

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Jun - 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	139	219	266	<b>624</b>	292	99	279	<b>670</b>	108	48	74	49	137	<b>416</b>	220	149	152	93	<b>614</b>	<b>2324</b>
Number of workers helped (FYTD)	200	349	443	<b>992</b>	395	144	386	<b>925</b>	172	78	123	76	231	<b>680</b>	315	270	281	157	<b>1023</b>	<b>3620</b>
New Requests this month	27	24	32	<b>83</b>	15	16	28	<b>59</b>	10	15	8	2	10	<b>45</b>	15	19	30	4	<b>68</b>	<b>255</b>
New Requests (FYTD)	57	73	93	<b>223</b>	52	31	61	<b>144</b>	26	29	26	7	37	<b>125</b>	48	52	69	13	<b>182</b>	<b>674</b>
Encounters still NR	25	17	49	<b>91</b>	15	3	4	<b>22</b>	6	2	20	3	37	<b>68</b>	2	11	2	15	<b>30</b>	<b>211</b>
Closed - Summary Advice provided	16	12	22	<b>50</b>	10	10	29	<b>49</b>	5	13	5	1	5	<b>29</b>	12	12	16	2	<b>42</b>	<b>170</b>
Closed - Summary Advice provided (FYTD)	43	63	68	<b>174</b>	27	21	55	<b>103</b>	24	27	14	6	24	<b>95</b>	33	37	50	9	<b>129</b>	<b>501</b>
Closed - SA provided to different workers	15	12	21	<b>48</b>	10	9	28	<b>47</b>	4	7	4	1	4	<b>20</b>	8	12	16	2	<b>38</b>	<b>153</b>
Closed - SA provided to different workers (FYTD)	39	61	62	<b>162</b>	24	19	53	<b>96</b>	22	17	13	5	21	<b>78</b>	26	37	44	9	<b>116</b>	<b>452</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	0	<b>2</b>	1	0	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	1	2	0	<b>3</b>	<b>6</b>
Closed - No Further Contact (FYTD)	4	8	3	<b>15</b>	4	0	1	<b>5</b>	1	0	1	0	0	<b>2</b>	0	5	4	0	<b>9</b>	<b>31</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	1	<b>1</b>	0	0	0	<b>0</b>	0	0	2	0	0	<b>2</b>	3	0	0	0	<b>3</b>	<b>6</b>

<b>Encounters</b>	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Number of contacts with MPP (FYTD)	0	0	0	0	0	0	2	2	1	0	1	0	0	2	0	0	0	0	0	0	4

<b>Assistance Provided (AP)</b>	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>	
Files changed to AP status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0
Files with AP status (total)	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision received	0	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	11	40	29	80	12	8	9	29	0	4	10	2	0	16	5	15	16	3	39	164
Files changed to MR status (FYTD)	15	49	37	101	19	9	13	41	1	4	13	4	3	25	11	19	24	7	61	228
Files with MR status (total)	33	45	39	117	10	7	5	22	2	2	15	1	2	22	7	13	7	1	28	189
Files closed from MR	3	6	2	11	5	1	3	9	0	0	1	0	0	1	0	7	11	2	20	41
Files closed from MR (FYTD)	5	10	11	26	7	4	3	14	0	0	1	0	1	2	2	15	15	5	37	79
Files changed from MR	3	11	8	22	12	2	8	22	0	2	3	2	2	9	5	8	19	5	37	90
Files changed from MR (FYTD)	6	24	19	49	20	5	9	34	1	5	3	4	8	21	10	17	27	13	67	171

<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	1	1	1	1	0	2	1	2	0	0	0	3	0	0	1	1	2	8
Files changed to WFR status (FYTD)	0	0	1	1	1	1	0	2	2	5	0	0	0	7	0	0	1	1	2	12
Files with WFR status (total)	0	0	2	2	1	0	0	1	4	1	0	0	0	5	0	0	1	0	1	9
Files changed from MR to WFR	0	0	1	1	1	0	0	1	0	2	0	0	0	2	0	0	1	2	3	7
Files changed from MR to WFR (FYTD)	0	0	1	1	1	0	0	1	1	4	0	0	0	5	0	0	1	2	3	10
Files changed to WFR with no prior EI	0	0	1	1	1	1	0	2	1	2	0	0	0	3	0	0	1	1	2	8
Files changed to WFR with no prior EI (FYTD)	0	0	1	1	1	1	0	2	2	5	0	0	0	7	0	0	1	1	2	12
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	1	0	0	0	0	1	0	0	1	0	1	2

<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	7	5	13	6	3	7	16	1	2	2	2	2	9	5	1	9	2	17	55
Files changed to FR status (FYTD)	3	16	8	27	13	3	8	24	6	5	3	4	8	26	10	2	15	7	34	111
Files with FR status (total)	148	250	195	593	263	82	253	598	118	55	138	56	166	533	214	151	129	105	599	2323
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	5	5	10	6	1	5	12	0	0	2	2	2	6	5	1	7	1	14	42
Files changed from WFR to FR	1	0	0	1	0	1	0	1	0	2	0	0	0	2	0	0	1	1	2	6
Files closed from FR	3	31	8	42	8	6	10	24	5	0	0	0	3	8	6	4	5	5	20	94
ISSUES RESOLVED	1	16	1	18	5	2	7	14	2	0	0	0	2	4	5	1	3	2	11	47
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	0	1	1	2	1	0	0	0	1	2	0	0	0	0	0	6
OWA DECISION NOT TO PROCEED	2	2	2	6	1	2	1	4	1	0	0	0	0	1	1	1	1	3	6	17
CLAIMANT HAS NEW REP	0	4	0	4	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	5
NO FURTHER CONTACT WITH CLAIMANT	0	4	5	9	1	0	1	2	0	0	0	0	0	0	0	0	1	0	1	12
AP DECISION RECEIVED	0	3	0	3	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	5
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)	7	39	20	66	25	9	30	64	15	6	7	1	10	39	23	13	14	6	56	225
Files closed from FR with OWA Decision	1	20	3	24	6	3	8	17	3	0	0	0	2	5	4	1	4	5	14	60
Files closed from FR with OWA Decision (FYTD)	4	22	8	34	14	5	22	41	8	3	2	1	6	20	15	6	11	6	38	133
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	0	0	0	0	1	0	0	0	0	1	0	0	0	1	1	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	2	2	4	3	0	1	4	1	0	1	0	0	2	3	1	0	1	5	15
Average Age (in months ) of FR file at closure (FYTD)	46.26	45.32	50.55	46.66	53.5	27.59	37.58	41.8	58.07	46.83	79.16	139.35	32.26	54.81	26.94	26.63	57.54	52.14	39.73	44.41

<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	181	295	236	712	274	89	258	621	124	58	153	57	168	560	221	164	137	106	628	2521
Files transferred out of the office	1	1	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	3	0	4	0	0	0	0	0	0	0	1	0	1	1	0	0	0	1	6
Files transferred into the office	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2
Files transferred into the office (FYTD)	2	0	0	2	1	1	0	2	0	0	1	0	0	1	0	0	1	0	1	6
New files from this month's encounters	8	7	5	20	5	7	10	22	3	0	2	1	3	9	4	4	14	1	23	74

<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	20	<b>20</b>	1	0	0	<b>1</b>	9	2	0	0	0	<b>9</b>	0	0	21	0	<b>21</b>	<b>21</b>	
Average Age (in months) of Waiting List			10.35	<b>10.35</b>	0.6			<b>0.6</b>	6.59	2.17				<b>5.71</b>			21.34		<b>21.34</b>	<b>7.91</b>	
Total Advisory and Representation Services Completed	51	110	93	<b>254</b>	56	32	86	<b>174</b>	38	23	21	6	32	<b>120</b>	51	65	74	20	<b>210</b>	<b>758</b>	
Timeliness of EI (%) (FYTD)																					
Timeliness of WFR to FR (%) (FYTD)	66.67	100	100	<b>96.3</b>	100	100	100	<b>100</b>	100	100	100	100	100	<b>100</b>	100	100	100	100	<b>100</b>	<b>99.1</b>	

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

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

Printed by: SYSADM\_LISA

<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	112	187	259	<b>558</b>	315	106	287	<b>708</b>	114	63	93	52	160	<b>482</b>	220	164	182	105	<b>671</b>	<b>2419</b>
Number of workers helped (FYTD)	265	465	573	<b>1303</b>	481	188	457	<b>1126</b>	197	102	179	83	290	<b>851</b>	386	368	361	225	<b>1340</b>	<b>4620</b>
New Requests this month	16	41	40	<b>97</b>	30	24	28	<b>82</b>	7	15	10	2	23	<b>57</b>	32	36	36	33	<b>137</b>	<b>373</b>
New Requests (FYTD)	108	162	227	<b>497</b>	140	86	126	<b>352</b>	51	77	54	15	89	<b>286</b>	123	131	169	66	<b>489</b>	<b>1624</b>
Encounters still NR	31	18	55	<b>104</b>	7	3	5	<b>15</b>	8	3	23	3	23	<b>60</b>	2	14	4	20	<b>40</b>	<b>219</b>
Closed - Summary Advice provided	7	30	34	<b>71</b>	13	10	13	<b>36</b>	5	17	5	1	15	<b>43</b>	10	21	19	20	<b>70</b>	<b>220</b>
Closed - Summary Advice provided (FYTD)	65	125	165	<b>355</b>	79	48	90	<b>217</b>	38	71	30	10	73	<b>222</b>	67	79	111	35	<b>292</b>	<b>1086</b>
Closed - SA provided to different workers	7	30	30	<b>67</b>	12	9	13	<b>34</b>	5	12	5	1	11	<b>34</b>	10	21	19	20	<b>70</b>	<b>205</b>
Closed - SA provided to different workers (FYTD)	60	121	138	<b>319</b>	68	40	83	<b>191</b>	33	32	27	8	57	<b>157</b>	58	75	95	35	<b>263</b>	<b>930</b>
Closed - SA on CPP-D issues provided	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	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	2	0	<b>4</b>	2	0	0	<b>2</b>	0	0	0	0	0	<b>0</b>	0	1	2	0	<b>3</b>	<b>9</b>
Closed - No Further Contact (FYTD)	6	12	4	<b>22</b>	7	1	1	<b>9</b>	1	0	1	0	0	<b>2</b>	0	12	6	1	<b>19</b>	<b>52</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	1	<b>1</b>	1	1	0	<b>2</b>	0	0	2	0	1	<b>3</b>	4	1	0	0	<b>5</b>	<b>11</b>

<b>Encounters</b>	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
Number of contacts with MPP (FYTD)	0	0	2	2	0	0	3	3	1	0	1	0	0	2	0	0	0	0	0	7

<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	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	2
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	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
AP decision received	0	0	0	0	0	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	1	1	0	0	0	0	0	0	0	1	0	0	1	2

<b>Early Intervention (WEI, EI)</b>	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
Files changed to WEI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to WEI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with WEI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WEI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WEI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to EI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to EI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with EI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed from WEI to EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from EI without interventions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from EI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from EI without interventions (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>Merit Review (WMR, MR)</b>	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
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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	4	5	9	18	5	1	9	15	4	1	7	2	9	23	21	8	6	1	36	92
Files changed to MR status (FYTD)	26	79	79	184	40	17	42	99	7	9	28	16	20	80	57	36	42	19	154	517
Files with MR status (total)	23	32	36	91	10	0	9	19	2	3	23	2	8	38	25	7	5	1	38	186
Files closed from MR	2	5	9	16	2	2	4	8	0	0	0	2	1	3	7	3	2	3	15	42
Files closed from MR (FYTD)	19	34	36	89	11	11	9	31	0	1	2	6	3	12	21	25	26	14	86	218
Files changed from MR	5	5	16	26	5	4	15	24	5	1	0	4	7	17	9	5	4	6	24	91
Files changed from MR (FYTD)	28	67	62	157	41	20	34	95	7	9	10	15	20	61	38	40	47	25	150	463

<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	1	1	0	2	1	3	1	0	0	0	1	2	1	1	0	0	2	8
Files changed to WFR status (FYTD)	1	0	3	4	3	5	2	10	5	5	1	0	3	14	1	2	1	1	5	33
Files with WFR status (total)	0	0	1	1	0	1	0	1	3	0	0	0	1	4	0	1	1	0	2	8
Files changed from MR to WFR	0	0	1	1	0	2	1	3	1	0	0	0	0	1	1	1	0	0	2	7
Files changed from MR to WFR (FYTD)	0	0	3	3	3	4	2	9	2	4	1	0	3	10	1	2	1	2	6	28
Files changed to WFR with no prior EI	0	0	1	1	0	2	1	3	1	0	0	0	1	2	1	1	0	0	2	8
Files changed to WFR with no prior EI (FYTD)	1	0	3	4	3	5	2	10	5	5	1	0	3	14	1	2	1	1	5	33
Files closed from WFR	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from WFR (FYTD)	0	0	1	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	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	3	0	7	10	4	2	12	18	6	1	0	2	6	15	2	1	5	3	11	54
Files changed to FR status (FYTD)	12	37	27	76	34	17	30	81	19	9	10	9	20	67	19	13	29	10	71	295
Files with FR status (total)	148	260	197	605	267	79	248	594	119	52	142	56	161	530	209	144	131	103	587	2316
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	3	0	6	9	3	0	10	13	4	1	0	2	6	13	1	1	2	3	7	42
Files changed from WFR to FR	0	0	0	0	0	1	1	2	2	0	0	0	0	2	1	0	0	0	1	5
Files closed from FR	2	0	5	7	8	3	9	20	0	5	1	1	4	11	3	6	4	0	13	51
ISSUES RESOLVED	1	0	3	4	8	3	6	17	0	2	1	1	3	7	2	2	2	0	6	34
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
OWA DECISION NOT TO PROCEED	1	0	2	3	0	0	0	0	0	2	0	0	1	3	1	2	1	0	4	10
CLAIMANT HAS NEW REP	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2	1	0	3	4
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	0	0	0	1	0	0	0	1	0	0	0	0	0	1
Files closed from FR (FYTD)	15	50	37	102	42	26	58	126	27	13	10	6	27	83	38	28	26	11	103	414
Files closed from FR with OWA Decision	0	0	3	3	7	3	7	17	0	2	1	0	0	3	3	5	2	0	10	33
Files closed from FR with OWA Decision (FYTD)	8	28	18	54	27	18	42	87	14	5	4	2	13	38	28	13	18	10	69	248
Closed from FR reason OWD with MR Closure Letter	0	0	1	1	0	0	0	0	0	2	0	0	1	3	1	0	0	0	1	5
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	3	4	7	3	0	4	7	1	3	1	1	1	7	4	2	0	2	8	29
Average Age (in months ) of FR file at closure (FYTD)	66.13	48.89	55.51	53.65	52.59	26.2	40.48	41.28	48.48	44.54	66.71	74.91	38.48	47.85	29.2	39.23	49.25	57	40.35	44.72

<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	171	292	234	697	277	80	257	614	124	55	165	58	170	572	234	152	137	104	627	2510
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
Files transferred out of the office (FYTD)	1	3	0	4	0	0	0	0	0	0	2	1	0	3	1	1	0	0	2	9
Files transferred into the office	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred into the office (FYTD)	4	0	0	4	1	1	0	2	0	0	1	0	0	1	0	0	1	1	2	9
New files from this month's encounters	3	7	12	22	16	13	15	44	1	1	2	1	6	11	22	12	12	9	55	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	0	0	23	<b>23</b>	0	0	0	<b>0</b>	12	0	0	0	0	<b>12</b>	0	1	24	0	<b>24</b>	<b>24</b>
Average Age (in months) of Waiting List			23.34	<b>23.34</b>		0.47		<b>0.47</b>	11.64				0.01	<b>8.73</b>		0.69	24.34		<b>12.52</b>	<b>10.47</b>
Total Advisory and Representation Services Completed	94	205	212	<b>511</b>	121	78	151	<b>350</b>	61	46	39	20	87	<b>253</b>	117	129	148	60	<b>454</b>	<b>1568</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	91.67	100	100	<b>98.68</b>	100	100	100	<b>100</b>	100	100	100	100	100	<b>100</b>	100	100	100	100	<b>100</b>	<b>99.66</b>

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

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Dec - 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	100	163	262	<b>525</b>	295	110	265	<b>670</b>	91	66	111	43	183	<b>494</b>	221	126	157	92	<b>596</b>	<b>2285</b>
Number of workers helped (FYTD)	311	553	698	<b>1562</b>	556	220	525	<b>1301</b>	211	134	235	79	350	<b>1009</b>	436	436	420	279	<b>1571</b>	<b>5443</b>
New Requests this month	21	38	37	<b>96</b>	27	11	29	<b>67</b>	6	8	10	0	20	<b>44</b>	16	16	28	22	<b>82</b>	<b>289</b>
New Requests (FYTD)	151	255	343	<b>749</b>	232	126	209	<b>567</b>	70	118	80	16	160	<b>444</b>	179	196	258	123	<b>756</b>	<b>2516</b>
Encounters still NR	34	18	28	<b>80</b>	6	2	6	<b>14</b>	8	2	24	3	24	<b>61</b>	2	15	9	30	<b>56</b>	<b>211</b>
Closed - Summary Advice provided	9	15	23	<b>47</b>	11	6	10	<b>27</b>	3	6	6	0	12	<b>27</b>	7	6	19	11	<b>43</b>	<b>144</b>
Closed - Summary Advice provided (FYTD)	83	172	272	<b>527</b>	122	68	130	<b>320</b>	50	104	45	11	116	<b>326</b>	91	107	161	66	<b>425</b>	<b>1598</b>
Closed - SA provided to different workers	9	15	20	<b>44</b>	11	5	10	<b>26</b>	2	5	6	0	11	<b>24</b>	7	6	15	8	<b>36</b>	<b>130</b>
Closed - SA provided to different workers (FYTD)	77	165	235	<b>477</b>	104	58	117	<b>279</b>	39	49	41	9	89	<b>227</b>	78	101	125	60	<b>364</b>	<b>1347</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	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	1	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	0	1	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	1	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	1	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - No Further Contact	2	2	1	<b>5</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	2	4	0	<b>6</b>	<b>11</b>
Closed - No Further Contact (FYTD)	9	17	8	<b>34</b>	11	2	2	<b>15</b>	1	0	1	0	0	<b>2</b>	0	17	14	1	<b>32</b>	<b>83</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	1	<b>1</b>	2	1	2	<b>5</b>	0	0	2	0	1	<b>3</b>	4	1	0	0	<b>5</b>	<b>14</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	2	2	1	0	3	4	1	0	1	0	1	3	0	0	0	0	0	9

<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	1	1	0	0	0	0	0	0	0	1	0	0	1	2
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision not received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from AP (FYTD)	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	1	0	0	1	3

<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>
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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	3	2	31	36	13	18	23	54	1	7	2	0	31	41	20	8	29	8	65	196
Files changed to MR status (FYTD)	34	93	125	252	81	43	84	208	15	30	29	7	60	141	104	62	85	32	283	884
Files with MR status (total)	22	8	55	85	18	15	17	50	2	2	8	0	23	35	26	9	21	7	63	233
Files closed from MR	0	1	7	8	5	1	5	11	1	2	4	0	6	13	4	2	6	0	12	44
Files closed from MR (FYTD)	24	49	55	128	27	14	21	62	2	6	10	7	11	36	38	38	41	17	134	360
Files changed from MR	0	4	8	12	13	3	11	27	2	7	6	0	17	32	12	8	11	2	33	104
Files changed from MR (FYTD)	37	106	88	231	74	31	68	173	15	34	25	7	46	127	83	64	75	32	254	785

<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	0	0	2	1	1	0	0	1	3	1	0	0	0	1	7
Files changed to WFR status (FYTD)	2	2	4	8	9	7	2	18	6	9	1	0	5	21	2	2	2	1	7	54
Files with WFR status (total)	0	0	1	1	0	1	0	1	0	0	0	0	2	2	0	0	1	0	1	5
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	0	0	0	1	1	1	0	0	0	1	4
Files changed from MR to WFR (FYTD)	1	1	4	6	8	6	2	16	2	6	1	0	5	14	2	2	1	2	7	43
Files changed to WFR with no prior EI	0	1	0	1	2	0	0	2	1	1	0	0	1	3	1	0	0	0	1	7
Files changed to WFR with no prior EI (FYTD)	2	2	4	8	9	7	2	18	6	9	1	0	5	21	2	2	2	1	7	54
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	1	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	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	0	5	3	8	8	3	6	17	2	8	2	0	9	21	6	7	5	2	20	66
Files changed to FR status (FYTD)	16	65	38	119	58	26	54	138	30	32	16	0	38	116	45	25	44	15	129	502
Files with FR status (total)	146	268	196	610	269	82	243	594	122	124	99	0	198	543	212	146	128	102	588	2335
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	3	1	4	6	2	6	14	1	5	2	0	10	18	7	6	5	2	20	56
Files changed from WFR to FR	0	1	0	1	2	1	0	3	1	2	0	0	0	3	1	1	0	0	2	9
Files closed from FR	1	6	4	11	3	3	7	13	1	2	2	0	1	6	6	1	2	2	11	41
ISSUES RESOLVED	1	2	2	5	2	2	6	10	0	2	0	0	0	2	2	0	2	0	4	21
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	0	0	0	0	1	0	1	2	2	1	0	0	3	5
OWA DECISION NOT TO PROCEED	0	3	2	5	0	0	1	1	1	0	1	0	0	2	2	0	0	2	4	12
CLAIMANT HAS NEW REP	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from FR (FYTD)	21	70	50	141	64	31	88	183	38	19	19	7	38	121	60	38	43	17	158	603
Files closed from FR with OWA Decision	0	1	2	3	3	2	4	9	1	2	0	0	0	3	2	0	1	0	3	18
Files closed from FR with OWA Decision (FYTD)	11	33	25	69	44	22	63	129	19	8	6	2	17	52	43	18	29	13	103	353
Closed from FR reason OWD with MR Closure Letter	0	1	1	2	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	4
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	10	6	16	5	0	5	10	5	3	2	1	4	15	8	4	1	2	15	56
Average Age (in months ) of FR file at closure (FYTD)	70.85	50.38	53.9	54.92	46.03	27.96	41.55	40.76	50.8	36.42	68.75	74.91	44.2	49.43	36.96	42.26	54.21	53.42	44.82	45.99

<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	168	276	252	696	287	98	260	645	124	126	107	0	223	580	238	155	150	109	652	2573
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	29	0	0	29	0	0	0	0	0	29
Files transferred out of the office (FYTD)	3	3	0	6	0	0	0	0	0	0	35	1	0	36	1	1	0	0	2	44
Files transferred into the office	0	0	0	0	0	0	0	0	0	29	0	0	0	29	0	0	0	0	0	29
Files transferred into the office (FYTD)	4	1	1	6	2	1	0	3	0	32	1	0	0	33	0	0	1	1	2	44
New files from this month's encounters	5	19	13	37	16	5	16	37	2	4	2	0	7	15	9	5	8	5	27	116

<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	0	0	26	<b>26</b>	0	4	0	<b>4</b>	0	0	0	0	3	<b>3</b>	0	0	27	0	<b>27</b>	<b>27</b>
Average Age (in months) of Waiting List			26.37	<b>26.37</b>		3.5		<b>3.5</b>					1.76	<b>1.76</b>			27.37		<b>27.37</b>	<b>12.15</b>
Total Advisory and Representation Services Completed	122	284	341	<b>747</b>	195	105	228	<b>528</b>	80	74	70	23	138	<b>385</b>	176	178	210	94	<b>658</b>	<b>2318</b>
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	93.75	100	100	<b>99.16</b>	100	100	100	<b>100</b>	100	100	100		100	<b>100</b>	100	100	100	100	<b>100</b>	<b>99.8</b>

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

**Office of the Worker Adviser**  
**Monthly Statistics Report for the Mar - 2021**

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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	112	175	282	<b>569</b>	376	110	355	<b>841</b>	110	81	105	39	187	<b>522</b>	224	148	172	99	<b>643</b>	<b>2575</b>
Number of workers helped (FYTD)	355	651	807	<b>1813</b>	623	243	628	<b>1494</b>	227	163	256	79	397	<b>1122</b>	485	487	484	309	<b>1765</b>	<b>6194</b>
New Requests this month	18	40	45	<b>103</b>	54	11	34	<b>99</b>	10	20	6	0	17	<b>53</b>	26	24	40	12	<b>102</b>	<b>357</b>
New Requests (FYTD)	196	358	478	<b>1032</b>	335	159	337	<b>831</b>	95	167	100	16	228	<b>606</b>	243	258	365	157	<b>1023</b>	<b>3492</b>
Encounters still NR	38	16	31	<b>85</b>	5	1	3	<b>9</b>	2	2	21	3	30	<b>58</b>	3	10	4	40	<b>57</b>	<b>209</b>
Closed - Summary Advice provided	10	17	37	<b>64</b>	17	3	24	<b>44</b>	6	10	2	0	13	<b>31</b>	13	9	30	8	<b>60</b>	<b>199</b>
Closed - Summary Advice provided (FYTD)	114	226	361	<b>701</b>	161	75	177	<b>413</b>	74	129	58	11	154	<b>426</b>	121	143	238	88	<b>590</b>	<b>2130</b>
Closed - SA provided to different workers	10	17	36	<b>63</b>	16	3	23	<b>42</b>	6	9	2	0	11	<b>28</b>	13	9	21	8	<b>51</b>	<b>184</b>
Closed - SA provided to different workers (FYTD)	106	214	316	<b>636</b>	132	64	157	<b>353</b>	56	66	52	9	113	<b>296</b>	104	130	170	77	<b>481</b>	<b>1766</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	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on CPP-D issues provided to different workers	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided (FYTD)	0	0	0	<b>0</b>	0	0	1	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>0</b>
Closed - SA on FAIR issues provided to different workers	0	0	0	<b>0</b>	0	0	1	<b>1</b>	0	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	<b>1</b>
Closed - No Further Contact	0	3	1	<b>4</b>	0	0	1	<b>1</b>	0	0	0	0	0	<b>0</b>	0	1	0	2	<b>3</b>	<b>8</b>
Closed - No Further Contact (FYTD)	10	24	15	<b>49</b>	11	2	5	<b>18</b>	1	0	1	0	2	<b>4</b>	0	23	15	3	<b>41</b>	<b>112</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	1	<b>1</b>	2	1	3	<b>6</b>	0	1	3	0	1	<b>5</b>	5	1	1	0	<b>7</b>	<b>19</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	2	2	1	0	3	4	1	0	1	0	1	3	0	0	0	0	0	9

<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	1	1	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	1	0	0	1	3
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision not received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from AP (FYTD)	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	1	0	0	1	3

<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>
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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	1	8	12	21	9	6	22	37	4	3	3	0	14	24	5	5	5	7	22	104
Files changed to MR status (FYTD)	40	116	169	325	108	54	131	293	21	43	35	7	97	203	128	77	110	52	367	1188
Files with MR status (total)	20	12	46	78	5	1	14	20	4	3	8	0	17	32	7	5	4	6	22	152
Files closed from MR	0	1	18	19	1	2	8	11	1	1	0	0	2	4	3	1	6	1	11	45
Files closed from MR (FYTD)	27	52	89	168	35	18	36	89	5	8	12	7	21	53	58	48	68	31	205	515
Files changed from MR	1	6	25	32	8	6	21	35	1	2	2	0	12	17	8	3	7	3	21	105
Files changed from MR (FYTD)	45	125	140	310	113	56	118	287	19	46	31	7	88	191	127	83	117	52	379	1167

<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	1	1	1	0	0	1	0	0	0	0	4	4	0	0	0	0	0	6
Files changed to WFR status (FYTD)	2	3	5	10	12	9	5	26	6	9	1	0	10	26	2	3	5	2	12	74
Files with WFR status (total)	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	3
Files changed from MR to WFR	0	0	1	1	1	0	0	1	0	0	0	0	3	3	0	0	0	0	0	5
Files changed from MR to WFR (FYTD)	1	1	5	7	11	8	4	23	2	6	1	0	9	18	2	2	4	3	11	59
Files changed to WFR with no prior EI	0	0	1	1	1	0	0	1	0	0	0	0	4	4	0	0	0	0	0	6
Files changed to WFR with no prior EI (FYTD)	2	3	5	10	12	9	5	26	6	9	1	0	10	26	2	3	5	2	12	74
Files closed from WFR	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2
Files closed from WFR (FYTD)	0	0	2	2	0	0	0	0	1	0	0	0	1	2	0	0	3	0	3	7

<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	10	7	19	10	8	13	31	1	3	3	0	11	18	6	2	1	2	11	79
Files changed to FR status (FYTD)	22	87	58	167	94	52	91	237	34	46	21	0	71	172	71	35	60	21	187	763
Files with FR status (total)	138	276	208	622	273	98	242	613	107	124	101	0	214	546	206	143	123	103	575	2356
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	5	6	12	6	4	13	23	0	1	2	0	7	10	5	2	1	2	10	55
Files changed from WFR to FR	0	0	1	1	1	1	0	2	0	0	0	0	2	2	0	0	0	0	0	5
Files closed from FR	5	5	1	11	14	6	18	38	1	1	0	0	6	8	17	4	9	3	33	90
ISSUES RESOLVED	3	3	1	7	14	3	16	33	1	0	0	0	5	6	14	2	4	1	21	67
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	2	0	2	0	1	0	0	1	2	0	0	4	1	5	9
OWA DECISION NOT TO PROCEED	0	1	0	1	0	0	2	2	0	0	0	0	0	0	1	1	1	0	3	6
CLAIMANT HAS NEW REP	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	3
NO FURTHER CONTACT WITH CLAIMANT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	2
AP DECISION RECEIVED	2	0	0	2	0	1	0	1	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)	35	84	58	177	96	41	126	263	57	33	22	7	55	174	92	51	64	23	230	844
Files closed from FR with OWA Decision	4	3	1	8	11	6	14	31	1	1	0	0	2	4	15	3	6	3	27	70
Files closed from FR with OWA Decision (FYTD)	21	41	31	93	66	30	89	185	29	16	8	2	22	77	68	25	43	17	153	508
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	1	1	0	0	0	0	0	0	1	0	0	0	1	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	11	7	18	6	0	7	13	7	4	2	1	4	18	10	6	2	2	20	69
Average Age (in months ) of FR file at closure (FYTD)	76.49	48.01	56.53	57.28	49.73	36.4	42.15	43.92	44.91	44.54	77.14	74.91	39.69	47.47	40.41	43.22	46.97	53.14	44.13	46.97

<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	158	288	254	700	278	99	256	633	111	127	109	0	234	581	213	148	127	109	597	2511
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	20	0	0	20	1	0	0	0	1	21
Files transferred out of the office (FYTD)	3	3	0	6	1	0	1	2	0	0	55	1	0	56	2	1	0	0	3	67
Files transferred into the office	0	1	0	1	0	0	2	2	0	15	0	0	3	18	0	0	0	0	0	21
Files transferred into the office (FYTD)	5	2	1	8	2	1	2	5	0	47	2	0	3	52	0	0	1	1	2	67
New files from this month's encounters	3	19	6	28	35	9	14	58	1	9	3	0	7	20	13	15	13	3	44	150

<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	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	2
Average Age (in months) of Waiting List													0.84	0.84						0.84
Total Advisory and Representation Services Completed	168	350	465	983	263	125	321	709	119	107	86	23	190	525	254	230	305	131	920	3137
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	95.45	100	100	99.4	100	98.08	100	99.58	100	100	100		100	100	100	100	100	100	100	99.74

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