

Office of the Worker Adviser
Monthly Statistics Report for the Dec - 2021

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	64	170	224	458	263	99	244	606	65	62	75	21	94	317	146	125	141	66	478	1859
Number of workers helped (FYTD)	315	590	644	1549	619	216	543	1378	175	149	209	50	353	936	450	370	360	296	1476	5339
New Requests this month	10	32	33	75	24	10	18	52	4	8	8	0	17	37	14	18	18	12	62	226
New Requests (FYTD)	108	243	338	689	227	82	219	528	65	98	74	1	182	420	157	191	253	149	750	2387
Encounters still NR	6	11	11	28	7	1	4	12	3	4	17	3	26	53	5	13	3	4	25	118
Closed - Summary Advice provided	4	20	20	44	11	4	7	22	3	6	4	0	11	24	9	10	14	10	43	133
Closed - Summary Advice provided (FYTD)	101	128	239	468	88	31	109	228	48	63	42	1	126	280	91	80	153	140	464	1440
Closed - SA provided to different workers	4	19	19	42	10	4	7	21	3	5	4	0	10	22	9	10	12	10	41	126
Closed - SA provided to different workers (FYTD)	96	124	214	434	83	29	96	208	35	43	36	1	107	222	82	72	104	128	386	1250
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	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
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	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Closed - No Further Contact	0	3	2	5	1	0	0	1	0	0	1	0	0	1	1	5	1	0	7	14
Closed - No Further Contact (FYTD)	4	19	19	42	11	1	1	13	1	1	8	0	1	11	1	33	22	2	58	124
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	1	0	1	2	1	1	4	0	0	1	0	1	2	1	0	3	1	5	12

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	1	0	1	0	0	0	0	1	0	1	0	0	2	0	0	1	0	1	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</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
Files changed to AP status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	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
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	1	1	0	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>
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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	1	2	5	8	4	7	2	13	1	1	0	0	2	4	5	2	3	2	12	37
Files changed to MR status (FYTD)	34	30	99	163	81	37	70	188	14	30	32	0	41	117	26	23	46	47	142	610
Files with MR status (total)	22	2	28	52	5	5	2	12	1	3	16	0	3	23	10	4	4	2	20	107
Files closed from MR	0	1	12	13	3	1	0	4	0	0	1	0	0	1	1	0	1	2	4	22
Files closed from MR (FYTD)	20	10	65	95	24	10	16	50	2	16	9	0	27	54	9	13	22	33	77	276
Files changed from MR	0	5	19	24	7	4	2	13	0	0	5	0	1	6	1	3	1	3	8	51
Files changed from MR (FYTD)	35	40	116	191	81	33	82	196	17	31	24	0	55	127	23	28	46	51	148	662

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	3	3	1	0	1	2	0	0	0	0	0	0	0	1	0	0	1	6
Files changed to WFR status (FYTD)	1	0	6	7	12	2	8	22	2	2	2	0	3	9	2	5	1	0	8	46
Files with WFR status (total)	0	0	3	3	0	0	2	2	0	0	0	0	1	1	0	1	0	0	1	7
Files changed from MR to WFR	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	4
Files changed from MR to WFR (FYTD)	0	0	5	5	9	2	6	17	1	1	1	0	2	5	2	5	1	0	8	35
Files changed to WFR with no prior EI	0	0	3	3	1	0	1	2	0	0	0	0	0	0	0	1	0	0	1	6
Files changed to WFR with no prior EI (FYTD)	1	0	6	7	12	2	8	22	2	2	2	0	3	9	2	5	1	0	8	46
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	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

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	0	4	5	9	6	3	1	10	1	1	4	0	1	7	0	2	1	1	4	30
Files changed to FR status (FYTD)	18	30	55	103	70	28	75	173	25	24	18	0	37	104	14	15	29	17	75	455
Files with FR status (total)	123	260	222	605	256	94	228	578	106	115	115	0	184	520	154	103	89	104	450	2153
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	4	5	9	4	3	1	8	0	0	4	0	1	5	0	2	0	1	3	25
Files changed from WFR to FR	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR	5	4	5	14	9	3	11	23	2	5	0	0	3	10	6	7	4	0	17	64
ISSUES RESOLVED	3	1	5	9	6	2	8	16	1	2	0	0	2	5	3	3	3	0	9	39
CLAIMANT DECISION NOT TO PROCEED	1	0	0	1	1	0	1	2	1	1	0	0	0	2	0	0	0	0	0	5
OWA DECISION NOT TO PROCEED	0	2	0	2	1	0	2	3	0	0	0	0	0	0	1	1	0	0	2	7
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	1	1	0	2	0	1	0	1	0	2	0	0	0	2	2	2	0	0	4	9
AP DECISION RECEIVED	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	2
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	1	0	0	1	1
Files closed from FR (FYTD)	32	47	41	120	87	32	89	208	26	25	14	0	68	133	65	56	64	15	200	661
Files closed from FR with OWA Decision	2	2	4	8	7	2	7	16	0	3	0	0	2	5	3	5	4	0	12	41
Files closed from FR with OWA Decision (FYTD)	18	19	22	59	61	21	58	140	10	13	7	0	32	62	50	24	44	14	132	393
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	6	6	12	8	1	12	21	5	7	3	0	2	17	6	2	5	0	13	63
Average Age (in months) of FR file at closure (FYTD)	69.2	54.1	73.49	65.94	53.44	24.25	34.37	41.16	55.41	45.87	77.26		51.24	53.73	45.97	46.99	40.4	70.98	46.95	48.81

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	145	262	253	660	261	99	232	592	107	118	131	0	188	544	164	108	93	106	471	2267
Files transferred out of the office	0	0	0	0	0	0	0	0	0	10	0	0	0	10	0	0	0	0	0	10
Files transferred out of the office (FYTD)	0	3	1	4	0	1	0	1	0	10	1	0	0	11	1	0	1	0	2	18
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	10	0	0	10	0	0	0	0	0	10
Files transferred into the office (FYTD)	2	1	2	5	0	0	0	0	0	1	11	0	0	12	1	0	0	0	1	18
New files from this month's encounters	6	10	8	24	11	6	12	29	1	1	3	0	4	9	4	4	6	2	16	78

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	0	0	0	0	1	1	0	0	0	0	11	11	0	1	0	0	1	11
Average Age (in months) of Waiting List			0.35	0.35			1.18	1.18					10.85	10.85		0.89			0.89	2.16
Total Advisory and Representation Services Completed	149	183	320	652	194	71	201	466	63	84	59	1	202	409	157	142	190	176	665	2192
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	95.71	100	100	98.27	100	100	100		97.3	99.04	100	100	100	100	100	99.12

*** End of Report ***