

Office of the Worker Adviser
Monthly Statistics Report for the Jun - 2021

Printed by: LANGEVINC

Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Number of workers helped this month	94	198	244	536	305	98	277	680	93	78	92	24	154	441	200	133	154	96	583	2240
Number of workers helped (FYTD)	179	354	435	968	469	164	417	1050	141	108	158	42	242	691	352	266	267	175	1060	3769
New Requests this month	13	32	48	93	27	13	32	72	8	12	12	0	27	59	19	23	35	7	84	308
New Requests (FYTD)	40	89	122	251	79	30	83	192	25	42	31	0	64	162	58	67	117	37	279	884
Encounters still NR	40	6	13	59	5	2	4	11	0	3	23	3	29	58	2	10	3	2	17	145
Closed - Summary Advice provided	13	16	26	55	13	5	14	32	3	7	7	0	16	33	14	7	21	4	46	166
Closed - Summary Advice provided (FYTD)	29	42	94	165	31	16	37	84	19	22	18	0	41	100	36	22	68	57	183	532
Closed - SA provided to different workers	12	16	25	53	13	5	14	32	3	6	7	0	16	32	14	7	20	4	45	162
Closed - SA provided to different workers (FYTD)	28	42	90	160	31	14	36	81	17	16	18	0	38	89	34	22	52	54	162	492
Closed - SA on CPP-D issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - No Further Contact	0	4	3	7	2	0	0	2	0	0	0	0	0	0	0	4	2	0	6	15
Closed - No Further Contact (FYTD)	1	13	6	20	4	0	1	5	1	0	3	0	0	4	0	13	10	0	23	52
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	0	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	1	1	3	5

Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Number of contacts with MPP (FYTD)	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	
Assistance Provided (AP)																				
Files changed to AP status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
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	
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	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	
AP decision received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
AP decision not received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files closed from AP (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Early Intervention (WEI, EI)																				
Files changed to WEI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files changed to WEI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files with WEI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files closed from WEI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files closed from WEI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files changed to EI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files changed to EI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files with EI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files changed from WEI to EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files closed from EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Closed from EI without interventions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Files closed from EI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Closed from EI without interventions (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Merit Review (WMR, MR)																				
	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	

Merit Review (WMR, MR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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	7	5	21	33	13	6	10	29	0	5	5	0	6	16	1	0	4	8	13	91
Files changed to MR status (FYTD)	16	14	39	69	40	13	38	91	8	20	11	0	17	56	7	11	13	21	52	268
Files with MR status (total)	26	6	39	71	12	5	13	30	0	7	11	0	5	23	3	1	4	6	14	138
Files closed from MR	3	0	6	9	3	1	4	8	1	3	2	0	0	6	2	4	2	2	10	33
Files closed from MR (FYTD)	6	4	28	38	9	5	6	20	2	7	4	0	16	29	4	10	7	11	32	119
Files changed from MR	6	3	12	21	12	1	10	23	3	3	5	0	5	16	5	5	4	8	22	82
Files changed from MR (FYTD)	12	20	46	78	33	9	39	81	12	16	8	0	29	65	10	17	13	21	61	285

Waiting for Full Representation (WFR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to WFR status	0	0	0	0	2	0	0	2	0	0	2	0	2	4	0	0	0	0	0	6
Files changed to WFR status (FYTD)	0	0	2	2	6	2	2	10	0	1	2	0	2	5	0	4	0	0	4	21
Files with WFR status (total)	0	0	0	0	4	0	0	4	0	0	1	0	3	4	0	1	0	0	1	9
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	0	1	0	2	3	0	0	0	0	0	5
Files changed from MR to WFR (FYTD)	0	0	2	2	5	2	2	9	0	1	1	0	2	4	0	4	0	0	4	19
Files changed to WFR with no prior EI	0	0	0	0	2	0	0	2	0	0	2	0	2	4	0	0	0	0	0	6
Files changed to WFR with no prior EI (FYTD)	0	0	2	2	6	2	2	10	0	1	2	0	2	5	0	4	0	0	4	21
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

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to FR status	3	3	8	14	8	1	10	19	3	1	3	0	6	13	3	1	3	6	13	59
Files changed to FR status (FYTD)	9	16	23	48	26	4	40	70	13	14	5	0	17	49	6	6	8	10	30	197
Files with FR status (total)	133	273	214	620	263	89	245	597	109	132	96	0	203	540	189	126	103	110	528	2285
Files changed from EI to FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed from MR to FR	3	3	6	12	7	0	6	13	2	0	2	0	3	7	3	1	2	6	12	44
Files changed from WFR to FR	0	0	0	0	1	1	0	2	0	0	1	0	1	2	0	0	0	0	0	4
Files closed from FR	6	13	6	25	7	6	15	28	1	1	0	0	5	7	8	6	19	1	34	94
ISSUES RESOLVED	4	6	1	11	2	2	10	14	1	0	0	0	4	5	3	2	13	0	18	48
CLAIMANT DECISION NOT TO PROCEED	0	2	0	2	3	0	1	4	0	0	0	0	0	0	1	0	2	0	3	9
OWA DECISION NOT TO PROCEED	0	3	3	6	2	1	3	6	0	0	0	0	1	1	3	3	3	1	10	23
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	1	1	2	4	0	1	1	2	0	1	0	0	0	1	1	1	1	0	3	10
AP DECISION RECEIVED	1	0	0	1	0	2	0	2	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)	14	19	17	50	36	13	37	86	11	8	9	0	29	57	23	23	28	2	76	269
Files closed from FR with OWA Decision	5	6	2	13	3	4	7	14	1	0	0	0	1	2	4	2	13	1	20	49
Files closed from FR with OWA Decision (FYTD)	8	8	9	25	24	8	22	54	4	4	6	0	14	28	16	7	19	2	44	151
Closed from FR reason OWD with MR Closure Letter	0	3	2	5	1	0	3	4	0	0	0	0	0	0	3	1	1	0	5	14
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	4	3	7	4	0	7	11	0	2	0	0	0	2	4	1	1	0	6	26
Average Age (in months) of FR file at closure (FYTD)	74.77	50.2	76.76	67.62	34.26	25.59	27.14	30.07	19.92	57.49	77.02		51.74	53.43	44.62	70.69	45.47	58.66	49.77	46.36

Miscellaneous	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Current workload - all active files	159	279	253	691	279	94	258	631	109	139	108	0	211	567	192	128	107	116	543	2432
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	2
Files transferred out of the office (FYTD)	0	2	0	2	0	1	0	1	0	0	1	0	0	1	0	0	1	0	1	5
Files transferred into the office	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	2
Files transferred into the office (FYTD)	1	0	1	2	0	0	0	0	0	1	1	0	0	2	1	0	0	0	1	5
New files from this month's encounters	2	12	19	33	9	7	18	34	3	5	3	0	10	21	3	5	13	3	24	112

Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Age of Oldest file (in months) on Waiting List	0	0	0	0	2	0	0	2	0	0	0	0	5	5	0	2	0	0	2	5
Average Age (in months) of Waiting List					1.22			1.22			0.2		2.78	2.14	2.34				2.34	1.75
Total Advisory and Representation Services Completed	48	65	135	248	76	32	79	187	30	31	31	0	83	175	61	55	87	67	270	880
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

*** End of Report ***

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Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Number of workers helped this month	89	160	217	466	303	105	258	666	79	62	76	27	158	402	156	131	142	78	507	2041
Number of workers helped (FYTD)	250	449	534	1233	552	188	485	1225	164	128	187	49	299	827	417	323	318	252	1310	4595
New Requests this month	13	15	33	61	16	10	26	52	6	7	7	0	18	38	13	16	21	20	70	221
New Requests (FYTD)	82	165	223	470	158	53	151	362	48	67	50	1	124	290	114	132	191	109	546	1668
Encounters still NR	30	8	10	48	7	1	3	11	2	4	18	3	29	56	2	18	3	4	27	142
Closed - Summary Advice provided	10	8	26	44	4	4	14	22	5	3	3	0	16	27	9	7	8	15	39	132
Closed - Summary Advice provided (FYTD)	66	87	161	314	59	23	73	155	37	39	29	1	85	191	71	53	108	111	343	1003
Closed - SA provided to different workers	10	8	25	43	4	4	14	22	5	3	3	0	15	26	9	6	7	14	36	127
Closed - SA provided to different workers (FYTD)	64	85	154	303	57	21	66	144	29	29	27	1	73	159	66	48	77	104	295	901
Closed - SA on CPP-D issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided (FYTD)	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Closed - SA on FAIR issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided to different workers	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Closed - No Further Contact	1	1	2	4	1	1	0	2	0	0	0	0	0	0	0	2	3	0	5	11
Closed - No Further Contact (FYTD)	2	15	10	27	7	1	1	9	1	0	7	0	0	8	0	22	17	2	41	85
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	0	0	0	0	1	1	1	3	0	0	1	0	1	2	1	0	3	1	5	10

Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Number of contacts with MPP (FYTD)	0	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	3
Assistance Provided (AP)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
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)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision not received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from AP (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Early Intervention (WEI, EI)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Files changed to WEI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to WEI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with WEI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WEI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WEI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to EI status	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to EI status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with EI status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed from WEI to EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from EI	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from EI without interventions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from EI (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed from EI without interventions (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Merit Review (WMR, MR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	

Merit Review (WMR, MR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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	3	7	11	5	2	4	11	1	0	6	0	3	10	4	2	9	6	21	53
Files changed to MR status (FYTD)	30	20	69	119	68	24	54	146	12	27	27	0	34	100	15	13	23	39	90	455
Files with MR status (total)	29	5	32	66	1	3	8	12	2	6	16	0	3	27	6	1	6	9	22	127
Files closed from MR	4	0	1	5	8	0	0	8	0	0	0	0	3	3	0	2	1	2	5	21
Files closed from MR (FYTD)	13	6	45	64	21	6	11	38	2	10	8	0	25	45	4	12	9	23	48	195
Files changed from MR	5	3	5	13	20	3	2	25	0	0	5	0	8	13	3	2	6	2	13	64
Files changed from MR (FYTD)	24	27	82	133	72	22	60	154	14	24	19	0	48	105	16	20	21	36	93	485

Waiting for Full Representation (WFR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to WFR status	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files changed to WFR status (FYTD)	1	0	3	4	11	2	3	16	2	2	2	0	3	9	1	4	0	0	5	34
Files with WFR status (total)	0	0	0	0	4	0	0	4	0	0	0	0	1	1	0	0	0	0	0	5
Files changed from MR to WFR	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files changed from MR to WFR (FYTD)	0	0	3	3	9	2	3	14	1	1	1	0	2	5	1	4	0	0	5	27
Files changed to WFR with no prior EI	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Files changed to WFR with no prior EI (FYTD)	1	0	3	4	11	2	3	16	2	2	2	0	3	9	1	4	0	0	5	34
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to FR status	1	3	5	9	12	3	3	18	1	0	6	0	7	14	2	1	5	0	8	49
Files changed to FR status (FYTD)	14	21	42	77	56	19	56	131	18	21	13	0	32	84	11	9	16	12	48	340
Files with FR status (total)	133	267	221	621	271	95	245	611	107	130	100	0	197	534	171	115	95	107	488	2254
Files changed from EI to FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed from MR to FR	1	3	4	8	10	3	2	15	0	0	5	0	5	10	3	0	5	0	8	41
Files changed from WFR to FR	0	0	1	1	3	0	1	4	0	0	1	0	1	2	0	0	0	0	0	7
Files closed from FR	1	5	5	11	5	5	3	13	2	2	3	0	7	14	10	8	9	2	29	67
ISSUES RESOLVED	1	4	2	7	3	2	2	7	2	1	1	0	6	10	5	5	4	2	16	40
CLAIMANT DECISION NOT TO PROCEED	0	0	1	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
OWA DECISION NOT TO PROCEED	0	1	1	2	2	0	1	3	0	1	2	0	0	3	5	1	5	0	11	19
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NO FURTHER CONTACT WITH CLAIMANT	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	3
AP DECISION RECEIVED	0	0	0	0	0	2	0	2	0	0	0	0	1	1	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)	19	31	29	79	58	22	53	133	18	17	14	0	50	99	45	38	45	7	135	446
Files closed from FR with OWA Decision	1	2	2	5	3	3	1	7	1	1	1	0	3	6	9	3	3	2	17	35
Files closed from FR with OWA Decision (FYTD)	12	14	14	40	39	14	32	85	6	8	7	0	21	42	34	13	30	7	84	251
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	0	0	0	0	0	1	2	0	0	3	0	0	4	0	4	7
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	4	4	8	8	0	9	17	3	7	3	0	0	13	6	1	5	0	12	50
Average Age (in months) of FR file at closure (FYTD)	69.2	54.15	75.12	66	39.14	22.44	31.49	33.51	33.51	46.28	77.26		50.47	51.71	49.08	53.59	47.07	93.55	52.77	48.18

Miscellaneous	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Current workload - all active files	162	272	253	687	276	98	253	627	109	136	116	0	201	562	177	116	101	116	510	2386
Files transferred out of the office	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	0	2	1	3	0	1	0	1	0	0	1	0	0	1	1	0	1	0	2	7
Files transferred into the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred into the office (FYTD)	2	1	1	4	0	0	0	0	0	1	1	0	0	2	1	0	0	0	1	7
New files from this month's encounters	2	5	6	13	11	6	11	28	1	2	3	0	3	9	6	9	9	4	28	78

Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Age of Oldest file (in months) on Waiting List	0	0	0	0	5	0	0	5	0	0	0	0	8	8	0	0	0	0	0	8
Average Age (in months) of Waiting List					3.38			3.38					7.82	7.82						4.26
Total Advisory and Representation Services Completed	97	123	228	448	136	49	130	315	49	56	49	1	148	303	116	98	131	134	479	1545
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	100	100	100	100	100	100	100		96.88	98.81	100	100	100	100	100	99.71

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Dec - 2021

Printed by: SYSADM_LISA

Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Number of workers helped this month	64	170	224	458	263	99	244	606	65	62	75	21	94	317	146	125	141	66	478	1859
Number of workers helped (FYTD)	315	590	644	1549	619	216	543	1378	175	149	209	50	353	936	450	370	360	296	1476	5339
New Requests this month	10	32	33	75	24	10	18	52	4	8	8	0	17	37	14	18	18	12	62	226
New Requests (FYTD)	108	243	338	689	227	82	219	528	65	98	74	1	182	420	157	191	253	149	750	2387
Encounters still NR	6	11	11	28	7	1	4	12	3	4	17	3	26	53	5	13	3	4	25	118
Closed - Summary Advice provided	4	20	20	44	11	4	7	22	3	6	4	0	11	24	9	10	14	10	43	133
Closed - Summary Advice provided (FYTD)	101	128	239	468	88	31	109	228	48	63	42	1	126	280	91	80	153	140	464	1440
Closed - SA provided to different workers	4	19	19	42	10	4	7	21	3	5	4	0	10	22	9	10	12	10	41	126
Closed - SA provided to different workers (FYTD)	96	124	214	434	83	29	96	208	35	43	36	1	107	222	82	72	104	128	386	1250
Closed - SA on CPP-D issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided (FYTD)	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Closed - SA on FAIR issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided to different workers	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Closed - No Further Contact	0	3	2	5	1	0	0	1	0	0	1	0	0	1	1	5	1	0	7	14
Closed - No Further Contact (FYTD)	4	19	19	42	11	1	1	13	1	1	8	0	1	11	1	33	22	2	58	124
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	0	1	0	1	2	1	1	4	0	0	1	0	1	2	1	0	3	1	5	12

Encounters	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</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	1	0	1	0	0	0	0	1	0	1	0	0	2	0	0	1	0	1	4

Assistance Provided (AP)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</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	1	0	0	2	2
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision not received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from AP (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	2

Early Intervention (WEI, EI)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</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

Merit Review (WMR, MR)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
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Merit Review (WMR, MR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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	2	5	8	4	7	2	13	1	1	0	0	2	4	5	2	3	2	12	37
Files changed to MR status (FYTD)	34	30	99	163	81	37	70	188	14	30	32	0	41	117	26	23	46	47	142	610
Files with MR status (total)	22	2	28	52	5	5	2	12	1	3	16	0	3	23	10	4	4	2	20	107
Files closed from MR	0	1	12	13	3	1	0	4	0	0	1	0	0	1	1	0	1	2	4	22
Files closed from MR (FYTD)	20	10	65	95	24	10	16	50	2	16	9	0	27	54	9	13	22	33	77	276
Files changed from MR	0	5	19	24	7	4	2	13	0	0	5	0	1	6	1	3	1	3	8	51
Files changed from MR (FYTD)	35	40	116	191	81	33	82	196	17	31	24	0	55	127	23	28	46	51	148	662

Waiting for Full Representation (WFR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to WFR status	0	0	3	3	1	0	1	2	0	0	0	0	0	0	0	1	0	0	1	6
Files changed to WFR status (FYTD)	1	0	6	7	12	2	8	22	2	2	2	0	3	9	2	5	1	0	8	46
Files with WFR status (total)	0	0	3	3	0	0	2	2	0	0	0	0	1	1	0	1	0	0	1	7
Files changed from MR to WFR	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	4
Files changed from MR to WFR (FYTD)	0	0	5	5	9	2	6	17	1	1	1	0	2	5	2	5	1	0	8	35
Files changed to WFR with no prior EI	0	0	3	3	1	0	1	2	0	0	0	0	0	0	0	1	0	0	1	6
Files changed to WFR with no prior EI (FYTD)	1	0	6	7	12	2	8	22	2	2	2	0	3	9	2	5	1	0	8	46
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to FR status	0	4	5	9	6	3	1	10	1	1	4	0	1	7	0	2	1	1	4	30
Files changed to FR status (FYTD)	18	30	55	103	70	28	75	173	25	24	18	0	37	104	14	15	29	17	75	455
Files with FR status (total)	123	260	222	605	256	94	228	578	106	115	115	0	184	520	154	103	89	104	450	2153
Files changed from EI to FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Files changed from MR to FR	0	4	5	9	4	3	1	8	0	0	4	0	1	5	0	2	0	1	3	25
Files changed from WFR to FR	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR	5	4	5	14	9	3	11	23	2	5	0	0	3	10	6	7	4	0	17	64
ISSUES RESOLVED	3	1	5	9	6	2	8	16	1	2	0	0	2	5	3	3	3	0	9	39
CLAIMANT DECISION NOT TO PROCEED	1	0	0	1	1	0	1	2	1	1	0	0	0	2	0	0	0	0	0	5
OWA DECISION NOT TO PROCEED	0	2	0	2	1	0	2	3	0	0	0	0	0	0	1	1	0	0	2	7
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
NO FURTHER CONTACT WITH CLAIMANT	1	1	0	2	0	1	0	1	0	2	0	0	0	2	2	2	0	0	4	9
AP DECISION RECEIVED	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	2
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WSIAT RETURNS FILE TO CLAIMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1
Files closed from FR (FYTD)	32	47	41	120	87	32	89	208	26	25	14	0	68	133	65	56	64	15	200	661
Files closed from FR with OWA Decision	2	2	4	8	7	2	7	16	0	3	0	0	2	5	3	5	4	0	12	41
Files closed from FR with OWA Decision (FYTD)	18	19	22	59	61	21	58	140	10	13	7	0	32	62	50	24	44	14	132	393
Closed from FR reason OWD with MR Closure Letter	0	1	0	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	0	6	6	12	8	1	12	21	5	7	3	0	2	17	6	2	5	0	13	63
Average Age (in months) of FR file at closure (FYTD)	69.2	54.1	73.49	65.94	53.44	24.25	34.37	41.16	55.41	45.87	77.26		51.24	53.73	45.97	46.99	40.4	70.98	46.95	48.81

Miscellaneous	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total	
Current workload - all active files	145	262	253	660	261	99	232	592	107	118	131	0	188	544	164	108	93	106	471	2267
Files transferred out of the office	0	0	0	0	0	0	0	0	0	10	0	0	0	10	0	0	0	0	0	10
Files transferred out of the office (FYTD)	0	3	1	4	0	1	0	1	0	10	1	0	0	11	1	0	1	0	2	18
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	10	0	0	10	0	0	0	0	0	10
Files transferred into the office (FYTD)	2	1	2	5	0	0	0	0	0	1	11	0	0	12	1	0	0	0	1	18
New files from this month's encounters	6	10	8	24	11	6	12	29	1	1	3	0	4	9	4	4	6	2	16	78

Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO DOWN	MISS	HAM	STCA	CE	Total
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Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Age of Oldest file (in months) on Waiting List	0	0	0	0	0	0	1	1	0	0	0	0	11	11	0	1	0	0	1	11
Average Age (in months) of Waiting List			0.35	0.35			1.18	1.18					10.85	10.85		0.89			0.89	2.16
Total Advisory and Representation Services Completed	149	183	320	652	194	71	201	466	63	84	59	1	202	409	157	142	190	176	665	2192
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	95.71	100	100	98.27	100	100	100		97.3	99.04	100	100	100	100	100	99.12

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Mar - 2022

Printed by: SYSADM_LISA

Encounters	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Number of workers helped this month	101	219	239	559	340	119	263	722	90	52	91	25	127	385	162	158	136	88	544	2210
Number of workers helped (FYTD)	375	695	762	1832	682	231	589	1502	187	173	239	53	405	1057	502	425	406	327	1660	6051
New Requests this month	13	36	42	91	28	8	23	59	5	13	6	0	16	40	19	24	22	13	78	268
New Requests (FYTD)	158	340	468	966	305	103	283	691	84	137	95	1	235	552	210	255	318	186	969	3178
Encounters still NR	5	8	6	19	10	1	2	13	1	2	8	2	17	30	9	14	3	4	30	92
Closed - Summary Advice provided	11	30	30	71	10	3	14	27	6	9	2	0	9	26	8	6	11	11	36	160
Closed - Summary Advice provided (FYTD)	139	191	337	667	117	37	144	298	62	95	65	2	170	394	117	103	186	162	568	1927
Closed - SA provided to different workers	11	29	28	68	10	3	13	26	6	7	2	0	9	24	8	6	11	10	35	153
Closed - SA provided to different workers (FYTD)	132	182	295	609	108	35	124	267	44	63	59	2	142	310	108	94	127	144	473	1659
Closed - SA on CPP-D issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on CPP-D issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided (FYTD)	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Closed - SA on FAIR issues provided to different workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed - SA on FAIR issues provided to different workers	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Closed - No Further Contact	0	1	3	4	0	0	0	0	0	0	0	0	1	1	0	2	1	0	3	8
Closed - No Further Contact (FYTD)	4	23	31	58	12	1	1	14	1	1	8	0	7	17	2	43	26	2	73	162
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	0	1	0	1	2	1	1	4	1	0	1	0	1	3	1	0	3	1	5	13

Encounters	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</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	1	0	1	0	0	1	1	2	0	2	0	0	4	0	0	2	0	2	8

Assistance Provided (AP)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</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	1	0	1	1
Files changed to AP status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	3	3
Files with AP status (total)	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	2
Files closed from AP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AP decision not received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from AP (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	2

Early Intervention (WEI, EI)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</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

Merit Review (WMR, MR)	<u>TOR</u>	<u>SCAR</u>	<u>OTT</u>	<u>TE</u>	<u>LON</u>	<u>WIND</u>	<u>WAT</u>	<u>SW</u>	<u>TIMM</u>	<u>SSM</u>	<u>TBAY</u>	<u>ELAK</u>	<u>SUD</u>	<u>NO</u>	<u>DOWN</u>	<u>MISS</u>	<u>HAM</u>	<u>STCA</u>	<u>CE</u>	<u>Total</u>
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Merit Review (WMR, MR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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	12	8	21	15	7	15	37	0	1	0	0	0	1	7	11	6	0	24	83
Files changed to MR status (FYTD)	37	48	120	205	117	54	102	273	16	34	32	0	45	127	43	43	63	41	190	795
Files with MR status (total)	6	13	31	50	18	4	12	34	2	4	12	0	2	20	15	9	6	0	30	134
Files closed from MR	7	1	2	10	2	3	1	6	0	1	0	0	0	1	1	7	3	0	11	28
Files closed from MR (FYTD)	35	12	73	120	29	17	18	64	2	18	9	0	28	57	12	24	29	37	102	343
Files changed from MR	9	5	4	18	4	8	9	21	0	1	4	0	0	5	1	9	5	0	15	59
Files changed from MR (FYTD)	54	47	134	235	104	51	103	258	18	34	28	0	60	140	36	43	61	46	186	819

Waiting for Full Representation (WFR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to WFR status	0	1	0	1	1	2	1	4	0	0	1	0	0	1	1	1	0	0	2	8
Files changed to WFR status (FYTD)	1	3	6	10	13	4	9	26	2	3	4	0	3	12	3	7	1	0	11	59
Files with WFR status (total)	0	1	1	2	0	2	0	2	0	0	1	0	1	2	1	2	0	0	3	9
Files changed from MR to WFR	0	1	0	1	1	1	1	3	0	0	1	0	0	1	0	1	0	0	1	6
Files changed from MR to WFR (FYTD)	0	1	5	6	10	3	7	20	1	1	2	0	2	6	2	6	1	0	9	41
Files changed to WFR with no prior EI	0	1	0	1	1	2	1	4	0	0	1	0	0	1	1	1	0	0	2	8
Files changed to WFR with no prior EI (FYTD)	1	3	6	10	13	4	9	26	2	3	4	0	3	12	3	7	1	0	11	59
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed to FR status	2	4	2	8	2	5	8	15	0	0	5	0	0	5	0	1	2	0	3	31
Files changed to FR status (FYTD)	23	39	70	132	89	41	95	225	28	26	23	0	41	118	24	19	37	9	89	564
Files with FR status (total)	107	258	221	586	256	89	228	573	103	105	112	0	168	488	151	91	101	75	418	2065
Files changed from EI to FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Full Representation (FR)	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Files changed from MR to FR	2	3	2	7	1	4	7	12	0	0	3	0	0	3	0	1	2	0	3	25
Files changed from WFR to FR	0	1	0	1	1	0	1	2	0	0	1	0	0	1	0	0	0	0	0	4
Files closed from FR	9	2	2	13	10	4	10	24	0	3	7	0	7	17	8	3	1	1	13	67
ISSUES RESOLVED	5	0	0	5	4	1	7	12	0	0	5	0	4	9	6	2	1	0	9	35
CLAIMANT DECISION NOT TO PROCEED	1	1	0	2	1	0	2	3	0	0	0	0	0	0	0	0	0	1	1	6
OWA DECISION NOT TO PROCEED	3	0	1	4	3	2	0	5	0	3	1	0	1	5	1	0	0	0	1	15
CLAIMANT HAS NEW REP	0	0	0	0	1	0	1	2	0	0	0	0	1	1	1	0	0	0	1	4
NO FURTHER CONTACT WITH CLAIMANT	0	1	1	2	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	4
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	0	0	1	0	1	2	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)	53	59	57	169	106	50	109	265	32	37	22	0	88	179	85	71	71	19	246	859
Files closed from FR with OWA Decision	5	1	1	7	8	2	9	19	0	1	4	0	1	6	4	0	1	1	6	38
Files closed from FR with OWA Decision (FYTD)	32	25	34	91	76	32	75	183	13	15	11	0	40	79	63	33	50	18	164	517
Closed from FR reason OWD with MR Closure Letter	2	0	0	2	1	0	0	1	0	3	0	0	0	3	1	0	0	0	1	7
Closed from FR reason OWD with MR Closure Letter (FYTD)	3	6	6	15	9	1	13	23	6	13	3	0	3	25	7	3	5	0	15	78
Average Age (in months) of FR file at closure (FYTD)	77.36	52.5	70.54	67.98	51.23	23.82	34.78	39.7	58	43.04	69.85		49.08	52.29	48.15	47.15	39.7	67.03	47.44	49.06

Miscellaneous	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Current workload - all active files	113	272	253	638	274	95	240	609	105	109	125	0	171	510	167	102	107	75	451	2208
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	35	37	37
Files transferred out of the office (FYTD)	0	3	1	4	0	1	0	1	0	10	1	0	0	11	2	2	1	35	40	56
Files transferred into the office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	16	1	18	1	36	37
Files transferred into the office (FYTD)	2	2	2	6	1	0	0	1	0	1	11	0	0	12	17	1	18	1	37	56
New files from this month's encounters	4	8	11	23	14	5	11	30	0	3	1	0	4	8	8	12	5	4	29	90

Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
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Age of Wait List	TOR	SCAR	OTT	TE	LON	WIND	WAT	SW	TIMM	SSM	TBAY	ELAK	SUD	NO	DOWN	MISS	HAM	STCA	CE	Total
Age of Oldest file (in months) on Waiting List	0	2	3	3	0	1	0	1	0	0	2	0	14	14	1	4	0	0	4	14
Average Age (in months) of Waiting List		1.94	3.24	2.59		0.37		0.37			2.31		13.85	8.08	0.89	2.2			1.76	3.04
Total Advisory and Representation Services Completed	221	255	426	902	243	102	251	596	78	118	90	2	258	546	206	190	227	200	823	2867
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	100	100	96.63	100	100	98.67	100	100	100		97.56	99.15	100	100	100	100	100	99.29

*** End of Report ***