

Office of the Worker Adviser
Monthly Statistics Report for the Mar - 2020

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	168	239	267	674	322	98	281	701	92	61	83	58	155	449	220	183	173	117	693	2517
Number of workers helped (FYTD)	521	921	944	2386	776	335	745	1856	306	205	367	158	636	1672	613	632	608	406	2259	8173
New Requests this month	44	55	46	145	35	18	36	89	8	9	10	4	31	62	31	21	37	12	101	397
New Requests (FYTD)	353	593	656	1602	493	256	413	1162	174	246	198	123	447	1188	446	371	452	241	1510	5462
Encounters still NR	26	29	40	95	9	4	12	25	15	4	19	3	32	73	8	16	11	9	44	237
Closed - Summary Advice provided	52	37	28	117	16	10	13	39	5	10	8	3	21	47	20	11	19	6	56	259
Closed - Summary Advice provided (FYTD)	273	387	439	1099	273	151	209	633	119	202	115	80	308	824	278	191	267	138	874	3430
Closed - SA provided to different workers	51	37	25	113	15	9	12	36	5	6	8	3	19	41	18	11	14	6	49	239
Closed - SA provided to different workers (FYTD)	240	374	375	989	220	112	173	505	78	106	101	56	221	562	209	167	184	116	676	2732
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	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - No Further Contact	0	2	0	2	1	0	1	2	0	0	1	0	0	1	0	3	0	0	3	8
Closed - No Further Contact (FYTD)	8	25	15	48	11	4	3	18	0	0	5	4	4	13	2	9	18	2	31	110
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	1	1	3	6	2	5	13	0	0	2	0	6	8	6	5	9	3	23	47

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	3	0	3	0	1	3	4	3	0	1	0	1	5	1	1	1	0	3	15

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	1	0	0	0	1	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	1	0	1	0	1	0	0	0	1	1	0	0	0	1	4
Files with AP status (total)	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from AP	2	0	0	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	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
Files closed from AP (FYTD)	2	0	0	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	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 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	5	3	4	12	7	2	4	13	0	0	0	0	1	1	7	8	7	6	28	54
Files changed to MR status (FYTD)	45	117	59	221	144	76	186	406	31	33	59	18	107	248	88	129	98	72	387	1262
Files with MR status (total)	24	20	21	65	11	3	1	15	2	3	5	1	8	19	6	13	9	7	35	134
Files closed from MR	0	1	2	3	1	1	4	6	0	1	1	0	0	2	8	7	1	2	18	29
Files closed from MR (FYTD)	28	53	36	117	51	33	68	152	27	15	40	9	40	131	34	74	56	29	193	593
Files changed from MR	2	3	3	8	11	1	8	20	0	6	1	1	3	11	14	15	6	5	40	79
Files changed from MR (FYTD)	49	140	63	252	142	75	194	411	56	34	70	21	109	290	96	133	106	71	406	1359

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	0	3	4	2	0	0	2	0	5	0	2	0	7	0	0	1	0	1	14
Files changed to WFR status (FYTD)	5	4	6	15	14	9	14	37	13	10	2	5	7	37	12	8	7	2	29	118
Files with WFR status (total)	1	0	1	2	1	0	0	1	4	0	0	0	0	4	0	0	3	0	3	10
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	5	0	1	0	6	0	0	1	0	1	9
Files changed from MR to WFR (FYTD)	4	3	0	7	9	7	10	26	6	9	2	2	6	25	10	8	3	1	22	80
Files changed to WFR with no prior EI	1	0	3	4	2	0	0	2	0	5	0	2	0	7	0	0	1	0	1	14
Files changed to WFR with no prior EI (FYTD)	5	4	6	15	14	9	14	37	13	10	2	5	7	37	12	8	7	2	29	118
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	1	0	0	0	0	1	1	0	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	5	3	4	12	11	2	10	23	0	5	0	2	4	11	8	9	5	3	25	71
Files changed to FR status (FYTD)	26	100	39	165	122	65	150	337	45	38	34	27	82	226	81	60	63	47	251	979
Files with FR status (total)	153	273	207	633	273	88	275	636	127	56	142	53	168	546	229	157	128	104	618	2433
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	2	2	1	5	8	0	4	12	0	0	0	0	3	3	6	8	4	3	21	41
Files changed from WFR to FR	1	0	3	4	1	0	0	1	0	5	0	2	0	7	0	1	0	0	1	13
Files closed from FR	2	4	7	13	11	3	17	31	0	2	6	1	1	10	12	7	5	2	26	80
ISSUES RESOLVED	0	2	4	6	7	3	11	21	0	0	5	0	1	6	8	5	5	2	20	53
CLAIMANT DECISION NOT TO PROCEED	0	1	1	2	1	0	2	3	0	0	0	1	0	1	1	0	0	0	1	7
OWA DECISION NOT TO PROCEED	1	1	1	3	2	0	3	5	0	1	0	0	0	1	2	1	0	0	3	12
CLAIMANT HAS NEW REP	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	1	0	0	1	0	0	0	0	0	1	1	0	0	2	0	1	0	0	1	4
AP DECISION RECEIVED	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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)	50	51	84	185	143	68	154	365	31	25	26	25	30	137	116	68	104	50	338	1025
Files closed from FR with OWA Decision	1	1	6	8	10	3	13	26	0	1	5	0	1	7	10	5	4	2	21	62
Files closed from FR with OWA Decision (FYTD)	26	22	59	107	94	49	102	245	18	14	14	16	17	79	87	42	68	35	232	663
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	1	0	1	2	0	0	0	0	0	0	1	0	0	0	1	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	7	7	16	11	4	13	28	7	4	1	3	1	16	10	3	8	1	22	82
Average Age (in months) of FR file at closure (FYTD)	61.46	46.3	47.32	50.55	50.24	34.92	40.43	43.09	49.76	50.66	46.28	30.21	48.73	45.12	34.89	49.47	49.9	48.76	44.02	44.86

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	178	293	229	700	285	91	276	652	133	59	147	54	176	569	235	170	140	111	656	2577
Files transferred out of the office	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	10	16	0	26	3	0	2	5	0	2	0	4	3	9	0	2	1	1	4	44
Files transferred into the office	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred into the office (FYTD)	15	10	1	26	2	1	2	5	2	0	3	1	3	9	4	0	0	0	4	44
New files from this month's encounters	10	14	11	35	19	6	16	41	0	1	1	1	11	14	14	9	16	3	42	132

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	6	0	17	17	1	0	0	1	6	0	0	0	0	6	0	0	18	0	18	18
Average Age (in months) of Waiting List	6		17.37	11.69	0.69			0.69	5.69					5.69			7.59		7.59	6.96
Total Advisory and Representation Services Completed	321	478	496	1295	415	213	395	1023	137	147	167	90	291	832	360	309	344	195	1208	4358
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	97.37	100	100	100	99.56	95.06	100	100	100	98.41	99.49

*** End of Report ***