

Office of the Worker Adviser
Monthly Statistics Report for the Mar - 2022

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	101	219	239	559	340	119	263	722	90	52	91	25	127	385	162	158	136	88	544	2210
Number of workers helped (FYTD)	375	695	762	1832	682	231	589	1502	187	173	239	53	405	1057	502	425	406	327	1660	6051
New Requests this month	13	36	42	91	28	8	23	59	5	13	6	0	16	40	19	24	22	13	78	268
New Requests (FYTD)	158	340	468	966	305	103	283	691	84	137	95	1	235	552	210	255	318	186	969	3178
Encounters still NR	5	8	6	19	10	1	2	13	1	2	8	2	17	30	9	14	3	4	30	92
Closed - Summary Advice provided	11	30	30	71	10	3	14	27	6	9	2	0	9	26	8	6	11	11	36	160
Closed - Summary Advice provided (FYTD)	139	191	337	667	117	37	144	298	62	95	65	2	170	394	117	103	186	162	568	1927
Closed - SA provided to different workers	11	29	28	68	10	3	13	26	6	7	2	0	9	24	8	6	11	10	35	153
Closed - SA provided to different workers (FYTD)	132	182	295	609	108	35	124	267	44	63	59	2	142	310	108	94	127	144	473	1659
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	1	3	4	0	0	0	0	0	0	0	0	1	1	0	2	1	0	3	8
Closed - No Further Contact (FYTD)	4	23	31	58	12	1	1	14	1	1	8	0	7	17	2	43	26	2	73	162
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	1	0	1	0	1	3	1	0	3	1	5	13

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	1	1	2	0	2	0	0	4	0	0	2	0	2	8

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	1	0	1	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	3	3
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	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	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	12	8	21	15	7	15	37	0	1	0	0	0	1	7	11	6	0	24	83
Files changed to MR status (FYTD)	37	48	120	205	117	54	102	273	16	34	32	0	45	127	43	43	63	41	190	795
Files with MR status (total)	6	13	31	50	18	4	12	34	2	4	12	0	2	20	15	9	6	0	30	134
Files closed from MR	7	1	2	10	2	3	1	6	0	1	0	0	0	1	1	7	3	0	11	28
Files closed from MR (FYTD)	35	12	73	120	29	17	18	64	2	18	9	0	28	57	12	24	29	37	102	343
Files changed from MR	9	5	4	18	4	8	9	21	0	1	4	0	0	5	1	9	5	0	15	59
Files changed from MR (FYTD)	54	47	134	235	104	51	103	258	18	34	28	0	60	140	36	43	61	46	186	819

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	1	0	1	1	2	1	4	0	0	1	0	0	1	1	1	0	0	2	8
Files changed to WFR status (FYTD)	1	3	6	10	13	4	9	26	2	3	4	0	3	12	3	7	1	0	11	59
Files with WFR status (total)	0	1	1	2	0	2	0	2	0	0	1	0	1	2	1	2	0	0	3	9
Files changed from MR to WFR	0	1	0	1	1	1	1	3	0	0	1	0	0	1	0	1	0	0	1	6
Files changed from MR to WFR (FYTD)	0	1	5	6	10	3	7	20	1	1	2	0	2	6	2	6	1	0	9	41
Files changed to WFR with no prior EI	0	1	0	1	1	2	1	4	0	0	1	0	0	1	1	1	0	0	2	8
Files changed to WFR with no prior EI (FYTD)	1	3	6	10	13	4	9	26	2	3	4	0	3	12	3	7	1	0	11	59
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	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2	4	2	8	2	5	8	15	0	0	5	0	0	5	0	1	2	0	3	31
Files changed to FR status (FYTD)	23	39	70	132	89	41	95	225	28	26	23	0	41	118	24	19	37	9	89	564
Files with FR status (total)	107	258	221	586	256	89	228	573	103	105	112	0	168	488	151	91	101	75	418	2065
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	2	3	2	7	1	4	7	12	0	0	3	0	0	3	0	1	2	0	3	25
Files changed from WFR to FR	0	1	0	1	1	0	1	2	0	0	1	0	0	1	0	0	0	0	0	4
Files closed from FR	9	2	2	13	10	4	10	24	0	3	7	0	7	17	8	3	1	1	13	67
ISSUES RESOLVED	5	0	0	5	4	1	7	12	0	0	5	0	4	9	6	2	1	0	9	35
CLAIMANT DECISION NOT TO PROCEED	1	1	0	2	1	0	2	3	0	0	0	0	0	0	0	0	0	1	1	6
OWA DECISION NOT TO PROCEED	3	0	1	4	3	2	0	5	0	3	1	0	1	5	1	0	0	0	1	15
CLAIMANT HAS NEW REP	0	0	0	0	1	0	1	2	0	0	0	0	1	1	1	0	0	0	1	4
NO FURTHER CONTACT WITH CLAIMANT	0	1	1	2	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	4
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	0	0	1	0	1	2	0	0	0	0	0	3
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)	53	59	57	169	106	50	109	265	32	37	22	0	88	179	85	71	71	19	246	859
Files closed from FR with OWA Decision	5	1	1	7	8	2	9	19	0	1	4	0	1	6	4	0	1	1	6	38
Files closed from FR with OWA Decision (FYTD)	32	25	34	91	76	32	75	183	13	15	11	0	40	79	63	33	50	18	164	517
Closed from FR reason OWD with MR Closure Letter	2	0	0	2	1	0	0	1	0	3	0	0	0	3	1	0	0	0	1	7
Closed from FR reason OWD with MR Closure Letter (FYTD)	3	6	6	15	9	1	13	23	6	13	3	0	3	25	7	3	5	0	15	78
Average Age (in months) of FR file at closure (FYTD)	77.36	52.5	70.54	67.98	51.23	23.82	34.78	39.7	58	43.04	69.85		49.08	52.29	48.15	47.15	39.7	67.03	47.44	49.06

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	113	272	253	638	274	95	240	609	105	109	125	0	171	510	167	102	107	75	451	2208
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	35	37	37
Files transferred out of the office (FYTD)	0	3	1	4	0	1	0	1	0	10	1	0	0	11	2	2	1	35	40	56
Files transferred into the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	16	1	18	1	36	37
Files transferred into the office (FYTD)	2	2	2	6	1	0	0	1	0	1	11	0	0	12	17	1	18	1	37	56
New files from this month's encounters	4	8	11	23	14	5	11	30	0	3	1	0	4	8	8	12	5	4	29	90

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	2	3	3	0	1	0	1	0	0	2	0	14	14	1	4	0	0	4	14
Average Age (in months) of Waiting List		1.94	3.24	2.59		0.37		0.37			2.31		13.85	8.08	0.89	2.2			1.76	3.04
Total Advisory and Representation Services Completed	221	255	426	902	243	102	251	596	78	118	90	2	258	546	206	190	227	200	823	2867
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	96.63	100	100	98.67	100	100	100		97.56	99.15	100	100	100	100	100	99.29

*** End of Report ***