

Office of the Worker Adviser
Monthly Statistics Report for the Mar - 2019

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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	113	253	315	681	359	130	382	871	174	75	128	66	145	588	243	203	194	147	787	2927
Number of workers helped (FYTD)	574	995	1015	2584	814	409	853	2076	346	279	398	167	520	1710	657	770	786	480	2693	9063
New Requests this month	18	43	54	115	23	32	44	99	14	18	9	11	29	81	35	31	46	19	131	426
New Requests (FYTD)	458	629	673	1760	400	296	459	1155	161	254	201	197	359	1172	467	448	473	218	1606	5693
Encounters still NR	40	21	5	66	4	2	2	8	3	1	4	1	11	20	3	8	5	3	19	113
Closed - Summary Advice provided	12	22	44	78	9	19	22	50	9	15	3	9	24	60	25	13	29	9	76	264
Closed - Summary Advice provided (FYTD)	351	416	476	1243	214	200	239	653	105	216	144	153	275	893	285	279	327	137	1028	3817
Closed - SA provided to different workers	11	22	42	75	9	17	21	47	7	13	3	7	24	54	23	13	25	9	70	246
Closed - SA provided to different workers (FYTD)	292	390	404	1086	172	145	192	509	79	126	125	85	217	632	208	243	285	113	849	3076
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	1	3	0	4	2	1	0	3	0	0	1	0	0	1	0	0	0	0	0	8
Closed - No Further Contact (FYTD)	8	19	12	39	11	8	0	19	1	0	7	4	7	19	4	3	7	1	15	92
Cases selected out	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1
Number of referrals from MPP (FYTD)	0	0	0	0	4	0	7	11	1	0	3	0	6	10	15	3	10	3	31	52

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	6	6	4	2	4	10	7	0	7	0	0	14	2	0	0	0	2	32
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)	3	1	0	4	0	1	0	1	1	0	0	0	0	1	1	2	2	0	5	11
Files with AP status (total)	3	0	0	3	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	4
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	1	0	1	0	1	0	1	1	0	0	0	0	1	1	2	2	0	5	8
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	15	25	10	50	11	7	7	25	20	9	11	7	8	55	13	13	18	13	57	187
Files changed to MR status (FYTD)	110	154	127	391	189	71	190	450	93	44	75	29	89	330	212	165	141	70	588	1759
Files with MR status (total)	30	43	24	97	11	3	9	23	27	4	16	4	10	61	13	17	17	6	53	234
Files closed from MR	10	5	7	22	7	3	1	11	9	5	5	0	3	22	6	6	5	5	22	77
Files closed from MR (FYTD)	51	60	70	181	61	31	48	140	24	23	33	7	28	115	79	81	83	34	277	713
Files changed from MR	14	9	11	34	25	6	12	43	30	11	9	5	8	63	13	14	10	9	46	186
Files changed from MR (FYTD)	84	123	131	338	186	76	191	453	68	54	69	25	82	298	207	159	140	68	574	1663

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	0	0	2	1	0	3	6	1	0	1	1	9	3	0	1	4	8	20
Files changed to WFR status (FYTD)	11	5	3	19	23	9	22	54	16	7	5	4	5	37	19	7	6	9	41	151
Files with WFR status (total)	0	0	1	1	0	0	0	0	0	2	0	0	0	2	3	0	1	3	7	10
Files changed from MR to WFR	0	0	0	0	2	1	0	3	6	1	0	0	1	8	3	0	1	4	8	19
Files changed from MR to WFR (FYTD)	9	5	0	14	19	8	22	49	14	4	3	0	5	26	19	7	4	9	39	128
Files changed to WFR with no prior EI	0	0	0	0	2	1	0	3	6	1	0	1	1	9	3	0	1	4	8	20
Files changed to WFR with no prior EI (FYTD)	11	5	3	19	23	9	22	54	16	7	5	4	5	37	19	7	6	9	41	151
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	1	1	0	2	0	1	0	4	3	8	0	1	0	0	1	11

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	4	5	4	13	17	4	11	32	23	6	4	7	5	45	8	9	6	2	25	115
Files changed to FR status (FYTD)	42	71	69	182	142	48	158	348	49	41	39	30	58	217	143	83	72	35	333	1080
Files with FR status (total)	176	224	251	651	294	90	280	664	114	43	132	53	118	460	262	164	169	107	702	2477
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	4	4	4	12	16	2	11	29	15	5	4	5	4	33	4	8	4	0	16	90
Files changed from WFR to FR	0	0	0	0	2	2	0	4	8	0	0	1	1	10	3	1	1	1	6	20
Files closed from FR	0	8	7	15	11	2	11	24	4	3	3	4	3	17	8	3	4	5	20	76
ISSUES RESOLVED	0	2	6	8	7	0	8	15	3	3	3	2	3	14	3	1	3	3	10	47
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	1	0	0	1	0	0	0	1	0	1	1	0	0	1	2	6
OWA DECISION NOT TO PROCEED	0	1	1	2	3	0	2	5	1	0	0	1	0	2	2	1	0	1	4	13
CLAIMANT HAS NEW REP	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2
AP DECISION RECEIVED	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	2
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	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from FR (FYTD)	50	71	70	191	134	64	127	325	41	75	33	33	65	247	123	70	110	70	373	1136
Files closed from FR with OWA Decision	0	5	5	10	8	2	5	15	3	2	3	2	2	12	5	2	4	3	14	51
Files closed from FR with OWA Decision (FYTD)	25	48	59	132	102	47	94	243	23	47	19	27	46	162	90	44	82	52	268	805
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	2	2	1	0	0	1	0	2	1	0	0	0	1	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	9	1	12	5	2	7	14	2	3	1	3	2	11	10	3	8	4	25	62
Average Age (in months) of FR file at closure (FYTD)	35.79	46.95	55.7	48.75	72.65	51.25	43.45	57.22	59.25	52.37	52.25	35	45.23	48.41	37.06	48.33	46.07	58.14	45.75	50.24

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	206	267	276	749	305	93	289	687	141	49	148	57	128	523	278	181	187	116	762	2721
Files transferred out of the office	0	0	1	1	3	0	1	4	0	0	0	0	0	0	0	0	0	0	0	5
Files transferred out of the office (FYTD)	3	11	4	18	7	1	6	14	4	11	3	1	4	23	3	8	3	0	14	69
Files transferred into the office	0	0	0	0	0	0	1	1	0	1	0	0	1	2	0	0	1	1	2	5
Files transferred into the office (FYTD)	14	6	3	23	2	1	4	7	5	4	4	4	11	28	2	4	4	1	11	69
New files from this month's encounters	4	14	11	29	11	12	13	36	3	5	5	4	6	23	13	18	14	10	55	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	5	5	0	0	0	0	0	1	0	0	0	1	2	0	6	0	6	6
Average Age (in months) of Waiting List			5.37	5.37						1.02				1.02	1.71		6.37	0.17	1.72	1.94
Total Advisory and Representation Services Completed	393	522	544	1459	369	243	367	979	145	225	191	129	313	1003	411	397	480	217	1505	4946
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	99.3	100	100	99.71	100	100	100	93.33	100	99.08	100	100	100	100	100	99.72

*** End of Report ***