

Workers' Advisers Program
Report For
April/May/June 2004

General Summary

Operations

The Program continues to work on controlling the waiting time for service. In Halifax, the average wait for service was 2.6 weeks and in Sydney, the average wait was 1.3 weeks. Wait for service continues to be monitored monthly. The target remains as 2-4 weeks. Subject to delays requested by the worker or extraordinary circumstances, we are able to maintain a reasonable wait for service.

In accordance with s. 263 (b) we continue to monitor the caseload of the Program by County to determine if the numbers warrant an office in another area of the Province. The numbers do not warrant the opening of an additional office at this time.

Resources/Early Assistance continues to provide service to workers and others who require general information and assistance. We received 363 Resource/Early Assistance calls in this period. 1% of workers had no denial and 1.5% required additional evidence to proceed. Advisers assisted with forms in 9% of the calls and 12.5% were referred to intake. In 35.5% of the calls, the worker's issue was resolved at this level.

Financial

Budget figures ending June 30, 2004 from the Department of Finance indicate we have spent 18% of our authority.

Client Operations

Surveys continue to be sent to all workers when we close their files.

The Program closed 310 client files during this period and received 52 returned surveys representing 17 % of those sent out. Thirty-six were successful appeals and sixteen were not successful. In general, we continue to receive detailed and valuable information.

Operations**Case Summary Statistics****April**

Active Files 2004 = 1241

Active Files 2003 =1333

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
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2004	70+105=175	66	112	6	0	1307
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2003	101+61=162	108	104	41	0	1439
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*Includes Requests directly to intake + calls referred to resource not forwarded to intake

May

Active Files 2004=1248

Active Files 2003=1361

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
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2004	79+132=211	79	72	15	0	1386
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2003	88+58=146	152	124	0	0	1591
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*Includes Requests directly to intake + calls referred to resource not forwarded to intake

June

Active Files 2004=1199

Active Files 2003=1320

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
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2004	75+101=176	77	126	12	0	1463
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2003	80+63=143	68	109	1	0	1659
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directly to intake + calls referred to resource not forwarded to intake

Quarterly Totals

Active Files 2004 = 1199

#Active Files 2003=1319

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	224+338=562	222	310	33	0	1463
2003	269+182=451	328	337	42	0	1659

*Includes Requests directly to intake + calls referred to resource not forwarded to intake

Process

Service Waiting Time

April

2004 Halifax - Average - 2.6 weeks
 2003 Halifax - Average - 1.5 weeks

Sydney - Average - 1 week
 Sydney - Average - 1 week

May

2004 Halifax - Average - 2.5 weeks
 2003 Halifax - Average - 1 week

Sydney - Average - 1.3 weeks
 Sydney - Average -1 week

June

2004 Halifax - Average - 2.7 weeks
 2003 Halifax - Average- 2.5 weeks

Sydney - Average - 1.6 weeks
 Sydney - Average - 1 week

Quarterly Average Waiting Time

2004 Halifax - 2.6 weeks
 2003 Halifax - 1.6 weeks

Sydney - 1.3 weeks
 Sydney - 1 week

Client Count by County

County	Apr 04	Apr 03	May 04	May 03	June 04	June 03
Annapolis	25	26	25	23	24	22
Antigonish	10	14	11	13	11	13
Cape Breton	313	322	320	316	320	326
Colchester	40	39	39	46	35	39
Cumberland	56	60	54	60	51	64
Digby	24	27	21	26	18	26
Guysborough	8	8	7	8	6	8
Halifax	385	425	379	431	352	413
Hants	41	46	41	42	41	38
Inverness	15	15	14	16	15	16
Kings	70	66	72	79	73	73
Lunenburg	88	96	94	105	90	92
Pictou	62	73	65	75	60	71
Queens	14	18	14	18	15	16
Richmond	27	22	27	23	25	24
Shelburne	11	13	12	12	12	14
Victoria	14	12	16	12	15	13
Yarmouth	14	23	14	24	14	22
Other	24	27	23	32	22	30
TOTAL	1241	1332	1248	1361	1199	1320

Program Statistics**April**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	12	21	31	0	27
2003	1	18	55	28	9	61
2002	1	29	70	17	4	56

May

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	22	44	24	1	28
2003	0	19	42	27	2	53
2002	1	28	62	27	7	42

June

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	18	31	23	0	39
2003	0	8	52	22	5	53
2002	1	33	57	13	7	39

Quarterly

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	52	96	78	1	94
2003	1	45	149	77	16	167
2002	3	90	189	57	18	137

Resource/Early Assistance

	April	May	June	Program Total
# Calls Taken	113	141	109	363
Time Recorded	43	50	37	130
Questions/Categories	#	#	#	#
General	88	50	101	239
No Written Decision	0	1	1	2
Needs More Evidence	1	2	0	3
Assist with Forms	5	6	7	18
Calls by WAP	24	17	19	60
Resolved at EA	3	35	33	71
Ancillary Issues (ie CPP/EI)	0	0	0	0
Referred to Intake	8	9	8	25
Proforma plan **	1	1	2	4

Each call may deal with multiple questions/categories

** Refers to assistance WAP could have provided had mandated and resources existed to do so.

Financial

The June, 2004 report provided by the Department of Finance indicate the following expenditures:

	2004	2003
Salaries & Benefits	301,875.00	253,875.00
Administrative	48,242.00	54,220.00
Medical Reports & Expert Fees	65,442.00	69,681.00
*External Legal Fees & Disbursements	15,750.00	1,356.00
Consulting Fees	.00	.00
TOTAL	431,309.00	379,132.00
% of Authority Spent	18%	20%

Client Satisfaction

Client Survey Results

The surveys began in April 2003 and will continue so that future results will allow us to track and address any satisfaction trends.

Specific results to our questions are as follows:

Question #1

The Program staff I dealt with were professional and friendly at all times

Strongly Agree -75%
Agree -21%
Disagree -2%
Strongly Disagree -2%

Question #2

In my experience, I felt Program staff had the knowledge and experience for dealing with my situation.

Strongly Agree - 59%
Agree -29%
Disagree -6%
Strongly Disagree - 6%

Question #3

I feel Program staff did their very best to provide me with the best possible service

Strongly Agree - 62%
Agree - 29%
Disagree - 3%
Strongly Disagree - 6%

Question #4

My calls were returned within 24 hours

All the Time -54%
Most of the Time - 32%
Sometimes - 6%
Never - 4%
2 surveys did not answer this question - 4%

Question #5

My questions were answered to my satisfaction

All the Time -62 %

Most of the Time - 27%

Sometimes - 3%

Never - 8%

Comments Section

Thirty-five clients took the time to make a personal comment at the bottom of their survey and all but five were complimentary.
