

Office of the Worker Adviser
Monthly Statistics Report for the Month of Dec - 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	128	247	261	636	354	174	355	883	135	89	84	64	146	518	260	218	288	167	933	2970
Number of workers helped (FYTD)	672	821	825	2318	825	396	811	2032	315	253	356	149	462	1535	695	690	697	456	2538	8423
New Requests this month	61	62	47	170	29	16	19	64	13	7	13	4	25	62	39	26	34	12	111	407
New Requests (FYTD)	631	579	693	1903	319	168	283	770	105	151	181	162	328	927	450	420	382	139	1391	4991
Encounters still NR	44	21	4	69	4	2	4	10	2	7	3	2	11	25	3	7	11	9	30	134
Closed - Summary Advice provided	64	52	40	156	20	8	14	42	9	5	7	5	20	46	23	19	25	8	75	319
Closed - Summary Advice provided (FYTD)	527	438	539	1504	188	86	156	430	59	110	125	133	260	687	328	330	276	70	1004	3625
Closed - SA provided to different workers	52	44	33	129	16	7	12	35	8	5	7	5	15	40	20	17	25	8	70	274
Closed - SA provided to different workers (FYTD)	434	366	388	1188	146	67	133	346	49	72	98	65	178	462	252	256	227	62	797	2793
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	1	0	1	0	0	0	0	1	1	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 (FYTD)	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	2
Closed - No Further Contact	0	0	0	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Closed - No Further Contact (FYTD)	1	10	8	19	10	6	2	18	0	0	0	3	2	5	0	1	4	0	5	47
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	7	0	8	0	2	8	10	2	0	2	1	1	6	5	0	1	1	7	31

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 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	1	0	1	2	0	0	0	1	0	1	1	0	0	1	2	5

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 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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	1	2	3	0	0	0	0	0	0	0	2	0	0	2	6
Files with AP status (total)	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from AP	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	2
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	1	1	2	0	0	0	0	0	0	0	2	0	0	2	4

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 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 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	4	8	6	18	11	7	12	30	1	1	3	1	4	10	23	9	5	5	42	100
Files changed to MR status (FYTD)	12	56	45	113	97	43	132	272	6	7	12	15	27	67	76	47	30	57	210	662
Files with MR status (total)	12	12	7	31	5	4	16	25	0	4	4	1	6	15	16	11	6	8	41	112
Files closed from MR	0	1	0	1	6	3	6	15	1	1	0	0	2	4	1	4	2	4	11	31
Files closed from MR (FYTD)	6	24	29	59	38	25	48	111	1	4	1	3	9	18	24	31	16	34	105	293
Files changed from MR	3	4	3	10	14	7	15	36	1	1	5	4	5	16	9	8	5	7	29	91
Files changed from MR (FYTD)	17	67	65	149	99	45	122	266	6	11	12	15	26	70	77	56	34	52	219	704

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	0	0	0	0	0	0	0	2	0	2	0	0	0	1	1	3
Files changed to WFR status (FYTD)	0	2	1	3	10	2	8	20	3	3	1	5	4	16	3	3	2	1	9	48
Files with WFR status (total)	1	0	0	1	0	0	0	0	0	0	0	5	3	8	0	0	1	0	1	10
Files changed from MR to WFR	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	1	1	3
Files changed from MR to WFR (FYTD)	0	0	1	1	9	1	8	18	2	3	0	3	4	12	3	2	2	1	8	39
Files changed to WFR with no prior EI	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	1	1	3
Files changed to WFR with no prior EI (FYTD)	0	2	1	3	10	2	8	20	3	3	1	5	4	16	3	3	2	1	9	48
Files closed from WFR	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from WFR (FYTD)	1	1	1	3	2	0	0	2	0	0	0	0	0	0	1	0	0	0	1	6

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	4	5	4	13	8	6	9	23	0	0	7	2	3	12	9	4	6	3	22	70
Files changed to FR status (FYTD)	18	53	41	112	71	36	84	191	9	13	20	17	25	84	78	27	28	21	154	541
Files with FR status (total)	172	220	260	652	279	107	259	645	112	84	119	59	121	495	231	166	226	147	770	2562
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	3	3	3	9	8	4	9	21	0	0	5	2	3	10	8	4	3	2	17	57
Files changed from WFR to FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Files closed from FR	6	4	7	17	11	10	11	32	1	5	4	2	10	22	8	5	8	2	23	94
ISSUES RESOLVED	5	1	7	13	7	8	8	23	0	4	2	2	5	13	5	4	5	0	14	63
CLAIMANT DECISION NOT TO PROCEED	0	1	0	1	0	0	1	1	0	1	1	0	0	2	1	1	2	1	5	9
OWA DECISION NOT TO PROCEED	1	1	0	2	2	1	1	4	0	0	0	0	3	3	1	0	1	1	3	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	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	2
AP DECISION RECEIVED	0	0	0	0	1	1	0	2	1	0	1	0	2	4	1	0	0	0	1	7
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)	31	43	48	122	101	55	96	252	36	35	38	29	44	182	133	69	68	27	297	853
Files closed from FR with OWA Decision	5	2	6	13	7	8	7	22	1	4	4	2	7	18	4	2	6	1	13	66
Files closed from FR with OWA Decision (FYTD)	28	29	38	95	70	46	73	189	23	26	28	24	31	132	89	33	53	23	198	614
Closed from FR reason OWD with MR Closure Letter	1	0	0	1	1	0	1	2	0	0	0	0	1	1	0	0	0	0	0	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	2	5	8	1	6	15	1	0	1	2	4	8	15	3	3	2	23	51
Average Age (in months) of FR file at closure (FYTD)	47.24	39.72	48.05	45.26	50.35	45.51	37.46	44.19	60.22	62.67	49.66	54.66	42.68	53.33	41.75	51.25	45.86	54.27	45.89	46.87
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	185	232	267	684	284	111	275	670	112	88	123	65	130	518	247	177	233	155	812	2684
Files transferred out of the office	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	2
Files transferred out of the office (FYTD)	2	5	2	9	5	0	5	10	0	0	2	2	2	6	0	6	1	4	11	36
Files transferred into the office	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	2
Files transferred into the office (FYTD)	7	2	1	10	4	1	6	11	1	3	0	3	0	7	3	2	2	1	8	36
New files from this month's encounters	6	9	9	24	9	8	7	24	4	2	4	0	9	19	16	7	13	5	41	108
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	16	0	0	16	0	0	0	0	0	0	0	15	16	16	0	0	19	0	19	19
Average Age (in months) of Waiting List	15.55			15.55								4.45	15.04	8.42		18.53		18.53	10.15	
Total Advisory and Representation Services Completed (FYTD)	472	434	466	1372	287	149	278	714	87	111	137	97	232	664	410	358	311	123	1202	3952
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	98.11	100	99.11	100	100	100	100	100	100	100	100	100	100	98.72	100	96.43	100	98.7	99.45

*** End of Report ***