

Office of the Worker Adviser
Monthly Statistics Report for the Month of Apr - 2016

Printed by: MARTINEZPA

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	204	284	321	809	407	181	377	965	118	120	171	72	216	697	381	265	380	194	1220	3691
Number of workers helped (FYTD)	204	284	321	809	407	181	377	965	118	120	171	72	216	697	381	265	380	194	1220	3691
New Requests this month	33	56	91	180	35	13	35	83	21	20	28	33	45	147	42	29	47	21	139	549
New Requests (FYTD)	33	56	91	180	35	13	35	83	21	20	28	33	45	147	42	29	47	21	139	549
Encounters still NR	9	7	7	23	7	2	6	15	4	3	6	0	5	18	19	26	10	3	58	114
Closed - Summary Advice provided	21	44	75	140	15	5	9	29	12	12	22	20	41	107	20	19	33	10	82	358
Closed - Summary Advice provided (FYTD)	21	44	75	140	15	5	9	29	12	12	22	20	41	107	20	19	33	10	82	358
Closed - SA provided to different workers	21	42	57	120	15	5	9	29	9	10	21	16	34	90	18	18	33	9	78	317
Closed - SA provided to different workers (FYTD)	21	42	57	120	15	5	9	29	9	10	21	16	34	90	18	18	33	9	78	317
Closed - SA on CPP-D issues provided	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
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	1	2	3	4	0	0	4	0	0	0	0	0	0	0	0	0	0	0	7
Closed - No Further Contact (FYTD)	0	1	2	3	4	0	0	4	0	0	0	0	0	0	0	0	0	0	0	7
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)	1	1	1	3	1	0	0	1	0	0	0	1	0	1	0	0	0	1	1	6

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	0	0	0	0	0	2	0	0	2	0	0	0	0	0	2
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	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	0	0	0	0	0	0
Files with AP status (total)	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0
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	8	4	6	18	4	6	7	17	1	2	2	2	10	17	18	5	20	0	43
Files changed to MR status (FYTD)	8	4	6	18	4	6	7	17	1	2	2	2	10	17	18	5	20	0	43
Files with MR status (total)	4	2	6	12	9	9	5	23	1	3	0	4	6	14	21	2	19	0	42
Files closed from MR	4	3	8	15	0	3	1	4	0	2	1	0	3	6	4	2	3	0	9
Files closed from MR (FYTD)	4	3	8	15	0	3	1	4	0	2	1	0	3	6	4	2	3	0	9
Files changed from MR	7	11	13	31	2	3	9	14	1	4	4	1	8	18	10	5	14	0	29
Files changed from MR (FYTD)	7	11	13	31	2	3	9	14	1	4	4	1	8	18	10	5	14	0	29

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	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	2	3
Files changed to WFR status (FYTD)	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	2	3
Files with WFR status (total)	1	1	0	2	0	1	0	1	0	0	0	0	3	3	0	0	1	0	1
Files changed from MR to WFR	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1
Files changed from MR to WFR (FYTD)	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1
Files changed to WFR with no prior EI	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	2	3
Files changed to WFR with no prior EI (FYTD)	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	2	3
Files closed from WFR	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

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	4	10	5	19	3	0	9	12	2	2	4	3	5	16	8	5	10	2	25
Files changed to FR status (FYTD)	4	10	5	19	3	0	9	12	2	2	4	3	5	16	8	5	10	2	25
Files with FR status (total)	179	198	261	638	406	165	344	915	128	127	148	61	165	629	296	231	290	184	1001
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

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	2	8	5	15	2	0	8	10	1	2	2	1	5	11	6	3	10	0	19	55
Files changed from WFR to FR	1	0	0	1	0	0	1	1	0	0	2	0	0	2	0	0	0	2	2	6
Files closed from FR	4	4	2	10	11	4	15	30	0	6	15	7	8	36	10	19	8	9	46	122
ISSUES RESOLVED	2	2	1	5	5	2	10	17	0	5	8	6	6	25	6	6	4	9	25	72
CLAIMANT DECISION NOT TO PROCEED	0	1	0	1	3	0	0	3	0	1	0	0	0	1	0	3	1	0	4	9
OWA DECISION NOT TO PROCEED	1	0	1	2	2	1	1	4	0	0	6	0	1	7	1	4	3	0	8	21
CLAIMANT HAS NEW REP	0	0	0	0	0	1	1	2	0	0	0	0	1	1	1	0	0	0	1	4
NO FURTHER CONTACT WITH CLAIMANT	1	0	0	1	1	0	2	3	0	0	1	1	0	2	0	6	0	0	6	12
AP DECISION RECEIVED	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	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	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	4	4	2	10	11	4	15	30	0	6	15	7	8	36	10	19	8	9	46	122
Files closed from FR with OWA Decision	2	3	1	6	8	4	11	23	0	6	8	6	7	27	8	13	4	9	34	90
Files closed from FR with OWA Decision (FYTD)	2	3	1	6	8	4	11	23	0	6	8	6	7	27	8	13	4	9	34	90
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	1	0	0	1	0	0	4	0	0	4	0	2	0	0	2	7
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	0	0	0	1	0	0	1	0	0	4	0	0	4	0	2	0	0	2	7
Average Age (in months) of FR file at closure (FYTD)	52.03	60.15	47.29	55.3	40.14	37.81	20.64	30.41		32.86	24.45	71.07	33.07	38.91	22.52	43.77	34.94	49.48	39.24	37.96

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	184	201	267	652	415	175	349	939	129	130	148	65	174	646	317	233	310	184	1044	3281
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	0	2
Files transferred out of the office (FYTD)	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	0	2
Files transferred into the office	0	0	0	0	0	0	1	1	0	1	0	0	0	1	0	0	0	0	0	2
Files transferred into the office (FYTD)	0	0	0	0	0	0	1	1	0	1	0	0	0	1	0	0	0	0	0	2
New files from this month's encounters	9	13	18	40	17	8	24	49	10	9	6	12	7	44	21	18	12	11	62	195

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	1	3	0	3	0	3	0	3	0	0	0	0	6	6	0	0	0	0	0	6
Average Age (in months) of Waiting List	1.37	3.08		2.23		2.92		2.92					5.67	5.67		0.14		0.14	3.5	
Total Advisory and Representation Services Completed (FYTD)	29	49	67	145	26	12	25	63	9	18	38	23	45	133	32	39	44	18	133	474
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100		88.89	91.67	100	100	100	100	100	100	100	100	100	100	100	98.61

*** End of Report ***