

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

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<b>Encounters</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Number of workers helped this month	126	225	272	<b>623</b>	359	159	384	<b>902</b>	136	97	100	80	168	<b>581</b>	307	208	257	173	<b>945</b>	<b>3051</b>
Number of workers helped (FYTD)	289	471	543	<b>1303</b>	649	308	662	<b>1619</b>	263	155	242	116	340	<b>1116</b>	500	457	475	369	<b>1801</b>	<b>5839</b>
New Requests this month	39	78	68	<b>185</b>	37	20	41	<b>98</b>	12	7	13	15	30	<b>77</b>	71	56	50	14	<b>191</b>	<b>551</b>
New Requests (FYTD)	146	194	247	<b>587</b>	107	63	105	<b>275</b>	41	43	54	61	108	<b>307</b>	153	128	128	44	<b>453</b>	<b>1622</b>
Encounters still NR	21	22	3	<b>46</b>	4	1	2	<b>7</b>	2	4	5	1	3	<b>15</b>	5	5	1	3	<b>14</b>	<b>82</b>
Closed - Summary Advice provided	23	54	50	<b>127</b>	25	8	16	<b>49</b>	7	6	9	13	25	<b>60</b>	63	44	36	5	<b>148</b>	<b>384</b>
Closed - Summary Advice provided (FYTD)	107	133	189	<b>429</b>	66	35	54	<b>155</b>	22	24	32	52	83	<b>213</b>	116	106	96	19	<b>337</b>	<b>1134</b>
Closed - SA provided to different workers	19	51	40	<b>110</b>	24	7	14	<b>45</b>	7	6	9	13	21	<b>56</b>	54	33	33	5	<b>125</b>	<b>336</b>
Closed - SA provided to different workers (FYTD)	95	122	148	<b>365</b>	55	31	47	<b>133</b>	21	20	26	33	63	<b>163</b>	95	82	85	18	<b>280</b>	<b>941</b>
Closed - SA on CPP-D issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	0	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	0	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	1	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	1	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - No Further Contact	0	2	1	<b>3</b>	2	1	0	<b>3</b>	0	0	0	1	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>7</b>
Closed - No Further Contact (FYTD)	0	5	5	<b>10</b>	7	3	1	<b>11</b>	0	0	0	1	1	<b>2</b>	0	1	1	0	<b>2</b>	<b>25</b>
Cases selected out	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Cases selected out (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Number of referrals from MPP (FYTD)	0	2	0	<b>2</b>	0	0	3	<b>3</b>	1	0	0	1	1	<b>3</b>	3	0	1	0	<b>4</b>	<b>12</b>

<b>Encounters</b>	<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	1	1	0	0	0	0	0	0	1	0	0	0	1	2

<b>Assistance Provided (AP)</b>	<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	1	0	0	1	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	2
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	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	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	2	0	0	2	2

<b>Early Intervention (WEI, EI)</b>	<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

<b>Merit Review (WMR, MR)</b>	<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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<b>Merit Review (WMR, MR)</b>	<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	1	2	3	6	4	4	10	18	3	0	1	1	0	5	6	5	5	8	24
Files changed to MR status (FYTD)	3	31	15	49	29	21	40	90	3	2	2	1	7	15	20	13	12	15	60
Files with MR status (total)	14	25	16	55	5	4	7	16	1	2	1	0	1	5	7	12	6	8	33
Files closed from MR	0	1	5	6	4	1	1	6	0	0	0	0	1	1	4	2	0	4	10
Files closed from MR (FYTD)	1	6	14	21	10	12	12	34	0	1	1	1	5	8	12	17	8	6	43
Files changed from MR	2	14	8	24	10	4	10	24	2	2	1	1	1	7	9	4	2	6	21
Files changed from MR (FYTD)	6	29	26	61	31	24	39	94	2	8	5	3	11	29	30	22	16	10	78

<b>Waiting for Full Representation (WFR)</b>	<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	1	0	1	0	1	1	2	1	1	1	0	0	3	0	1	0	0	1
Files changed to WFR status (FYTD)	0	1	1	2	4	1	3	8	1	3	1	0	1	6	2	2	1	0	5
Files with WFR status (total)	2	1	1	4	0	0	0	0	0	0	0	1	3	4	1	0	2	0	3
Files changed from MR to WFR	0	0	0	0	0	0	1	1	1	1	0	0	0	2	0	1	0	0	1
Files changed from MR to WFR (FYTD)	0	0	1	1	3	0	3	6	1	3	0	0	1	5	2	1	1	0	4
Files changed to WFR with no prior EI	0	1	0	1	0	1	1	2	1	1	1	0	0	3	0	1	0	0	1
Files changed to WFR with no prior EI (FYTD)	0	1	1	2	4	1	3	8	1	3	1	0	1	6	2	2	1	0	5
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

<b>Full Representation (FR)</b>	<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	2	15	3	20	8	7	9	24	2	3	4	1	0	10	6	3	4	2	15
Files changed to FR status (FYTD)	6	26	14	46	28	17	29	74	3	10	8	4	7	32	23	7	11	4	45
Files with FR status (total)	181	223	265	669	302	124	261	687	129	104	133	67	131	564	246	181	249	151	827
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

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Files changed from MR to FR	2	13	3	18	6	3	8	17	1	1	1	1	0	4	5	1	2	2	10	49
Files changed from WFR to FR	0	1	0	1	0	1	1	2	1	2	1	0	0	4	0	1	0	0	1	8
Files closed from FR	4	2	3	9	8	5	10	23	3	3	5	0	7	18	24	13	8	3	48	98
ISSUES RESOLVED	3	1	2	6	6	2	8	16	1	2	3	0	3	9	13	6	6	2	27	58
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	1	1	2	0	0	1	0	0	1	2	2	1	0	5	8
OWA DECISION NOT TO PROCEED	0	1	1	2	1	0	0	1	1	1	1	0	1	4	5	2	1	0	8	15
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	3	3
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	1	0	0	0	2	3	2	3	0	0	5	9
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	1	0	0	1	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	3
Files closed from FR (FYTD)	10	13	18	41	35	17	36	88	12	10	13	8	15	58	62	35	26	9	132	319
Files closed from FR with OWA Decision	4	1	3	8	7	4	9	20	3	2	4	0	5	14	12	8	6	3	29	71
Files closed from FR with OWA Decision (FYTD)	10	11	15	36	25	16	28	69	9	8	10	8	13	48	35	18	20	8	81	234
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	0	0	0	0	1	0	1	2	4	1	0	0	5	8
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	1	2	3	2	0	2	4	0	0	1	0	1	2	9	1	2	0	12	21
Average Age (in months ) of FR file at closure (FYTD)	45.71	38.89	46.94	44.14	40.79	44.07	38.42	40.59	65.16	69.71	51.38	30.42	41.47	50.84	38.3	53.22	44.95	51.02	44.51	44.6
<b>Miscellaneous</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Current workload - all active files	197	249	282	728	307	128	268	703	130	106	134	68	135	573	254	193	257	159	863	2867
Files transferred out of the office	0	2	0	2	1	0	2	3	0	0	1	0	0	1	0	0	0	1	1	7
Files transferred out of the office (FYTD)	0	3	0	3	2	0	2	4	0	0	1	0	1	2	0	1	0	1	2	11
Files transferred into the office	2	0	0	2	1	0	0	1	0	0	0	1	0	1	1	2	0	0	3	7
Files transferred into the office (FYTD)	4	0	0	4	1	0	1	2	0	0	0	2	0	2	1	2	0	0	3	11
New files from this month's encounters	7	22	15	44	10	10	27	47	4	1	6	3	5	19	11	12	10	9	42	152
<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	

<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>		
Age of Oldest file (in months) on Waiting List	15	0	7	<b>15</b>	0	0	0	<b>0</b>	0	0	0	9	10	<b>10</b>	13	0	12	0	<b>13</b>	<b>15</b>	
Average Age (in months) of Waiting List	12.44	0.05	6.5	<b>7.86</b>								9.31	9.01	<b>9.08</b>	13.37		7.39		<b>9.38</b>	<b>8.72</b>	
Total Advisory and Representation Services Completed (FYTD)	106	141	180	<b>427</b>	100	60	95	<b>255</b>	34	31	40	42	84	<b>231</b>	169	136	119	33	<b>457</b>	<b>1370</b>	
Timeliness of EI (%) (FYTD)																					
Timeliness of WFR to FR (%) (FYTD)	100	96.15	100	<b>97.83</b>	100	100	100	<b>100</b>	100	100	100	100	100	<b>100</b>	95.65	100	100	100	<b>97.78</b>	<b>98.98</b>	

\*\*\* End of Report \*\*\*

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

Printed by: MARTINEZPA

<b>Encounters</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Number of workers helped this month	174	256	275	<b>705</b>	380	151	371	<b>902</b>	119	96	122	78	187	<b>602</b>	267	208	260	192	<b>927</b>	<b>3136</b>
Number of workers helped (FYTD)	472	659	712	<b>1843</b>	752	363	738	<b>1853</b>	286	219	298	135	410	<b>1348</b>	599	566	599	426	<b>2190</b>	<b>7234</b>
New Requests this month	111	75	96	<b>282</b>	41	18	26	<b>85</b>	3	25	23	20	37	<b>108</b>	36	30	52	13	<b>131</b>	<b>606</b>
New Requests (FYTD)	362	371	485	<b>1218</b>	225	115	191	<b>531</b>	66	103	109	119	229	<b>626</b>	301	271	264	95	<b>931</b>	<b>3306</b>
Encounters still NR	35	23	6	<b>64</b>	5	1	3	<b>9</b>	2	7	4	1	8	<b>22</b>	3	7	7	7	<b>24</b>	<b>119</b>
Closed - Summary Advice provided	97	61	72	<b>230</b>	22	7	14	<b>43</b>	2	23	18	15	34	<b>92</b>	27	22	38	5	<b>92</b>	<b>457</b>
Closed - Summary Advice provided (FYTD)	284	272	374	<b>930</b>	129	59	106	<b>294</b>	36	71	72	102	183	<b>464</b>	230	212	195	44	<b>681</b>	<b>2369</b>
Closed - SA provided to different workers	91	47	57	<b>195</b>	21	7	13	<b>41</b>	2	15	15	10	29	<b>71</b>	24	18	34	4	<b>80</b>	<b>387</b>
Closed - SA provided to different workers (FYTD)	235	237	281	<b>753</b>	106	48	93	<b>247</b>	32	50	58	50	132	<b>322</b>	181	165	161	40	<b>547</b>	<b>1869</b>
Closed - SA on CPP-D issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	0	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	0	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	1	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	1	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - No Further Contact	0	1	0	<b>1</b>	0	1	1	<b>2</b>	0	0	0	1	0	<b>1</b>	0	0	1	0	<b>1</b>	<b>5</b>
Closed - No Further Contact (FYTD)	0	7	6	<b>13</b>	8	4	2	<b>14</b>	0	0	0	2	1	<b>3</b>	0	1	3	0	<b>4</b>	<b>34</b>
Cases selected out	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Cases selected out (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Number of referrals from MPP (FYTD)	1	5	0	<b>6</b>	0	2	8	<b>10</b>	2	0	2	1	1	<b>6</b>	4	0	1	1	<b>6</b>	<b>28</b>

<b>Encounters</b>	<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	1	1	0	0	0	1	0	1	1	0	0	1	2	4
<b>Assistance Provided (AP)</b>	<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	0	0	0	2	0	0	2	2
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	2	0	0	2	2
<b>Early Intervention (WEI, EI)</b>	<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
<b>Merit Review (WMR, MR)</b>	<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>

<b>Merit Review (WMR, MR)</b>	<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	2	6	5	13	13	0	22	35	0	0	0	5	2	7	6	0	1	9	16	71
Files changed to MR status (FYTD)	6	41	31	78	67	27	80	174	3	2	2	6	10	23	40	15	20	31	106	381
Files with MR status (total)	13	13	18	44	13	1	22	36	0	2	1	2	2	7	9	8	4	12	33	120
Files closed from MR	0	5	2	7	3	1	5	9	0	0	0	1	0	1	0	0	0	1	1	18
Files closed from MR (FYTD)	3	17	19	39	22	18	22	62	0	1	1	2	5	9	17	18	14	14	63	173
Files changed from MR	1	12	5	18	12	1	13	26	0	0	0	3	1	4	4	0	0	3	7	55
Files changed from MR (FYTD)	10	51	40	101	60	33	64	157	3	8	5	6	13	35	48	27	26	22	123	416

<b>Waiting for Full Representation (WFR)</b>	<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	0	2	3	0	0	0	1	0	1	0	0	0	0	0	4
Files changed to WFR status (FYTD)	0	2	1	3	8	1	5	14	2	3	1	1	1	8	3	3	2	0	8	33
Files with WFR status (total)	1	1	1	3	1	0	2	3	0	0	0	2	3	5	0	0	1	0	1	12
Files changed from MR to WFR	0	0	0	0	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0	3
Files changed from MR to WFR (FYTD)	0	0	1	1	7	0	5	12	1	3	0	0	1	5	3	2	2	0	7	25
Files changed to WFR with no prior EI	0	0	0	0	1	0	2	3	0	0	0	1	0	1	0	0	0	0	0	4
Files changed to WFR with no prior EI (FYTD)	0	2	1	3	8	1	5	14	2	3	1	1	1	8	3	3	2	0	8	33
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	1	0	0	0	1	2

<b>Full Representation (FR)</b>	<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	7	3	11	10	0	9	19	1	1	0	3	2	7	7	0	0	3	10	47
Files changed to FR status (FYTD)	11	41	23	75	46	25	46	117	6	12	10	9	13	50	48	11	18	10	87	329
Files with FR status (total)	176	221	261	658	289	118	248	655	121	100	125	56	122	524	235	165	241	147	788	2625
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



<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Files changed from MR to FR	1	7	3	11	8	0	6	14	0	0	0	2	1	3	4	0	0	2	6	34
Files changed from WFR to FR	0	0	0	0	2	0	0	2	1	0	0	0	0	1	0	0	0	0	0	3
Files closed from FR	3	6	1	10	7	5	7	19	4	2	3	3	5	17	14	8	6	2	30	76
ISSUES RESOLVED	2	1	0	3	3	3	7	13	2	2	2	2	4	12	7	4	5	1	17	45
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	2	0	0	2	0	0	0	0	0	0	1	0	0	0	1	5
OWA DECISION NOT TO PROCEED	0	0	1	1	2	0	0	2	0	0	0	1	0	1	2	3	1	1	7	11
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	1	3	0	4	0	1	0	1	0	0	0	0	0	0	3	1	0	0	4	9
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	2	0	1	0	1	4	1	0	0	0	1	6
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)	21	29	29	79	67	33	66	166	24	18	22	23	30	117	98	54	43	18	213	575
Files closed from FR with OWA Decision	2	2	1	5	5	3	7	15	3	1	3	2	5	14	11	1	6	1	19	53
Files closed from FR with OWA Decision (FYTD)	19	21	25	65	48	27	50	125	18	14	16	18	21	87	64	26	33	15	138	415
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	1	1	1	5	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	2	2	4	4	0	4	8	0	0	1	2	3	6	13	3	3	2	21	39
Average Age (in months ) of FR file at closure (FYTD)	50.17	39.08	42.31	43.56	47.23	42.21	39.39	43.01	61.87	63.98	54.61	40.4	43.03	51.89	39.4	53.5	44.72	52.16	44.71	45.52
<b>Miscellaneous</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Current workload - all active files	190	235	280	705	303	119	272	694	121	102	126	60	127	536	244	173	246	159	822	2757
Files transferred out of the office	0	0	2	2	0	0	1	1	0	0	1	1	0	2	0	0	0	0	0	5
Files transferred out of the office (FYTD)	1	5	2	8	4	0	4	8	0	0	2	2	2	6	0	4	0	1	5	27
Files transferred into the office	1	0	0	1	1	0	0	1	1	2	0	0	0	3	0	0	0	0	0	5
Files transferred into the office (FYTD)	6	1	1	8	2	1	2	5	1	3	0	3	0	7	2	2	2	1	7	27
New files from this month's encounters	6	13	20	39	16	10	12	38	1	4	3	4	5	17	10	7	12	4	33	127
<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	

<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Age of Oldest file (in months) on Waiting List	13	3	10	<b>13</b>	1	0	0	<b>1</b>	0	0	0	12	13	<b>13</b>	0	0	15	0	<b>15</b>	<b>15</b>
Average Age (in months) of Waiting List	12.52	3.05	9.5	<b>8.36</b>	1.02		0.13	<b>0.42</b>				6.55	12.01	<b>9.82</b>			15.5		<b>15.5</b>	<b>7.58</b>
Total Advisory and Representation Services Completed (FYTD)	260	283	329	<b>872</b>	195	99	181	<b>475</b>	57	69	81	75	168	<b>450</b>	297	239	218	72	<b>826</b>	<b>2623</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	97.56	100	<b>98.67</b>	100	100	100	<b>100</b>	100	100	100	100	100	<b>100</b>	97.92	100	94.44	100	<b>97.7</b>	<b>99.09</b>

\*\*\* End of Report \*\*\*

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

Printed by: MARTINEZPA

<b>Encounters</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Number of workers helped this month	128	247	261	<b>636</b>	354	174	355	<b>883</b>	135	89	84	64	146	<b>518</b>	260	218	288	167	<b>933</b>	<b>2970</b>
Number of workers helped (FYTD)	672	821	825	<b>2318</b>	825	396	811	<b>2032</b>	315	253	356	149	462	<b>1535</b>	695	690	697	456	<b>2538</b>	<b>8423</b>
New Requests this month	61	62	47	<b>170</b>	29	16	19	<b>64</b>	13	7	13	4	25	<b>62</b>	39	26	34	12	<b>111</b>	<b>407</b>
New Requests (FYTD)	631	579	693	<b>1903</b>	319	168	283	<b>770</b>	105	151	181	162	328	<b>927</b>	450	420	382	139	<b>1391</b>	<b>4991</b>
Encounters still NR	44	21	4	<b>69</b>	4	2	4	<b>10</b>	2	7	3	2	11	<b>25</b>	3	7	11	9	<b>30</b>	<b>134</b>
Closed - Summary Advice provided	64	52	40	<b>156</b>	20	8	14	<b>42</b>	9	5	7	5	20	<b>46</b>	23	19	25	8	<b>75</b>	<b>319</b>
Closed - Summary Advice provided (FYTD)	527	438	539	<b>1504</b>	188	86	156	<b>430</b>	59	110	125	133	260	<b>687</b>	328	330	276	70	<b>1004</b>	<b>3625</b>
Closed - SA provided to different workers	52	44	33	<b>129</b>	16	7	12	<b>35</b>	8	5	7	5	15	<b>40</b>	20	17	25	8	<b>70</b>	<b>274</b>
Closed - SA provided to different workers (FYTD)	434	366	388	<b>1188</b>	146	67	133	<b>346</b>	49	72	98	65	178	<b>462</b>	252	256	227	62	<b>797</b>	<b>2793</b>
Closed - SA on CPP-D issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	0	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	0	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	1	<b>1</b>	0	0	0	0	<b>0</b>	<b>2</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers (FYTD)	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	1	<b>1</b>	0	0	0	0	<b>0</b>	<b>2</b>
Closed - No Further Contact	0	0	0	<b>0</b>	1	1	0	<b>2</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>2</b>
Closed - No Further Contact (FYTD)	1	10	8	<b>19</b>	10	6	2	<b>18</b>	0	0	0	3	2	<b>5</b>	0	1	4	0	<b>5</b>	<b>47</b>
Cases selected out	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Cases selected out (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Number of referrals from MPP (FYTD)	1	7	0	<b>8</b>	0	2	8	<b>10</b>	2	0	2	1	1	<b>6</b>	5	0	1	1	<b>7</b>	<b>31</b>

<b>Encounters</b>	<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	1	2	0	0	0	1	0	1	1	0	0	1	2	5

<b>Assistance Provided (AP)</b>	<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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	1	2	3	0	0	0	0	0	0	0	2	0	0	2	6
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	1	1	2	0	0	0	0	0	0	0	0	0	0	0	2
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	1	1	2	0	0	0	0	0	0	0	2	0	0	2	4

<b>Early Intervention (WEI, EI)</b>	<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

<b>Merit Review (WMR, MR)</b>	<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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<b>Merit Review (WMR, MR)</b>	<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	4	8	6	18	11	7	12	30	1	1	3	1	4	10	23	9	5	5	42	100
Files changed to MR status (FYTD)	12	56	45	113	97	43	132	272	6	7	12	15	27	67	76	47	30	57	210	662
Files with MR status (total)	12	12	7	31	5	4	16	25	0	4	4	1	6	15	16	11	6	8	41	112
Files closed from MR	0	1	0	1	6	3	6	15	1	1	0	0	2	4	1	4	2	4	11	31
Files closed from MR (FYTD)	6	24	29	59	38	25	48	111	1	4	1	3	9	18	24	31	16	34	105	293
Files changed from MR	3	4	3	10	14	7	15	36	1	1	5	4	5	16	9	8	5	7	29	91
Files changed from MR (FYTD)	17	67	65	149	99	45	122	266	6	11	12	15	26	70	77	56	34	52	219	704

<b>Waiting for Full Representation (WFR)</b>	<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	0	0	0	0	0	0	0	2	0	2	0	0	0	1	1	3
Files changed to WFR status (FYTD)	0	2	1	3	10	2	8	20	3	3	1	5	4	16	3	3	2	1	9	48
Files with WFR status (total)	1	0	0	1	0	0	0	0	0	0	0	5	3	8	0	0	1	0	1	10
Files changed from MR to WFR	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	1	1	3
Files changed from MR to WFR (FYTD)	0	0	1	1	9	1	8	18	2	3	0	3	4	12	3	2	2	1	8	39
Files changed to WFR with no prior EI	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	1	1	3
Files changed to WFR with no prior EI (FYTD)	0	2	1	3	10	2	8	20	3	3	1	5	4	16	3	3	2	1	9	48
Files closed from WFR	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from WFR (FYTD)	1	1	1	3	2	0	0	2	0	0	0	0	0	0	1	0	0	0	1	6

<b>Full Representation (FR)</b>	<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	5	4	13	8	6	9	23	0	0	7	2	3	12	9	4	6	3	22	70
Files changed to FR status (FYTD)	18	53	41	112	71	36	84	191	9	13	20	17	25	84	78	27	28	21	154	541
Files with FR status (total)	172	220	260	652	279	107	259	645	112	84	119	59	121	495	231	166	226	147	770	2562
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

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Files changed from MR to FR	3	3	3	9	8	4	9	21	0	0	5	2	3	10	8	4	3	2	17	57
Files changed from WFR to FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Files closed from FR	6	4	7	17	11	10	11	32	1	5	4	2	10	22	8	5	8	2	23	94
ISSUES RESOLVED	5	1	7	13	7	8	8	23	0	4	2	2	5	13	5	4	5	0	14	63
CLAIMANT DECISION NOT TO PROCEED	0	1	0	1	0	0	1	1	0	1	1	0	0	2	1	1	2	1	5	9
OWA DECISION NOT TO PROCEED	1	1	0	2	2	1	1	4	0	0	0	0	3	3	1	0	1	1	3	12
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	0	0	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	2
AP DECISION RECEIVED	0	0	0	0	1	1	0	2	1	0	1	0	2	4	1	0	0	0	1	7
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)	31	43	48	122	101	55	96	252	36	35	38	29	44	182	133	69	68	27	297	853
Files closed from FR with OWA Decision	5	2	6	13	7	8	7	22	1	4	4	2	7	18	4	2	6	1	13	66
Files closed from FR with OWA Decision (FYTD)	28	29	38	95	70	46	73	189	23	26	28	24	31	132	89	33	53	23	198	614
Closed from FR reason OWD with MR Closure Letter	1	0	0	1	1	0	1	2	0	0	0	0	1	1	0	0	0	0	0	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	2	5	8	1	6	15	1	0	1	2	4	8	15	3	3	2	23	51
Average Age (in months ) of FR file at closure (FYTD)	47.24	39.72	48.05	45.26	50.35	45.51	37.46	44.19	60.22	62.67	49.66	54.66	42.68	53.33	41.75	51.25	45.86	54.27	45.89	46.87
<b>Miscellaneous</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Current workload - all active files	185	232	267	684	284	111	275	670	112	88	123	65	130	518	247	177	233	155	812	2684
Files transferred out of the office	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	2
Files transferred out of the office (FYTD)	2	5	2	9	5	0	5	10	0	0	2	2	2	6	0	6	1	4	11	36
Files transferred into the office	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	2
Files transferred into the office (FYTD)	7	2	1	10	4	1	6	11	1	3	0	3	0	7	3	2	2	1	8	36
New files from this month's encounters	6	9	9	24	9	8	7	24	4	2	4	0	9	19	16	7	13	5	41	108
<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	

<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Age of Oldest file (in months) on Waiting List	16	0	0	<b>16</b>	0	0	0	<b>0</b>	0	0	0	15	16	<b>16</b>	0	0	19	0	<b>19</b>	<b>19</b>
Average Age (in months) of Waiting List	15.55			<b>15.55</b>								4.45	15.04	<b>8.42</b>		18.53		<b>18.53</b>	<b>10.15</b>	
Total Advisory and Representation Services Completed (FYTD)	472	434	466	<b>1372</b>	287	149	278	<b>714</b>	87	111	137	97	232	<b>664</b>	410	358	311	123	<b>1202</b>	<b>3952</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	98.11	100	<b>99.11</b>	100	100	100	<b>100</b>	100	100	100	100	100	<b>100</b>	98.72	100	96.43	100	<b>98.7</b>	<b>99.45</b>

\*\*\* End of Report \*\*\*

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Mar - 2018**

Printed by: MARTINEZPA

<b>Encounters</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Number of workers helped this month	233	257	372	862	368	168	339	875	157	90	120	72	201	640	328	233	286	157	1004	3381
Number of workers helped (FYTD)	867	983	964	2814	899	425	886	2210	344	283	385	164	524	1700	781	769	793	488	2831	9555
New Requests this month	76	66	73	215	30	20	33	83	16	14	18	12	26	86	49	45	43	12	149	533
New Requests (FYTD)	857	767	889	2513	418	216	401	1035	146	188	241	188	437	1200	569	551	509	182	1811	6559
Encounters still NR	26	21	3	50	4	2	2	8	2	8	4	1	12	27	3	8	11	5	27	112
Closed - Summary Advice provided	90	44	56	190	19	12	18	49	11	10	13	8	17	59	35	39	30	9	113	411
Closed - Summary Advice provided (FYTD)	746	569	686	2001	243	114	220	577	87	140	167	155	345	894	410	429	365	97	1301	4773
Closed - SA provided to different workers	83	43	53	179	19	12	18	49	9	9	12	7	15	52	32	35	29	9	105	385
Closed - SA provided to different workers (FYTD)	621	480	498	1599	187	84	180	451	67	92	120	78	231	588	317	326	303	81	1027	3665
Closed - SA on CPP-D 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 CPP-D issues provided (FYTD)	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	2
Closed - SA on CPP-D 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 CPP-D issues provided to different workers	0	0	0	0	0	1	0	1	1	0	0	0	0	1	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	1	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	3
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	1	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	3
Closed - No Further Contact	0	0	1	1	4	0	0	4	0	0	0	0	1	1	0	0	0	0	0	6
Closed - No Further Contact (FYTD)	1	13	10	24	15	6	2	23	0	0	0	3	3	6	0	1	5	1	7	60
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	8	0	9	2	3	8	13	4	0	2	1	1	8	7	0	6	1	14	44



<b>Encounters</b>	<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)	2	0	0	2	1	0	1	2	0	2	0	1	1	4	1	0	0	1	2	10

<b>Assistance Provided (AP)</b>	<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)	1	0	0	1	0	1	4	5	0	0	0	0	0	0	0	4	0	0	4	10
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	1	3	4	0	0	0	0	0	0	0	4	0	0	4	8

<b>Early Intervention (WEI, EI)</b>	<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

<b>Merit Review (WMR, MR)</b>	<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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<b>Merit Review (WMR, MR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
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	5	8	14	27	7	10	11	28	1	2	7	3	6	19	11	7	15	1	34	108
Files changed to MR status (FYTD)	20	85	85	190	135	71	180	386	8	25	29	19	47	128	113	79	70	72	334	1038
Files with MR status (total)	4	14	29	47	8	7	12	27	1	15	9	1	5	31	8	12	17	3	40	145
Files closed from MR	4	6	2	12	3	3	9	15	0	0	0	0	4	4	4	5	5	1	15	46
Files closed from MR (FYTD)	11	36	38	85	48	38	69	155	1	5	5	5	18	34	34	52	31	40	157	431
Files changed from MR	13	10	6	29	14	7	23	44	1	1	3	0	9	14	17	11	9	1	38	125
Files changed from MR (FYTD)	33	94	84	211	134	70	175	379	7	17	24	19	47	114	122	87	64	71	344	1048

<b>Waiting for Full Representation (WFR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed to WFR status	0	0	0	0	1	2	2	5	0	0	0	0	0	0	0	0	0	0	0	5
Files changed to WFR status (FYTD)	0	2	2	4	14	4	11	29	4	3	3	6	5	21	6	3	2	4	15	69
Files with WFR status (total)	0	0	0	0	0	0	0	0	0	0	0	5	3	8	0	0	0	0	0	8
Files changed from MR to WFR	0	0	0	0	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0	3
Files changed from MR to WFR (FYTD)	0	0	1	1	13	1	11	25	2	3	2	5	4	16	6	2	2	2	12	54
Files changed to WFR with no prior EI	0	0	0	0	1	2	2	5	0	0	0	0	0	0	0	0	0	0	0	5
Files changed to WFR with no prior EI (FYTD)	0	2	2	4	14	4	11	29	4	3	3	6	5	21	6	3	2	4	15	69
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1
Files closed from WFR (FYTD)	2	1	1	4	2	0	1	3	0	0	0	1	0	1	1	0	1	1	3	11

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed to FR status	10	5	4	19	13	7	15	35	1	3	5	1	7	17	15	6	4	1	26	97
Files changed to FR status (FYTD)	35	71	55	161	100	51	118	269	12	20	34	18	39	123	116	37	45	36	234	787
Files with FR status (total)	180	226	251	657	286	106	248	640	106	87	126	54	119	492	241	156	208	141	746	2535
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

<b>Full Representation (FR)</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Files changed from MR to FR	9	4	4	17	10	4	12	26	1	1	3	0	5	10	13	6	4	0	23	76
Files changed from WFR to FR	0	0	0	0	2	2	2	6	0	0	0	0	1	1	2	0	0	0	2	9
Files closed from FR	2	4	13	19	10	10	12	32	3	1	3	4	5	16	10	3	12	5	30	97
ISSUES RESOLVED	1	1	9	11	4	3	8	15	2	0	2	3	4	11	4	1	7	2	14	51
CLAIMANT DECISION NOT TO PROCEED	1	0	2	3	1	0	2	3	0	0	0	0	0	0	2	1	1	0	4	10
OWA DECISION NOT TO PROCEED	0	0	0	0	1	2	2	5	1	0	1	1	0	3	2	0	1	1	4	12
CLAIMANT HAS NEW REP	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	3
NO FURTHER CONTACT WITH CLAIMANT	0	0	1	1	2	0	0	2	0	1	0	0	1	2	1	1	1	0	3	8
AP DECISION RECEIVED	0	2	0	2	1	5	0	6	0	0	0	0	0	0	1	0	1	1	3	11
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	41	54	71	166	123	70	141	334	45	41	45	35	60	226	160	90	102	48	400	1126
Files closed from FR with OWA Decision	1	4	11	16	8	9	9	26	2	0	3	3	5	13	5	2	9	3	19	74
Files closed from FR with OWA Decision (FYTD)	37	39	59	135	87	58	107	252	29	31	34	29	47	170	108	46	82	40	276	833
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	1	1	2	0	0	0	1	0	1	2	0	1	0	3	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	2	5	9	5	9	23	1	0	1	3	5	10	19	4	5	4	32	70
Average Age (in months ) of FR file at closure (FYTD)	48.42	41.67	46.32	45.55	53.03	46.53	40.08	46.03	59.72	61.07	52.65	48.8	44.25	52.41	41.13	59.34	47.22	53.78	47.81	47.85
<b>Miscellaneous</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>
Current workload - all active files	184	240	280	704	294	113	260	667	107	102	135	60	127	531	249	168	225	144	786	2688
Files transferred out of the office	1	1	0	2	0	0	0	0	0	0	0	0	1	1	0	5	1	0	6	9
Files transferred out of the office (FYTD)	3	7	2	12	5	0	5	10	0	0	3	2	3	8	0	15	4	4	23	53
Files transferred into the office	0	1	0	1	0	0	1	1	0	0	1	0	0	1	2	1	3	0	6	9
Files transferred into the office (FYTD)	8	4	1	13	8	1	7	16	1	4	1	3	0	9	5	4	5	1	15	53
New files from this month's encounters	4	21	18	43	11	10	18	39	4	3	4	6	9	26	14	6	12	4	36	144
<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO</b>	<b>DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>

<b>Age of Wait List</b>	<b>TOR</b>	<b>SCAR</b>	<b>OTT</b>	<b>TE</b>	<b>LON</b>	<b>WIND</b>	<b>WAT</b>	<b>SW</b>	<b>TIMM</b>	<b>SSM</b>	<b>TBAY</b>	<b>ELAK</b>	<b>SUD</b>	<b>NO DOWN</b>	<b>MISS</b>	<b>HAM</b>	<b>STCA</b>	<b>CE</b>	<b>Total</b>	
Age of Oldest file (in months) on Waiting List	0	0	0	0	0	0	0	0	0	0	0	7	19	19	0	0	0	0	0	19
Average Age (in months) of Waiting List												4.09	18.04	9.32						9.32
Total Advisory and Representation Services Completed	675	571	609	1855	360	195	394	949	114	138	170	119	310	851	512	472	437	170	1591	5246
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	98.59	100	99.38	100	100	100	100	100	100	100	100	100	100	99.14	100	97.78	100	99.15	99.62

\*\*\* End of Report \*\*\*