

Office of the Worker Adviser
Monthly Statistics Report for the Jun - 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	97	203	234	534	313	108	304	725	140	57	108	61	203	569	219	186	186	131	722	2550
Number of workers helped (FYTD)	208	444	520	1172	459	203	501	1163	227	117	211	115	336	1006	368	350	311	242	1271	4612
New Requests this month	28	44	51	123	32	23	22	77	18	28	18	15	22	101	38	34	32	19	123	424
New Requests (FYTD)	98	158	168	424	97	67	93	257	52	66	56	57	89	320	105	104	95	50	354	1355
Encounters still NR	45	32	6	83	6	2	3	11	0	1	6	1	12	20	4	8	8	4	24	138
Closed - Summary Advice provided	15	26	35	76	27	15	14	56	14	21	13	8	21	77	27	16	20	11	74	283
Closed - Summary Advice provided (FYTD)	64	94	121	279	65	41	57	163	42	53	36	39	70	240	70	53	52	30	205	887
Closed - SA provided to different workers	14	26	31	71	26	10	12	48	12	18	12	7	20	69	24	15	18	11	68	256
Closed - SA provided to different workers (FYTD)	61	92	106	259	61	31	50	142	27	35	35	28	64	189	61	49	46	27	183	773
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	1	1	1	3	0	0	0	0	0	0	0	1	0	1	0	1	0	0	1	5
Closed - No Further Contact (FYTD)	1	4	6	11	1	1	1	3	0	0	2	3	0	5	0	1	9	0	10	29
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	0	0	1	2	1	0	3	0	0	0	0	3	3	1	4	1	2	8	15

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	0	0	0	0	0	0	2	0	0	0	1	3	0	0	0	0	0	3
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	0	0	0	0	0
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	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	13	6	22	20	12	17	49	0	0	7	1	19	27	10	8	7	7	32	130
Files changed to MR status (FYTD)	12	43	22	77	46	25	54	125	6	5	21	9	35	76	20	26	24	21	91	369
Files with MR status (total)	24	33	28	85	19	6	15	40	7	5	21	0	13	46	7	17	8	7	39	210
Files closed from MR	4	7	3	14	8	4	5	17	2	2	3	0	5	12	3	2	2	3	10	53
Files closed from MR (FYTD)	13	21	8	42	14	10	16	40	12	2	10	9	14	47	9	11	25	9	54	183
Files changed from MR	4	14	6	24	13	10	12	35	5	4	4	1	15	29	10	9	4	6	29	117
Files changed from MR (FYTD)	18	53	19	90	36	22	48	106	26	4	16	13	32	91	27	27	33	20	107	394

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	1	0	1	2	3	1	6	1	0	1	1	0	3	2	1	1	0	4	14
Files changed to WFR status (FYTD)	1	1	1	3	3	4	4	11	2	0	1	2	1	6	7	1	3	1	12	32
Files with WFR status (total)	0	0	2	2	1	0	0	1	0	1	1	0	0	2	4	0	1	0	5	10
Files changed from MR to WFR	0	1	0	1	1	3	0	4	1	0	1	0	0	2	2	1	0	0	3	10
Files changed from MR to WFR (FYTD)	1	1	0	2	1	3	2	6	1	0	1	0	1	3	7	1	0	1	9	20
Files changed to WFR with no prior EI	0	1	0	1	2	3	1	6	1	0	1	1	0	3	2	1	1	0	4	14
Files changed to WFR with no prior EI (FYTD)	1	1	1	3	3	4	4	11	2	0	1	2	1	6	7	1	3	1	12	32
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	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 to FR status	0	8	3	11	6	7	9	22	4	3	0	5	10	22	8	8	5	3	24	79
Files changed to FR status (FYTD)	5	34	11	50	25	17	39	81	18	5	6	12	20	61	18	17	14	14	63	255
Files with FR status (total)	173	249	246	668	286	89	286	661	121	46	131	58	129	485	240	170	152	109	671	2485
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	0	6	3	9	4	3	7	14	2	2	0	1	10	15	5	6	2	3	16	54
Files changed from WFR to FR	0	1	0	1	1	3	1	5	2	0	0	1	0	3	2	1	1	0	4	13
Files closed from FR	4	4	2	10	7	3	7	17	6	0	1	4	1	12	9	6	18	6	39	78
ISSUES RESOLVED	3	2	2	7	4	1	6	11	4	0	0	4	1	9	5	3	12	4	24	51
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	1	0	0	1	0	0	1	0	0	1	1	0	0	0	1	3
OWA DECISION NOT TO PROCEED	1	1	0	2	1	0	1	2	0	0	0	0	0	0	2	1	5	1	9	13
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	1	1	4	5
AP DECISION RECEIVED	0	0	0	0	1	2	0	3	1	0	0	0	0	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)	8	9	15	32	33	18	33	84	10	2	7	7	9	35	42	10	31	12	95	246
Files closed from FR with OWA Decision	2	3	1	6	5	2	5	12	4	0	1	3	0	8	8	4	13	4	29	55
Files closed from FR with OWA Decision (FYTD)	3	7	11	21	22	11	21	54	4	2	1	5	4	16	31	6	22	10	69	160
Closed from FR reason OWD with MR Closure Letter	1	1	0	2	1	0	0	1	0	0	0	0	0	0	0	0	2	0	2	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	0	3	2	1	2	5	1	0	1	1	0	3	3	0	3	0	6	17
Average Age (in months) of FR file at closure (FYTD)	31.11	48.61	58.54	51.31	65.82	47.21	34.82	49.97	53.65	26.86	54.13	17.48	58.83	40.32	30.32	64.43	46.08	43.13	40.17	44.95
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	197	282	276	755	306	95	301	702	128	52	153	58	142	533	251	187	161	116	715	2705
Files transferred out of the office	0	3	0	3	0	0	0	0	0	0	0	1	2	3	0	0	0	0	0	6
Files transferred out of the office (FYTD)	1	7	0	8	1	0	1	2	0	0	0	1	3	4	0	0	0	0	0	14
Files transferred into the office	3	0	0	3	0	0	0	0	2	0	0	0	1	3	0	0	0	0	0	6
Files transferred into the office (FYTD)	8	1	0	9	0	1	1	2	2	0	0	0	1	3	0	0	0	0	0	14
New files from this month's encounters	11	17	14	42	7	9	8	24	2	4	4	6	2	18	12	13	12	8	45	129
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	8	8	1	0	0	1	0	4	0	0	0	4	5	0	9	0	9	9
Average Age (in months) of Waiting List			5.26	5.26	0.57			0.57		3.67	0.3			1.99	2.62		9.34		3.96	3.49
Total Advisory and Representation Services Completed	82	122	129	333	108	59	99	266	49	39	52	44	87	271	112	70	102	48	332	1202
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

*** End of Report ***