

Office of the Worker Adviser
Monthly Statistics Report for the Sep - 2018

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	105	218	304	627	319	126	320	765	134	84	98	69	167	552	267	195	202	172	836	2780
Number of workers helped (FYTD)	440	694	732	1866	671	323	664	1658	280	237	301	135	398	1351	504	466	597	400	1967	6842
New Requests this month	33	44	54	131	34	26	34	94	13	31	10	18	28	100	44	32	41	12	129	454
New Requests (FYTD)	285	317	335	937	210	171	202	583	74	164	102	92	186	618	239	234	252	121	846	2984
Encounters still NR	30	26	3	59	6	2	2	10	2	4	3	1	11	21	2	8	13	3	26	116
Closed - Summary Advice provided	19	24	39	82	18	16	16	50	10	26	5	16	23	80	22	16	32	9	79	291
Closed - Summary Advice provided (FYTD)	233	214	236	683	117	134	110	361	50	143	72	74	138	477	135	148	175	80	538	2059
Closed - SA provided to different workers	18	24	36	78	15	15	16	46	8	17	5	14	20	64	21	16	30	9	76	264
Closed - SA provided to different workers (FYTD)	200	201	206	607	98	93	98	289	36	85	66	50	117	354	106	132	160	68	466	1716
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	0	0	0	0	0	0	0	0	0	0	0	0
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	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	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	1	1	0	2	0	0	0	0	0	0	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	0	0	0	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Closed - No Further Contact	0	3	1	4	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	6
Closed - No Further Contact (FYTD)	1	9	5	15	4	5	0	9	0	0	3	2	5	10	2	1	6	1	10	44
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	0	0	0	2	0	0	2	0	0	1	0	3	4	4	0	2	1	7	13

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	6	6	4	1	1	6	1	0	3	0	0	4	1	0	0	0	1	17

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	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	1	0	3	3
Files with AP status (total)	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	3
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	1	1	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 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)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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	8	13	10	31	16	8	15	39	3	2	6	4	8	23	20	9	8	5	42	135
Files changed to MR status (FYTD)	36	59	40	135	83	34	80	197	14	14	36	8	40	112	122	94	69	30	315	759
Files with MR status (total)	7	14	11	32	17	9	15	41	3	5	8	3	10	29	19	15	12	3	49	151
Files closed from MR	1	7	4	12	10	1	4	15	0	0	0	1	1	2	5	9	5	2	21	50
Files closed from MR (FYTD)	20	27	28	75	27	8	22	57	2	9	17	2	12	42	36	46	42	14	138	312
Files changed from MR	3	12	7	22	20	4	11	35	0	1	0	1	6	8	14	20	10	7	51	116
Files changed from MR (FYTD)	33	59	58	150	74	32	74	180	12	23	38	6	32	111	111	91	73	30	305	746

Waiting for Full Representation (WFR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to WFR status	2	0	0	2	3	1	1	5	0	0	1	1	0	2	0	3	1	1	5	14
Files changed to WFR status (FYTD)	7	2	0	9	12	4	7	23	6	4	2	2	0	14	6	4	4	2	16	62
Files with WFR status (total)	0	0	0	0	1	1	0	2	0	0	0	3	0	3	1	1	2	0	4	9
Files changed from MR to WFR	2	0	0	2	2	1	1	4	0	0	0	0	0	0	0	3	0	1	4	10
Files changed from MR to WFR (FYTD)	5	2	0	7	10	4	7	21	5	1	1	0	0	7	6	3	2	2	13	48
Files changed to WFR with no prior EI	2	0	0	2	3	1	1	5	0	0	1	1	0	2	0	3	1	1	5	14
Files changed to WFR with no prior EI (FYTD)	7	2	0	9	12	4	7	23	6	4	2	2	0	14	6	4	4	2	16	62
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)	0	0	0	0	0	0	0	0	0	0	0	1	3	4	0	1	0	0	1	5

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 to FR status	2	6	4	12	13	3	7	23	0	2	1	0	5	8	12	10	5	5	32	75
Files changed to FR status (FYTD)	19	33	32	84	55	25	59	139	13	25	22	11	23	94	86	48	39	17	190	507
Files with FR status (total)	170	222	252	644	268	102	250	620	99	60	131	49	105	444	255	166	194	129	744	2452
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	0	5	3	8	8	2	6	16	0	1	0	0	5	6	9	8	5	4	26	56
Files changed from WFR to FR	2	0	0	2	4	1	1	6	0	0	1	0	0	1	0	2	0	1	3	12
Files closed from FR	4	4	12	20	6	2	6	14	2	3	1	1	3	10	9	9	8	9	35	79
ISSUES RESOLVED	4	2	10	16	4	2	5	11	2	2	0	1	2	7	6	8	7	6	27	61
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	0	0	0	0	0	0	0	0	0	0	2	0	0	1	3	5
OWA DECISION NOT TO PROCEED	0	0	1	1	2	0	0	2	0	0	1	0	1	2	1	1	1	1	4	9
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	0	0	1	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	3
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
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	29	36	31	96	73	29	58	160	20	45	18	16	43	142	71	37	53	29	190	588
Files closed from FR with OWA Decision	2	3	10	15	5	2	4	11	2	2	0	1	1	6	7	3	8	6	24	56
Files closed from FR with OWA Decision (FYTD)	14	28	28	70	59	26	47	132	13	32	10	15	29	99	53	20	42	17	132	433
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	3	0	5	2	0	3	5	1	3	1	1	2	8	5	2	5	2	14	32
Average Age (in months) of FR file at closure (FYTD)	39.12	42.34	52.28	45.67	92.08	53.24	44.77	67.59	60.12	51.08	55.73	40.71	46.2	49.74	36.03	49.23	46.49	48.83	43	52.47

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	177	236	263	676	286	112	265	663	102	65	139	55	115	476	275	182	208	132	797	2612
Files transferred out of the office	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	2
Files transferred out of the office (FYTD)	1	6	1	8	3	1	4	8	3	9	3	1	3	19	3	2	2	0	7	42
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	2
Files transferred into the office (FYTD)	6	3	2	11	1	0	3	4	4	3	4	2	8	21	1	4	1	0	6	42
New files from this month's encounters	8	15	12	35	14	11	16	41	5	5	2	4	5	21	18	14	10	4	46	143

Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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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	0	0	0	0	4	3	0	4	0	0	0	13	0	13	1	0	3	0	3	13
Average Age (in months) of Waiting List					3.56	3.08		3.32				8.22		8.22	1.4	0.37	1.47		1.18	4
Total Advisory and Representation Services Completed	249	264	265	778	199	131	178	508	58	139	101	69	175	542	213	217	256	111	797	2625
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	98.18	100	100	99.28	100	100	100	81.82	100	97.87	100	100	100	100	100	99.41

*** End of Report ***