

Office of the Worker Adviser
Monthly Statistics Report for the Month of Jul - 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	173	218	312	703	372	193	335	900	121	103	184	72	179	659	356	241	287	144	1028	3290
Number of workers helped (FYTD)	371	592	607	1570	741	409	708	1858	241	209	337	127	374	1288	588	488	610	392	2078	6794
New Requests this month	34	58	67	159	31	23	31	85	6	20	29	15	32	102	27	24	33	10	94	440
New Requests (FYTD)	141	278	304	723	142	85	145	372	84	81	107	90	159	521	143	111	169	79	502	2118
Encounters still NR	8	5	5	18	7	4	3	14	1	1	6	0	7	15	5	11	10	2	28	75
Closed - Summary Advice provided	25	46	49	120	16	16	19	51	7	18	22	11	25	83	13	26	21	4	64	318
Closed - Summary Advice provided (FYTD)	106	203	235	544	70	39	74	183	29	63	82	60	131	365	77	79	107	50	313	1405
Closed - SA provided to different workers	23	39	45	107	15	12	17	44	6	15	20	8	24	73	13	26	21	4	64	288
Closed - SA provided to different workers (FYTD)	96	181	180	457	69	34	65	168	24	46	72	40	92	274	68	66	96	47	277	1176
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	2	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	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	0	0	2	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	2	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2	4
Closed - No Further Contact (FYTD)	0	9	3	12	4	3	0	7	1	0	2	0	0	3	1	0	1	0	2	24
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	2	1	4	1	0	1	2	1	0	0	1	1	3	2	0	3	4	9	18

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	1	0	0	1	0	0	2	0	0	2	0	0	0	0	0	3

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	1	1	0	0	0	0	0	0	0	0	0	0	0	1
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>
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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	9	10	27	6	4	7	17	1	7	14	4	9	35	10	11	6	3	30
Files changed to MR status (FYTD)	33	31	43	107	14	17	27	58	5	15	29	15	30	94	70	32	46	4	152
Files with MR status (total)	12	8	5	25	8	1	5	14	1	11	5	5	8	30	18	13	6	3	40
Files closed from MR	1	5	6	12	1	2	5	8	0	2	5	2	2	11	4	0	1	0	5
Files closed from MR (FYTD)	11	13	28	52	2	9	6	17	0	5	12	8	5	30	28	6	21	0	55
Files changed from MR	4	7	13	24	6	4	8	18	1	2	11	3	7	24	7	3	5	0	15
Files changed from MR (FYTD)	24	32	51	107	14	22	29	65	5	9	26	13	26	79	65	21	53	1	140

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	0	0	0	0	1	1	0	2	1	0	0	0	0	1	0	0	0	0	0
Files changed to WFR status (FYTD)	2	2	1	5	1	2	2	5	2	0	2	0	2	6	4	1	3	2	10
Files with WFR status (total)	2	1	0	3	0	2	0	2	0	0	0	0	3	3	1	1	2	0	4
Files changed from MR to WFR	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0
Files changed from MR to WFR (FYTD)	1	1	1	3	0	2	2	4	1	0	2	0	2	5	3	1	2	0	6
Files changed to WFR with no prior EI	0	0	0	0	1	1	0	2	1	0	0	0	0	1	0	0	0	0	0
Files changed to WFR with no prior EI (FYTD)	2	2	1	5	1	2	2	5	2	0	2	0	2	6	4	1	3	2	10
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	2	7	13	6	2	4	12	2	0	8	2	7	19	8	3	9	0	20
Files changed to FR status (FYTD)	20	23	24	67	15	13	27	55	40	7	20	11	25	103	52	17	38	3	110
Files with FR status (total)	180	204	264	648	385	150	324	859	160	118	147	63	163	651	308	218	296	178	1000
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	3	2	7	12	5	1	3	9	0	0	6	1	5	12	3	3	4	0	10	43
Files changed from WFR to FR	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	2
Files closed from FR	3	1	8	12	16	9	9	34	4	8	1	2	3	18	7	3	11	0	21	85
ISSUES RESOLVED	1	0	7	8	10	3	6	19	3	6	1	2	2	14	4	0	8	0	12	53
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	1	2	1	4	0	0	0	0	0	0	0	0	2	0	2	6
OWA DECISION NOT TO PROCEED	1	1	1	3	3	2	1	6	0	2	0	0	1	3	3	1	0	0	4	16
CLAIMANT HAS NEW REP	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	1	0	0	1	1	1	1	3	1	0	0	0	0	1	0	0	1	0	1	6
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	2	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from FR (FYTD)	19	11	18	48	44	32	53	129	6	20	31	13	30	100	42	44	31	16	133	410
Files closed from FR with OWA Decision	1	0	8	9	12	6	4	22	4	8	1	2	3	18	5	2	9	0	16	65
Files closed from FR with OWA Decision (FYTD)	10	9	16	35	34	24	33	91	6	20	21	12	27	86	32	29	20	15	96	308
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	3	0	0	3	0	0	0	0	0	0	0	1	0	0	1	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	1	0	1	4	0	2	6	0	0	6	0	0	6	3	6	2	0	11	24
Average Age (in months) of FR file at closure (FYTD)	37.04	54.96	45.19	45.37	44.5	44.05	23.5	36.77	60.44	46.87	28.43	48.59	39.09	41.11	35.65	40.08	43.53	51.01	41.03	40.29
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	194	213	269	676	393	153	329	875	161	129	152	68	174	684	327	232	304	181	1044	3279
Files transferred out of the office	0	0	0	0	1	1	0	2	1	0	0	1	0	2	0	0	0	0	0	4
Files transferred out of the office (FYTD)	1	2	0	3	1	1	0	2	1	0	1	2	2	6	0	1	0	0	1	12
Files transferred into the office	0	0	0	0	2	1	0	3	0	1	0	0	0	1	0	0	0	0	0	4
Files transferred into the office (FYTD)	2	0	0	2	2	2	1	5	0	2	0	2	0	4	1	0	0	0	1	12
New files from this month's encounters	11	10	18	39	17	10	14	41	4	2	7	2	7	22	16	11	16	6	49	151
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	4	6	0	6	0	6	0	6	0	0	0	0	9	9	2	2	3	0	3	9
Average Age (in months) of Waiting List	3.31	6.11		4.24		3.13		3.13					8.7	8.7	2.4	2.18	2.35		2.32	4.53
Total Advisory and Representation Services Completed (FYTD)	126	205	226	557	115	75	124	314	30	71	117	61	127	406	138	116	148	63	465	1742
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	92.59	96.36	100	100	100	100	100	100	100	100	100	100	100	99.4

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Month of Oct - 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	192	211	338	741	359	199	342	900	101	120	139	93	200	653	330	223	262	170	985	3279
Number of workers helped (FYTD)	467	744	770	1981	857	456	825	2138	283	259	398	164	471	1575	674	593	730	455	2452	8146
New Requests this month	35	50	87	172	35	20	34	89	12	24	27	45	49	157	41	37	41	19	138	556
New Requests (FYTD)	274	495	584	1353	250	141	260	651	120	153	171	218	288	950	269	238	292	150	949	3903
Encounters still NR	5	4	6	15	4	3	3	10	2	2	9	0	3	16	5	10	2	3	20	61
Closed - Summary Advice provided	20	39	66	125	18	15	19	52	7	11	24	31	23	96	21	22	27	9	79	352
Closed - Summary Advice provided (FYTD)	203	362	439	1004	129	73	126	328	43	106	124	163	214	650	148	153	187	91	579	2561
Closed - SA provided to different workers	19	37	55	111	16	15	16	47	5	10	23	24	20	82	17	20	25	9	71	311
Closed - SA provided to different workers (FYTD)	173	320	325	818	121	65	114	300	34	72	100	75	148	429	111	128	167	83	489	2036
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	2	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	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	0	0	2	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	1	6	7	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	9
Closed - No Further Contact (FYTD)	0	12	13	25	4	4	0	8	1	0	3	0	1	5	2	0	4	1	7	45
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)	2	4	1	7	2	0	1	3	3	0	1	1	2	7	4	0	3	7	14	31

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	1	1	1	0	0	1	0	0	3	0	6	9	0	0	0	0	0	11

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	1	0	0	1	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	1	2
Files with AP status (total)	0	0	0	0	0	1	0	1	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	1	0	0	1	1
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	1	0	0	1	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
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

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>
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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	7	5	13	25	4	6	4	14	3	2	4	1	10	20	9	8	17	5	39
Files changed to MR status (FYTD)	53	46	82	181	32	31	47	110	11	21	52	23	53	160	91	58	86	21	256
Files with MR status (total)	5	7	17	29	4	4	2	10	3	10	5	5	7	30	9	16	13	5	43
Files closed from MR	9	1	2	12	7	3	2	12	0	0	1	2	4	7	2	4	9	2	17
Files closed from MR (FYTD)	26	18	40	84	11	18	9	38	2	7	23	12	14	58	43	19	39	6	107
Files changed from MR	11	7	8	26	10	3	7	20	0	0	7	2	8	17	8	5	15	5	33
Files changed from MR (FYTD)	51	48	78	177	36	33	52	121	9	16	49	21	47	142	96	43	85	16	240

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	2	3	1	0	0	1	1	0	0	1	1	3	0	0	1	0	1
Files changed to WFR status (FYTD)	4	2	4	10	3	2	4	9	4	1	2	4	5	16	6	2	5	3	16
Files with WFR status (total)	2	1	0	3	0	1	0	1	0	0	0	1	4	5	2	0	1	0	3
Files changed from MR to WFR	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Files changed from MR to WFR (FYTD)	3	1	3	7	1	2	4	7	1	1	2	0	2	6	5	2	4	1	12
Files changed to WFR with no prior EI	1	0	2	3	1	0	0	1	1	0	0	1	1	3	0	0	1	0	1
Files changed to WFR with no prior EI (FYTD)	4	2	4	10	3	2	4	9	4	1	2	4	5	16	6	2	5	3	16
Files closed from WFR	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from WFR (FYTD)	1	0	1	2	0	0	0	0	1	0	0	0	0	1	0	0	0	0	3

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	1	6	6	13	5	2	9	16	1	6	6	13	18	44	9	3	8	4	24
Files changed to FR status (FYTD)	33	35	43	111	30	18	51	99	45	19	33	32	53	182	75	28	58	13	174
Files with FR status (total)	184	206	248	638	350	139	302	791	152	119	150	72	171	664	299	218	285	167	969
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	1	6	4	11	3	0	5	8	0	0	6	0	4	10	6	1	5	3	15	44
Files changed from WFR to FR	0	0	1	1	2	0	1	3	1	0	0	1	2	4	0	2	1	0	3	11
Files closed from FR	3	4	18	25	15	6	17	38	4	5	3	3	8	23	11	1	10	7	29	115
ISSUES RESOLVED	1	3	5	9	9	2	10	21	3	5	2	3	7	20	5	0	6	6	17	67
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	1	1	2	4	0	0	0	0	1	1	0	0	3	0	3	8
OWA DECISION NOT TO PROCEED	2	1	12	15	3	1	2	6	0	0	0	0	0	0	3	1	1	1	6	27
CLAIMANT HAS NEW REP	0	0	0	0	0	0	2	2	0	0	0	0	0	0	1	0	0	0	1	3
NO FURTHER CONTACT WITH CLAIMANT	0	0	1	1	1	0	1	2	1	0	1	0	0	2	1	0	0	0	1	6
AP DECISION RECEIVED	0	0	0	0	1	2	0	3	0	0	0	0	0	0	1	0	0	0	1	4
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)	28	21	53	102	95	48	100	243	19	31	42	25	50	167	74	55	63	37	229	741
Files closed from FR with OWA Decision	1	3	15	19	12	5	12	29	3	5	2	3	6	19	6	0	7	5	18	85
Files closed from FR with OWA Decision (FYTD)	13	16	43	72	71	37	69	177	17	30	28	21	42	138	50	35	41	31	157	544
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	2	1	2	5	0	0	0	0	0	0	1	0	1	0	2	9
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	2	1	5	9	2	7	18	0	0	7	1	0	8	7	8	5	2	22	53
Average Age (in months) of FR file at closure (FYTD)	36.25	43.65	37.31	38.53	44.16	41.12	28.79	37.54	56.97	47.69	31.29	39.5	39.33	41.71	35.25	40.34	38.05	51.89	40.4	39.55
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	191	214	265	670	354	144	304	802	155	129	155	78	182	699	310	234	299	172	1015	3186
Files transferred out of the office	1	0	0	1	1	0	0	1	0	3	0	0	0	3	0	1	0	0	1	6
Files transferred out of the office (FYTD)	2	3	0	5	4	1	2	7	4	3	2	2	4	15	0	3	0	0	3	30
Files transferred into the office	0	0	0	0	2	0	1	3	0	0	0	3	0	3	0	0	0	0	0	6
Files transferred into the office (FYTD)	3	0	0	3	5	3	3	11	2	4	0	5	3	14	1	0	0	1	2	30
New files from this month's encounters	12	14	16	42	15	5	16	36	4	14	5	12	26	61	20	15	17	10	62	201
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	7	9	0	9	0	9	0	9	0	0	0	1	12	12	5	0	5	0	5	12
Average Age (in months) of Waiting List	4.48	9.11		6.02		8.95		8.95				1.34	3.7	3.23	3.48		4.53		3.83	4.55
Total Advisory and Representation Services Completed (FYTD)	228	359	419	1006	227	131	223	581	56	110	167	112	212	657	228	203	269	126	826	3070
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	94.12	96.97	100	100	100	100	96.23	98.9	100	96.43	100	100	99.43	98.94

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Month of Jan - 2017

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	161	235	334	730	364	194	362	920	150	100	121	68	196	635	340	201	271	170	982	3267
Number of workers helped (FYTD)	524	846	891	2261	936	495	922	2353	325	293	439	184	531	1772	738	645	800	504	2687	9073
New Requests this month	26	54	85	165	28	25	41	94	20	16	24	28	48	136	29	22	45	28	124	519
New Requests (FYTD)	361	640	827	1828	354	194	378	926	166	196	241	297	396	1296	349	322	414	206	1291	5341
Encounters still NR	6	5	3	14	5	3	2	10	1	4	12	0	2	19	4	16	3	2	25	68
Closed - Summary Advice provided	21	34	63	118	15	17	16	48	16	13	18	23	41	111	13	5	36	11	65	342
Closed - Summary Advice provided (FYTD)	269	456	627	1352	190	98	194	482	74	136	178	234	299	921	188	194	269	118	769	3524
Closed - SA provided to different workers	19	31	57	107	15	15	15	45	15	13	18	17	33	96	13	5	32	11	61	309
Closed - SA provided to different workers (FYTD)	222	400	453	1075	166	83	175	424	58	94	140	99	198	589	143	159	231	107	640	2728
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	2	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	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	2
Closed - SA on FAIR issues provided	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on FAIR issues provided (FYTD)	0	0	0	0	0	1	0	1	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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on FAIR issues provided to different workers (FYTD)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	0	1	0	1	1	1	1	3	0	1	0	0	0	1	0	0	0	0	0	5
Closed - No Further Contact (FYTD)	3	14	18	35	6	5	1	12	2	1	3	1	2	9	2	0	5	1	8	64
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)	2	4	2	8	7	0	2	9	4	0	1	1	2	8	4	0	4	10	18	43

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	1	1	1	0	0	1	0	0	7	0	9	16	0	0	0	0	0	18

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	1	1	0	0	0	0	0	0	0	1	1	0	2	3
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	0	1	1	0	2	2

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>
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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	22	35	65	3	3	5	11	0	4	1	1	5	11	14	17	6	2	39	126
Files changed to MR status (FYTD)	81	96	161	338	44	44	64	152	14	30	64	25	64	197	115	85	102	25	327	1014
Files with MR status (total)	15	24	38	77	3	1	0	4	4	8	3	2	4	21	12	26	4	5	47	149
Files closed from MR	3	12	7	22	3	3	2	8	0	0	5	0	3	8	1	4	3	0	8	46
Files closed from MR (FYTD)	31	42	66	139	18	27	16	61	2	13	32	14	22	83	53	28	48	6	135	418
Files changed from MR	5	16	26	47	5	5	8	18	0	3	6	0	7	16	2	7	5	0	14	95
Files changed from MR (FYTD)	68	82	136	286	49	49	71	169	11	27	64	26	61	189	116	60	110	20	306	950

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	2	1	1	4	1	0	0	1	0	1	1	0	1	3	0	0	0	0	0	8
Files changed to WFR status (FYTD)	7	4	7	18	6	4	6	16	4	2	3	5	6	20	9	2	7	5	23	77
Files with WFR status (total)	4	1	2	7	1	1	0	2	0	1	1	1	4	7	2	0	1	0	3	19
Files changed from MR to WFR	1	1	1	3	0	0	0	0	0	1	1	0	1	3	0	0	0	0	0	6
Files changed from MR to WFR (FYTD)	5	3	5	13	4	4	6	14	1	2	3	0	3	9	8	2	6	2	18	54
Files changed to WFR with no prior EI	2	1	1	4	1	0	0	1	0	1	1	0	1	3	0	0	0	0	0	8
Files changed to WFR with no prior EI (FYTD)	7	4	7	18	6	4	6	16	4	2	3	5	6	20	9	2	7	5	23	77
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	1	2	0	0	0	0	1	0	0	0	1	2	0	0	0	0	0	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	4	4	18	26	4	4	8	16	1	2	0	2	3	8	3	3	3	0	9	59
Files changed to FR status (FYTD)	47	45	74	166	40	27	65	132	48	23	38	39	59	207	91	35	78	20	224	729
Files with FR status (total)	183	205	261	649	314	130	282	726	139	106	141	71	154	611	295	217	270	159	941	2927
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	18	22	2	2	6	10	0	2	0	0	3	5	1	3	2	0	6	43
Files changed from WFR to FR	1	1	0	2	1	1	1	3	0	0	0	0	0	0	0	0	0	0	0	5
Files closed from FR	6	5	5	16	18	8	12	38	7	7	3	2	9	28	6	3	11	4	24	106
ISSUES RESOLVED	5	2	4	11	7	2	9	18	5	3	1	1	6	16	5	0	9	3	17	62
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	2	0	1	3	2	2	0	0	0	4	0	0	0	1	1	8
OWA DECISION NOT TO PROCEED	0	1	1	2	6	0	0	6	0	0	1	0	0	1	1	1	1	0	3	12
CLAIMANT HAS NEW REP	0	0	0	0	1	0	1	2	0	1	0	0	0	1	0	0	0	0	0	3
NO FURTHER CONTACT WITH CLAIMANT	1	1	0	2	1	2	0	3	0	1	0	1	1	3	0	0	0	0	0	8
AP DECISION RECEIVED	0	0	0	0	0	3	0	3	0	0	1	0	2	3	0	2	0	0	2	8
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	1	0	1	1	1	1	3	0	0	0	0	0	0	0	0	1	0	1	5
Files closed from FR (FYTD)	43	32	71	146	141	66	134	341	35	48	55	33	73	244	94	63	98	52	307	1038
Files closed from FR with OWA Decision	6	3	5	14	13	7	8	28	5	6	1	1	7	20	5	2	10	4	21	83
Files closed from FR with OWA Decision (FYTD)	27	25	59	111	104	53	94	251	27	41	37	27	61	193	67	41	68	44	220	775
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	3	0	0	3	0	0	1	0	0	1	1	0	1	0	2	7
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	3	2	7	17	2	7	26	0	0	8	2	0	10	9	8	7	3	27	70
Average Age (in months) of FR file at closure (FYTD)	39.6	45.51	37.7	39.92	44.97	47.32	32.02	40.62	52.64	46.15	36.28	35.65	41.12	42.11	36.59	39.61	41.71	53.97	42.21	41.34
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	202	230	301	733	318	132	282	732	143	115	145	74	162	639	309	243	275	164	991	3095
Files transferred out of the office	0	1	0	1	1	0	0	1	2	0	0	1	0	3	0	0	0	1	1	6
Files transferred out of the office (FYTD)	3	6	1	10	5	1	2	8	7	4	2	3	6	22	1	3	0	2	6	46
Files transferred into the office	1	0	0	1	0	0	1	1	1	1	0	1	0	3	0	0	0	1	1	6
Files transferred into the office (FYTD)	8	1	1	10	5	3	4	12	3	6	0	7	4	20	1	0	0	3	4	46
New files from this month's encounters	8	15	18	41	14	6	22	42	6	3	5	1	6	21	17	11	11	17	56	160
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	12	2	12	1	12	0	12	0	0	0	4	5	5	8	0	8	0	8	12
Average Age (in months) of Waiting List	4.17	12.11	0.87	4.36	1.47	11.95		6.71		0.14	0	4.34	3.03	2.37	6.48		7.53		6.83	4.27
Total Advisory and Representation Services Completed (FYTD)	297	474	591	1362	325	177	325	827	96	155	229	146	294	920	290	251	378	165	1084	4193
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	95.38	97.73	100	100	100	100	96.61	99.03	100	97.14	100	100	99.55	99.18

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Month of Mar - 2017

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	149	304	375	828	453	208	421	1082	133	114	124	81	215	667	358	245	257	199	1059	3636
Number of workers helped (FYTD)	597	982	993	2572	995	514	974	2483	352	313	468	197	585	1915	802	711	863	538	2914	9884
New Requests this month	32	108	117	257	38	20	44	102	10	20	24	18	47	119	54	43	46	25	168	646
New Requests (FYTD)	442	799	1035	2276	423	224	462	1109	193	239	288	336	492	1548	465	393	500	246	1604	6537
Encounters still NR	11	10	1	22	4	3	2	9	3	2	12	0	2	19	5	14	1	2	22	72
Closed - Summary Advice provided	22	54	98	174	23	7	28	58	4	20	15	11	38	88	27	32	30	10	99	419
Closed - Summary Advice provided (FYTD)	330	543	796	1669	228	107	247	582	87	174	208	261	374	1104	250	249	330	137	966	4321
Closed - SA provided to different workers	22	53	77	152	23	6	26	55	4	17	12	8	35	76	25	30	29	10	94	377
Closed - SA provided to different workers (FYTD)	272	481	564	1317	201	90	216	507	68	115	160	111	240	694	194	198	280	123	795	3313
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	2	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	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	0	0	0	0	0	0	0	2	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	1	0	1	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 (FYTD)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	1	1	2	4	1	1	1	3	0	0	0	1	1	2	0	0	0	0	0	9
Closed - No Further Contact (FYTD)	4	17	21	42	7	7	2	16	2	1	3	3	4	13	2	0	5	1	8	79
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)	2	5	3	10	7	0	2	9	4	0	1	1	3	9	4	0	4	11	19	47

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	1	1	5	0	0	5	0	0	7	0	11	18	1	0	0	0	1	25

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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	0	1	1	0	0	0	0	0	0	0	1	1	0	2	4
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	0	1	1	0	2	2

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>
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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	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	8	17	9	34	11	11	13	35	0	4	3	2	4	13	18	9	11	1	39	121
Files changed to MR status (FYTD)	102	123	197	422	63	62	85	210	14	35	67	28	69	213	148	101	116	27	392	1237
Files with MR status (total)	16	23	27	66	7	6	6	19	0	8	4	2	5	19	18	22	10	3	53	157
Files closed from MR	8	10	17	35	3	7	4	14	0	3	0	2	0	5	6	5	2	1	14	68
Files closed from MR (FYTD)	43	54	94	191	23	35	21	79	2	17	33	16	24	92	66	41	51	7	165	527
Files changed from MR	11	17	26	54	8	11	11	30	0	4	1	2	1	8	15	7	6	2	30	122
Files changed from MR (FYTD)	87	109	183	379	64	62	86	212	15	32	66	29	65	207	143	80	119	24	366	1164

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	0	0	1	1	1	0	0	1	1	0	0	0	0	1	1	0	2	0	3	6
Files changed to WFR status (FYTD)	7	5	8	20	7	4	7	18	5	2	3	5	7	22	11	2	9	5	27	87
Files with WFR status (total)	2	1	1	4	0	1	0	1	0	0	0	1	3	4	2	0	1	0	3	12
Files changed from MR to WFR	0	0	1	1	1	0	0	1	0	0	0	0	0	0	0	0	2	0	2	4
Files changed from MR to WFR (FYTD)	5	5	6	16	5	4	7	16	1	2	3	0	4	10	8	2	8	2	20	62
Files changed to WFR with no prior EI	0	0	1	1	1	0	0	1	1	0	0	0	0	1	1	0	2	0	3	6
Files changed to WFR with no prior EI (FYTD)	7	5	8	20	7	4	7	18	5	2	3	5	7	22	11	2	9	5	27	87
Files closed from WFR	0	1	1	2	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	3
Files closed from WFR (FYTD)	1	1	2	4	0	0	0	0	1	0	0	0	2	3	0	0	0	0	0	7

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	8	8	20	9	6	8	23	2	2	1	1	3	9	20	3	5	1	29	81
Files changed to FR status (FYTD)	57	60	92	209	54	35	76	165	54	26	40	41	63	224	127	44	88	23	282	880
Files with FR status (total)	182	215	268	665	309	124	269	702	138	104	139	69	140	590	284	207	263	157	911	2868
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	3	7	8	18	4	4	7	15	0	1	1	0	1	3	9	2	2	1	14	50
Files changed from WFR to FR	0	0	1	1	2	0	0	2	1	0	0	0	1	2	1	0	2	0	3	8
Files closed from FR	8	2	7	17	10	7	9	26	6	2	3	0	10	21	26	10	13	3	52	116
ISSUES RESOLVED	5	1	2	8	6	2	7	15	5	1	3	0	8	17	18	5	9	3	35	75
CLAIMANT DECISION NOT TO PROCEED	2	0	2	4	1	1	0	2	1	0	0	0	0	1	1	1	1	0	3	10
OWA DECISION NOT TO PROCEED	1	0	2	3	2	0	1	3	0	1	0	0	1	2	2	1	2	0	5	13
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
NO FURTHER CONTACT WITH CLAIMANT	0	1	1	2	1	0	0	1	0	0	0	0	0	0	2	2	1	0	5	8
AP DECISION RECEIVED	0	0	0	0	0	3	1	4	0	0	0	0	1	1	2	0	0	0	2	7
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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	56	37	82	175	160	80	158	398	42	53	60	37	92	284	141	81	118	57	397	1254
Files closed from FR with OWA Decision	7	1	5	13	6	7	8	21	5	1	3	0	9	18	18	5	10	3	36	88
Files closed from FR with OWA Decision (FYTD)	37	29	68	134	117	63	111	291	32	43	41	30	76	222	102	50	84	47	283	930
Closed from FR reason OWD with MR Closure Letter	0	0	1	1	1	0	0	1	0	1	0	0	0	1	1	1	1	0	3	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	3	3	8	19	2	8	29	0	2	9	3	0	14	11	9	8	3	31	82
Average Age (in months) of FR file at closure (FYTD)	39.75	44.93	37.81	39.88	44.53	45.96	33.98	40.81	52.07	44.96	36.98	36.46	41.98	42.34	38.57	41.27	42.26	53.45	42.61	41.59
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	200	239	296	735	316	131	275	722	138	112	143	72	148	613	304	229	274	160	967	3037
Files transferred out of the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	3	4
Files transferred out of the office (FYTD)	3	10	1	14	5	1	4	10	8	4	2	3	7	24	1	3	1	4	9	57
Files transferred into the office	1	0	0	1	1	0	0	1	0	0	0	0	0	0	0	2	0	0	2	4
Files transferred into the office (FYTD)	12	1	2	15	6	3	4	13	3	6	0	10	4	23	1	2	0	3	6	57
New files from this month's encounters	5	40	19	64	15	11	17	43	6	2	11	5	8	32	30	12	11	14	67	206
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	12	14	4	14	0	14	0	14	0	0	0	6	7	7	10	0	10	0	10	14
Average Age (in months) of Waiting List	9.48	14.11	3.53	9.15		13.95		13.95				6.34	6.04	6.11	8.48		9.53		8.83	8.46
Total Advisory and Representation Services Completed (FYTD)	372	573	742	1687	384	206	395	985	113	185	255	164	358	1075	401	321	450	187	1359	5106
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	96.05	98.18	100	100	100	100	96.83	99.11	100	97.73	100	100	99.65	99.32

*** End of Report ***