

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Mar - 2018**

Printed by: MARTINEZPA

<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	233	257	372	862	368	168	339	875	157	90	120	72	201	640	328	233	286	157	1004	3381
Number of workers helped (FYTD)	867	983	964	2814	899	425	886	2210	344	283	385	164	524	1700	781	769	793	488	2831	9555
New Requests this month	76	66	73	215	30	20	33	83	16	14	18	12	26	86	49	45	43	12	149	533
New Requests (FYTD)	857	767	889	2513	418	216	401	1035	146	188	241	188	437	1200	569	551	509	182	1811	6559
Encounters still NR	26	21	3	50	4	2	2	8	2	8	4	1	12	27	3	8	11	5	27	112
Closed - Summary Advice provided	90	44	56	190	19	12	18	49	11	10	13	8	17	59	35	39	30	9	113	411
Closed - Summary Advice provided (FYTD)	746	569	686	2001	243	114	220	577	87	140	167	155	345	894	410	429	365	97	1301	4773
Closed - SA provided to different workers	83	43	53	179	19	12	18	49	9	9	12	7	15	52	32	35	29	9	105	385
Closed - SA provided to different workers (FYTD)	621	480	498	1599	187	84	180	451	67	92	120	78	231	588	317	326	303	81	1027	3665
Closed - SA on CPP-D issues provided	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	2
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	2
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	1	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	3
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	0	1	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	3
Closed - No Further Contact	0	0	1	1	4	0	0	4	0	0	0	0	1	1	0	0	0	0	0	6
Closed - No Further Contact (FYTD)	1	13	10	24	15	6	2	23	0	0	0	3	3	6	0	1	5	1	7	60
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	8	0	9	2	3	8	13	4	0	2	1	1	8	7	0	6	1	14	44

<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 contacts with MPP (FYTD)	2	0	0	2	1	0	1	2	0	2	0	1	1	4	1	0	0	1	2	10

<b>Assistance Provided (AP)</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 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)	1	0	0	1	0	1	4	5	0	0	0	0	0	0	0	4	0	0	4	10
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	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	1	3	4	0	0	0	0	0	0	0	4	0	0	4	8

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

<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	5	8	14	27	7	10	11	28	1	2	7	3	6	19	11	7	15	1	34	108
Files changed to MR status (FYTD)	20	85	85	190	135	71	180	386	8	25	29	19	47	128	113	79	70	72	334	1038
Files with MR status (total)	4	14	29	47	8	7	12	27	1	15	9	1	5	31	8	12	17	3	40	145
Files closed from MR	4	6	2	12	3	3	9	15	0	0	0	0	4	4	4	5	5	1	15	46
Files closed from MR (FYTD)	11	36	38	85	48	38	69	155	1	5	5	5	18	34	34	52	31	40	157	431
Files changed from MR	13	10	6	29	14	7	23	44	1	1	3	0	9	14	17	11	9	1	38	125
Files changed from MR (FYTD)	33	94	84	211	134	70	175	379	7	17	24	19	47	114	122	87	64	71	344	1048

<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	0	0	0	0	1	2	2	5	0	0	0	0	0	0	0	0	0	0	0	5
Files changed to WFR status (FYTD)	0	2	2	4	14	4	11	29	4	3	3	6	5	21	6	3	2	4	15	69
Files with WFR status (total)	0	0	0	0	0	0	0	0	0	0	0	5	3	8	0	0	0	0	0	8
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	13	1	11	25	2	3	2	5	4	16	6	2	2	2	12	54
Files changed to WFR with no prior EI	0	0	0	0	1	2	2	5	0	0	0	0	0	0	0	0	0	0	0	5
Files changed to WFR with no prior EI (FYTD)	0	2	2	4	14	4	11	29	4	3	3	6	5	21	6	3	2	4	15	69
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1
Files closed from WFR (FYTD)	2	1	1	4	2	0	1	3	0	0	0	1	0	1	1	0	1	1	3	11

<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	10	5	4	19	13	7	15	35	1	3	5	1	7	17	15	6	4	1	26	97
Files changed to FR status (FYTD)	35	71	55	161	100	51	118	269	12	20	34	18	39	123	116	37	45	36	234	787
Files with FR status (total)	180	226	251	657	286	106	248	640	106	87	126	54	119	492	241	156	208	141	746	2535
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	9	4	4	17	10	4	12	26	1	1	3	0	5	10	13	6	4	0	23	76
Files changed from WFR to FR	0	0	0	0	2	2	2	6	0	0	0	0	1	1	2	0	0	0	2	9
Files closed from FR	2	4	13	19	10	10	12	32	3	1	3	4	5	16	10	3	12	5	30	97
ISSUES RESOLVED	1	1	9	11	4	3	8	15	2	0	2	3	4	11	4	1	7	2	14	51
CLAIMANT DECISION NOT TO PROCEED	1	0	2	3	1	0	2	3	0	0	0	0	0	0	2	1	1	0	4	10
OWA DECISION NOT TO PROCEED	0	0	0	0	1	2	2	5	1	0	1	1	0	3	2	0	1	1	4	12
CLAIMANT HAS NEW REP	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	3
NO FURTHER CONTACT WITH CLAIMANT	0	0	1	1	2	0	0	2	0	1	0	0	1	2	1	1	1	0	3	8
AP DECISION RECEIVED	0	2	0	2	1	5	0	6	0	0	0	0	0	0	1	0	1	1	3	11
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	41	54	71	166	123	70	141	334	45	41	45	35	60	226	160	90	102	48	400	1126
Files closed from FR with OWA Decision	1	4	11	16	8	9	9	26	2	0	3	3	5	13	5	2	9	3	19	74
Files closed from FR with OWA Decision (FYTD)	37	39	59	135	87	58	107	252	29	31	34	29	47	170	108	46	82	40	276	833
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	1	1	2	0	0	0	1	0	1	2	0	1	0	3	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	2	5	9	5	9	23	1	0	1	3	5	10	19	4	5	4	32	70
Average Age (in months ) of FR file at closure (FYTD)	48.42	41.67	46.32	45.55	53.03	46.53	40.08	46.03	59.72	61.07	52.65	48.8	44.25	52.41	41.13	59.34	47.22	53.78	47.81	47.85
<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	184	240	280	704	294	113	260	667	107	102	135	60	127	531	249	168	225	144	786	2688
Files transferred out of the office	1	1	0	2	0	0	0	0	0	0	0	0	1	1	0	5	1	0	6	9
Files transferred out of the office (FYTD)	3	7	2	12	5	0	5	10	0	0	3	2	3	8	0	15	4	4	23	53
Files transferred into the office	0	1	0	1	0	0	1	1	0	0	1	0	0	1	2	1	3	0	6	9
Files transferred into the office (FYTD)	8	4	1	13	8	1	7	16	1	4	1	3	0	9	5	4	5	1	15	53
New files from this month's encounters	4	21	18	43	11	10	18	39	4	3	4	6	9	26	14	6	12	4	36	144
<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>

<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 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	0	0	0	0	0	0	0	0	0	0	0	7	19	19	0	0	0	0	0	19
Average Age (in months) of Waiting List												4.09	18.04	9.32						9.32
Total Advisory and Representation Services Completed	675	571	609	1855	360	195	394	949	114	138	170	119	310	851	512	472	437	170	1591	5246
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	98.59	100	99.38	100	100	100	100	100	100	100	100	100	100	99.14	100	97.78	100	99.15	99.62

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