

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Jun - 2021**

Printed by: LANGEVINC

<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	94	198	244	536	305	98	277	680	93	78	92	24	154	441	200	133	154	96	583	2240
Number of workers helped (FYTD)	179	354	435	968	469	164	417	1050	141	108	158	42	242	691	352	266	267	175	1060	3769
New Requests this month	13	32	48	93	27	13	32	72	8	12	12	0	27	59	19	23	35	7	84	308
New Requests (FYTD)	40	89	122	251	79	30	83	192	25	42	31	0	64	162	58	67	117	37	279	884
Encounters still NR	40	6	13	59	5	2	4	11	0	3	23	3	29	58	2	10	3	2	17	145
Closed - Summary Advice provided	13	16	26	55	13	5	14	32	3	7	7	0	16	33	14	7	21	4	46	166
Closed - Summary Advice provided (FYTD)	29	42	94	165	31	16	37	84	19	22	18	0	41	100	36	22	68	57	183	532
Closed - SA provided to different workers	12	16	25	53	13	5	14	32	3	6	7	0	16	32	14	7	20	4	45	162
Closed - SA provided to different workers (FYTD)	28	42	90	160	31	14	36	81	17	16	18	0	38	89	34	22	52	54	162	492
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	4	3	7	2	0	0	2	0	0	0	0	0	0	0	4	2	0	6	15
Closed - No Further Contact (FYTD)	1	13	6	20	4	0	1	5	1	0	3	0	0	4	0	13	10	0	23	52
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)	0	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	1	1	3	5

<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 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	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	
<b>Assistance Provided (AP)</b>																				
Files changed to AP status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Files changed to AP status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	
Files closed from AP	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	
AP decision not received	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	
<b>Early Intervention (WEI, EI)</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	
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	
Files with WEI status (total)	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	
Files closed from WEI (FYTD)	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	
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	
Files with EI status (total)	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	
Files closed from EI	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	
Files closed from EI (FYTD)	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	
<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 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	7	5	21	33	13	6	10	29	0	5	5	0	6	16	1	0	4	8	13	91
Files changed to MR status (FYTD)	16	14	39	69	40	13	38	91	8	20	11	0	17	56	7	11	13	21	52	268
Files with MR status (total)	26	6	39	71	12	5	13	30	0	7	11	0	5	23	3	1	4	6	14	138
Files closed from MR	3	0	6	9	3	1	4	8	1	3	2	0	0	6	2	4	2	2	10	33
Files closed from MR (FYTD)	6	4	28	38	9	5	6	20	2	7	4	0	16	29	4	10	7	11	32	119
Files changed from MR	6	3	12	21	12	1	10	23	3	3	5	0	5	16	5	5	4	8	22	82
Files changed from MR (FYTD)	12	20	46	78	33	9	39	81	12	16	8	0	29	65	10	17	13	21	61	285

<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	0	0	0	0	2	0	0	2	0	0	2	0	2	4	0	0	0	0	0	6
Files changed to WFR status (FYTD)	0	0	2	2	6	2	2	10	0	1	2	0	2	5	0	4	0	0	4	21
Files with WFR status (total)	0	0	0	0	4	0	0	4	0	0	1	0	3	4	0	1	0	0	1	9
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	0	1	0	2	3	0	0	0	0	0	5
Files changed from MR to WFR (FYTD)	0	0	2	2	5	2	2	9	0	1	1	0	2	4	0	4	0	0	4	19
Files changed to WFR with no prior EI	0	0	0	0	2	0	0	2	0	0	2	0	2	4	0	0	0	0	0	6
Files changed to WFR with no prior EI (FYTD)	0	0	2	2	6	2	2	10	0	1	2	0	2	5	0	4	0	0	4	21
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	3	3	8	14	8	1	10	19	3	1	3	0	6	13	3	1	3	6	13	59
Files changed to FR status (FYTD)	9	16	23	48	26	4	40	70	13	14	5	0	17	49	6	6	8	10	30	197
Files with FR status (total)	133	273	214	620	263	89	245	597	109	132	96	0	203	540	189	126	103	110	528	2285
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	3	3	6	12	7	0	6	13	2	0	2	0	3	7	3	1	2	6	12	44
Files changed from WFR to FR	0	0	0	0	1	1	0	2	0	0	1	0	1	2	0	0	0	0	0	4
Files closed from FR	6	13	6	25	7	6	15	28	1	1	0	0	5	7	8	6	19	1	34	94
ISSUES RESOLVED	4	6	1	11	2	2	10	14	1	0	0	0	4	5	3	2	13	0	18	48
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	3	0	1	4	0	0	0	0	0	0	1	0	2	0	3	9
OWA DECISION NOT TO PROCEED	0	3	3	6	2	1	3	6	0	0	0	0	1	1	3	3	3	1	10	23
CLAIMANT HAS NEW REP	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	1	1	2	4	0	1	1	2	0	1	0	0	0	1	1	1	1	0	3	10
AP DECISION RECEIVED	1	0	0	1	0	2	0	2	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)	14	19	17	50	36	13	37	86	11	8	9	0	29	57	23	23	28	2	76	269
Files closed from FR with OWA Decision	5	6	2	13	3	4	7	14	1	0	0	0	1	2	4	2	13	1	20	49
Files closed from FR with OWA Decision (FYTD)	8	8	9	25	24	8	22	54	4	4	6	0	14	28	16	7	19	2	44	151
Closed from FR reason OWD with MR Closure Letter	0	3	2	5	1	0	3	4	0	0	0	0	0	0	3	1	1	0	5	14
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	4	3	7	4	0	7	11	0	2	0	0	0	2	4	1	1	0	6	26
Average Age (in months ) of FR file at closure (FYTD)	74.77	50.2	76.76	67.62	34.26	25.59	27.14	30.07	19.92	57.49	77.02		51.74	53.43	44.62	70.69	45.47	58.66	49.77	46.36

<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	159	279	253	691	279	94	258	631	109	139	108	0	211	567	192	128	107	116	543	2432
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	2
Files transferred out of the office (FYTD)	0	2	0	2	0	1	0	1	0	0	1	0	0	1	0	0	1	0	1	5
Files transferred into the office	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	2
Files transferred into the office (FYTD)	1	0	1	2	0	0	0	0	0	1	1	0	0	2	1	0	0	0	1	5
New files from this month's encounters	2	12	19	33	9	7	18	34	3	5	3	0	10	21	3	5	13	3	24	112

<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>
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<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	0	0	2	0	0	2	0	0	0	0	5	5	0	2	0	0	2	5
Average Age (in months) of Waiting List					1.22			1.22			0.2		2.78	2.14	2.34				2.34	1.75
Total Advisory and Representation Services Completed	48	65	135	248	76	32	79	187	30	31	31	0	83	175	61	55	87	67	270	880
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

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