

Office of the Worker Adviser
Monthly Statistics Report for the Jun - 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	132	254	319	705	358	166	316	840	113	101	112	67	164	557	290	185	252	164	891	2993
Number of workers helped (FYTD)	302	517	583	1402	587	277	555	1419	204	198	248	106	322	1078	423	350	481	344	1598	5497
New Requests this month	67	63	42	172	41	51	34	126	3	40	22	18	20	103	52	34	40	21	147	548
New Requests (FYTD)	166	164	177	507	127	100	101	328	39	88	53	40	98	318	127	115	134	61	437	1590
Encounters still NR	28	24	3	55	4	2	2	8	2	4	4	1	12	23	4	7	12	4	27	113
Closed - Summary Advice provided	55	40	34	129	25	43	14	82	2	31	14	15	14	76	31	25	25	16	97	384
Closed - Summary Advice provided (FYTD)	142	110	125	377	76	79	53	208	26	79	35	31	70	241	75	75	84	38	272	1098
Closed - SA provided to different workers	47	39	34	120	23	33	13	69	2	24	14	14	12	66	24	25	22	16	87	342
Closed - SA provided to different workers (FYTD)	125	104	105	334	66	58	50	174	20	55	33	26	63	197	58	70	76	34	238	943
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	2	1	3	0	2	0	2	0	0	0	0	0	0	0	0	2	0	2	7
Closed - No Further Contact (FYTD)	0	4	3	7	3	4	0	7	0	0	1	0	5	6	2	0	5	1	8	28
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	0	1	1	0	2	1	4	7

Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Number of contacts with MPP (FYTD)	0	0	5	5	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	7
Assistance Provided (AP)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
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	1	0	0	1	1
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	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
Early Intervention (WEI, EI)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
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)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	

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	3	4	6	13	18	4	13	35	1	1	9	2	2	15	25	11	14	3	53	116
Files changed to MR status (FYTD)	9	22	21	52	41	13	31	85	7	11	28	3	18	67	67	54	39	13	173	377
Files with MR status (total)	2	10	4	16	20	3	8	31	7	6	16	1	6	36	19	29	13	5	66	149
Files closed from MR	0	5	8	13	4	0	3	7	0	2	3	0	2	7	6	10	14	2	32	59
Files closed from MR (FYTD)	7	13	22	42	9	4	11	24	1	7	6	0	6	20	17	23	23	4	67	153
Files changed from MR	3	10	19	32	12	3	13	28	0	7	7	2	5	21	22	14	21	7	64	145
Files changed from MR (FYTD)	11	26	46	83	29	17	33	79	1	20	21	3	14	59	56	38	42	11	147	368

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	1	1	0	2	3	1	1	5	0	3	0	0	0	3	0	0	1	1	2	12
Files changed to WFR status (FYTD)	1	1	0	2	6	3	4	13	0	4	1	1	0	6	4	1	1	1	7	28
Files with WFR status (total)	0	0	0	0	3	1	0	4	0	0	0	2	0	2	0	0	0	0	0	6
Files changed from MR to WFR	0	1	0	1	3	1	1	5	0	0	0	0	0	0	0	0	0	1	1	7
Files changed from MR to WFR (FYTD)	0	1	0	1	5	3	4	12	0	1	1	0	0	2	4	0	0	1	5	20
Files changed to WFR with no prior EI	1	1	0	2	3	1	1	5	0	3	0	0	0	3	0	0	1	1	2	12
Files changed to WFR with no prior EI (FYTD)	1	1	0	2	6	3	4	13	0	4	1	1	0	6	4	1	1	1	7	28
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
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	6	5	11	22	10	2	12	24	0	11	4	4	3	22	18	4	10	5	37	105
Files changed to FR status (FYTD)	8	13	25	46	24	14	26	64	1	22	15	7	10	55	45	15	26	8	94	259
Files with FR status (total)	178	220	266	664	267	103	245	615	92	79	132	51	109	463	251	159	202	135	747	2489
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	4	11	18	5	2	9	16	0	5	4	2	3	14	16	4	7	4	31	79
Files changed from WFR to FR	2	1	0	3	2	0	1	3	0	3	0	1	0	4	0	0	1	1	2	12
Files closed from FR	6	7	5	18	16	8	13	37	2	4	4	4	8	22	10	2	9	4	25	102
ISSUES RESOLVED	4	6	4	14	9	5	11	25	1	4	3	4	6	18	6	2	5	3	16	73
CLAIMANT DECISION NOT TO PROCEED	0	0	1	1	4	0	1	5	0	0	0	0	0	0	0	0	2	0	2	8
OWA DECISION NOT TO PROCEED	2	1	0	3	2	0	1	3	0	0	0	0	1	1	2	0	2	0	4	11
CLAIMANT HAS NEW REP	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	2	3
AP DECISION RECEIVED	0	0	0	0	1	2	0	3	0	0	0	0	1	1	0	0	0	0	0	4
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)	11	18	10	39	44	17	29	90	15	25	9	10	25	84	34	11	32	14	91	304
Files closed from FR with OWA Decision	3	6	5	14	13	7	12	32	1	4	3	4	4	16	9	2	8	1	20	82
Files closed from FR with OWA Decision (FYTD)	5	14	10	29	37	16	23	76	8	18	4	9	17	56	27	9	27	9	72	233
Closed from FR reason OWD with MR Closure Letter	1	1	0	2	0	0	1	1	0	0	0	0	0	0	0	0	1	0	1	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	1	0	2	1	0	3	4	1	3	1	1	1	7	1	0	4	1	6	19
Average Age (in months) of FR file at closure (FYTD)	27.54	50.96	61.06	50.4	94.44	52.52	45.2	70.71	59.46	56.26	38.81	50.96	48.67	52.31	41.85	44.95	48.7	48.81	45.68	56.03
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	180	230	270	680	290	107	253	650	99	85	148	54	115	501	270	188	215	140	813	2644
Files transferred out of the office	0	2	0	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	3
Files transferred out of the office (FYTD)	1	5	0	6	1	1	2	4	3	6	2	1	3	15	3	2	2	0	7	32
Files transferred into the office	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	3
Files transferred into the office (FYTD)	4	2	2	8	1	0	2	3	4	3	2	1	7	17	0	3	1	0	4	32
New files from this month's encounters	13	19	9	41	16	7	18	41	0	8	7	3	7	25	17	10	12	5	44	151
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	0	0	0	0	2	0	0	2	0	0	0	10	0	10	0	0	0	0	0	10
Average Age (in months) of Waiting List					0.96	0.08		0.74				9.05		9.05						3.51
Total Advisory and Representation Services Completed	143	135	137	415	120	80	90	290	36	87	48	37	97	305	109	105	131	52	397	1407
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	100	100	85.71	100	98.18	100	100	100	100	100	99.61

*** End of Report ***