

Office of the Worker Adviser
Monthly Statistics Report for the Month of Jun - 2017

Printed by: MARTINEZPA

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	126	225	272	623	359	159	384	902	136	97	100	80	168	581	307	208	257	173	945	3051
Number of workers helped (FYTD)	289	471	543	1303	649	308	662	1619	263	155	242	116	340	1116	500	457	475	369	1801	5839
New Requests this month	39	78	68	185	37	20	41	98	12	7	13	15	30	77	71	56	50	14	191	551
New Requests (FYTD)	146	194	247	587	107	63	105	275	41	43	54	61	108	307	153	128	128	44	453	1622
Encounters still NR	21	22	3	46	4	1	2	7	2	4	5	1	3	15	5	5	1	3	14	82
Closed - Summary Advice provided	23	54	50	127	25	8	16	49	7	6	9	13	25	60	63	44	36	5	148	384
Closed - Summary Advice provided (FYTD)	107	133	189	429	66	35	54	155	22	24	32	52	83	213	116	106	96	19	337	1134
Closed - SA provided to different workers	19	51	40	110	24	7	14	45	7	6	9	13	21	56	54	33	33	5	125	336
Closed - SA provided to different workers (FYTD)	95	122	148	365	55	31	47	133	21	20	26	33	63	163	95	82	85	18	280	941
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	1	0	0	0	0	1	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 (FYTD)	0	0	0	0	0	0	0	0	1	0	0	0	0	1	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	1	1	0	0	0	0	0	1
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 (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
Closed - No Further Contact	0	2	1	3	2	1	0	3	0	0	0	1	0	1	0	0	0	0	0	7
Closed - No Further Contact (FYTD)	0	5	5	10	7	3	1	11	0	0	0	1	1	2	0	1	1	0	2	25
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	2	0	2	0	0	3	3	1	0	0	1	1	3	3	0	1	0	4	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	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	1	2

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	1	0	0	1	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	1	0	0	1	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	0	0	0	0	0	0	0	0	0	2	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)	<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 WMR status	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
Files with WMR status (total)	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	3	6	4	4	10	18	3	0	1	1	0	5	6	5	5	8	24
Files changed to MR status (FYTD)	3	31	15	49	29	21	40	90	3	2	2	1	7	15	20	13	12	15	60
Files with MR status (total)	14	25	16	55	5	4	7	16	1	2	1	0	1	5	7	12	6	8	33
Files closed from MR	0	1	5	6	4	1	1	6	0	0	0	0	1	1	4	2	0	4	10
Files closed from MR (FYTD)	1	6	14	21	10	12	12	34	0	1	1	1	5	8	12	17	8	6	43
Files changed from MR	2	14	8	24	10	4	10	24	2	2	1	1	1	7	9	4	2	6	21
Files changed from MR (FYTD)	6	29	26	61	31	24	39	94	2	8	5	3	11	29	30	22	16	10	78

Waiting for Full Representation (WFR)	<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 WFR status	0	1	0	1	0	1	1	2	1	1	1	0	0	3	0	1	0	0	1
Files changed to WFR status (FYTD)	0	1	1	2	4	1	3	8	1	3	1	0	1	6	2	2	1	0	5
Files with WFR status (total)	2	1	1	4	0	0	0	0	0	0	0	1	3	4	1	0	2	0	3
Files changed from MR to WFR	0	0	0	0	0	0	1	1	1	1	0	0	0	2	0	1	0	0	1
Files changed from MR to WFR (FYTD)	0	0	1	1	3	0	3	6	1	3	0	0	1	5	2	1	1	0	4
Files changed to WFR with no prior EI	0	1	0	1	0	1	1	2	1	1	1	0	0	3	0	1	0	0	1
Files changed to WFR with no prior EI (FYTD)	0	1	1	2	4	1	3	8	1	3	1	0	1	6	2	2	1	0	5
Files closed from WFR	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	0	0	0	0	0	0	0	0	0	0	0

Full Representation (FR)	<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 FR status	2	15	3	20	8	7	9	24	2	3	4	1	0	10	6	3	4	2	15
Files changed to FR status (FYTD)	6	26	14	46	28	17	29	74	3	10	8	4	7	32	23	7	11	4	45
Files with FR status (total)	181	223	265	669	302	124	261	687	129	104	133	67	131	564	246	181	249	151	827
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

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	13	3	18	6	3	8	17	1	1	1	1	0	4	5	1	2	2	10	49
Files changed from WFR to FR	0	1	0	1	0	1	1	2	1	2	1	0	0	4	0	1	0	0	1	8
Files closed from FR	4	2	3	9	8	5	10	23	3	3	5	0	7	18	24	13	8	3	48	98
ISSUES RESOLVED	3	1	2	6	6	2	8	16	1	2	3	0	3	9	13	6	6	2	27	58
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	1	1	2	0	0	1	0	0	1	2	2	1	0	5	8
OWA DECISION NOT TO PROCEED	0	1	1	2	1	0	0	1	1	1	1	0	1	4	5	2	1	0	8	15
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	3	3
NO FURTHER CONTACT WITH CLAIMANT	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	1	0	1	1	0	0	0	2	3	2	3	0	0	5	9
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	1	0	0	1	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	3
Files closed from FR (FYTD)	10	13	18	41	35	17	36	88	12	10	13	8	15	58	62	35	26	9	132	319
Files closed from FR with OWA Decision	4	1	3	8	7	4	9	20	3	2	4	0	5	14	12	8	6	3	29	71
Files closed from FR with OWA Decision (FYTD)	10	11	15	36	25	16	28	69	9	8	10	8	13	48	35	18	20	8	81	234
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	0	0	0	0	1	0	1	2	4	1	0	0	5	8
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	1	2	3	2	0	2	4	0	0	1	0	1	2	9	1	2	0	12	21
Average Age (in months) of FR file at closure (FYTD)	45.71	38.89	46.94	44.14	40.79	44.07	38.42	40.59	65.16	69.71	51.38	30.42	41.47	50.84	38.3	53.22	44.95	51.02	44.51	44.6
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	197	249	282	728	307	128	268	703	130	106	134	68	135	573	254	193	257	159	863	2867
Files transferred out of the office	0	2	0	2	1	0	2	3	0	0	1	0	0	1	0	0	0	1	1	7
Files transferred out of the office (FYTD)	0	3	0	3	2	0	2	4	0	0	1	0	1	2	0	1	0	1	2	11
Files transferred into the office	2	0	0	2	1	0	0	1	0	0	0	1	0	1	1	2	0	0	3	7
Files transferred into the office (FYTD)	4	0	0	4	1	0	1	2	0	0	0	2	0	2	1	2	0	0	3	11
New files from this month's encounters	7	22	15	44	10	10	27	47	4	1	6	3	5	19	11	12	10	9	42	152
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 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	15	0	7	15	0	0	0	0	0	0	0	9	10	10	13	0	12	0	13	15	
Average Age (in months) of Waiting List	12.44	0.05	6.5	7.86								9.31	9.01	9.08	13.37		7.39		9.38	8.72	
Total Advisory and Representation Services Completed (FYTD)	106	141	180	427	100	60	95	255	34	31	40	42	84	231	169	136	119	33	457	1370	
Timeliness of EI (%) (FYTD)																					
Timeliness of WFR to FR (%) (FYTD)	100	96.15	100	97.83	100	100	100	100	100	100	100	100	100	100	95.65	100	100	100	97.78	98.98	

*** End of Report ***