

Office of the Worker Adviser
Monthly Statistics Report for the Mar - 2021

Printed by: SYSADM_LISA

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	112	175	282	569	376	110	355	841	110	81	105	39	187	522	224	148	172	99	643	2575
Number of workers helped (FYTD)	355	651	807	1813	623	243	628	1494	227	163	256	79	397	1122	485	487	484	309	1765	6194
New Requests this month	18	40	45	103	54	11	34	99	10	20	6	0	17	53	26	24	40	12	102	357
New Requests (FYTD)	196	358	478	1032	335	159	337	831	95	167	100	16	228	606	243	258	365	157	1023	3492
Encounters still NR	38	16	31	85	5	1	3	9	2	2	21	3	30	58	3	10	4	40	57	209
Closed - Summary Advice provided	10	17	37	64	17	3	24	44	6	10	2	0	13	31	13	9	30	8	60	199
Closed - Summary Advice provided (FYTD)	114	226	361	701	161	75	177	413	74	129	58	11	154	426	121	143	238	88	590	2130
Closed - SA provided to different workers	10	17	36	63	16	3	23	42	6	9	2	0	11	28	13	9	21	8	51	184
Closed - SA provided to different workers (FYTD)	106	214	316	636	132	64	157	353	56	66	52	9	113	296	104	130	170	77	481	1766
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	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	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	1	0	1	0	0	0	0	0	0	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	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
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	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	0	3	1	4	0	0	1	1	0	0	0	0	0	0	0	1	0	2	3	8
Closed - No Further Contact (FYTD)	10	24	15	49	11	2	5	18	1	0	1	0	2	4	0	23	15	3	41	112
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	1	1	2	1	3	6	0	1	3	0	1	5	5	1	1	0	7	19

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</u>	<u>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	2	2	1	0	3	4	1	0	1	0	1	3	0	0	0	0	0	0	9

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</u>	<u>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	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	1	0	0	0	1	3
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from AP	0	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	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	0
Files closed from AP (FYTD)	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	1	0	0	0	1	3

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</u>	<u>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	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	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	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	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	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	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	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	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	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	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	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	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	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</u>	<u>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	1	8	12	21	9	6	22	37	4	3	3	0	14	24	5	5	5	7	22	104
Files changed to MR status (FYTD)	40	116	169	325	108	54	131	293	21	43	35	7	97	203	128	77	110	52	367	1188
Files with MR status (total)	20	12	46	78	5	1	14	20	4	3	8	0	17	32	7	5	4	6	22	152
Files closed from MR	0	1	18	19	1	2	8	11	1	1	0	0	2	4	3	1	6	1	11	45
Files closed from MR (FYTD)	27	52	89	168	35	18	36	89	5	8	12	7	21	53	58	48	68	31	205	515
Files changed from MR	1	6	25	32	8	6	21	35	1	2	2	0	12	17	8	3	7	3	21	105
Files changed from MR (FYTD)	45	125	140	310	113	56	118	287	19	46	31	7	88	191	127	83	117	52	379	1167

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	0	0	1	1	1	0	0	1	0	0	0	0	4	4	0	0	0	0	0	6
Files changed to WFR status (FYTD)	2	3	5	10	12	9	5	26	6	9	1	0	10	26	2	3	5	2	12	74
Files with WFR status (total)	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	3
Files changed from MR to WFR	0	0	1	1	1	0	0	1	0	0	0	0	3	3	0	0	0	0	0	5
Files changed from MR to WFR (FYTD)	1	1	5	7	11	8	4	23	2	6	1	0	9	18	2	2	4	3	11	59
Files changed to WFR with no prior EI	0	0	1	1	1	0	0	1	0	0	0	0	4	4	0	0	0	0	0	6
Files changed to WFR with no prior EI (FYTD)	2	3	5	10	12	9	5	26	6	9	1	0	10	26	2	3	5	2	12	74
Files closed from WFR	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2
Files closed from WFR (FYTD)	0	0	2	2	0	0	0	0	1	0	0	0	1	2	0	0	3	0	3	7

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	10	7	19	10	8	13	31	1	3	3	0	11	18	6	2	1	2	11	79
Files changed to FR status (FYTD)	22	87	58	167	94	52	91	237	34	46	21	0	71	172	71	35	60	21	187	763
Files with FR status (total)	138	276	208	622	273	98	242	613	107	124	101	0	214	546	206	143	123	103	575	2356
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	1	5	6	12	6	4	13	23	0	1	2	0	7	10	5	2	1	2	10	55
Files changed from WFR to FR	0	0	1	1	1	1	0	2	0	0	0	0	2	2	0	0	0	0	0	5
Files closed from FR	5	5	1	11	14	6	18	38	1	1	0	0	6	8	17	4	9	3	33	90
ISSUES RESOLVED	3	3	1	7	14	3	16	33	1	0	0	0	5	6	14	2	4	1	21	67
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	2	0	2	0	1	0	0	1	2	0	0	4	1	5	9
OWA DECISION NOT TO PROCEED	0	1	0	1	0	0	2	2	0	0	0	0	0	0	1	1	1	0	3	6
CLAIMANT HAS NEW REP	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	3
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	2
AP DECISION RECEIVED	2	0	0	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	3
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)	35	84	58	177	96	41	126	263	57	33	22	7	55	174	92	51	64	23	230	844
Files closed from FR with OWA Decision	4	3	1	8	11	6	14	31	1	1	0	0	2	4	15	3	6	3	27	70
Files closed from FR with OWA Decision (FYTD)	21	41	31	93	66	30	89	185	29	16	8	2	22	77	68	25	43	17	153	508
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	1	1	0	0	0	0	0	0	1	0	0	0	1	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	11	7	18	6	0	7	13	7	4	2	1	4	18	10	6	2	2	20	69
Average Age (in months) of FR file at closure (FYTD)	76.49	48.01	56.53	57.28	49.73	36.4	42.15	43.92	44.91	44.54	77.14	74.91	39.69	47.47	40.41	43.22	46.97	53.14	44.13	46.97

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	158	288	254	700	278	99	256	633	111	127	109	0	234	581	213	148	127	109	597	2511
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	20	0	0	20	1	0	0	0	1	21
Files transferred out of the office (FYTD)	3	3	0	6	1	0	1	2	0	0	55	1	0	56	2	1	0	0	3	67
Files transferred into the office	0	1	0	1	0	0	2	2	0	15	0	0	3	18	0	0	0	0	0	21
Files transferred into the office (FYTD)	5	2	1	8	2	1	2	5	0	47	2	0	3	52	0	0	1	1	2	67
New files from this month's encounters	3	19	6	28	35	9	14	58	1	9	3	0	7	20	13	15	13	3	44	150

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	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	2
Average Age (in months) of Waiting List													0.84	0.84						0.84
Total Advisory and Representation Services Completed	168	350	465	983	263	125	321	709	119	107	86	23	190	525	254	230	305	131	920	3137
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	95.45	100	100	99.4	100	98.08	100	99.58	100	100	100		100	100	100	100	100	100	100	99.74

*** End of Report ***