

Office of the Worker Adviser
Monthly Statistics Report for the Sep - 2021

Printed by: LANGEVINC

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	89	160	217	466	303	105	258	666	79	62	76	27	158	402	156	131	142	78	507	2041
Number of workers helped (FYTD)	250	449	534	1233	552	188	485	1225	164	128	187	49	299	827	417	323	318	252	1310	4595
New Requests this month	13	15	33	61	16	10	26	52	6	7	7	0	18	38	13	16	21	20	70	221
New Requests (FYTD)	82	165	223	470	158	53	151	362	48	67	50	1	124	290	114	132	191	109	546	1668
Encounters still NR	30	8	10	48	7	1	3	11	2	4	18	3	29	56	2	18	3	4	27	142
Closed - Summary Advice provided	10	8	26	44	4	4	14	22	5	3	3	0	16	27	9	7	8	15	39	132
Closed - Summary Advice provided (FYTD)	66	87	161	314	59	23	73	155	37	39	29	1	85	191	71	53	108	111	343	1003
Closed - SA provided to different workers	10	8	25	43	4	4	14	22	5	3	3	0	15	26	9	6	7	14	36	127
Closed - SA provided to different workers (FYTD)	64	85	154	303	57	21	66	144	29	29	27	1	73	159	66	48	77	104	295	901
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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	1	1	2	4	1	1	0	2	0	0	0	0	0	0	0	2	3	0	5	11
Closed - No Further Contact (FYTD)	2	15	10	27	7	1	1	9	1	0	7	0	0	8	0	22	17	2	41	85
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	1	1	1	3	0	0	1	0	1	2	1	0	3	1	5	10

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	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	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	1	0	0	0	1	1
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	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	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	1	0	0	0	1	1

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
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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	1	3	7	11	5	2	4	11	1	0	6	0	3	10	4	2	9	6	21	53
Files changed to MR status (FYTD)	30	20	69	119	68	24	54	146	12	27	27	0	34	100	15	13	23	39	90	455
Files with MR status (total)	29	5	32	66	1	3	8	12	2	6	16	0	3	27	6	1	6	9	22	127
Files closed from MR	4	0	1	5	8	0	0	8	0	0	0	0	3	3	0	2	1	2	5	21
Files closed from MR (FYTD)	13	6	45	64	21	6	11	38	2	10	8	0	25	45	4	12	9	23	48	195
Files changed from MR	5	3	5	13	20	3	2	25	0	0	5	0	8	13	3	2	6	2	13	64
Files changed from MR (FYTD)	24	27	82	133	72	22	60	154	14	24	19	0	48	105	16	20	21	36	93	485

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	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files changed to WFR status (FYTD)	1	0	3	4	11	2	3	16	2	2	2	0	3	9	1	4	0	0	5	34
Files with WFR status (total)	0	0	0	0	4	0	0	4	0	0	0	0	1	1	0	0	0	0	0	5
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files changed from MR to WFR (FYTD)	0	0	3	3	9	2	3	14	1	1	1	0	2	5	1	4	0	0	5	27
Files changed to WFR with no prior EI	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files changed to WFR with no prior EI (FYTD)	1	0	3	4	11	2	3	16	2	2	2	0	3	9	1	4	0	0	5	34
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)	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

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	1	3	5	9	12	3	3	18	1	0	6	0	7	14	2	1	5	0	8	49
Files changed to FR status (FYTD)	14	21	42	77	56	19	56	131	18	21	13	0	32	84	11	9	16	12	48	340
Files with FR status (total)	133	267	221	621	271	95	245	611	107	130	100	0	197	534	171	115	95	107	488	2254
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	1	3	4	8	10	3	2	15	0	0	5	0	5	10	3	0	5	0	8	41
Files changed from WFR to FR	0	0	1	1	3	0	1	4	0	0	1	0	1	2	0	0	0	0	0	7
Files closed from FR	1	5	5	11	5	5	3	13	2	2	3	0	7	14	10	8	9	2	29	67
ISSUES RESOLVED	1	4	2	7	3	2	2	7	2	1	1	0	6	10	5	5	4	2	16	40
CLAIMANT DECISION NOT TO PROCEED	0	0	1	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
OWA DECISION NOT TO PROCEED	0	1	1	2	2	0	1	3	0	1	2	0	0	3	5	1	5	0	11	19
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	1	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	3
AP DECISION RECEIVED	0	0	0	0	0	2	0	2	0	0	0	0	1	1	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)	19	31	29	79	58	22	53	133	18	17	14	0	50	99	45	38	45	7	135	446
Files closed from FR with OWA Decision	1	2	2	5	3	3	1	7	1	1	1	0	3	6	9	3	3	2	17	35
Files closed from FR with OWA Decision (FYTD)	12	14	14	40	39	14	32	85	6	8	7	0	21	42	34	13	30	7	84	251
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	0	1	2	0	0	3	0	0	4	0	4	7
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	4	4	8	8	0	9	17	3	7	3	0	0	13	6	1	5	0	12	50
Average Age (in months) of FR file at closure (FYTD)	69.2	54.15	75.12	66	39.14	22.44	31.49	33.51	33.51	46.28	77.26		50.47	51.71	49.08	53.59	47.07	93.55	52.77	48.18
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	162	272	253	687	276	98	253	627	109	136	116	0	201	562	177	116	101	116	510	2386
Files transferred out of the office	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	0	2	1	3	0	1	0	1	0	0	1	0	0	1	1	0	1	0	2	7
Files transferred into the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred into the office (FYTD)	2	1	1	4	0	0	0	0	0	1	1	0	0	2	1	0	0	0	1	7
New files from this month's encounters	2	5	6	13	11	6	11	28	1	2	3	0	3	9	6	9	9	4	28	78
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	0	0	5	0	0	5	0	0	0	0	8	8	0	0	0	0	0	8
Average Age (in months) of Waiting List					3.38			3.38					7.82	7.82						4.26
Total Advisory and Representation Services Completed	97	123	228	448	136	49	130	315	49	56	49	1	148	303	116	98	131	134	479	1545
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	100	100		96.88	98.81	100	100	100	100	100	99.71

*** End of Report ***