

Office of the Worker Adviser
Monthly Statistics Report for the Month of Sep - 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	174	256	275	705	380	151	371	902	119	96	122	78	187	602	267	208	260	192	927	3136
Number of workers helped (FYTD)	472	659	712	1843	752	363	738	1853	286	219	298	135	410	1348	599	566	599	426	2190	7234
New Requests this month	111	75	96	282	41	18	26	85	3	25	23	20	37	108	36	30	52	13	131	606
New Requests (FYTD)	362	371	485	1218	225	115	191	531	66	103	109	119	229	626	301	271	264	95	931	3306
Encounters still NR	35	23	6	64	5	1	3	9	2	7	4	1	8	22	3	7	7	7	24	119
Closed - Summary Advice provided	97	61	72	230	22	7	14	43	2	23	18	15	34	92	27	22	38	5	92	457
Closed - Summary Advice provided (FYTD)	284	272	374	930	129	59	106	294	36	71	72	102	183	464	230	212	195	44	681	2369
Closed - SA provided to different workers	91	47	57	195	21	7	13	41	2	15	15	10	29	71	24	18	34	4	80	387
Closed - SA provided to different workers (FYTD)	235	237	281	753	106	48	93	247	32	50	58	50	132	322	181	165	161	40	547	1869
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	1	0	1	0	1	1	2	0	0	0	1	0	1	0	0	1	0	1	5
Closed - No Further Contact (FYTD)	0	7	6	13	8	4	2	14	0	0	0	2	1	3	0	1	3	0	4	34
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)	1	5	0	6	0	2	8	10	2	0	2	1	1	6	4	0	1	1	6	28

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	1	0	1	1	0	0	1	2	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	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	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	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	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	2	6	5	13	13	0	22	35	0	0	0	5	2	7	6	0	1	9	16	71
Files changed to MR status (FYTD)	6	41	31	78	67	27	80	174	3	2	2	6	10	23	40	15	20	31	106	381
Files with MR status (total)	13	13	18	44	13	1	22	36	0	2	1	2	2	7	9	8	4	12	33	120
Files closed from MR	0	5	2	7	3	1	5	9	0	0	0	1	0	1	0	0	0	1	1	18
Files closed from MR (FYTD)	3	17	19	39	22	18	22	62	0	1	1	2	5	9	17	18	14	14	63	173
Files changed from MR	1	12	5	18	12	1	13	26	0	0	0	3	1	4	4	0	0	3	7	55
Files changed from MR (FYTD)	10	51	40	101	60	33	64	157	3	8	5	6	13	35	48	27	26	22	123	416

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	0	0	0	1	0	2	3	0	0	0	1	0	1	0	0	0	0	0	4
Files changed to WFR status (FYTD)	0	2	1	3	8	1	5	14	2	3	1	1	1	8	3	3	2	0	8	33
Files with WFR status (total)	1	1	1	3	1	0	2	3	0	0	0	2	3	5	0	0	1	0	1	12
Files changed from MR to WFR	0	0	0	0	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0	3
Files changed from MR to WFR (FYTD)	0	0	1	1	7	0	5	12	1	3	0	0	1	5	3	2	2	0	7	25
Files changed to WFR with no prior EI	0	0	0	0	1	0	2	3	0	0	0	1	0	1	0	0	0	0	0	4
Files changed to WFR with no prior EI (FYTD)	0	2	1	3	8	1	5	14	2	3	1	1	1	8	3	3	2	0	8	33
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	1	0	0	0	1	2

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	1	7	3	11	10	0	9	19	1	1	0	3	2	7	7	0	0	3	10	47
Files changed to FR status (FYTD)	11	41	23	75	46	25	46	117	6	12	10	9	13	50	48	11	18	10	87	329
Files with FR status (total)	176	221	261	658	289	118	248	655	121	100	125	56	122	524	235	165	241	147	788	2625
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	1	7	3	11	8	0	6	14	0	0	0	2	1	3	4	0	0	2	6	34
Files changed from WFR to FR	0	0	0	0	2	0	0	2	1	0	0	0	0	1	0	0	0	0	0	3
Files closed from FR	3	6	1	10	7	5	7	19	4	2	3	3	5	17	14	8	6	2	30	76
ISSUES RESOLVED	2	1	0	3	3	3	7	13	2	2	2	2	4	12	7	4	5	1	17	45
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	2	0	0	2	0	0	0	0	0	0	1	0	0	0	1	5
OWA DECISION NOT TO PROCEED	0	0	1	1	2	0	0	2	0	0	0	1	0	1	2	3	1	1	7	11
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NO FURTHER CONTACT WITH CLAIMANT	1	3	0	4	0	1	0	1	0	0	0	0	0	0	3	1	0	0	4	9
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	2	0	1	0	1	4	1	0	0	0	1	6
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)	21	29	29	79	67	33	66	166	24	18	22	23	30	117	98	54	43	18	213	575
Files closed from FR with OWA Decision	2	2	1	5	5	3	7	15	3	1	3	2	5	14	11	1	6	1	19	53
Files closed from FR with OWA Decision (FYTD)	19	21	25	65	48	27	50	125	18	14	16	18	21	87	64	26	33	15	138	415
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	1	1	1	5	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	2	2	4	4	0	4	8	0	0	1	2	3	6	13	3	3	2	21	39
Average Age (in months) of FR file at closure (FYTD)	50.17	39.08	42.31	43.56	47.23	42.21	39.39	43.01	61.87	63.98	54.61	40.4	43.03	51.89	39.4	53.5	44.72	52.16	44.71	45.52
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	190	235	280	705	303	119	272	694	121	102	126	60	127	536	244	173	246	159	822	2757
Files transferred out of the office	0	0	2	2	0	0	1	1	0	0	1	1	0	2	0	0	0	0	0	5
Files transferred out of the office (FYTD)	1	5	2	8	4	0	4	8	0	0	2	2	2	6	0	4	0	1	5	27
Files transferred into the office	1	0	0	1	1	0	0	1	1	2	0	0	0	3	0	0	0	0	0	5
Files transferred into the office (FYTD)	6	1	1	8	2	1	2	5	1	3	0	3	0	7	2	2	2	1	7	27
New files from this month's encounters	6	13	20	39	16	10	12	38	1	4	3	4	5	17	10	7	12	4	33	127
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	13	3	10	13	1	0	0	1	0	0	0	12	13	13	0	0	15	0	15	15
Average Age (in months) of Waiting List	12.52	3.05	9.5	8.36	1.02		0.13	0.42				6.55	12.01	9.82			15.5		15.5	7.58
Total Advisory and Representation Services Completed (FYTD)	260	283	329	872	195	99	181	475	57	69	81	75	168	450	297	239	218	72	826	2623
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	97.56	100	98.67	100	100	100	100	100	100	100	100	100	100	97.92	100	94.44	100	97.7	99.09

*** End of Report ***