

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Dec - 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	134	220	280	<b>634</b>	308	108	318	<b>734</b>	119	82	100	66	140	<b>507</b>	223	184	175	155	<b>737</b>	<b>2612</b>
Number of workers helped (FYTD)	520	853	871	<b>2244</b>	748	350	757	<b>1855</b>	312	260	357	155	453	<b>1537</b>	585	681	707	436	<b>2409</b>	<b>8045</b>
New Requests this month	28	48	54	<b>130</b>	20	12	42	<b>74</b>	14	13	11	12	19	<b>69</b>	26	29	23	8	<b>86</b>	<b>359</b>
New Requests (FYTD)	379	476	518	<b>1373</b>	307	214	324	<b>845</b>	115	211	156	142	271	<b>895</b>	350	337	349	156	<b>1192</b>	<b>4305</b>
Encounters still NR	37	19	4	<b>60</b>	4	4	3	<b>11</b>	1	2	4	1	11	<b>19</b>	2	2	5	3	<b>12</b>	<b>102</b>
Closed - Summary Advice provided	14	35	33	<b>82</b>	15	4	15	<b>34</b>	8	9	9	8	13	<b>47</b>	16	16	15	7	<b>54</b>	<b>217</b>
Closed - Summary Advice provided (FYTD)	294	329	358	<b>981</b>	169	157	170	<b>496</b>	76	183	117	111	208	<b>695</b>	207	221	249	100	<b>777</b>	<b>2949</b>
Closed - SA provided to different workers	13	32	30	<b>75</b>	14	4	15	<b>33</b>	8	6	9	8	12	<b>43</b>	15	13	15	7	<b>50</b>	<b>201</b>
Closed - SA provided to different workers (FYTD)	249	307	305	<b>861</b>	136	111	144	<b>391</b>	60	107	101	70	166	<b>504</b>	155	191	228	83	<b>657</b>	<b>2413</b>
Closed - SA on CPP-D issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	1	1	0	<b>2</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>2</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	1	1	0	<b>2</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>2</b>
Closed - No Further Contact	0	0	2	<b>2</b>	1	1	0	<b>2</b>	0	0	1	0	0	<b>1</b>	1	0	0	0	<b>1</b>	<b>6</b>
Closed - No Further Contact (FYTD)	1	14	10	<b>25</b>	6	7	0	<b>13</b>	0	0	4	2	7	<b>13</b>	4	1	7	1	<b>13</b>	<b>64</b>
Cases selected out	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Cases selected out (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Number of referrals from MPP (FYTD)	0	0	0	<b>0</b>	3	0	4	<b>7</b>	1	0	2	0	4	<b>7</b>	11	2	3	2	<b>18</b>	<b>32</b>

<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)	0	0	6	6	4	1	3	8	5	0	6	0	0	11	1	0	0	0	1	26
<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	2	0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	3
Files changed to AP status (FYTD)	2	1	0	3	0	0	0	0	1	0	0	0	0	1	1	2	2	0	5	9
Files with AP status (total)	2	0	0	2	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	4
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	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	1	0	1	0	0	0	0	1	0	0	0	0	1	1	1	2	0	4	6
<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	4	6	10	20	12	3	29	44	4	3	2	2	4	15	2	6	5	6	19	98
Files changed to MR status (FYTD)	61	95	87	243	134	51	139	324	26	21	51	16	59	173	169	122	97	47	435	1175
Files with MR status (total)	11	11	20	42	12	3	16	31	5	3	11	3	5	27	9	15	6	5	35	135
Files closed from MR	2	2	10	14	7	1	4	12	0	1	1	1	0	3	8	4	6	2	20	49
Files closed from MR (FYTD)	33	45	48	126	47	18	34	99	6	11	23	5	19	64	61	63	66	20	210	499
Files changed from MR	4	6	17	27	19	4	23	46	4	4	2	1	6	17	21	8	7	4	40	130
Files changed from MR (FYTD)	55	96	96	247	130	55	132	317	22	32	50	14	57	175	168	119	107	46	440	1179

<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	1	1	1	3	3	1	3	7	2	1	0	0	1	4	2	0	0	0	2	16
Files changed to WFR status (FYTD)	9	4	3	16	20	6	15	41	8	5	4	3	2	22	11	4	4	5	24	103
Files with WFR status (total)	0	0	1	1	1	0	0	1	2	0	0	2	1	5	0	0	1	0	1	8
Files changed from MR to WFR	1	1	0	2	3	1	3	7	2	1	0	0	1	4	2	0	0	0	2	15
Files changed from MR to WFR (FYTD)	7	4	0	11	16	6	15	37	7	2	2	0	2	13	11	4	2	5	22	83
Files changed to WFR with no prior EI	1	1	1	3	3	1	3	7	2	1	0	0	1	4	2	0	0	0	2	16
Files changed to WFR with no prior EI (FYTD)	9	4	3	16	20	6	15	41	8	5	4	3	2	22	11	4	4	5	24	103
Files closed from WFR	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1
Files closed from WFR (FYTD)	0	0	0	0	1	1	0	2	0	1	0	2	3	6	0	1	0	0	1	9

<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	4	5	9	18	12	4	23	39	2	2	1	0	5	10	14	5	1	2	22	89
Files changed to FR status (FYTD)	30	54	55	139	95	39	110	244	17	32	29	18	41	137	123	60	53	27	263	783
Files with FR status (total)	172	230	253	655	275	100	264	639	93	44	133	47	112	429	257	155	172	112	696	2419
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	1	3	7	11	9	2	16	27	2	2	1	0	5	10	11	4	1	2	18	66
Files changed from WFR to FR	1	1	1	3	2	1	3	6	0	0	0	0	0	0	2	1	0	0	3	12
Files closed from FR	5	6	12	23	11	4	14	29	1	12	2	2	4	21	11	2	3	18	34	107
ISSUES RESOLVED	3	5	9	17	9	2	12	23	1	12	2	1	4	20	5	2	1	18	26	86
CLAIMANT DECISION NOT TO PROCEED	0	0	1	1	1	0	1	2	0	0	0	0	0	0	1	0	0	0	1	4
OWA DECISION NOT TO PROCEED	1	1	2	4	1	1	0	2	0	0	0	1	0	1	4	0	2	0	6	13
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	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
AP DECISION RECEIVED	0	0	0	0	0	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from FR (FYTD)	40	49	53	142	106	45	95	246	30	68	23	25	53	199	107	56	89	56	308	895
Files closed from FR with OWA Decision	3	2	10	15	7	3	9	19	0	4	1	1	2	8	8	2	2	18	30	72
Files closed from FR with OWA Decision (FYTD)	20	34	46	100	81	36	73	190	16	41	13	21	36	127	79	33	67	42	221	638
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	6	1	9	4	1	4	9	1	3	1	2	2	9	9	3	6	2	20	47
Average Age (in months ) of FR file at closure (FYTD)	38.39	43.82	52.44	46.7	79.36	49.98	46.19	61.05	62.7	51.79	49.89	38.93	45.78	49.14	37.54	48.48	47.13	58.45	46.05	51.24
<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	183	241	274	698	288	103	280	671	100	47	144	52	118	461	266	170	179	117	732	2562
Files transferred out of the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	3	8	2	13	4	1	4	9	4	9	3	1	4	21	3	7	2	0	12	55
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
Files transferred into the office (FYTD)	11	5	3	19	1	1	3	5	5	3	4	2	10	24	1	4	2	0	7	55
New files from this month's encounters	6	13	17	36	8	6	27	41	3	5	2	2	7	19	9	14	9	1	33	129
<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	2	<b>2</b>	0	0	0	<b>0</b>	1	0	0	16	1	<b>16</b>	0	0	3	0	<b>3</b>	<b>16</b>
Average Age (in months) of Waiting List			2.37	<b>2.37</b>	0.4			<b>0.4</b>	0.79			15.09	0.88	<b>6.53</b>		3.37		<b>3.37</b>	<b>4.85</b>	
Total Advisory and Representation Services Completed	322	402	406	<b>1130</b>	291	176	273	<b>740</b>	97	187	147	102	241	<b>774</b>	324	312	385	159	<b>1180</b>	<b>3824</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	<b>100</b>	98.95	100	100	<b>99.59</b>	100	100	100	88.89	100	<b>98.54</b>	100	100	100	100	<b>100</b>	<b>99.62</b>

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