	34	95	7	9	10	15	20	61	38	40	47	25	150	463

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	0	2	1	3	1	0	0	0	1	2	1	1	0	0	2	8
Files changed to WFR status (FYTD)	1	0	3	4	3	5	2	10	5	5	1	0	3	14	1	2	1	1	5	33
Files with WFR status (total)	0	0	1	1	0	1	0	1	3	0	0	0	1	4	0	1	1	0	2	8
Files changed from MR to WFR	0	0	1	1	0	2	1	3	1	0	0	0	0	1	1	1	0	0	2	7
Files changed from MR to WFR (FYTD)	0	0	3	3	3	4	2	9	2	4	1	0	3	10	1	2	1	2	6	28
Files changed to WFR with no prior EI	0	0	1	1	0	2	1	3	1	0	0	0	1	2	1	1	0	0	2	8
Files changed to WFR with no prior EI (FYTD)	1	0	3	4	3	5	2	10	5	5	1	0	3	14	1	2	1	1	5	33
Files closed from WFR	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from WFR (FYTD)	0	0	1	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	3

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	3	0	7	10	4	2	12	18	6	1	0	2	6	15	2	1	5	3	11	54
Files changed to FR status (FYTD)	12	37	27	76	34	17	30	81	19	9	10	9	20	67	19	13	29	10	71	295
Files with FR status (total)	148	260	197	605	267	79	248	594	119	52	142	56	161	530	209	144	131	103	587	2316
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	0	6	9	3	0	10	13	4	1	0	2	6	13	1	1	2	3	7	42
Files changed from WFR to FR	0	0	0	0	0	1	1	2	2	0	0	0	0	2	1	0	0	0	1	5
Files closed from FR	2	0	5	7	8	3	9	20	0	5	1	1	4	11	3	6	4	0	13	51
ISSUES RESOLVED	1	0	3	4	8	3	6	17	0	2	1	1	3	7	2	2	2	0	6	34
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
OWA DECISION NOT TO PROCEED	1	0	2	3	0	0	0	0	0	2	0	0	1	3	1	2	1	0	4	10
CLAIMANT HAS NEW REP	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2	1	0	3	4
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
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1
Files closed from FR (FYTD)	15	50	37	102	42	26	58	126	27	13	10	6	27	83	38	28	26	11	103	414
Files closed from FR with OWA Decision	0	0	3	3	7	3	7	17	0	2	1	0	0	3	3	5	2	0	10	33
Files closed from FR with OWA Decision (FYTD)	8	28	18	54	27	18	42	87	14	5	4	2	13	38	28	13	18	10	69	248
Closed from FR reason OWD with MR Closure Letter	0	0	1	1	0	0	0	0	0	2	0	0	1	3	1	0	0	0	1	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	3	4	7	3	0	4	7	1	3	1	1	1	7	4	2	0	2	8	29
Average Age (in months) of FR file at closure (FYTD)	66.13	48.89	55.51	53.65	52.59	26.2	40.48	41.28	48.48	44.54	66.71	74.91	38.48	47.85	29.2	39.23	49.25	57	40.35	44.72

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	171	292	234	697	277	80	257	614	124	55	165	58	170	572	234	152	137	104	627	2510
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
Files transferred out of the office (FYTD)	1	3	0	4	0	0	0	0	0	0	2	1	0	3	1	1	0	0	2	9
Files transferred into the office	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred into the office (FYTD)	4	0	0	4	1	1	0	2	0	0	1	0	0	1	0	0	1	1	2	9
New files from this month's encounters	3	7	12	22	16	13	15	44	1	1	2	1	6	11	22	12	12	9	55	132

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	23	23	0	0	0	0	12	0	0	0	0	12	0	1	24	0	24	24
Average Age (in months) of Waiting List			23.34	23.34		0.47		0.47	11.64				0.01	8.73		0.69	24.34		12.52	10.47
Total Advisory and Representation Services Completed	94	205	212	511	121	78	151	350	61	46	39	20	87	253	117	129	148	60	454	1568
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	91.67	100	100	98.68	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99.66

*** End of Report ***