

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Dec - 2020**

Printed by: SYSADM\_LISA

<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	100	163	262	525	295	110	265	670	91	66	111	43	183	494	221	126	157	92	596	2285
Number of workers helped (FYTD)	311	553	698	1562	556	220	525	1301	211	134	235	79	350	1009	436	436	420	279	1571	5443
New Requests this month	21	38	37	96	27	11	29	67	6	8	10	0	20	44	16	16	28	22	82	289
New Requests (FYTD)	151	255	343	749	232	126	209	567	70	118	80	16	160	444	179	196	258	123	756	2516
Encounters still NR	34	18	28	80	6	2	6	14	8	2	24	3	24	61	2	15	9	30	56	211
Closed - Summary Advice provided	9	15	23	47	11	6	10	27	3	6	6	0	12	27	7	6	19	11	43	144
Closed - Summary Advice provided (FYTD)	83	172	272	527	122	68	130	320	50	104	45	11	116	326	91	107	161	66	425	1598
Closed - SA provided to different workers	9	15	20	44	11	5	10	26	2	5	6	0	11	24	7	6	15	8	36	130
Closed - SA provided to different workers (FYTD)	77	165	235	477	104	58	117	279	39	49	41	9	89	227	78	101	125	60	364	1347
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	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	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	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	1	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	0	1	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	1	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	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	2	2	1	5	0	0	0	0	0	0	0	0	0	0	0	2	4	0	6	11
Closed - No Further Contact (FYTD)	9	17	8	34	11	2	2	15	1	0	1	0	0	2	0	17	14	1	32	83
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	2	1	2	5	0	0	2	0	1	3	4	1	0	0	5	14

<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</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	1	0	3	4	1	0	1	0	1	3	0	0	0	0	0	0	9

<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</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	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	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	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	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	0
Files closed from AP (FYTD)	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	1	0	0	1	3	

<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</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	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	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	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	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	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	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	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	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	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	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	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	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	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</u>	<u>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</b>	<b>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	3	2	31	36	13	18	23	54	1	7	2	0	31	41	20	8	29	8	65	196
Files changed to MR status (FYTD)	34	93	125	252	81	43	84	208	15	30	29	7	60	141	104	62	85	32	283	884
Files with MR status (total)	22	8	55	85	18	15	17	50	2	2	8	0	23	35	26	9	21	7	63	233
Files closed from MR	0	1	7	8	5	1	5	11	1	2	4	0	6	13	4	2	6	0	12	44
Files closed from MR (FYTD)	24	49	55	128	27	14	21	62	2	6	10	7	11	36	38	38	41	17	134	360
Files changed from MR	0	4	8	12	13	3	11	27	2	7	6	0	17	32	12	8	11	2	33	104
Files changed from MR (FYTD)	37	106	88	231	74	31	68	173	15	34	25	7	46	127	83	64	75	32	254	785

<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</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed to WFR status	0	1	0	1	2	0	0	2	1	1	0	0	1	3	1	0	0	0	1	7
Files changed to WFR status (FYTD)	2	2	4	8	9	7	2	18	6	9	1	0	5	21	2	2	2	1	7	54
Files with WFR status (total)	0	0	1	1	0	1	0	1	0	0	0	0	2	2	0	0	1	0	1	5
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	0	0	0	1	1	1	0	0	0	1	4
Files changed from MR to WFR (FYTD)	1	1	4	6	8	6	2	16	2	6	1	0	5	14	2	2	1	2	7	43
Files changed to WFR with no prior EI	0	1	0	1	2	0	0	2	1	1	0	0	1	3	1	0	0	0	1	7
Files changed to WFR with no prior EI (FYTD)	2	2	4	8	9	7	2	18	6	9	1	0	5	21	2	2	2	1	7	54
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	1	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	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</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed to FR status	0	5	3	8	8	3	6	17	2	8	2	0	9	21	6	7	5	2	20	66
Files changed to FR status (FYTD)	16	65	38	119	58	26	54	138	30	32	16	0	38	116	45	25	44	15	129	502
Files with FR status (total)	146	268	196	610	269	82	243	594	122	124	99	0	198	543	212	146	128	102	588	2335
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</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed from MR to FR	0	3	1	4	6	2	6	14	1	5	2	0	10	18	7	6	5	2	20	56
Files changed from WFR to FR	0	1	0	1	2	1	0	3	1	2	0	0	0	3	1	1	0	0	2	9
Files closed from FR	1	6	4	11	3	3	7	13	1	2	2	0	1	6	6	1	2	2	11	41
ISSUES RESOLVED	1	2	2	5	2	2	6	10	0	2	0	0	0	2	2	0	2	0	4	21
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	0	0	0	0	1	0	1	2	2	1	0	0	3	5
OWA DECISION NOT TO PROCEED	0	3	2	5	0	0	1	1	1	0	1	0	0	2	2	0	0	2	4	12
CLAIMANT HAS NEW REP	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
AP DECISION NOT RECEIVED	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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)	21	70	50	141	64	31	88	183	38	19	19	7	38	121	60	38	43	17	158	603
Files closed from FR with OWA Decision	0	1	2	3	3	2	4	9	1	2	0	0	0	3	2	0	1	0	3	18
Files closed from FR with OWA Decision (FYTD)	11	33	25	69	44	22	63	129	19	8	6	2	17	52	43	18	29	13	103	353
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	10	6	16	5	0	5	10	5	3	2	1	4	15	8	4	1	2	15	56
Average Age (in months ) of FR file at closure (FYTD)	70.85	50.38	53.9	54.92	46.03	27.96	41.55	40.76	50.8	36.42	68.75	74.91	44.2	49.43	36.96	42.26	54.21	53.42	44.82	45.99

<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</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Current workload - all active files	168	276	252	696	287	98	260	645	124	126	107	0	223	580	238	155	150	109	652	2573
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	29	0	0	29	0	0	0	0	0	29
Files transferred out of the office (FYTD)	3	3	0	6	0	0	0	0	0	0	35	1	0	36	1	1	0	0	2	44
Files transferred into the office	0	0	0	0	0	0	0	0	0	29	0	0	0	29	0	0	0	0	0	29
Files transferred into the office (FYTD)	4	1	1	6	2	1	0	3	0	32	1	0	0	33	0	0	1	1	2	44
New files from this month's encounters	5	19	13	37	16	5	16	37	2	4	2	0	7	15	9	5	8	5	27	116

<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</b>	<b>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</b>	<b>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	0	0	26	<b>26</b>	0	4	0	<b>4</b>	0	0	0	0	3	<b>3</b>	0	0	27	0	<b>27</b>	<b>27</b>
Average Age (in months) of Waiting List			26.37	<b>26.37</b>		3.5		<b>3.5</b>					1.76	<b>1.76</b>			27.37		<b>27.37</b>	<b>12.15</b>
Total Advisory and Representation Services Completed	122	284	341	<b>747</b>	195	105	228	<b>528</b>	80	74	70	23	138	<b>385</b>	176	178	210	94	<b>658</b>	<b>2318</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	93.75	100	100	<b>99.16</b>	100	100	100	<b>100</b>	100	100	100		100	<b>100</b>	100	100	100	100	<b>100</b>	<b>99.8</b>

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