

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Sep - 2019**

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<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	122	215	253	<b>590</b>	339	130	352	<b>821</b>	129	55	86	60	194	<b>524</b>	245	190	172	153	<b>760</b>	<b>2695</b>
Number of workers helped (FYTD)	298	630	670	<b>1598</b>	585	255	599	<b>1439</b>	264	149	276	135	441	<b>1265</b>	470	455	434	317	<b>1676</b>	<b>5978</b>
New Requests this month	28	44	60	<b>132</b>	46	26	43	<b>115</b>	13	21	16	9	49	<b>108</b>	41	40	59	28	<b>168</b>	<b>523</b>
New Requests (FYTD)	169	321	329	<b>819</b>	226	137	197	<b>560</b>	97	118	112	88	213	<b>628</b>	217	199	222	128	<b>766</b>	<b>2773</b>
Encounters still NR	45	39	6	<b>90</b>	5	1	2	<b>8</b>	1	3	8	2	12	<b>26</b>	4	8	7	2	<b>21</b>	<b>145</b>
Closed - Summary Advice provided	22	30	44	<b>96</b>	31	19	26	<b>76</b>	9	18	11	7	41	<b>86</b>	28	24	50	16	<b>118</b>	<b>376</b>
Closed - Summary Advice provided (FYTD)	118	196	239	<b>553</b>	131	88	116	<b>335</b>	76	99	68	57	167	<b>467</b>	148	110	146	80	<b>484</b>	<b>1839</b>
Closed - SA provided to different workers	20	30	37	<b>87</b>	28	17	24	<b>69</b>	9	15	10	7	37	<b>78</b>	28	22	36	15	<b>101</b>	<b>335</b>
Closed - SA provided to different workers (FYTD)	108	191	208	<b>507</b>	110	64	97	<b>271</b>	53	54	62	41	126	<b>336</b>	123	97	114	68	<b>402</b>	<b>1516</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>	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>	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>	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 - No Further Contact	2	1	0	<b>3</b>	0	0	0	<b>0</b>	0	0	1	0	0	<b>1</b>	0	2	2	2	<b>6</b>	<b>10</b>
Closed - No Further Contact (FYTD)	5	11	6	<b>22</b>	3	1	1	<b>5</b>	0	0	3	3	1	<b>7</b>	1	3	13	2	<b>19</b>	<b>53</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)	1	0	1	<b>2</b>	3	1	2	<b>6</b>	0	0	1	0	4	<b>5</b>	2	5	6	2	<b>15</b>	<b>28</b>

<b>Encounters</b>	<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	2	0	2	0	1	0	1	2	0	0	0	1	3	0	0	0	0	0	6
<b>Assistance Provided (AP)</b>	<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	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	1	0	0	0	0	1
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
<b>Early Intervention (WEI, EI)</b>	<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
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>	<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>

<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	0	10	5	15	8	12	11	31	2	0	0	0	6	8	7	10	9	7	33	87
Files changed to MR status (FYTD)	17	76	37	130	87	45	99	231	14	5	40	11	61	131	42	53	44	39	178	670
Files with MR status (total)	17	24	24	65	15	10	8	33	8	3	18	1	9	39	6	9	11	8	34	171
Files closed from MR	1	6	3	10	2	3	6	11	1	0	3	0	2	6	4	15	3	1	23	50
Files closed from MR (FYTD)	17	33	20	70	35	20	39	94	15	3	21	9	27	75	19	36	30	16	101	340
Files changed from MR	3	10	4	17	7	3	15	25	2	0	7	0	6	15	7	19	8	4	38	95
Files changed from MR (FYTD)	30	95	38	163	80	38	100	218	33	6	38	14	62	153	50	62	49	37	198	732

<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	0	0	1	2	0	1	3	1	0	0	0	0	1	0	3	0	0	3	8
Files changed to WFR status (FYTD)	2	3	1	6	8	4	6	18	4	0	1	2	2	9	8	4	3	2	17	50
Files with WFR status (total)	1	0	2	3	2	0	1	3	0	0	0	0	0	0	3	0	1	0	4	10
Files changed from MR to WFR	1	0	0	1	2	0	1	3	1	0	0	0	0	1	0	3	0	0	3	8
Files changed from MR to WFR (FYTD)	2	2	0	4	5	3	3	11	2	0	1	0	2	5	7	4	0	1	12	32
Files changed to WFR with no prior EI	1	0	0	1	2	0	1	3	1	0	0	0	0	1	0	3	0	0	3	8
Files changed to WFR with no prior EI (FYTD)	2	3	1	6	8	4	6	18	4	0	1	2	2	9	8	4	3	2	17	50
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

<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	1	4	1	6	8	2	8	18	1	1	6	1	5	14	5	4	6	4	19	57
Files changed to FR status (FYTD)	13	69	21	103	56	27	71	154	25	11	20	17	40	113	38	27	27	25	117	487
Files with FR status (total)	173	269	230	672	279	83	275	637	118	45	142	56	143	504	234	167	132	109	642	2455
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	4	1	6	3	0	8	11	0	0	4	0	4	8	3	1	5	3	12	37
Files changed from WFR to FR	0	0	0	0	2	0	0	2	1	0	0	0	1	2	2	3	1	1	7	11
Files closed from FR	2	3	7	12	14	6	16	36	4	3	1	0	0	8	7	4	6	3	20	76
ISSUES RESOLVED	0	1	5	6	8	4	12	24	2	3	1	0	0	6	5	1	2	0	8	44
CLAIMANT DECISION NOT TO PROCEED	1	1	0	2	1	0	1	2	0	0	0	0	0	0	0	0	3	2	5	9
OWA DECISION NOT TO PROCEED	1	0	2	3	3	1	1	5	2	0	0	0	0	2	1	1	1	1	4	14
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	1	1	0	0	0	0	0	0	0	2	0	0	2	4
AP DECISION RECEIVED	0	0	0	0	2	1	0	3	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)	16	24	42	82	71	35	76	182	20	9	10	14	15	68	68	24	65	23	180	512
Files closed from FR with OWA Decision	1	1	6	8	9	5	9	23	3	2	0	0	0	5	5	2	3	2	12	48
Files closed from FR with OWA Decision (FYTD)	7	13	27	47	44	24	51	119	10	6	2	10	9	37	49	15	41	16	121	324
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	2	0	0	0	0	2	1	0	0	0	1	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	2	5	5	1	5	11	4	1	1	2	0	8	6	0	5	1	12	36
Average Age (in months ) of FR file at closure (FYTD)	35.33	53.63	51.37	49.6	53.93	39.06	38.11	44.15	57.23	40.36	31.21	22.83	47.85	41.51	29.24	50.76	50.61	47.25	41.53	43.66
<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	191	293	256	740	296	93	284	673	126	48	160	57	152	543	243	176	144	117	680	2636
Files transferred out of the office	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Files transferred out of the office (FYTD)	1	13	0	14	1	0	1	2	0	0	0	1	3	4	0	1	0	0	1	21
Files transferred into the office	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	2
Files transferred into the office (FYTD)	11	1	0	12	1	1	1	3	2	0	0	0	1	3	3	0	0	0	3	21
New files from this month's encounters	6	11	12	29	14	8	20	42	4	2	6	3	11	26	13	16	7	11	47	144
<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</b>	<b>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	11	<b>11</b>	4	0	0	<b>4</b>	0	0	0	0	0	<b>0</b>	5	0	12	0	<b>12</b>	<b>12</b>
Average Age (in months) of Waiting List	0		8.26	<b>5.51</b>	1.86		0.08	<b>1.26</b>							3.78		12.34		<b>5.92</b>	<b>4.4</b>
Total Advisory and Representation Services Completed	141	248	270	<b>659</b>	216	119	212	<b>547</b>	88	66	93	64	168	<b>479</b>	210	157	209	107	<b>683</b>	<b>2368</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	<b>100</b>	100	100	100	<b>100</b>	100	90.91	100	100	100	<b>99.12</b>	94.74	100	100	100	<b>98.29</b>	<b>99.38</b>

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