

Office of the Worker Adviser
Monthly Statistics Report for the Month of Apr - 2014

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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	228	276	322	826	345	219	426	990	127	123	199	68	215	732	385	225	307	180	1097	3645
Number of workers helped (FYTD)	228	276	322	826	345	219	426	990	127	123	199	68	215	732	385	225	307	180	1097	3645
New Requests this month	76	96	104	276	108	61	145	314	47	35	41	29	104	256	95	67	53	42	257	1103
New Requests (FYTD)	76	96	104	276	108	61	145	314	47	35	41	29	104	256	95	67	53	42	257	1103
Encounters still NR	4	3	2	9	5	1	2	8	1	7	2	0	3	13	4	6	5	2	17	47
Closed - Summary Advice provided	63	88	85	236	80	49	114	243	37	28	32	27	92	216	62	54	37	33	186	881
Closed - Summary Advice provided (FYTD)	63	88	85	236	80	49	114	243	37	28	32	27	92	216	62	54	37	33	186	881
Closed - SA provided to different workers	59	72	69	200	59	42	87	188	32	24	30	18	63	167	56	42	35	30	163	718
Closed - SA provided to different workers (FYTD)	59	72	69	200	59	42	87	188	32	24	30	18	63	167	56	42	35	30	163	718
Closed - SA on CPP-D issues provided	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	2
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	2
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	2
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	2
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 (FYTD)	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	0	1	1	1	0	4	5	1	0	1	0	1	3	0	0	0	0	0	9
Closed - No Further Contact (FYTD)	0	0	1	1	1	0	4	5	1	0	1	0	1	3	0	0	0	0	0	9
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	1	0	1	0	0	2	2	1	0	0	0	2	3	0	0	0	4	4	10

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 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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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 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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	0	1	1	3
Files closed from AP	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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	1	0	0	1	0	0	0	0	0	0	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 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 DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	

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 DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Files changed to WMR status	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	
Files with WMR status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files changed to MR status	11	13	10	34	22	11	23	56	3	3	7	3	12	28	27	12	8	8	55	173
Files changed to MR status (FYTD)	11	13	10	34	22	11	23	56	3	3	7	3	12	28	27	12	8	8	55	173
Files with MR status (total)	33	34	17	84	29	17	22	68	10	21	10	3	15	59	30	36	34	10	110	321
Files closed from MR	0	11	6	17	5	6	5	16	2	6	3	0	3	14	8	2	1	0	11	58
Files closed from MR (FYTD)	0	11	6	17	5	6	5	16	2	6	3	0	3	14	8	2	1	0	11	58
Files changed from MR	3	17	15	35	11	12	16	39	3	11	13	1	14	42	19	6	5	2	32	148
Files changed from MR (FYTD)	3	17	15	35	11	12	16	39	3	11	13	1	14	42	19	6	5	2	32	148

Waiting for Full Representation (WFR)	<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 DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Files changed to WFR status	3	1	15	19	2	0	4	6	1	0	1	0	1	3	0	1	0	0	1	29
Files changed to WFR status (FYTD)	3	1	15	19	2	0	4	6	1	0	1	0	1	3	0	1	0	0	1	29
Files with WFR status (total)	42	4	82	128	12	1	21	34	24	0	1	0	1	26	0	22	0	0	22	210
Files changed from MR to WFR	3	1	8	12	2	0	4	6	1	0	1	0	1	3	0	1	0	0	1	22
Files changed from MR to WFR (FYTD)	3	1	8	12	2	0	4	6	1	0	1	0	1	3	0	1	0	0	1	22
Files changed to WFR with no prior EI	3	1	15	19	2	0	4	6	1	0	1	0	1	3	0	1	0	0	1	29
Files changed to WFR with no prior EI (FYTD)	3	1	15	19	2	0	4	6	1	0	1	0	1	3	0	1	0	0	1	29
Files closed from WFR	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	4
Files closed from WFR (FYTD)	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	4

Full Representation (FR)	<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 DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Files changed to FR status	0	7	10	17	7	6	27	40	5	7	10	2	13	37	11	6	6	3	26	120
Files changed to FR status (FYTD)	0	7	10	17	7	6	27	40	5	7	10	2	13	37	11	6	6	3	26	120
Files with FR status (total)	195	258	286	739	420	217	348	985	132	161	203	64	230	790	346	235	319	208	1108	3622
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	5	1	6	4	6	7	17	0	5	9	1	10	25	11	3	4	2	20	68
Files changed from WFR to FR	0	1	8	9	0	0	18	18	3	0	0	0	2	5	0	3	0	0	3	35
Files closed from FR	2	9	6	17	9	3	13	25	4	8	3	3	11	29	15	4	12	7	38	109
ISSUES RESOLVED	0	5	3	8	8	2	7	17	3	5	1	2	7	18	9	1	10	3	23	66
CLAIMANT DECISION NOT TO PROCEED	0	1	0	1	1	0	2	3	0	2	1	0	0	3	1	0	0	1	2	9
OWA DECISION NOT TO PROCEED	1	1	1	3	0	1	2	3	1	1	0	1	1	4	1	2	2	2	7	17
CLAIMANT HAS NEW REP	0	0	1	1	0	0	2	2	0	0	0	0	0	0	3	0	0	0	3	6
NO FURTHER CONTACT WITH CLAIMANT	0	1	1	2	0	0	0	0	0	0	1	0	3	4	1	1	0	1	3	9
AP DECISION RECEIVED	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
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)	2	9	6	17	9	3	13	25	4	8	3	3	11	29	15	4	12	7	38	109
Files closed from FR with OWA Decision	1	6	4	11	5	2	10	17	2	5	2	2	8	19	14	2	10	6	32	79
Files closed from FR with OWA Decision (FYTD)	1	6	4	11	5	2	10	17	2	5	2	2	8	19	14	2	10	6	32	79
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	2	0	0	2	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	2	0	0	2	4
Average Age (in months) of FR file at closure (FYTD)	65.13	22.15	34.24	30.45	59.25	21.23	32.89	39.27	41.5	30.79	21.37	30.71	30.49	30.79	19.42	25.89	20.81	27.09	21.7	28.88
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	270	296	385	951	461	235	391	1087	166	182	214	67	246	875	376	293	353	218	1240	4153
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files transferred out of the office (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files transferred into the office (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New files from this month's encounters	11	15	19	45	26	13	26	65	5	4	8	3	12	32	26	12	10	9	57	199
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	10	3	9	10	5	5	5	5	8	0	0	0	2	8	0	9	0	0	9	10
Average Age (in months) of Waiting List	5.62	1.68	3.34	4.04	2.44	4.79	2.59	2.6	4.26			0	1.81	4		3.7			3.7	3.77
Total Advisory and Representation Services Completed (FYTD)	61	92	84	237	74	51	105	230	40	38	36	21	77	212	79	49	48	37	213	892
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)		100	100	100	100	100	44.44	62.5	40	100	100	100	100	91.89	100	83.33	100	100	96.15	84.17

*** End of Report ***