

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Jun - 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	132	254	319	<b>705</b>	358	166	316	<b>840</b>	113	101	112	67	164	<b>557</b>	290	185	252	164	<b>891</b>	<b>2993</b>
Number of workers helped (FYTD)	302	517	583	<b>1402</b>	587	277	555	<b>1419</b>	204	198	248	106	322	<b>1078</b>	423	350	481	344	<b>1598</b>	<b>5497</b>
New Requests this month	67	63	42	<b>172</b>	41	51	34	<b>126</b>	3	40	22	18	20	<b>103</b>	52	34	40	21	<b>147</b>	<b>548</b>
New Requests (FYTD)	166	164	177	<b>507</b>	127	100	101	<b>328</b>	39	88	53	40	98	<b>318</b>	127	115	134	61	<b>437</b>	<b>1590</b>
Encounters still NR	28	24	3	<b>55</b>	4	2	2	<b>8</b>	2	4	4	1	12	<b>23</b>	4	7	12	4	<b>27</b>	<b>113</b>
Closed - Summary Advice provided	55	40	34	<b>129</b>	25	43	14	<b>82</b>	2	31	14	15	14	<b>76</b>	31	25	25	16	<b>97</b>	<b>384</b>
Closed - Summary Advice provided (FYTD)	142	110	125	<b>377</b>	76	79	53	<b>208</b>	26	79	35	31	70	<b>241</b>	75	75	84	38	<b>272</b>	<b>1098</b>
Closed - SA provided to different workers	47	39	34	<b>120</b>	23	33	13	<b>69</b>	2	24	14	14	12	<b>66</b>	24	25	22	16	<b>87</b>	<b>342</b>
Closed - SA provided to different workers (FYTD)	125	104	105	<b>334</b>	66	58	50	<b>174</b>	20	55	33	26	63	<b>197</b>	58	70	76	34	<b>238</b>	<b>943</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>	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	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	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	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>	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 - 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	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	0	2	1	<b>3</b>	0	2	0	<b>2</b>	0	0	0	0	0	<b>0</b>	0	0	2	0	<b>2</b>	<b>7</b>
Closed - No Further Contact (FYTD)	0	4	3	<b>7</b>	3	4	0	<b>7</b>	0	0	1	0	5	<b>6</b>	2	0	5	1	<b>8</b>	<b>28</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	0	0	<b>0</b>	2	0	0	<b>2</b>	0	0	1	0	0	<b>1</b>	1	0	2	1	<b>4</b>	<b>7</b>

<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 contacts with MPP (FYTD)	0	0	5	5	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	7
<b>Assistance Provided (AP)</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 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	1	0	0	1	1
Files with AP status (total)	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	3
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
<b>Early Intervention (WEI, EI)</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 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>	<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>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	3	4	6	13	18	4	13	35	1	1	9	2	2	15	25	11	14	3	53	116
Files changed to MR status (FYTD)	9	22	21	52	41	13	31	85	7	11	28	3	18	67	67	54	39	13	173	377
Files with MR status (total)	2	10	4	16	20	3	8	31	7	6	16	1	6	36	19	29	13	5	66	149
Files closed from MR	0	5	8	13	4	0	3	7	0	2	3	0	2	7	6	10	14	2	32	59
Files closed from MR (FYTD)	7	13	22	42	9	4	11	24	1	7	6	0	6	20	17	23	23	4	67	153
Files changed from MR	3	10	19	32	12	3	13	28	0	7	7	2	5	21	22	14	21	7	64	145
Files changed from MR (FYTD)	11	26	46	83	29	17	33	79	1	20	21	3	14	59	56	38	42	11	147	368

<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	1	1	0	2	3	1	1	5	0	3	0	0	0	3	0	0	1	1	2	12
Files changed to WFR status (FYTD)	1	1	0	2	6	3	4	13	0	4	1	1	0	6	4	1	1	1	7	28
Files with WFR status (total)	0	0	0	0	3	1	0	4	0	0	0	2	0	2	0	0	0	0	0	6
Files changed from MR to WFR	0	1	0	1	3	1	1	5	0	0	0	0	0	0	0	0	0	1	1	7
Files changed from MR to WFR (FYTD)	0	1	0	1	5	3	4	12	0	1	1	0	0	2	4	0	0	1	5	20
Files changed to WFR with no prior EI	1	1	0	2	3	1	1	5	0	3	0	0	0	3	0	0	1	1	2	12
Files changed to WFR with no prior EI (FYTD)	1	1	0	2	6	3	4	13	0	4	1	1	0	6	4	1	1	1	7	28
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
Files closed from WFR (FYTD)	0	0	0	0	0	0	0	0	0	0	0	1	3	4	0	1	0	0	1	5

<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	6	5	11	22	10	2	12	24	0	11	4	4	3	22	18	4	10	5	37	105
Files changed to FR status (FYTD)	8	13	25	46	24	14	26	64	1	22	15	7	10	55	45	15	26	8	94	259
Files with FR status (total)	178	220	266	664	267	103	245	615	92	79	132	51	109	463	251	159	202	135	747	2489
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	4	11	18	5	2	9	16	0	5	4	2	3	14	16	4	7	4	31	79
Files changed from WFR to FR	2	1	0	3	2	0	1	3	0	3	0	1	0	4	0	0	1	1	2	12
Files closed from FR	6	7	5	18	16	8	13	37	2	4	4	4	8	22	10	2	9	4	25	102
ISSUES RESOLVED	4	6	4	14	9	5	11	25	1	4	3	4	6	18	6	2	5	3	16	73
CLAIMANT DECISION NOT TO PROCEED	0	0	1	1	4	0	1	5	0	0	0	0	0	0	0	0	2	0	2	8
OWA DECISION NOT TO PROCEED	2	1	0	3	2	0	1	3	0	0	0	0	1	1	2	0	2	0	4	11
CLAIMANT HAS NEW REP	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	2	3
AP DECISION RECEIVED	0	0	0	0	1	2	0	3	0	0	0	0	1	1	0	0	0	0	0	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)	11	18	10	39	44	17	29	90	15	25	9	10	25	84	34	11	32	14	91	304
Files closed from FR with OWA Decision	3	6	5	14	13	7	12	32	1	4	3	4	4	16	9	2	8	1	20	82
Files closed from FR with OWA Decision (FYTD)	5	14	10	29	37	16	23	76	8	18	4	9	17	56	27	9	27	9	72	233
Closed from FR reason OWD with MR Closure Letter	1	1	0	2	0	0	1	1	0	0	0	0	0	0	0	0	1	0	1	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	1	0	2	1	0	3	4	1	3	1	1	1	7	1	0	4	1	6	19
Average Age (in months ) of FR file at closure (FYTD)	27.54	50.96	61.06	50.4	94.44	52.52	45.2	70.71	59.46	56.26	38.81	50.96	48.67	52.31	41.85	44.95	48.7	48.81	45.68	56.03
<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	180	230	270	680	290	107	253	650	99	85	148	54	115	501	270	188	215	140	813	2644
Files transferred out of the office	0	2	0	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	3
Files transferred out of the office (FYTD)	1	5	0	6	1	1	2	4	3	6	2	1	3	15	3	2	2	0	7	32
Files transferred into the office	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	3
Files transferred into the office (FYTD)	4	2	2	8	1	0	2	3	4	3	2	1	7	17	0	3	1	0	4	32
New files from this month's encounters	13	19	9	41	16	7	18	41	0	8	7	3	7	25	17	10	12	5	44	151
<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	0	0	0	0	2	0	0	2	0	0	0	10	0	10	0	0	0	0	0	10
Average Age (in months) of Waiting List					0.96	0.08		0.74				9.05		9.05						3.51
Total Advisory and Representation Services Completed	143	135	137	415	120	80	90	290	36	87	48	37	97	305	109	105	131	52	397	1407
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	100	100	85.71	100	98.18	100	100	100	100	100	99.61

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

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Sep - 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	105	218	304	<b>627</b>	319	126	320	<b>765</b>	134	84	98	69	167	<b>552</b>	267	195	202	172	<b>836</b>	<b>2780</b>
Number of workers helped (FYTD)	440	694	732	<b>1866</b>	671	323	664	<b>1658</b>	280	237	301	135	398	<b>1351</b>	504	466	597	400	<b>1967</b>	<b>6842</b>
New Requests this month	33	44	54	<b>131</b>	34	26	34	<b>94</b>	13	31	10	18	28	<b>100</b>	44	32	41	12	<b>129</b>	<b>454</b>
New Requests (FYTD)	285	317	335	<b>937</b>	210	171	202	<b>583</b>	74	164	102	92	186	<b>618</b>	239	234	252	121	<b>846</b>	<b>2984</b>
Encounters still NR	30	26	3	<b>59</b>	6	2	2	<b>10</b>	2	4	3	1	11	<b>21</b>	2	8	13	3	<b>26</b>	<b>116</b>
Closed - Summary Advice provided	19	24	39	<b>82</b>	18	16	16	<b>50</b>	10	26	5	16	23	<b>80</b>	22	16	32	9	<b>79</b>	<b>291</b>
Closed - Summary Advice provided (FYTD)	233	214	236	<b>683</b>	117	134	110	<b>361</b>	50	143	72	74	138	<b>477</b>	135	148	175	80	<b>538</b>	<b>2059</b>
Closed - SA provided to different workers	18	24	36	<b>78</b>	15	15	16	<b>46</b>	8	17	5	14	20	<b>64</b>	21	16	30	9	<b>76</b>	<b>264</b>
Closed - SA provided to different workers (FYTD)	200	201	206	<b>607</b>	98	93	98	<b>289</b>	36	85	66	50	117	<b>354</b>	106	132	160	68	<b>466</b>	<b>1716</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>	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	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	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	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>	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 - 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	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	0	3	1	<b>4</b>	0	0	0	<b>0</b>	0	0	1	0	0	<b>1</b>	0	0	1	0	<b>1</b>	<b>6</b>
Closed - No Further Contact (FYTD)	1	9	5	<b>15</b>	4	5	0	<b>9</b>	0	0	3	2	5	<b>10</b>	2	1	6	1	<b>10</b>	<b>44</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	0	0	<b>0</b>	2	0	0	<b>2</b>	0	0	1	0	3	<b>4</b>	4	0	2	1	<b>7</b>	<b>13</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	6	6	4	1	1	6	1	0	3	0	0	4	1	0	0	0	1	17

<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	1	0	3	3
Files with AP status (total)	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	3
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	1	1	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>	<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	8	13	10	31	16	8	15	39	3	2	6	4	8	23	20	9	8	5	42	135
Files changed to MR status (FYTD)	36	59	40	135	83	34	80	197	14	14	36	8	40	112	122	94	69	30	315	759
Files with MR status (total)	7	14	11	32	17	9	15	41	3	5	8	3	10	29	19	15	12	3	49	151
Files closed from MR	1	7	4	12	10	1	4	15	0	0	0	1	1	2	5	9	5	2	21	50
Files closed from MR (FYTD)	20	27	28	75	27	8	22	57	2	9	17	2	12	42	36	46	42	14	138	312
Files changed from MR	3	12	7	22	20	4	11	35	0	1	0	1	6	8	14	20	10	7	51	116
Files changed from MR (FYTD)	33	59	58	150	74	32	74	180	12	23	38	6	32	111	111	91	73	30	305	746

<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	2	0	0	2	3	1	1	5	0	0	1	1	0	2	0	3	1	1	5	14
Files changed to WFR status (FYTD)	7	2	0	9	12	4	7	23	6	4	2	2	0	14	6	4	4	2	16	62
Files with WFR status (total)	0	0	0	0	1	1	0	2	0	0	0	3	0	3	1	1	2	0	4	9
Files changed from MR to WFR	2	0	0	2	2	1	1	4	0	0	0	0	0	0	0	3	0	1	4	10
Files changed from MR to WFR (FYTD)	5	2	0	7	10	4	7	21	5	1	1	0	0	7	6	3	2	2	13	48
Files changed to WFR with no prior EI	2	0	0	2	3	1	1	5	0	0	1	1	0	2	0	3	1	1	5	14
Files changed to WFR with no prior EI (FYTD)	7	2	0	9	12	4	7	23	6	4	2	2	0	14	6	4	4	2	16	62
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	0	0	0	0	0	0	0	0	0	0	0	1	3	4	0	1	0	0	1	5

<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	2	6	4	12	13	3	7	23	0	2	1	0	5	8	12	10	5	5	32	75
Files changed to FR status (FYTD)	19	33	32	84	55	25	59	139	13	25	22	11	23	94	86	48	39	17	190	507
Files with FR status (total)	170	222	252	644	268	102	250	620	99	60	131	49	105	444	255	166	194	129	744	2452
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	0	5	3	8	8	2	6	16	0	1	0	0	5	6	9	8	5	4	26	56
Files changed from WFR to FR	2	0	0	2	4	1	1	6	0	0	1	0	0	1	0	2	0	1	3	12
Files closed from FR	4	4	12	20	6	2	6	14	2	3	1	1	3	10	9	9	8	9	35	79
ISSUES RESOLVED	4	2	10	16	4	2	5	11	2	2	0	1	2	7	6	8	7	6	27	61
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	0	0	0	0	0	0	0	0	0	0	2	0	0	1	3	5
OWA DECISION NOT TO PROCEED	0	0	1	1	2	0	0	2	0	0	1	0	1	2	1	1	1	1	4	9
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	0	0	1	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	3
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
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)	29	36	31	96	73	29	58	160	20	45	18	16	43	142	71	37	53	29	190	588
Files closed from FR with OWA Decision	2	3	10	15	5	2	4	11	2	2	0	1	1	6	7	3	8	6	24	56
Files closed from FR with OWA Decision (FYTD)	14	28	28	70	59	26	47	132	13	32	10	15	29	99	53	20	42	17	132	433
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	3	0	5	2	0	3	5	1	3	1	1	2	8	5	2	5	2	14	32
Average Age (in months ) of FR file at closure (FYTD)	39.12	42.34	52.28	45.67	92.08	53.24	44.77	67.59	60.12	51.08	55.73	40.71	46.2	49.74	36.03	49.23	46.49	48.83	43	52.47
<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	177	236	263	676	286	112	265	663	102	65	139	55	115	476	275	182	208	132	797	2612
Files transferred out of the office	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	2
Files transferred out of the office (FYTD)	1	6	1	8	3	1	4	8	3	9	3	1	3	19	3	2	2	0	7	42
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	2
Files transferred into the office (FYTD)	6	3	2	11	1	0	3	4	4	3	4	2	8	21	1	4	1	0	6	42
New files from this month's encounters	8	15	12	35	14	11	16	41	5	5	2	4	5	21	18	14	10	4	46	143
<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	4	3	0	4	0	0	0	13	0	13	1	0	3	0	3	13
Average Age (in months) of Waiting List					3.56	3.08		3.32				8.22		8.22	1.4	0.37	1.47		1.18	4
Total Advisory and Representation Services Completed	249	264	265	778	199	131	178	508	58	139	101	69	175	542	213	217	256	111	797	2625
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	98.18	100	100	99.28	100	100	100	81.82	100	97.87	100	100	100	100	100	99.41

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

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Dec - 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	134	220	280	<b>634</b>	308	108	318	<b>734</b>	119	82	100	66	140	<b>507</b>	223	184	175	155	<b>737</b>	<b>2612</b>
Number of workers helped (FYTD)	520	853	871	<b>2244</b>	748	350	757	<b>1855</b>	312	260	357	155	453	<b>1537</b>	585	681	707	436	<b>2409</b>	<b>8045</b>
New Requests this month	28	48	54	<b>130</b>	20	12	42	<b>74</b>	14	13	11	12	19	<b>69</b>	26	29	23	8	<b>86</b>	<b>359</b>
New Requests (FYTD)	379	476	518	<b>1373</b>	307	214	324	<b>845</b>	115	211	156	142	271	<b>895</b>	350	337	349	156	<b>1192</b>	<b>4305</b>
Encounters still NR	37	19	4	<b>60</b>	4	4	3	<b>11</b>	1	2	4	1	11	<b>19</b>	2	2	5	3	<b>12</b>	<b>102</b>
Closed - Summary Advice provided	14	35	33	<b>82</b>	15	4	15	<b>34</b>	8	9	9	8	13	<b>47</b>	16	16	15	7	<b>54</b>	<b>217</b>
Closed - Summary Advice provided (FYTD)	294	329	358	<b>981</b>	169	157	170	<b>496</b>	76	183	117	111	208	<b>695</b>	207	221	249	100	<b>777</b>	<b>2949</b>
Closed - SA provided to different workers	13	32	30	<b>75</b>	14	4	15	<b>33</b>	8	6	9	8	12	<b>43</b>	15	13	15	7	<b>50</b>	<b>201</b>
Closed - SA provided to different workers (FYTD)	249	307	305	<b>861</b>	136	111	144	<b>391</b>	60	107	101	70	166	<b>504</b>	155	191	228	83	<b>657</b>	<b>2413</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>	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	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	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	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>	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 - 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	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	0	0	2	<b>2</b>	1	1	0	<b>2</b>	0	0	1	0	0	<b>1</b>	1	0	0	0	<b>1</b>	<b>6</b>
Closed - No Further Contact (FYTD)	1	14	10	<b>25</b>	6	7	0	<b>13</b>	0	0	4	2	7	<b>13</b>	4	1	7	1	<b>13</b>	<b>64</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	0	0	<b>0</b>	3	0	4	<b>7</b>	1	0	2	0	4	<b>7</b>	11	2	3	2	<b>18</b>	<b>32</b>

<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 contacts with MPP (FYTD)	0	0	6	6	4	1	3	8	5	0	6	0	0	11	1	0	0	0	1	26
<b>Assistance Provided (AP)</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 AP status	2	0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	3
Files changed to AP status (FYTD)	2	1	0	3	0	0	0	0	1	0	0	0	0	1	1	2	2	0	5	9
Files with AP status (total)	2	0	0	2	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	4
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	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	1	0	1	0	0	0	0	1	0	0	0	0	1	1	1	2	0	4	6
<b>Early Intervention (WEI, EI)</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 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>	<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>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	4	6	10	20	12	3	29	44	4	3	2	2	4	15	2	6	5	6	19	98
Files changed to MR status (FYTD)	61	95	87	243	134	51	139	324	26	21	51	16	59	173	169	122	97	47	435	1175
Files with MR status (total)	11	11	20	42	12	3	16	31	5	3	11	3	5	27	9	15	6	5	35	135
Files closed from MR	2	2	10	14	7	1	4	12	0	1	1	1	0	3	8	4	6	2	20	49
Files closed from MR (FYTD)	33	45	48	126	47	18	34	99	6	11	23	5	19	64	61	63	66	20	210	499
Files changed from MR	4	6	17	27	19	4	23	46	4	4	2	1	6	17	21	8	7	4	40	130
Files changed from MR (FYTD)	55	96	96	247	130	55	132	317	22	32	50	14	57	175	168	119	107	46	440	1179

<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	1	1	1	3	3	1	3	7	2	1	0	0	1	4	2	0	0	0	2	16
Files changed to WFR status (FYTD)	9	4	3	16	20	6	15	41	8	5	4	3	2	22	11	4	4	5	24	103
Files with WFR status (total)	0	0	1	1	1	0	0	1	2	0	0	2	1	5	0	0	1	0	1	8
Files changed from MR to WFR	1	1	0	2	3	1	3	7	2	1	0	0	1	4	2	0	0	0	2	15
Files changed from MR to WFR (FYTD)	7	4	0	11	16	6	15	37	7	2	2	0	2	13	11	4	2	5	22	83
Files changed to WFR with no prior EI	1	1	1	3	3	1	3	7	2	1	0	0	1	4	2	0	0	0	2	16
Files changed to WFR with no prior EI (FYTD)	9	4	3	16	20	6	15	41	8	5	4	3	2	22	11	4	4	5	24	103
Files closed from WFR	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1
Files closed from WFR (FYTD)	0	0	0	0	1	1	0	2	0	1	0	2	3	6	0	1	0	0	1	9

<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	4	5	9	18	12	4	23	39	2	2	1	0	5	10	14	5	1	2	22	89
Files changed to FR status (FYTD)	30	54	55	139	95	39	110	244	17	32	29	18	41	137	123	60	53	27	263	783
Files with FR status (total)	172	230	253	655	275	100	264	639	93	44	133	47	112	429	257	155	172	112	696	2419
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	1	3	7	11	9	2	16	27	2	2	1	0	5	10	11	4	1	2	18	66
Files changed from WFR to FR	1	1	1	3	2	1	3	6	0	0	0	0	0	0	2	1	0	0	3	12
Files closed from FR	5	6	12	23	11	4	14	29	1	12	2	2	4	21	11	2	3	18	34	107
ISSUES RESOLVED	3	5	9	17	9	2	12	23	1	12	2	1	4	20	5	2	1	18	26	86
CLAIMANT DECISION NOT TO PROCEED	0	0	1	1	1	0	1	2	0	0	0	0	0	0	1	0	0	0	1	4
OWA DECISION NOT TO PROCEED	1	1	2	4	1	1	0	2	0	0	0	1	0	1	4	0	2	0	6	13
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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)	40	49	53	142	106	45	95	246	30	68	23	25	53	199	107	56	89	56	308	895
Files closed from FR with OWA Decision	3	2	10	15	7	3	9	19	0	4	1	1	2	8	8	2	2	18	30	72
Files closed from FR with OWA Decision (FYTD)	20	34	46	100	81	36	73	190	16	41	13	21	36	127	79	33	67	42	221	638
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	6	1	9	4	1	4	9	1	3	1	2	2	9	9	3	6	2	20	47
Average Age (in months ) of FR file at closure (FYTD)	38.39	43.82	52.44	46.7	79.36	49.98	46.19	61.05	62.7	51.79	49.89	38.93	45.78	49.14	37.54	48.48	47.13	58.45	46.05	51.24
<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	183	241	274	698	288	103	280	671	100	47	144	52	118	461	266	170	179	117	732	2562
Files transferred out of the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	3	8	2	13	4	1	4	9	4	9	3	1	4	21	3	7	2	0	12	55
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
Files transferred into the office (FYTD)	11	5	3	19	1	1	3	5	5	3	4	2	10	24	1	4	2	0	7	55
New files from this month's encounters	6	13	17	36	8	6	27	41	3	5	2	2	7	19	9	14	9	1	33	129
<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	2	<b>2</b>	0	0	0	<b>0</b>	1	0	0	16	1	<b>16</b>	0	0	3	0	<b>3</b>	<b>16</b>
Average Age (in months) of Waiting List			2.37	<b>2.37</b>	0.4			<b>0.4</b>	0.79			15.09	0.88	<b>6.53</b>		3.37		<b>3.37</b>	<b>4.85</b>	
Total Advisory and Representation Services Completed	322	402	406	<b>1130</b>	291	176	273	<b>740</b>	97	187	147	102	241	<b>774</b>	324	312	385	159	<b>1180</b>	<b>3824</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	<b>100</b>	98.95	100	100	<b>99.59</b>	100	100	100	88.89	100	<b>98.54</b>	100	100	100	100	<b>100</b>	<b>99.62</b>

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

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Mar - 2019**

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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	113	253	315	<b>681</b>	359	130	382	<b>871</b>	174	75	128	66	145	<b>588</b>	243	203	194	147	<b>787</b>	<b>2927</b>
Number of workers helped (FYTD)	574	995	1015	<b>2584</b>	814	409	853	<b>2076</b>	346	279	398	167	520	<b>1710</b>	657	770	786	480	<b>2693</b>	<b>9063</b>
New Requests this month	18	43	54	<b>115</b>	23	32	44	<b>99</b>	14	18	9	11	29	<b>81</b>	35	31	46	19	<b>131</b>	<b>426</b>
New Requests (FYTD)	458	629	673	<b>1760</b>	400	296	459	<b>1155</b>	161	254	201	197	359	<b>1172</b>	467	448	473	218	<b>1606</b>	<b>5693</b>
Encounters still NR	40	21	5	<b>66</b>	4	2	2	<b>8</b>	3	1	4	1	11	<b>20</b>	3	8	5	3	<b>19</b>	<b>113</b>
Closed - Summary Advice provided	12	22	44	<b>78</b>	9	19	22	<b>50</b>	9	15	3	9	24	<b>60</b>	25	13	29	9	<b>76</b>	<b>264</b>
Closed - Summary Advice provided (FYTD)	351	416	476	<b>1243</b>	214	200	239	<b>653</b>	105	216	144	153	275	<b>893</b>	285	279	327	137	<b>1028</b>	<b>3817</b>
Closed - SA provided to different workers	11	22	42	<b>75</b>	9	17	21	<b>47</b>	7	13	3	7	24	<b>54</b>	23	13	25	9	<b>70</b>	<b>246</b>
Closed - SA provided to different workers (FYTD)	292	390	404	<b>1086</b>	172	145	192	<b>509</b>	79	126	125	85	217	<b>632</b>	208	243	285	113	<b>849</b>	<b>3076</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>	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	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	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	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>	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 - 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	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	1	3	0	<b>4</b>	2	1	0	<b>3</b>	0	0	1	0	0	<b>1</b>	0	0	0	0	<b>0</b>	<b>8</b>
Closed - No Further Contact (FYTD)	8	19	12	<b>39</b>	11	8	0	<b>19</b>	1	0	7	4	7	<b>19</b>	4	3	7	1	<b>15</b>	<b>92</b>
Cases selected out	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>
Cases selected out (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>
Number of referrals from MPP (FYTD)	0	0	0	<b>0</b>	4	0	7	<b>11</b>	1	0	3	0	6	<b>10</b>	15	3	10	3	<b>31</b>	<b>52</b>



<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 contacts with MPP (FYTD)	0	0	6	6	4	2	4	10	7	0	7	0	0	14	2	0	0	0	2	32
<b>Assistance Provided (AP)</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 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)	3	1	0	4	0	1	0	1	1	0	0	0	0	1	1	2	2	0	5	11
Files with AP status (total)	3	0	0	3	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	4
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	1	0	1	0	1	0	1	1	0	0	0	0	1	1	2	2	0	5	8
<b>Early Intervention (WEI, EI)</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 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>	<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>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	15	25	10	50	11	7	7	25	20	9	11	7	8	55	13	13	18	13	57	187
Files changed to MR status (FYTD)	110	154	127	391	189	71	190	450	93	44	75	29	89	330	212	165	141	70	588	1759
Files with MR status (total)	30	43	24	97	11	3	9	23	27	4	16	4	10	61	13	17	17	6	53	234
Files closed from MR	10	5	7	22	7	3	1	11	9	5	5	0	3	22	6	6	5	5	22	77
Files closed from MR (FYTD)	51	60	70	181	61	31	48	140	24	23	33	7	28	115	79	81	83	34	277	713
Files changed from MR	14	9	11	34	25	6	12	43	30	11	9	5	8	63	13	14	10	9	46	186
Files changed from MR (FYTD)	84	123	131	338	186	76	191	453	68	54	69	25	82	298	207	159	140	68	574	1663

<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	2	1	0	3	6	1	0	1	1	9	3	0	1	4	8	20
Files changed to WFR status (FYTD)	11	5	3	19	23	9	22	54	16	7	5	4	5	37	19	7	6	9	41	151
Files with WFR status (total)	0	0	1	1	0	0	0	0	0	2	0	0	0	2	3	0	1	3	7	10
Files changed from MR to WFR	0	0	0	0	2	1	0	3	6	1	0	0	1	8	3	0	1	4	8	19
Files changed from MR to WFR (FYTD)	9	5	0	14	19	8	22	49	14	4	3	0	5	26	19	7	4	9	39	128
Files changed to WFR with no prior EI	0	0	0	0	2	1	0	3	6	1	0	1	1	9	3	0	1	4	8	20
Files changed to WFR with no prior EI (FYTD)	11	5	3	19	23	9	22	54	16	7	5	4	5	37	19	7	6	9	41	151
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	0	0	0	0	1	1	0	2	0	1	0	4	3	8	0	1	0	0	1	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	4	5	4	13	17	4	11	32	23	6	4	7	5	45	8	9	6	2	25	115
Files changed to FR status (FYTD)	42	71	69	182	142	48	158	348	49	41	39	30	58	217	143	83	72	35	333	1080
Files with FR status (total)	176	224	251	651	294	90	280	664	114	43	132	53	118	460	262	164	169	107	702	2477
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	4	4	4	12	16	2	11	29	15	5	4	5	4	33	4	8	4	0	16	90
Files changed from WFR to FR	0	0	0	0	2	2	0	4	8	0	0	1	1	10	3	1	1	1	6	20
Files closed from FR	0	8	7	15	11	2	11	24	4	3	3	4	3	17	8	3	4	5	20	76
ISSUES RESOLVED	0	2	6	8	7	0	8	15	3	3	3	2	3	14	3	1	3	3	10	47
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	1	0	0	1	0	0	0	1	0	1	1	0	0	1	2	6
OWA DECISION NOT TO PROCEED	0	1	1	2	3	0	2	5	1	0	0	1	0	2	2	1	0	1	4	13
CLAIMANT HAS NEW REP	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2
AP DECISION RECEIVED	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	2
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WSIAT RETURNS FILE TO CLAIMS	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from FR (FYTD)	50	71	70	191	134	64	127	325	41	75	33	33	65	247	123	70	110	70	373	1136
Files closed from FR with OWA Decision	0	5	5	10	8	2	5	15	3	2	3	2	2	12	5	2	4	3	14	51
Files closed from FR with OWA Decision (FYTD)	25	48	59	132	102	47	94	243	23	47	19	27	46	162	90	44	82	52	268	805
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	2	2	1	0	0	1	0	2	1	0	0	0	1	6
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	9	1	12	5	2	7	14	2	3	1	3	2	11	10	3	8	4	25	62
Average Age (in months ) of FR file at closure (FYTD)	35.79	46.95	55.7	48.75	72.65	51.25	43.45	57.22	59.25	52.37	52.25	35	45.23	48.41	37.06	48.33	46.07	58.14	45.75	50.24

<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	206	267	276	749	305	93	289	687	141	49	148	57	128	523	278	181	187	116	762	2721
Files transferred out of the office	0	0	1	1	3	0	1	4	0	0	0	0	0	0	0	0	0	0	0	5
Files transferred out of the office (FYTD)	3	11	4	18	7	1	6	14	4	11	3	1	4	23	3	8	3	0	14	69
Files transferred into the office	0	0	0	0	0	0	1	1	0	1	0	0	1	2	0	0	1	1	2	5
Files transferred into the office (FYTD)	14	6	3	23	2	1	4	7	5	4	4	4	11	28	2	4	4	1	11	69
New files from this month's encounters	4	14	11	29	11	12	13	36	3	5	5	4	6	23	13	18	14	10	55	143

<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>
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<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>
Age of Oldest file (in months) on Waiting List	0	0	5	5	0	0	0	0	0	1	0	0	0	1	2	0	6	0	6	6
Average Age (in months) of Waiting List			5.37	5.37						1.02				1.02	1.71		6.37	0.17	1.72	1.94
Total Advisory and Representation Services Completed	393	522	544	1459	369	243	367	979	145	225	191	129	313	1003	411	397	480	217	1505	4946
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	99.3	100	100	99.71	100	100	100	93.33	100	99.08	100	100	100	100	100	99.72

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