

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Dec - 2019**

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<b>Encounters</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Number of workers helped this month	146	169	288	<b>603</b>	305	116	305	<b>726</b>	110	66	107	51	192	<b>526</b>	221	213	177	115	<b>726</b>	<b>2581</b>
Number of workers helped (FYTD)	403	776	804	<b>1983</b>	681	301	679	<b>1661</b>	283	183	328	155	541	<b>1490</b>	543	552	529	372	<b>1996</b>	<b>7130</b>
New Requests this month	34	43	54	<b>131</b>	37	19	28	<b>84</b>	7	19	14	7	30	<b>77</b>	34	27	27	23	<b>111</b>	<b>403</b>
New Requests (FYTD)	262	443	491	<b>1196</b>	375	202	306	<b>883</b>	137	196	155	114	326	<b>928</b>	336	292	343	197	<b>1168</b>	<b>4175</b>
Encounters still NR	41	25	13	<b>79</b>	12	4	5	<b>21</b>	2	3	8	6	17	<b>36</b>	4	12	5	6	<b>27</b>	<b>163</b>
Closed - Summary Advice provided	16	28	25	<b>69</b>	14	10	7	<b>31</b>	3	11	7	6	11	<b>38</b>	14	8	20	10	<b>52</b>	<b>190</b>
Closed - Summary Advice provided (FYTD)	182	281	334	<b>797</b>	196	121	162	<b>479</b>	101	156	93	71	234	<b>655</b>	213	151	216	113	<b>693</b>	<b>2624</b>
Closed - SA provided to different workers	16	27	22	<b>65</b>	14	10	7	<b>31</b>	3	11	6	4	11	<b>35</b>	14	8	10	10	<b>42</b>	<b>173</b>
Closed - SA provided to different workers (FYTD)	161	272	287	<b>720</b>	162	90	136	<b>388</b>	68	85	84	50	171	<b>458</b>	165	132	153	94	<b>544</b>	<b>2110</b>
Closed - SA on CPP-D issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - No Further Contact	2	1	6	<b>9</b>	1	1	0	<b>2</b>	0	0	0	0	1	<b>1</b>	0	2	2	0	<b>4</b>	<b>16</b>
Closed - No Further Contact (FYTD)	7	19	13	<b>39</b>	8	2	2	<b>12</b>	0	0	3	4	4	<b>11</b>	1	5	17	2	<b>25</b>	<b>87</b>
Cases selected out	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Cases selected out (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Number of referrals from MPP (FYTD)	1	0	1	<b>2</b>	5	2	2	<b>9</b>	0	0	1	0	6	<b>7</b>	3	5	7	2	<b>17</b>	<b>35</b>

<b>Encounters</b>	<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	3	0	3	0	1	0	1	3	0	0	0	1	4	1	0	0	0	1	9

<b>Assistance Provided (AP)</b>	<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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Files with AP status (total)	4	0	0	4	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	5
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	0	0	0	0	0

<b>Early Intervention (WEI, EI)</b>	<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

<b>Merit Review (WMR, MR)</b>	<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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<b>Merit Review (WMR, MR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
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	2	0	4	5	3	7	15	4	5	1	0	5	15	2	16	4	1	23	57
Files changed to MR status (FYTD)	28	100	48	176	109	66	158	333	24	20	49	14	92	199	56	83	60	53	252	960
Files with MR status (total)	16	19	18	53	7	1	9	17	7	2	10	0	15	34	5	15	5	3	28	132
Files closed from MR	6	8	1	15	3	0	7	10	3	5	9	0	1	18	2	4	3	2	11	54
Files closed from MR (FYTD)	24	48	32	104	42	30	56	128	21	12	34	9	34	110	24	47	38	24	133	475
Files changed from MR	8	11	4	23	7	6	20	33	5	10	11	1	4	31	3	9	6	6	24	111
Files changed from MR (FYTD)	41	124	55	220	110	69	158	337	44	22	55	19	87	227	65	87	72	56	280	1064

<b>Waiting for Full Representation (WFR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed to WFR status	1	0	0	1	1	1	1	3	0	3	0	0	0	3	0	0	1	0	1	8
Files changed to WFR status (FYTD)	4	3	2	9	11	9	11	31	11	4	1	2	5	23	11	6	6	2	25	88
Files with WFR status (total)	1	0	1	2	0	1	0	1	6	1	0	0	1	8	2	0	2	0	4	15
Files changed from MR to WFR	1	0	0	1	0	1	1	2	0	3	0	0	0	3	0	0	0	0	0	6
Files changed from MR to WFR (FYTD)	4	2	0	6	6	7	8	21	5	3	1	0	4	13	9	6	2	1	18	58
Files changed to WFR with no prior EI	1	0	0	1	1	1	1	3	0	3	0	0	0	3	0	0	1	0	1	8
Files changed to WFR with no prior EI (FYTD)	4	3	2	9	11	9	11	31	11	4	1	2	5	23	11	6	6	2	25	88
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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed to FR status	4	3	3	10	11	6	14	31	2	6	2	1	4	15	1	6	5	4	16	72
Files changed to FR status (FYTD)	18	88	28	134	93	55	115	263	33	26	25	24	61	169	52	41	46	36	175	741
Files with FR status (total)	166	272	217	655	285	89	283	657	120	52	142	55	158	527	229	157	128	105	619	2458
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

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed from MR to FR	1	3	3	7	4	5	12	21	2	2	2	1	3	10	1	5	3	4	13	51
Files changed from WFR to FR	1	0	0	1	2	0	1	3	0	2	0	0	0	2	0	1	1	0	2	8
Files closed from FR	5	5	9	19	8	10	11	29	1	3	5	2	1	12	4	6	9	0	19	79
ISSUES RESOLVED	2	3	7	12	5	4	6	15	0	1	4	1	0	6	3	3	4	0	10	43
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	2	0	2	4
OWA DECISION NOT TO PROCEED	2	0	1	3	2	4	3	9	1	1	0	0	0	2	0	1	2	0	3	17
CLAIMANT HAS NEW REP	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	2	1	3	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	5
AP DECISION RECEIVED	1	0	0	1	1	2	0	3	0	0	0	0	1	1	1	0	1	0	2	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)	29	40	63	132	102	57	111	270	26	17	17	20	19	99	87	49	87	39	262	763
Files closed from FR with OWA Decision	4	2	7	13	7	5	4	16	0	0	4	1	1	6	4	4	6	0	14	49
Files closed from FR with OWA Decision (FYTD)	16	17	43	76	66	39	70	175	14	10	7	13	13	57	64	30	56	28	178	486
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	1	2	2	5	1	1	0	0	0	2	0	0	1	0	1	8
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	5	4	10	7	4	10	21	6	2	1	2	0	11	7	1	7	1	16	58
Average Age (in months ) of FR file at closure (FYTD)	44.97	52.74	48.63	48.78	48.22	34.44	37.29	40.78	53.4	57.16	59.38	35.86	50.5	50.13	30.32	49.31	52.61	47.47	43.23	44.02

<b>Miscellaneous</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Current workload - all active files	183	291	236	710	292	91	292	675	133	55	152	55	174	569	236	172	135	108	651	2605
Files transferred out of the office	0	1	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	3
Files transferred out of the office (FYTD)	10	16	0	26	2	0	1	3	0	2	0	2	3	7	0	2	0	1	3	39
Files transferred into the office	1	0	0	1	0	0	0	0	0	0	0	0	1	1	1	0	0	0	1	3
Files transferred into the office (FYTD)	14	10	0	24	2	1	1	4	2	0	1	1	3	7	4	0	0	0	4	39
New files from this month's encounters	7	10	7	24	18	7	13	38	1	5	4	1	10	21	11	13	11	4	39	122

<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
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<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Age of Oldest file (in months) on Waiting List	3	0	14	14	0	1	0	1	3	1	0	0	2	3	8	0	15	0	15	15
Average Age (in months) of Waiting List	3		14.37	8.69		0.59		0.59	2.54	0.87			1.59	2.21	5.27		8.39		6.83	4.2
Total Advisory and Representation Services Completed	215	360	383	958	307	177	303	787	115	114	135	79	224	667	276	228	278	157	939	3351
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	96.15	100	100	100	99.41	94.23	100	100	100	98.29	99.46

\*\*\* End of Report \*\*\*