

Office of the Worker Adviser
Monthly Statistics Report for the Jun - 2022

Printed by: SYSADM_LISA

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	119	234	212	565	289	100	235	624	105	50	112	20	128	415	175	127	124	104	530	2134
Number of workers helped (FYTD)	233	429	367	1029	424	141	347	912	127	86	155	30	202	600	253	233	193	170	849	3390
New Requests this month	27	22	51	100	26	9	16	51	8	9	9	0	14	40	15	14	17	15	61	252
New Requests (FYTD)	55	65	114	234	67	25	50	142	26	33	22	0	60	141	44	46	55	35	180	697
Encounters still NR	5	4	1	10	11	1	2	14	2	3	3	1	15	24	13	18	6	5	42	90
Closed - Summary Advice provided	23	14	38	75	16	5	4	25	6	5	4	0	7	22	10	4	9	8	31	153
Closed - Summary Advice provided (FYTD)	40	42	80	162	32	10	26	68	13	27	15	1	45	101	23	19	26	19	87	418
Closed - SA provided to different workers	22	14	36	72	14	5	4	23	5	4	3	0	7	19	9	4	9	7	29	143
Closed - SA provided to different workers (FYTD)	39	42	74	155	29	9	25	63	10	21	13	1	35	80	21	19	24	17	81	379
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	2	6	8	0	0	0	0	0	0	0	0	1	1	1	0	0	0	1	10
Closed - No Further Contact (FYTD)	0	3	9	12	5	0	0	5	0	0	0	0	4	4	1	1	7	0	9	30
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	0	0	1	0	0	0	0	0	0	1	0	0	0	1	2

Encounters	<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	0	0	0	0	0	0	0	1	0	3	0	0	4	0	0	0	0	0	4

Assistance Provided (AP)	<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	1	1	0	0	0	0	0	1
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	2
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	1	1	0	0	0	0	0	1

Early Intervention (WEI, EI)	<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

Merit Review (WMR, MR)	<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>
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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	2	9	6	17	8	3	3	14	3	1	0	0	6	10	14	12	6	2	34	75
Files changed to MR status (FYTD)	15	13	8	36	32	12	29	73	4	1	5	0	17	27	22	20	13	2	57	193
Files with MR status (total)	6	7	18	31	7	2	8	17	4	2	17	0	8	31	14	13	3	2	32	111
Files closed from MR	4	0	9	13	6	1	2	9	0	1	0	0	1	2	7	2	4	0	13	37
Files closed from MR (FYTD)	12	6	16	34	17	5	5	27	2	2	0	0	4	8	11	9	5	0	25	94
Files changed from MR	5	5	11	21	13	2	9	24	0	1	0	0	5	6	14	5	10	0	29	80
Files changed from MR (FYTD)	15	19	21	55	43	14	33	90	2	3	0	0	10	15	22	16	16	0	54	214

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	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files changed to WFR status (FYTD)	1	3	0	4	1	1	2	4	0	0	0	0	2	2	1	1	2	0	4	14
Files with WFR status (total)	0	0	0	0	0	1	0	1	0	0	1	0	1	2	1	1	0	0	2	5
Files changed from MR to WFR	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files changed from MR to WFR (FYTD)	1	3	0	4	1	1	2	4	0	0	0	0	0	0	1	1	2	0	4	12
Files changed to WFR with no prior EI	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files changed to WFR with no prior EI (FYTD)	1	3	0	4	1	1	2	4	0	0	0	0	2	2	1	1	2	0	4	14
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	1	1	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	2	6	2	10	8	2	9	19	2	0	0	0	4	6	7	3	6	0	16	51
Files changed to FR status (FYTD)	4	15	6	25	28	12	30	70	4	3	1	0	7	15	11	8	11	0	30	140
Files with FR status (total)	89	251	218	558	255	93	235	583	98	100	108	0	152	458	187	101	82	26	396	1995
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	4	2	6	6	1	6	13	0	0	0	0	4	4	6	3	5	0	14	37
Files changed from WFR to FR	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files closed from FR	3	5	4	12	8	3	7	18	3	3	1	0	9	16	12	2	2	2	18	64
ISSUES RESOLVED	1	1	4	6	4	2	6	12	3	3	0	0	8	14	10	1	1	1	13	45
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	1	0	2	3
OWA DECISION NOT TO PROCEED	1	0	0	1	4	1	1	6	0	0	0	0	1	1	1	0	0	0	1	9
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	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
AP DECISION RECEIVED	0	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1
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)	21	22	10	53	29	8	23	60	9	8	5	0	24	46	23	17	9	4	53	212
Files closed from FR with OWA Decision	1	4	3	8	4	1	6	11	2	1	0	0	4	7	7	1	1	2	11	37
Files closed from FR with OWA Decision (FYTD)	13	7	6	26	17	5	15	37	5	3	1	0	11	20	15	9	8	4	36	119
Closed from FR reason OWD with MR Closure Letter	1	0	0	1	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	0	1	2	2	0	2	4	1	0	0	0	1	2	1	0	0	0	1	9
Average Age (in months) of FR file at closure (FYTD)	109	46.25	45.6	77.47	42.66	37.41	46.87	43.66	64.85	35.69	80.81		55.41	56.08	42.53	43.72	48.54	64.59	46.61	54.03

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	95	258	236	589	262	96	243	601	102	102	126	0	161	491	202	115	85	28	430	2111
Files transferred out of the office	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	2	1	0	3	0	0	0	0	0	0	0	0	0	0	1	2	21	49	73	76
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	0	0	0	1	1	51	20	0	0	71	76
New files from this month's encounters	3	10	11	24	10	4	11	25	2	3	2	0	7	14	2	6	10	7	25	88

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	0	0	0	4	0	4	0	0	5	0	17	17	4	7	0	0	7	17
Average Age (in months) of Waiting List						3.69		3.69			5.27		16.82	11.05	3.86	6.85			5.36	7.3
Total Advisory and Representation Services Completed	72	70	100	242	75	22	53	150	21	31	18	1	65	136	55	45	38	21	159	687
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	83.33	96	100	100	100	100	100	100	100		100	100	100	100	100		100	99.29

*** End of Report ***