

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

Printed by: SYSTEM\_ADM\_PA

<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	97	203	234	<b>534</b>	313	108	304	<b>725</b>	140	57	108	61	203	<b>569</b>	219	186	186	131	<b>722</b>	<b>2550</b>
Number of workers helped (FYTD)	208	444	520	<b>1172</b>	459	203	501	<b>1163</b>	227	117	211	115	336	<b>1006</b>	368	350	311	242	<b>1271</b>	<b>4612</b>
New Requests this month	28	44	51	<b>123</b>	32	23	22	<b>77</b>	18	28	18	15	22	<b>101</b>	38	34	32	19	<b>123</b>	<b>424</b>
New Requests (FYTD)	98	158	168	<b>424</b>	97	67	93	<b>257</b>	52	66	56	57	89	<b>320</b>	105	104	95	50	<b>354</b>	<b>1355</b>
Encounters still NR	45	32	6	<b>83</b>	6	2	3	<b>11</b>	0	1	6	1	12	<b>20</b>	4	8	8	4	<b>24</b>	<b>138</b>
Closed - Summary Advice provided	15	26	35	<b>76</b>	27	15	14	<b>56</b>	14	21	13	8	21	<b>77</b>	27	16	20	11	<b>74</b>	<b>283</b>
Closed - Summary Advice provided (FYTD)	64	94	121	<b>279</b>	65	41	57	<b>163</b>	42	53	36	39	70	<b>240</b>	70	53	52	30	<b>205</b>	<b>887</b>
Closed - SA provided to different workers	14	26	31	<b>71</b>	26	10	12	<b>48</b>	12	18	12	7	20	<b>69</b>	24	15	18	11	<b>68</b>	<b>256</b>
Closed - SA provided to different workers (FYTD)	61	92	106	<b>259</b>	61	31	50	<b>142</b>	27	35	35	28	64	<b>189</b>	61	49	46	27	<b>183</b>	<b>773</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>	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>	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>	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 - No Further Contact	1	1	1	<b>3</b>	0	0	0	<b>0</b>	0	0	0	1	0	<b>1</b>	0	1	0	0	<b>1</b>	<b>5</b>
Closed - No Further Contact (FYTD)	1	4	6	<b>11</b>	1	1	1	<b>3</b>	0	0	2	3	0	<b>5</b>	0	1	9	0	<b>10</b>	<b>29</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	0	0	<b>1</b>	2	1	0	<b>3</b>	0	0	0	0	3	<b>3</b>	1	4	1	2	<b>8</b>	<b>15</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	0	0	0	0	0	0	2	0	0	0	1	3	0	0	0	0	0	3
<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)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with AP status (total)	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	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</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	3	13	6	22	20	12	17	49	0	0	7	1	19	27	10	8	7	7	32	130
Files changed to MR status (FYTD)	12	43	22	77	46	25	54	125	6	5	21	9	35	76	20	26	24	21	91	369
Files with MR status (total)	24	33	28	85	19	6	15	40	7	5	21	0	13	46	7	17	8	7	39	210
Files closed from MR	4	7	3	14	8	4	5	17	2	2	3	0	5	12	3	2	2	3	10	53
Files closed from MR (FYTD)	13	21	8	42	14	10	16	40	12	2	10	9	14	47	9	11	25	9	54	183
Files changed from MR	4	14	6	24	13	10	12	35	5	4	4	1	15	29	10	9	4	6	29	117
Files changed from MR (FYTD)	18	53	19	90	36	22	48	106	26	4	16	13	32	91	27	27	33	20	107	394

<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	1	0	1	2	3	1	6	1	0	1	1	0	3	2	1	1	0	4	14
Files changed to WFR status (FYTD)	1	1	1	3	3	4	4	11	2	0	1	2	1	6	7	1	3	1	12	32
Files with WFR status (total)	0	0	2	2	1	0	0	1	0	1	1	0	0	2	4	0	1	0	5	10
Files changed from MR to WFR	0	1	0	1	1	3	0	4	1	0	1	0	0	2	2	1	0	0	3	10
Files changed from MR to WFR (FYTD)	1	1	0	2	1	3	2	6	1	0	1	0	1	3	7	1	0	1	9	20
Files changed to WFR with no prior EI	0	1	0	1	2	3	1	6	1	0	1	1	0	3	2	1	1	0	4	14
Files changed to WFR with no prior EI (FYTD)	1	1	1	3	3	4	4	11	2	0	1	2	1	6	7	1	3	1	12	32
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	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 to FR status	0	8	3	11	6	7	9	22	4	3	0	5	10	22	8	8	5	3	24	79
Files changed to FR status (FYTD)	5	34	11	50	25	17	39	81	18	5	6	12	20	61	18	17	14	14	63	255
Files with FR status (total)	173	249	246	668	286	89	286	661	121	46	131	58	129	485	240	170	152	109	671	2485
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	0	6	3	9	4	3	7	14	2	2	0	1	10	15	5	6	2	3	16	54
Files changed from WFR to FR	0	1	0	1	1	3	1	5	2	0	0	1	0	3	2	1	1	0	4	13
Files closed from FR	4	4	2	10	7	3	7	17	6	0	1	4	1	12	9	6	18	6	39	78
ISSUES RESOLVED	3	2	2	7	4	1	6	11	4	0	0	4	1	9	5	3	12	4	24	51
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	1	0	0	1	0	0	1	0	0	1	1	0	0	0	1	3
OWA DECISION NOT TO PROCEED	1	1	0	2	1	0	1	2	0	0	0	0	0	0	2	1	5	1	9	13
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	1	1	4	5
AP DECISION RECEIVED	0	0	0	0	1	2	0	3	1	0	0	0	0	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)	8	9	15	32	33	18	33	84	10	2	7	7	9	35	42	10	31	12	95	246
Files closed from FR with OWA Decision	2	3	1	6	5	2	5	12	4	0	1	3	0	8	8	4	13	4	29	55
Files closed from FR with OWA Decision (FYTD)	3	7	11	21	22	11	21	54	4	2	1	5	4	16	31	6	22	10	69	160
Closed from FR reason OWD with MR Closure Letter	1	1	0	2	1	0	0	1	0	0	0	0	0	0	0	0	2	0	2	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	0	3	2	1	2	5	1	0	1	1	0	3	3	0	3	0	6	17
Average Age (in months ) of FR file at closure (FYTD)	31.11	48.61	58.54	51.31	65.82	47.21	34.82	49.97	53.65	26.86	54.13	17.48	58.83	40.32	30.32	64.43	46.08	43.13	40.17	44.95
<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	282	276	755	306	95	301	702	128	52	153	58	142	533	251	187	161	116	715	2705
Files transferred out of the office	0	3	0	3	0	0	0	0	0	0	0	1	2	3	0	0	0	0	0	6
Files transferred out of the office (FYTD)	1	7	0	8	1	0	1	2	0	0	0	1	3	4	0	0	0	0	0	14
Files transferred into the office	3	0	0	3	0	0	0	0	2	0	0	0	1	3	0	0	0	0	0	6
Files transferred into the office (FYTD)	8	1	0	9	0	1	1	2	2	0	0	0	1	3	0	0	0	0	0	14
New files from this month's encounters	11	17	14	42	7	9	8	24	2	4	4	6	2	18	12	13	12	8	45	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 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</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	8	8	1	0	0	1	0	4	0	0	0	4	5	0	9	0	9	9
Average Age (in months) of Waiting List			5.26	5.26	0.57			0.57		3.67	0.3			1.99	2.62		9.34		3.96	3.49
Total Advisory and Representation Services Completed	82	122	129	333	108	59	99	266	49	39	52	44	87	271	112	70	102	48	332	1202
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

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

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

Printed by: SYSTEM\_ADM\_PA

<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	122	215	253	<b>590</b>	339	130	352	<b>821</b>	129	55	86	60	194	<b>524</b>	245	190	172	153	<b>760</b>	<b>2695</b>
Number of workers helped (FYTD)	298	630	670	<b>1598</b>	585	255	599	<b>1439</b>	264	149	276	135	441	<b>1265</b>	470	455	434	317	<b>1676</b>	<b>5978</b>
New Requests this month	28	44	60	<b>132</b>	46	26	43	<b>115</b>	13	21	16	9	49	<b>108</b>	41	40	59	28	<b>168</b>	<b>523</b>
New Requests (FYTD)	169	321	329	<b>819</b>	226	137	197	<b>560</b>	97	118	112	88	213	<b>628</b>	217	199	222	128	<b>766</b>	<b>2773</b>
Encounters still NR	45	39	6	<b>90</b>	5	1	2	<b>8</b>	1	3	8	2	12	<b>26</b>	4	8	7	2	<b>21</b>	<b>145</b>
Closed - Summary Advice provided	22	30	44	<b>96</b>	31	19	26	<b>76</b>	9	18	11	7	41	<b>86</b>	28	24	50	16	<b>118</b>	<b>376</b>
Closed - Summary Advice provided (FYTD)	118	196	239	<b>553</b>	131	88	116	<b>335</b>	76	99	68	57	167	<b>467</b>	148	110	146	80	<b>484</b>	<b>1839</b>
Closed - SA provided to different workers	20	30	37	<b>87</b>	28	17	24	<b>69</b>	9	15	10	7	37	<b>78</b>	28	22	36	15	<b>101</b>	<b>335</b>
Closed - SA provided to different workers (FYTD)	108	191	208	<b>507</b>	110	64	97	<b>271</b>	53	54	62	41	126	<b>336</b>	123	97	114	68	<b>402</b>	<b>1516</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>	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>	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>	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 - No Further Contact	2	1	0	<b>3</b>	0	0	0	<b>0</b>	0	0	1	0	0	<b>1</b>	0	2	2	2	<b>6</b>	<b>10</b>
Closed - No Further Contact (FYTD)	5	11	6	<b>22</b>	3	1	1	<b>5</b>	0	0	3	3	1	<b>7</b>	1	3	13	2	<b>19</b>	<b>53</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	0	1	<b>2</b>	3	1	2	<b>6</b>	0	0	1	0	4	<b>5</b>	2	5	6	2	<b>15</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	2	0	2	0	1	0	1	2	0	0	0	1	3	0	0	0	0	0	6
<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	1	0	0	0	1	1
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	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>	<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>	<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	0	10	5	15	8	12	11	31	2	0	0	0	6	8	7	10	9	7	33	87
Files changed to MR status (FYTD)	17	76	37	130	87	45	99	231	14	5	40	11	61	131	42	53	44	39	178	670
Files with MR status (total)	17	24	24	65	15	10	8	33	8	3	18	1	9	39	6	9	11	8	34	171
Files closed from MR	1	6	3	10	2	3	6	11	1	0	3	0	2	6	4	15	3	1	23	50
Files closed from MR (FYTD)	17	33	20	70	35	20	39	94	15	3	21	9	27	75	19	36	30	16	101	340
Files changed from MR	3	10	4	17	7	3	15	25	2	0	7	0	6	15	7	19	8	4	38	95
Files changed from MR (FYTD)	30	95	38	163	80	38	100	218	33	6	38	14	62	153	50	62	49	37	198	732

<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	0	0	1	2	0	1	3	1	0	0	0	0	1	0	3	0	0	3	8
Files changed to WFR status (FYTD)	2	3	1	6	8	4	6	18	4	0	1	2	2	9	8	4	3	2	17	50
Files with WFR status (total)	1	0	2	3	2	0	1	3	0	0	0	0	0	0	3	0	1	0	4	10
Files changed from MR to WFR	1	0	0	1	2	0	1	3	1	0	0	0	0	1	0	3	0	0	3	8
Files changed from MR to WFR (FYTD)	2	2	0	4	5	3	3	11	2	0	1	0	2	5	7	4	0	1	12	32
Files changed to WFR with no prior EI	1	0	0	1	2	0	1	3	1	0	0	0	0	1	0	3	0	0	3	8
Files changed to WFR with no prior EI (FYTD)	2	3	1	6	8	4	6	18	4	0	1	2	2	9	8	4	3	2	17	50
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	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 to FR status	1	4	1	6	8	2	8	18	1	1	6	1	5	14	5	4	6	4	19	57
Files changed to FR status (FYTD)	13	69	21	103	56	27	71	154	25	11	20	17	40	113	38	27	27	25	117	487
Files with FR status (total)	173	269	230	672	279	83	275	637	118	45	142	56	143	504	234	167	132	109	642	2455
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	4	1	6	3	0	8	11	0	0	4	0	4	8	3	1	5	3	12	37
Files changed from WFR to FR	0	0	0	0	2	0	0	2	1	0	0	0	1	2	2	3	1	1	7	11
Files closed from FR	2	3	7	12	14	6	16	36	4	3	1	0	0	8	7	4	6	3	20	76
ISSUES RESOLVED	0	1	5	6	8	4	12	24	2	3	1	0	0	6	5	1	2	0	8	44
CLAIMANT DECISION NOT TO PROCEED	1	1	0	2	1	0	1	2	0	0	0	0	0	0	0	0	3	2	5	9
OWA DECISION NOT TO PROCEED	1	0	2	3	3	1	1	5	2	0	0	0	0	2	1	1	1	1	4	14
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	1	1	0	0	0	0	0	0	0	2	0	0	2	4
AP DECISION RECEIVED	0	0	0	0	2	1	0	3	0	0	0	0	0	0	0	0	0	0	0	3
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from FR (FYTD)	16	24	42	82	71	35	76	182	20	9	10	14	15	68	68	24	65	23	180	512
Files closed from FR with OWA Decision	1	1	6	8	9	5	9	23	3	2	0	0	0	5	5	2	3	2	12	48
Files closed from FR with OWA Decision (FYTD)	7	13	27	47	44	24	51	119	10	6	2	10	9	37	49	15	41	16	121	324
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	2	0	0	0	0	2	1	0	0	0	1	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	2	2	5	5	1	5	11	4	1	1	2	0	8	6	0	5	1	12	36
Average Age (in months ) of FR file at closure (FYTD)	35.33	53.63	51.37	49.6	53.93	39.06	38.11	44.15	57.23	40.36	31.21	22.83	47.85	41.51	29.24	50.76	50.61	47.25	41.53	43.66
<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	191	293	256	740	296	93	284	673	126	48	160	57	152	543	243	176	144	117	680	2636
Files transferred out of the office	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Files transferred out of the office (FYTD)	1	13	0	14	1	0	1	2	0	0	0	1	3	4	0	1	0	0	1	21
Files transferred into the office	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	2
Files transferred into the office (FYTD)	11	1	0	12	1	1	1	3	2	0	0	0	1	3	3	0	0	0	3	21
New files from this month's encounters	6	11	12	29	14	8	20	42	4	2	6	3	11	26	13	16	7	11	47	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</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	11	<b>11</b>	4	0	0	<b>4</b>	0	0	0	0	0	<b>0</b>	5	0	12	0	<b>12</b>	<b>12</b>
Average Age (in months) of Waiting List	0		8.26	<b>5.51</b>	1.86		0.08	<b>1.26</b>							3.78		12.34		<b>5.92</b>	<b>4.4</b>
Total Advisory and Representation Services Completed	141	248	270	<b>659</b>	216	119	212	<b>547</b>	88	66	93	64	168	<b>479</b>	210	157	209	107	<b>683</b>	<b>2368</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	<b>100</b>	100	100	100	<b>100</b>	100	90.91	100	100	100	<b>99.12</b>	94.74	100	100	100	<b>98.29</b>	<b>99.38</b>

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

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Dec - 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	146	169	288	<b>603</b>	305	116	305	<b>726</b>	110	66	107	51	192	<b>526</b>	221	213	177	115	<b>726</b>	<b>2581</b>
Number of workers helped (FYTD)	403	776	804	<b>1983</b>	681	301	679	<b>1661</b>	283	183	328	155	541	<b>1490</b>	543	552	529	372	<b>1996</b>	<b>7130</b>
New Requests this month	34	43	54	<b>131</b>	37	19	28	<b>84</b>	7	19	14	7	30	<b>77</b>	34	27	27	23	<b>111</b>	<b>403</b>
New Requests (FYTD)	262	443	491	<b>1196</b>	375	202	306	<b>883</b>	137	196	155	114	326	<b>928</b>	336	292	343	197	<b>1168</b>	<b>4175</b>
Encounters still NR	41	25	13	<b>79</b>	12	4	5	<b>21</b>	2	3	8	6	17	<b>36</b>	4	12	5	6	<b>27</b>	<b>163</b>
Closed - Summary Advice provided	16	28	25	<b>69</b>	14	10	7	<b>31</b>	3	11	7	6	11	<b>38</b>	14	8	20	10	<b>52</b>	<b>190</b>
Closed - Summary Advice provided (FYTD)	182	281	334	<b>797</b>	196	121	162	<b>479</b>	101	156	93	71	234	<b>655</b>	213	151	216	113	<b>693</b>	<b>2624</b>
Closed - SA provided to different workers	16	27	22	<b>65</b>	14	10	7	<b>31</b>	3	11	6	4	11	<b>35</b>	14	8	10	10	<b>42</b>	<b>173</b>
Closed - SA provided to different workers (FYTD)	161	272	287	<b>720</b>	162	90	136	<b>388</b>	68	85	84	50	171	<b>458</b>	165	132	153	94	<b>544</b>	<b>2110</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>	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>	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>	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 - No Further Contact	2	1	6	<b>9</b>	1	1	0	<b>2</b>	0	0	0	0	1	<b>1</b>	0	2	2	0	<b>4</b>	<b>16</b>
Closed - No Further Contact (FYTD)	7	19	13	<b>39</b>	8	2	2	<b>12</b>	0	0	3	4	4	<b>11</b>	1	5	17	2	<b>25</b>	<b>87</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	0	1	<b>2</b>	5	2	2	<b>9</b>	0	0	1	0	6	<b>7</b>	3	5	7	2	<b>17</b>	<b>35</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	3	0	3	0	1	0	1	3	0	0	0	1	4	1	0	0	0	1	9

<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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Files with AP status (total)	4	0	0	4	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	5
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>	<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	2	2	0	4	5	3	7	15	4	5	1	0	5	15	2	16	4	1	23	57
Files changed to MR status (FYTD)	28	100	48	176	109	66	158	333	24	20	49	14	92	199	56	83	60	53	252	960
Files with MR status (total)	16	19	18	53	7	1	9	17	7	2	10	0	15	34	5	15	5	3	28	132
Files closed from MR	6	8	1	15	3	0	7	10	3	5	9	0	1	18	2	4	3	2	11	54
Files closed from MR (FYTD)	24	48	32	104	42	30	56	128	21	12	34	9	34	110	24	47	38	24	133	475
Files changed from MR	8	11	4	23	7	6	20	33	5	10	11	1	4	31	3	9	6	6	24	111
Files changed from MR (FYTD)	41	124	55	220	110	69	158	337	44	22	55	19	87	227	65	87	72	56	280	1064

<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	0	0	1	1	1	1	3	0	3	0	0	0	3	0	0	1	0	1	8
Files changed to WFR status (FYTD)	4	3	2	9	11	9	11	31	11	4	1	2	5	23	11	6	6	2	25	88
Files with WFR status (total)	1	0	1	2	0	1	0	1	6	1	0	0	1	8	2	0	2	0	4	15
Files changed from MR to WFR	1	0	0	1	0	1	1	2	0	3	0	0	0	3	0	0	0	0	0	6
Files changed from MR to WFR (FYTD)	4	2	0	6	6	7	8	21	5	3	1	0	4	13	9	6	2	1	18	58
Files changed to WFR with no prior EI	1	0	0	1	1	1	1	3	0	3	0	0	0	3	0	0	1	0	1	8
Files changed to WFR with no prior EI (FYTD)	4	3	2	9	11	9	11	31	11	4	1	2	5	23	11	6	6	2	25	88
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	1	0	1	2	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3

<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	3	3	10	11	6	14	31	2	6	2	1	4	15	1	6	5	4	16	72
Files changed to FR status (FYTD)	18	88	28	134	93	55	115	263	33	26	25	24	61	169	52	41	46	36	175	741
Files with FR status (total)	166	272	217	655	285	89	283	657	120	52	142	55	158	527	229	157	128	105	619	2458
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	3	7	4	5	12	21	2	2	2	1	3	10	1	5	3	4	13	51
Files changed from WFR to FR	1	0	0	1	2	0	1	3	0	2	0	0	0	2	0	1	1	0	2	8
Files closed from FR	5	5	9	19	8	10	11	29	1	3	5	2	1	12	4	6	9	0	19	79
ISSUES RESOLVED	2	3	7	12	5	4	6	15	0	1	4	1	0	6	3	3	4	0	10	43
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	2	0	2	4
OWA DECISION NOT TO PROCEED	2	0	1	3	2	4	3	9	1	1	0	0	0	2	0	1	2	0	3	17
CLAIMANT HAS NEW REP	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	2
NO FURTHER CONTACT WITH CLAIMANT	0	2	1	3	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	5
AP DECISION RECEIVED	1	0	0	1	1	2	0	3	0	0	0	0	1	1	1	0	1	0	2	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)	29	40	63	132	102	57	111	270	26	17	17	20	19	99	87	49	87	39	262	763
Files closed from FR with OWA Decision	4	2	7	13	7	5	4	16	0	0	4	1	1	6	4	4	6	0	14	49
Files closed from FR with OWA Decision (FYTD)	16	17	43	76	66	39	70	175	14	10	7	13	13	57	64	30	56	28	178	486
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	1	2	2	5	1	1	0	0	0	2	0	0	1	0	1	8
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	5	4	10	7	4	10	21	6	2	1	2	0	11	7	1	7	1	16	58
Average Age (in months ) of FR file at closure (FYTD)	44.97	52.74	48.63	48.78	48.22	34.44	37.29	40.78	53.4	57.16	59.38	35.86	50.5	50.13	30.32	49.31	52.61	47.47	43.23	44.02

<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	291	236	710	292	91	292	675	133	55	152	55	174	569	236	172	135	108	651	2605
Files transferred out of the office	0	1	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	3
Files transferred out of the office (FYTD)	10	16	0	26	2	0	1	3	0	2	0	2	3	7	0	2	0	1	3	39
Files transferred into the office	1	0	0	1	0	0	0	0	0	0	0	0	1	1	1	0	0	0	1	3
Files transferred into the office (FYTD)	14	10	0	24	2	1	1	4	2	0	1	1	3	7	4	0	0	0	4	39
New files from this month's encounters	7	10	7	24	18	7	13	38	1	5	4	1	10	21	11	13	11	4	39	122

<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>
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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	3	0	14	<b>14</b>	0	1	0	<b>1</b>	3	1	0	0	2	<b>3</b>	8	0	15	0	<b>15</b>	<b>15</b>
Average Age (in months) of Waiting List	3		14.37	<b>8.69</b>		0.59		<b>0.59</b>	2.54	0.87			1.59	<b>2.21</b>	5.27		8.39		<b>6.83</b>	<b>4.2</b>
Total Advisory and Representation Services Completed	215	360	383	<b>958</b>	307	177	303	<b>787</b>	115	114	135	79	224	<b>667</b>	276	228	278	157	<b>939</b>	<b>3351</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	<b>100</b>	100	100	100	<b>100</b>	100	96.15	100	100	100	<b>99.41</b>	94.23	100	100	100	<b>98.29</b>	<b>99.46</b>

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

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Mar - 2020**

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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	168	239	267	<b>674</b>	322	98	281	<b>701</b>	92	61	83	58	155	<b>449</b>	220	183	173	117	<b>693</b>	<b>2517</b>
Number of workers helped (FYTD)	521	921	944	<b>2386</b>	776	335	745	<b>1856</b>	306	205	367	158	636	<b>1672</b>	613	632	608	406	<b>2259</b>	<b>8173</b>
New Requests this month	44	55	46	<b>145</b>	35	18	36	<b>89</b>	8	9	10	4	31	<b>62</b>	31	21	37	12	<b>101</b>	<b>397</b>
New Requests (FYTD)	353	593	656	<b>1602</b>	493	256	413	<b>1162</b>	174	246	198	123	447	<b>1188</b>	446	371	452	241	<b>1510</b>	<b>5462</b>
Encounters still NR	26	29	40	<b>95</b>	9	4	12	<b>25</b>	15	4	19	3	32	<b>73</b>	8	16	11	9	<b>44</b>	<b>237</b>
Closed - Summary Advice provided	52	37	28	<b>117</b>	16	10	13	<b>39</b>	5	10	8	3	21	<b>47</b>	20	11	19	6	<b>56</b>	<b>259</b>
Closed - Summary Advice provided (FYTD)	273	387	439	<b>1099</b>	273	151	209	<b>633</b>	119	202	115	80	308	<b>824</b>	278	191	267	138	<b>874</b>	<b>3430</b>
Closed - SA provided to different workers	51	37	25	<b>113</b>	15	9	12	<b>36</b>	5	6	8	3	19	<b>41</b>	18	11	14	6	<b>49</b>	<b>239</b>
Closed - SA provided to different workers (FYTD)	240	374	375	<b>989</b>	220	112	173	<b>505</b>	78	106	101	56	221	<b>562</b>	209	167	184	116	<b>676</b>	<b>2732</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>	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>	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>	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 - No Further Contact	0	2	0	<b>2</b>	1	0	1	<b>2</b>	0	0	1	0	0	<b>1</b>	0	3	0	0	<b>3</b>	<b>8</b>
Closed - No Further Contact (FYTD)	8	25	15	<b>48</b>	11	4	3	<b>18</b>	0	0	5	4	4	<b>13</b>	2	9	18	2	<b>31</b>	<b>110</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	1	1	<b>3</b>	6	2	5	<b>13</b>	0	0	2	0	6	<b>8</b>	6	5	9	3	<b>23</b>	<b>47</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	3	0	3	0	1	3	4	3	0	1	0	1	5	1	1	1	0	3	15

<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	1	0	0	0	1	0	0	0	0	0	1
Files changed to AP status (FYTD)	1	0	0	1	0	1	0	1	0	1	0	0	0	1	1	0	0	0	1	4
Files with AP status (total)	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from AP	2	0	0	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	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
Files closed from AP (FYTD)	2	0	0	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	3

<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	3	4	12	7	2	4	13	0	0	0	0	1	1	7	8	7	6	28	54
Files changed to MR status (FYTD)	45	117	59	221	144	76	186	406	31	33	59	18	107	248	88	129	98	72	387	1262
Files with MR status (total)	24	20	21	65	11	3	1	15	2	3	5	1	8	19	6	13	9	7	35	134
Files closed from MR	0	1	2	3	1	1	4	6	0	1	1	0	0	2	8	7	1	2	18	29
Files closed from MR (FYTD)	28	53	36	117	51	33	68	152	27	15	40	9	40	131	34	74	56	29	193	593
Files changed from MR	2	3	3	8	11	1	8	20	0	6	1	1	3	11	14	15	6	5	40	79
Files changed from MR (FYTD)	49	140	63	252	142	75	194	411	56	34	70	21	109	290	96	133	106	71	406	1359

<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	0	3	4	2	0	0	2	0	5	0	2	0	7	0	0	1	0	1	14
Files changed to WFR status (FYTD)	5	4	6	15	14	9	14	37	13	10	2	5	7	37	12	8	7	2	29	118
Files with WFR status (total)	1	0	1	2	1	0	0	1	4	0	0	0	0	4	0	0	3	0	3	10
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	5	0	1	0	6	0	0	1	0	1	9
Files changed from MR to WFR (FYTD)	4	3	0	7	9	7	10	26	6	9	2	2	6	25	10	8	3	1	22	80
Files changed to WFR with no prior EI	1	0	3	4	2	0	0	2	0	5	0	2	0	7	0	0	1	0	1	14
Files changed to WFR with no prior EI (FYTD)	5	4	6	15	14	9	14	37	13	10	2	5	7	37	12	8	7	2	29	118
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	1	0	1	2	1	0	0	1	1	0	0	0	0	1	1	0	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	5	3	4	12	11	2	10	23	0	5	0	2	4	11	8	9	5	3	25	71
Files changed to FR status (FYTD)	26	100	39	165	122	65	150	337	45	38	34	27	82	226	81	60	63	47	251	979
Files with FR status (total)	153	273	207	633	273	88	275	636	127	56	142	53	168	546	229	157	128	104	618	2433
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	2	2	1	5	8	0	4	12	0	0	0	0	3	3	6	8	4	3	21	41
Files changed from WFR to FR	1	0	3	4	1	0	0	1	0	5	0	2	0	7	0	1	0	0	1	13
Files closed from FR	2	4	7	13	11	3	17	31	0	2	6	1	1	10	12	7	5	2	26	80
ISSUES RESOLVED	0	2	4	6	7	3	11	21	0	0	5	0	1	6	8	5	5	2	20	53
CLAIMANT DECISION NOT TO PROCEED	0	1	1	2	1	0	2	3	0	0	0	1	0	1	1	0	0	0	1	7
OWA DECISION NOT TO PROCEED	1	1	1	3	2	0	3	5	0	1	0	0	0	1	2	1	0	0	3	12
CLAIMANT HAS NEW REP	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	1	0	0	1	0	0	0	0	0	1	1	0	0	2	0	1	0	0	1	4
AP DECISION RECEIVED	0	0	0	0	1	0	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	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	50	51	84	185	143	68	154	365	31	25	26	25	30	137	116	68	104	50	338	1025
Files closed from FR with OWA Decision	1	1	6	8	10	3	13	26	0	1	5	0	1	7	10	5	4	2	21	62
Files closed from FR with OWA Decision (FYTD)	26	22	59	107	94	49	102	245	18	14	14	16	17	79	87	42	68	35	232	663
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	1	0	1	2	0	0	0	0	0	0	1	0	0	0	1	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	7	7	16	11	4	13	28	7	4	1	3	1	16	10	3	8	1	22	82
Average Age (in months ) of FR file at closure (FYTD)	61.46	46.3	47.32	50.55	50.24	34.92	40.43	43.09	49.76	50.66	46.28	30.21	48.73	45.12	34.89	49.47	49.9	48.76	44.02	44.86

<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	178	293	229	700	285	91	276	652	133	59	147	54	176	569	235	170	140	111	656	2577
Files transferred out of the office	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	10	16	0	26	3	0	2	5	0	2	0	4	3	9	0	2	1	1	4	44
Files transferred into the office	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred into the office (FYTD)	15	10	1	26	2	1	2	5	2	0	3	1	3	9	4	0	0	0	4	44
New files from this month's encounters	10	14	11	35	19	6	16	41	0	1	1	1	11	14	14	9	16	3	42	132

<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>
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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	6	0	17	<b>17</b>	1	0	0	<b>1</b>	6	0	0	0	0	<b>6</b>	0	0	18	0	<b>18</b>	<b>18</b>
Average Age (in months) of Waiting List	6		17.37	<b>11.69</b>	0.69			<b>0.69</b>	5.69					<b>5.69</b>			7.59		<b>7.59</b>	<b>6.96</b>
Total Advisory and Representation Services Completed	321	478	496	<b>1295</b>	415	213	395	<b>1023</b>	137	147	167	90	291	<b>832</b>	360	309	344	195	<b>1208</b>	<b>4358</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	<b>100</b>	100	100	100	<b>100</b>	100	97.37	100	100	100	<b>99.56</b>	95.06	100	100	100	<b>98.41</b>	<b>99.49</b>

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