

Office of the Worker Adviser
Monthly Statistics Report for the Jun - 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	119	234	212	565	289	100	235	624	105	50	112	20	128	415	175	127	124	104	530	2134
Number of workers helped (FYTD)	233	429	367	1029	424	141	347	912	127	86	155	30	202	600	253	233	193	170	849	3390
New Requests this month	27	22	51	100	26	9	16	51	8	9	9	0	14	40	15	14	17	15	61	252
New Requests (FYTD)	55	65	114	234	67	25	50	142	26	33	22	0	60	141	44	46	55	35	180	697
Encounters still NR	5	4	1	10	11	1	2	14	2	3	3	1	15	24	13	18	6	5	42	90
Closed - Summary Advice provided	23	14	38	75	16	5	4	25	6	5	4	0	7	22	10	4	9	8	31	153
Closed - Summary Advice provided (FYTD)	40	42	80	162	32	10	26	68	13	27	15	1	45	101	23	19	26	19	87	418
Closed - SA provided to different workers	22	14	36	72	14	5	4	23	5	4	3	0	7	19	9	4	9	7	29	143
Closed - SA provided to different workers (FYTD)	39	42	74	155	29	9	25	63	10	21	13	1	35	80	21	19	24	17	81	379
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	2	6	8	0	0	0	0	0	0	0	0	1	1	1	0	0	0	1	10
Closed - No Further Contact (FYTD)	0	3	9	12	5	0	0	5	0	0	0	0	4	4	1	1	7	0	9	30
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	0	0	1	0	0	0	0	0	0	1	0	0	0	1	2

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	0	0	0	0	0	0	0	1	0	3	0	0	4	0	0	0	0	0	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	1	1	0	0	0	0	0	1
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	1	1	0	0	0	0	0	1

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	2	9	6	17	8	3	3	14	3	1	0	0	6	10	14	12	6	2	34	75
Files changed to MR status (FYTD)	15	13	8	36	32	12	29	73	4	1	5	0	17	27	22	20	13	2	57	193
Files with MR status (total)	6	7	18	31	7	2	8	17	4	2	17	0	8	31	14	13	3	2	32	111
Files closed from MR	4	0	9	13	6	1	2	9	0	1	0	0	1	2	7	2	4	0	13	37
Files closed from MR (FYTD)	12	6	16	34	17	5	5	27	2	2	0	0	4	8	11	9	5	0	25	94
Files changed from MR	5	5	11	21	13	2	9	24	0	1	0	0	5	6	14	5	10	0	29	80
Files changed from MR (FYTD)	15	19	21	55	43	14	33	90	2	3	0	0	10	15	22	16	16	0	54	214

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	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files changed to WFR status (FYTD)	1	3	0	4	1	1	2	4	0	0	0	0	2	2	1	1	2	0	4	14
Files with WFR status (total)	0	0	0	0	0	1	0	1	0	0	1	0	1	2	1	1	0	0	2	5
Files changed from MR to WFR	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files changed from MR to WFR (FYTD)	1	3	0	4	1	1	2	4	0	0	0	0	0	0	1	1	2	0	4	12
Files changed to WFR with no prior EI	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files changed to WFR with no prior EI (FYTD)	1	3	0	4	1	1	2	4	0	0	0	0	2	2	1	1	2	0	4	14
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	1	1	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	2	6	2	10	8	2	9	19	2	0	0	0	4	6	7	3	6	0	16	51
Files changed to FR status (FYTD)	4	15	6	25	28	12	30	70	4	3	1	0	7	15	11	8	11	0	30	140
Files with FR status (total)	89	251	218	558	255	93	235	583	98	100	108	0	152	458	187	101	82	26	396	1995
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	2	6	6	1	6	13	0	0	0	0	4	4	6	3	5	0	14	37
Files changed from WFR to FR	1	1	0	2	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	6
Files closed from FR	3	5	4	12	8	3	7	18	3	3	1	0	9	16	12	2	2	2	18	64
ISSUES RESOLVED	1	1	4	6	4	2	6	12	3	3	0	0	8	14	10	1	1	1	13	45
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	1	0	2	3
OWA DECISION NOT TO PROCEED	1	0	0	1	4	1	1	6	0	0	0	0	1	1	1	0	0	0	1	9
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	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
AP DECISION RECEIVED	0	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4
AP DECISION NOT RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	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	22	10	53	29	8	23	60	9	8	5	0	24	46	23	17	9	4	53	212
Files closed from FR with OWA Decision	1	4	3	8	4	1	6	11	2	1	0	0	4	7	7	1	1	2	11	37
Files closed from FR with OWA Decision (FYTD)	13	7	6	26	17	5	15	37	5	3	1	0	11	20	15	9	8	4	36	119
Closed from FR reason OWD with MR Closure Letter	1	0	0	1	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	3
Closed from FR reason OWD with MR Closure Letter (FYTD)	1	0	1	2	2	0	2	4	1	0	0	0	1	2	1	0	0	0	1	9
Average Age (in months) of FR file at closure (FYTD)	109	46.25	45.6	77.47	42.66	37.41	46.87	43.66	64.85	35.69	80.81		55.41	56.08	42.53	43.72	48.54	64.59	46.61	54.03

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	95	258	236	589	262	96	243	601	102	102	126	0	161	491	202	115	85	28	430	2111
Files transferred out of the office	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files transferred out of the office (FYTD)	2	1	0	3	0	0	0	0	0	0	0	0	0	0	1	2	21	49	73	76
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	0	0	0	1	1	51	20	0	0	71	76
New files from this month's encounters	3	10	11	24	10	4	11	25	2	3	2	0	7	14	2	6	10	7	25	88

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	4	0	4	0	0	5	0	17	17	4	7	0	0	7	17
Average Age (in months) of Waiting List						3.69		3.69			5.27		16.82	11.05	3.86	6.85			5.36	7.3
Total Advisory and Representation Services Completed	72	70	100	242	75	22	53	150	21	31	18	1	65	136	55	45	38	21	159	687
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	83.33	96	100	100	100	100	100	100	100		100	100	100	100	100		100	99.29

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Sep - 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	115	221	169	505	276	101	249	626	64	68	56	21	157	366	163	122	121	98	504	2001
Number of workers helped (FYTD)	314	535	494	1343	505	172	414	1091	158	137	194	38	294	821	307	311	284	204	1106	4361
New Requests this month	15	31	29	75	23	13	18	54	8	4	9	0	26	47	14	17	27	14	72	248
New Requests (FYTD)	105	139	223	467	143	57	102	302	47	56	40	0	128	271	84	96	121	65	366	1406
Encounters still NR	3	5	5	13	5	2	2	9	2	1	3	1	14	21	12	24	9	4	49	92
Closed - Summary Advice provided	8	11	20	39	10	10	7	27	4	5	2	0	19	30	8	4	14	11	37	133
Closed - Summary Advice provided (FYTD)	81	79	150	310	68	22	49	139	26	42	23	1	94	186	43	41	62	39	185	820
Closed - SA provided to different workers	8	11	20	39	10	10	7	27	3	5	2	0	18	28	7	4	13	10	34	128
Closed - SA provided to different workers (FYTD)	77	78	138	293	60	20	47	127	19	35	21	1	73	149	38	41	55	34	168	737
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	1	4	5	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	7
Closed - No Further Contact (FYTD)	1	7	16	24	6	0	0	6	0	0	2	0	7	9	1	1	7	0	9	48
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	1	1	1	3	1	0	0	1	0	0	0	0	2	2	1	0	0	0	1	7

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	0	0	0	0	0	0	0	1	0	5	0	1	7	0	1	0	0	1	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	0	0	0	0
Files changed to AP status (FYTD)	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	2
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	1	0	1	0	0	0	0	1	1	0	0	0	0	0	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	2	2	3	7	5	2	1	8	0	1	1	0	0	2	3	0	0	0	3	20
Files changed to MR status (FYTD)	23	16	14	53	50	20	43	113	6	2	6	0	22	36	48	26	17	3	94	296
Files with MR status (total)	5	3	11	19	4	4	6	14	2	1	10	0	0	13	11	0	2	1	14	60
Files closed from MR	2	1	2	5	2	1	0	3	0	0	0	0	0	0	1	7	0	0	8	16
Files closed from MR (FYTD)	17	8	25	50	25	7	7	39	4	3	1	0	8	16	17	23	6	0	46	151
Files changed from MR	3	3	4	10	6	2	4	12	0	0	0	0	0	0	8	7	2	0	17	39
Files changed from MR (FYTD)	23	26	34	83	64	20	50	134	6	5	8	0	24	43	51	35	21	2	109	369

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	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Files changed to WFR status (FYTD)	1	6	0	7	4	1	3	8	1	0	2	0	2	5	4	1	2	0	7	27
Files with WFR status (total)	0	0	0	0	1	0	1	2	0	0	1	0	1	2	0	1	1	0	2	6
Files changed from MR to WFR	0	1	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Files changed from MR to WFR (FYTD)	1	6	0	7	4	1	3	8	1	0	2	0	0	3	4	1	1	0	6	24
Files changed to WFR with no prior EI	0	1	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Files changed to WFR with no prior EI (FYTD)	1	6	0	7	4	1	3	8	1	0	2	0	2	5	4	1	2	0	7	27
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	1	1	1	0	0	0	1	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	2	2	6	5	2	4	11	1	1	2	0	1	5	7	0	3	0	10	32
Files changed to FR status (FYTD)	8	21	10	39	44	21	43	108	8	7	8	0	18	41	35	14	16	3	68	256
Files with FR status (total)	82	239	209	530	239	91	223	553	97	62	134	0	146	439	196	94	77	29	396	1918
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	1	2	4	3	1	4	8	0	0	0	0	0	0	7	0	2	0	9	21
Files changed from WFR to FR	0	1	0	1	1	0	0	1	0	0	2	0	0	2	0	0	0	0	0	4
Files closed from FR	8	10	3	21	14	4	10	28	1	1	0	0	3	5	4	2	4	0	10	64
ISSUES RESOLVED	7	4	1	12	12	2	7	21	0	1	0	0	2	3	0	1	3	0	4	40
CLAIMANT DECISION NOT TO PROCEED	0	1	1	2	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2	4
OWA DECISION NOT TO PROCEED	0	1	1	2	2	2	1	5	0	0	0	0	0	0	1	1	0	0	2	9
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	2
NO FURTHER CONTACT WITH CLAIMANT	1	2	0	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	4
AP DECISION RECEIVED	0	2	0	2	0	0	1	1	1	0	0	0	1	2	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)	34	40	23	97	61	19	48	128	14	30	6	0	40	90	39	31	18	4	92	407
Files closed from FR with OWA Decision	4	6	1	11	10	3	8	21	1	1	0	0	1	3	1	1	2	0	4	39
Files closed from FR with OWA Decision (FYTD)	20	14	12	46	37	12	36	85	6	16	1	0	21	44	25	15	13	4	57	232
Closed from FR reason OWD with MR Closure Letter	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	2
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	0	2	4	8	1	3	12	2	2	0	0	1	5	3	2	0	0	5	26
Average Age (in months) of FR file at closure (FYTD)	104.06	58.78	46.24	75.19	48.3	42.86	40.52	44.23	66.6	40.56	80.81		55.61	52.21	53.14	49.75	57.26	64.59	53.99	54.28

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	87	242	220	549	244	95	230	569	99	63	145	0	147	454	207	95	80	30	412	1984
Files transferred out of the office	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
Files transferred out of the office (FYTD)	2	1	0	3	0	0	1	1	0	20	0	0	2	22	1	3	24	49	77	103
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)	5	1	1	7	0	0	0	0	0	1	20	0	1	22	54	20	0	0	74	103
New files from this month's encounters	8	18	2	28	14	3	10	27	2	1	4	0	3	10	3	4	13	3	23	88

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	3	0	1	3	0	0	8	0	20	20	0	10	2	0	10	20
Average Age (in months) of Waiting List					2.82		1	1.91			8.27		19.82	14.05	9.85	2.14			6	7.32
Total Advisory and Representation Services Completed	128	126	186	440	146	47	102	295	37	68	28	1	123	257	95	95	79	38	307	1299
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	90	97.44	100	95.24	100	99.07	100	100	100		100	100	100	100	100	100	100	99.22

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Dec - 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	98	228	191	517	283	92	224	599	86	59	65	9	119	338	137	201	157	99	594	2048
Number of workers helped (FYTD)	387	593	593	1573	571	196	464	1231	181	148	211	39	349	928	348	385	333	238	1304	5036
New Requests this month	5	15	28	48	18	6	10	34	9	4	3	0	23	39	10	10	25	14	59	180
New Requests (FYTD)	135	198	326	659	208	86	149	443	74	70	57	0	202	403	132	145	183	114	574	2079
Encounters still NR	6	3	6	15	6	2	4	12	2	1	5	1	12	21	11	58	6	4	79	127
Closed - Summary Advice provided	4	8	20	32	6	3	6	15	1	3	2	0	17	23	3	5	14	10	32	102
Closed - Summary Advice provided (FYTD)	100	113	223	436	100	35	71	206	40	52	31	1	139	263	61	54	96	69	280	1185
Closed - SA provided to different workers	4	8	20	32	5	3	6	14	1	3	2	0	15	21	3	5	14	8	30	97
Closed - SA provided to different workers (FYTD)	92	109	208	409	86	33	68	187	32	42	29	1	105	209	53	53	84	54	244	1049
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	2	2	4	1	0	0	1	0	0	0	0	1	1	0	0	4	0	4	10
Closed - No Further Contact (FYTD)	1	11	22	34	8	0	0	8	0	0	3	0	14	17	1	2	15	1	19	78
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	1	1	1	3	1	2	0	3	0	0	0	0	3	3	1	0	0	2	3	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	0	0	0	0	0	0	0	2	0	5	0	1	8	0	1	0	0	1	9

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	1	0	1	0	0	0	0	1	1	0	0	0	0	0	2
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	1	0	1	0	0	0	0	1	1	0	0	0	0	0	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	5	1	7	15	5	7	27	0	2	6	0	1	9	2	16	3	4	25	68
Files changed to MR status (FYTD)	26	28	18	72	89	30	67	186	12	6	17	0	27	62	78	57	33	14	182	502
Files with MR status (total)	2	6	8	16	11	4	10	25	3	1	19	0	0	23	2	12	7	5	26	90
Files closed from MR	0	2	3	5	5	1	4	10	0	0	0	0	1	1	3	5	1	2	11	27
Files closed from MR (FYTD)	21	10	28	59	40	11	13	64	4	4	1	0	9	18	31	29	12	5	77	218
Files changed from MR	0	3	5	8	10	3	10	23	1	3	2	0	2	8	11	13	3	3	30	69
Files changed from MR (FYTD)	29	35	41	105	96	30	70	196	11	10	10	0	29	60	90	53	33	9	185	546

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	1	0	0	1	1	2	0	0	0	3	1	0	0	0	1	5
Files changed to WFR status (FYTD)	1	10	1	12	5	2	3	10	4	2	2	0	2	10	6	2	2	0	10	42
Files with WFR status (total)	0	0	0	0	0	0	0	0	2	2	1	0	0	5	1	1	1	0	3	8
Files changed from MR to WFR	0	0	0	0	0	0	0	0	0	2	0	0	0	2	1	0	0	0	1	3
Files changed from MR to WFR (FYTD)	1	10	0	11	4	1	3	8	3	2	2	0	0	7	6	3	1	0	10	36
Files changed to WFR with no prior EI	0	0	0	0	1	0	0	1	1	2	0	0	0	3	1	0	0	0	1	5
Files changed to WFR with no prior EI (FYTD)	1	10	1	12	5	2	3	10	4	2	2	0	2	10	6	2	2	0	10	42
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	1	1	0	0	0	0	1	1	1	0	0	0	1	3

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	2	2	4	6	3	7	16	4	2	2	0	2	10	7	8	2	1	18	48
Files changed to FR status (FYTD)	10	29	15	54	64	29	58	151	15	10	10	0	25	60	60	25	22	5	112	377
Files with FR status (total)	72	225	200	497	227	88	204	519	95	59	135	0	135	424	197	95	72	27	391	1831
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	1	2	3	5	2	6	13	1	1	2	0	1	5	7	8	2	1	18	39
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	2	7	6	15	10	7	14	31	3	3	1	0	9	16	3	7	4	1	15	77
ISSUES RESOLVED	2	2	4	8	7	4	10	21	2	0	1	0	3	6	1	2	2	1	6	41
CLAIMANT DECISION NOT TO PROCEED	0	0	0	0	0	0	0	0	1	1	0	0	1	3	0	1	0	0	1	4
OWA DECISION NOT TO PROCEED	0	2	1	3	2	1	1	4	0	0	0	0	2	2	2	2	2	0	6	15
CLAIMANT HAS NEW REP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1
NO FURTHER CONTACT WITH CLAIMANT	0	0	1	1	0	0	3	3	0	0	0	0	1	1	0	0	0	0	0	5
AP DECISION RECEIVED	0	3	0	3	1	2	0	3	0	2	0	0	0	2	0	0	0	0	0	8
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	2	2	0	1	0	0	1	3
Files closed from FR (FYTD)	46	62	37	145	91	31	82	204	23	35	7	0	59	124	51	56	28	8	143	616
Files closed from FR with OWA Decision	2	5	5	12	7	4	11	22	3	1	1	0	3	8	1	5	3	1	10	52
Files closed from FR with OWA Decision (FYTD)	27	26	21	74	55	19	59	133	12	19	2	0	31	64	32	34	19	8	93	364
Closed from FR reason OWD with MR Closure Letter	0	2	0	2	0	1	1	2	0	0	0	0	2	2	1	0	1	0	2	8
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	5	2	9	9	2	6	17	3	2	0	0	4	9	4	3	2	0	9	44
Average Age (in months) of FR file at closure (FYTD)	101.98	57.35	51.05	71.85	46.51	39.01	36.12	40.83	46.44	38.53	62.84		51.04	46.83	50.52	54.5	52.96	80.62	55.06	51.83

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	74	231	208	513	238	92	214	544	100	62	155	0	135	452	200	108	80	32	420	1929
Files transferred out of the office	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	2
Files transferred out of the office (FYTD)	2	1	0	3	1	0	1	2	0	20	0	0	2	22	14	3	25	49	91	118
Files transferred into the office	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	2
Files transferred into the office (FYTD)	5	1	1	7	0	1	0	1	0	1	20	0	1	22	54	34	0	0	88	118
New files from this month's encounters	2	3	6	11	12	3	4	19	4	2	1	0	5	12	5	4	10	6	25	67

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	0	0	1	0	11	0	0	11	0	13	5	0	13	13
Average Age (in months) of Waiting List									1.05	0.29	11.31			2.8	0.46	12.89	5.18		6.18	4.06
Total Advisory and Representation Services Completed	159	181	273	613	217	76	164	457	59	81	37	1	175	353	136	138	124	67	465	1888
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	93.33	98.15	98.44	96.55	100	98.68	100	100	100		100	100	100	100	100	100	100	99.2

*** End of Report ***

Office of the Worker Adviser
Monthly Statistics Report for the Mar - 2023

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	125	326	303	754	292	108	229	629	113	65	152	14	151	495	178	159	178	139	654	2532
Number of workers helped (FYTD)	438	666	725	1829	641	221	538	1400	211	163	264	39	400	1077	392	426	390	276	1484	5790
New Requests this month	15	19	51	85	28	12	32	72	11	5	16	0	32	64	18	22	26	17	83	304
New Requests (FYTD)	172	276	453	901	296	120	214	630	105	92	90	0	275	562	173	206	258	159	796	2889
Encounters still NR	5	3	3	11	5	1	2	8	1	2	1	1	11	16	4	15	3	2	24	59
Closed - Summary Advice provided	10	18	42	70	12	2	13	27	3	3	10	0	23	39	5	19	13	9	46	182
Closed - Summary Advice provided (FYTD)	125	162	316	603	137	46	103	286	54	63	46	1	186	350	80	91	129	91	391	1630
Closed - SA provided to different workers	10	17	41	68	12	2	13	27	3	3	10	0	22	38	4	14	12	9	39	172
Closed - SA provided to different workers (FYTD)	114	154	291	559	119	41	98	258	44	52	42	1	143	282	67	80	109	71	327	1426
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	2	0	0	2	1	0	2	3	0	0	4	0	7	11	0	0	5	0	5	21
Closed - No Further Contact (FYTD)	3	13	27	43	12	1	4	17	0	0	9	0	23	32	1	2	23	4	30	122
Cases selected out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases selected out (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of referrals from MPP (FYTD)	1	1	1	3	1	3	0	4	0	0	1	0	3	4	1	0	0	3	4	15

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	0	0	0	0	0	0	0	2	0	5	0	1	8	0	1	0	0	1	9

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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Files changed to AP status (FYTD)	0	0	0	0	1	1	0	2	0	0	0	0	1	1	0	0	0	0	0	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	1	0	0	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	1	1	0	2	0	0	0	0	1	1	0	0	0	0	0	3

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
Files changed to WMR status (FYTD)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files with WMR status (total)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files changed to MR status	6	17	4	27	18	5	9	32	1	4	6	0	5	16	4	3	21	6	34
Files changed to MR status (FYTD)	44	95	50	189	130	42	88	260	12	16	30	0	44	102	84	102	93	30	309
Files with MR status (total)	9	20	18	47	14	4	10	28	1	7	20	0	6	34	4	1	15	7	27
Files closed from MR	4	1	2	7	3	0	0	3	0	2	0	0	5	7	1	6	7	2	16
Files closed from MR (FYTD)	28	26	32	86	62	15	22	99	4	6	2	0	15	27	32	52	28	11	123
Files changed from MR	6	9	15	30	12	2	1	15	0	3	6	0	8	17	2	12	21	5	40
Files changed from MR (FYTD)	40	88	63	191	134	42	91	267	14	14	22	0	40	90	94	110	85	23	312

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	1	2	1	0	0	1	0	0	0	0	0	0	1	0	1	0	2
Files changed to WFR status (FYTD)	1	12	3	16	6	3	3	12	5	2	2	0	2	11	8	8	6	1	23
Files with WFR status (total)	0	0	0	0	0	0	0	0	0	0	1	0	0	1	3	1	1	0	5
Files changed from MR to WFR	0	1	1	2	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1
Files changed from MR to WFR (FYTD)	1	12	1	14	5	1	3	9	3	2	2	0	0	7	7	9	6	0	22
Files changed to WFR with no prior EI	0	1	1	2	1	0	0	1	0	0	0	0	0	0	1	0	1	0	2
Files changed to WFR with no prior EI (FYTD)	1	12	3	16	6	3	3	12	5	2	2	0	2	11	8	8	6	1	23
Files closed from WFR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Files closed from WFR (FYTD)	0	0	0	0	0	0	1	1	0	1	0	0	1	2	1	1	1	0	3

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	9	13	24	9	4	1	14	2	1	7	0	4	14	1	6	14	3	24
Files changed to FR status (FYTD)	14	68	34	116	81	42	71	194	26	13	22	0	31	92	62	58	57	14	191
Files with FR status (total)	73	250	186	509	216	88	195	499	93	48	142	0	118	401	168	113	92	20	393
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

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	7	12	21	8	2	1	11	0	1	6	0	3	10	1	6	13	3	23	65
Files changed from WFR to FR	0	1	1	2	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	4
Files closed from FR	3	10	24	37	12	5	9	26	7	5	3	0	10	25	12	7	7	12	38	126
ISSUES RESOLVED	1	2	18	21	7	3	8	18	3	1	2	0	5	11	6	3	5	9	23	73
CLAIMANT DECISION NOT TO PROCEED	0	2	1	3	0	0	0	0	1	3	0	0	0	4	2	1	0	1	4	11
OWA DECISION NOT TO PROCEED	1	4	5	10	4	1	1	6	3	0	1	0	2	6	0	1	1	0	2	24
CLAIMANT HAS NEW REP	0	1	0	1	0	0	0	0	0	0	0	0	1	1	1	0	1	0	2	4
NO FURTHER CONTACT WITH CLAIMANT	1	0	0	1	1	0	0	1	0	1	0	0	1	2	3	0	0	1	4	8
AP DECISION RECEIVED	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	2	0	1	3	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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Files closed from FR (FYTD)	50	76	71	197	120	44	103	267	35	49	12	0	82	178	82	72	43	24	221	863
Files closed from FR with OWA Decision	1	5	16	22	6	5	7	18	4	2	0	0	3	9	10	4	3	8	25	74
Files closed from FR with OWA Decision (FYTD)	28	34	45	107	75	31	74	180	19	26	4	0	42	91	55	44	28	19	146	524
Closed from FR reason OWD with MR Closure Letter	0	1	2	3	3	0	0	3	3	0	0	0	2	5	0	0	0	0	0	11
Closed from FR reason OWD with MR Closure Letter (FYTD)	2	6	5	13	14	2	9	25	8	2	0	0	8	18	6	4	2	0	12	68
Average Age (in months) of FR file at closure (FYTD)	101.58	60.38	64.68	72.97	50.26	45.1	37.21	44.01	55.84	37.17	72.67		51.18	49.09	52.02	53.79	55.86	89.46	58.16	54.75

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	82	270	204	556	230	92	205	527	94	55	163	0	124	436	175	115	108	27	425	1944
Files transferred out of the office	0	1	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Files transferred out of the office (FYTD)	2	2	0	4	3	0	1	4	0	20	0	0	2	22	15	3	25	49	92	122
Files transferred into the office	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	2
Files transferred into the office (FYTD)	5	1	1	7	0	1	0	1	1	1	21	0	2	25	55	34	0	0	89	122
New files from this month's encounters	5	9	10	24	16	10	16	42	4	4	6	0	6	20	15	11	14	9	49	135

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	0	0	0	0	14	0	0	14	3	2	1	0	3	14
Average Age (in months) of Waiting List											14.31			14.31	2.13	2.36	0.89		1.93	3.99
Total Advisory and Representation Services Completed	192	256	394	842	302	101	224	627	83	108	56	1	242	490	182	205	181	106	674	2633
Timeliness of EI (%) (FYTD)																				
Timeliness of WFR to FR (%) (FYTD)	100	100	97.06	99.14	98.77	97.62	100	98.97	100	100	100		100	100	100	100	100	100	100	99.49

*** End of Report ***