

**Workers' Advisers Program
Report For
April/May/June 2005**

General Summary

(Full details for each summary are contained in the body of the Report)

Operations

The Program continues to work on controlling the waiting time for service. In Halifax, the average wait for service was 2.2 weeks and in Sydney, the average wait was 1.3 weeks. In Bridgewater/Yarmouth, the average wait for service was 3.2 weeks and in Digby, Amherst, Kentville, and Truro, the average wait was 3 weeks. Finally, in New Glasgow, Antigonish, and Port Hawkesbury, the average wait was 3.5 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 227 Resource/Early Assistance calls in this period. 6.6% of workers had no denial and 0.9% required additional evidence to proceed. Advisers assisted with forms in 6.2% of the calls and 23.8% were referred to intake. In 1.3% of the calls, the worker's issue was resolved at this level.

Financial

Budget figures ending June 30, 2005 from the Department of Finance indicate we have spent 16.6 % of our authority.

Client Operations

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

The Program closed 303 client files during this period and received 61 returned surveys representing 20.13% of those sent out. Fifty-one were successful appeals and ten were not successful. In general, we continue to receive detailed and valuable information.

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

Active Files 2005 = 838

Active Files 2004 = 1241

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	*67+60=127	70	96	2	0	908
2004	70+105=175	66	112	6	0	1307

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

May

Active Files 2005 = 776

Active Files 2004 = 1248

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	*56+41=97	58	121	8	1	966
2004	79+132=211	79	72	15	0	1386

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

June

Active Files 2005 = 710

Active Files 2004 = 1199

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	*14+72=86	20	86	2	0	986
2004	75+101=176	77	126	12	0	1463

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

Quarterly Totals

Active Files 2005 = 710

#Active Files 2004 = 1199

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	137+173=310	148	303	12	1	986
2004	224+338=562	222	310	33	0	1463

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

Process

Service Waiting Time Local Offices

April

2005	Halifax - Average - 2.4 weeks	Sydney - Average - 1.2 week
2004	Halifax - Average - 2.6 weeks	Sydney - Average - 1 weeks

May

2005	Halifax - Average - 2.25 weeks	Sydney - Average - 1.5 weeks
2004	Halifax - Average - 2.5 weeks	Sydney - Average - 1.3 weeks

June

2005	Halifax - Average - 2.2 weeks	Sydney - Average - 1.2 weeks
2004	Halifax - Average - 2.7 weeks	Sydney - Average - 1.6 weeks

Quarterly Average Waiting Time

2005	Halifax - 2.2 weeks	Sydney - 1.3 weeks
2004	Halifax - 2.6 weeks	Sydney - 1.3 weeks

Service Waiting Time Out of Town

Bridgewater/Yarmouth	Digby/Amherst/Kentville/Truro
April - 2.6 weeks	April - 2.4 weeks
May - 2.9 weeks	May - 2.7 weeks
June - 4.1 weeks	June - 4 weeks
Quarterly Average - 3.2	Quarterly Average - 3.0

New Glasgow/Antigonish/Port Hawkesbury

April - 2.7 weeks
 May - 3.3 weeks
 June - 4.6 weeks
 Quarterly Average - 3.5

Client Count by County

County	Apr/05	Apr/04	May/05	May/04	Jun/05	Jun/04
Annapolis	14	25	14	25	11	24
Antigonish	9	10	8	11	9	11
Cape Breton	248	313	225	320	206	320
Colchester	25	40	24	39	19	35
Cumberland	35	56	28	54	27	51
Digby	8	24	7	21	8	18
Guysborough	7	8	7	7	3	6
Halifax	227	385	211	379	191	352
Hants	26	41	26	41	22	41
Inverness	8	15	7	14	18	15
Kings	48	70	48	72	45	73
Lunenburg	78	88	76	94	71	90
Pictou	39	62	29	65	28	60
Queens	8	14	8	14	8	15
Richmond	14	27	15	27	14	25
Shelburne	11	11	11	12	11	12
Victoria	4	14	4	16	4	15
Yarmouth	13	14	15	14	13	14
Other	16	24	13	23	13	22
Total	838	1241	776	1248	710	1199

April

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2005	2	7	38	15	0	22
2004	0	12	21	31	0	27
2003	1	18	55	28	9	61

May

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2005	1	7	25	19	0	19
2004	0	22	44	24	1	28
2003	0	19	42	27	2	53

June

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2005	2	5	37	12	0	24
2004	0	18	31	23	0	39
2003	0	8	52	22	5	53

Quarterly

Submissions/Hearings Done				New Appeals Filed		
Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT	
2005	5	19	100	46	0	65
2004	0	52	96	78	1	94
2003	1	45	149	77	16	167

Resource/Early Assistance

	April	May	June	Program Total
# Calls Taken	75	50	102	227
Time Recorded	18.8	13.6	30.5	62.9
Questions/Categories	#	#	#	#
General	75	50	102	227
No Written Decision	0	0	15	15
Needs More Evidence	1	0	1	2
Assist with Forms	4	1	9	14
Calls by WAP	3	1	2	6
Resolved at EA	2	0	1	3
Ancillary Issues (ie CPP/EI)	3	2	0	5
Referred to Intake	15	9	30	54
Proforma plan **	2	0	6	8

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 30, 2005 report provided by the Department of Finance indicate the following expenditures:

	2005	2004
Salaries & Benefits	280,697.80	301,875.00
Administrative	52,377.06	48,242.00
Medical Reports & Expert Fees	30,703.05	65,442.00
External Legal Fees & Disbursements	0.00	15,750.00
Consulting Fees	26,849.69	0.00
TOTAL	390,627.60	431,309.00
% of Authority Spent	16.6%	18%

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 - 80.3%

Agree - 16.3%

Disagree - 0%

Strongly Disagree - 1.6 %

Two surveys did not answer this question -1.8%

Question #2

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

Strongly Agree - 75.4%

Agree - 18%

Disagree - 1.6%

Strongly Disagree - 3.2%

Two surveys did not answer this question - 1.6%

Question #3

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

Strongly Agree - 73.7%
Agree - 19.6%
Disagree - 1.6%
Strongly Disagree - 3.2%
Two surveys did not answer this question - 1.7%

Question #4

My calls were returned within 24 hours

All the Time - 65.5%
Most of the Time - 19.6%
Sometimes - 11.4%
Never - 1.64%
Two surveys did not answer this question - 1.8%

Question #5

My questions were answered to my satisfaction

All the Time - 80.3%
Most of the Time - 11.4%
Sometimes - 3.2%
Never - 3.2%
Two surveys did not answer this question - 1.9%

Comments Section

Forty-two clients took the time to make a personal comment at the bottom of their survey and all but one were complimentary. Examples are as follows:

** I want to thank you and your staff for providing me with your very best services. Thank you.*

**Your help was greatly appreciated*

** The Workers' Advisers Program staff helped me through a situation that I was totally overwhelmed by - with positive results. Thank you.*

** Very helpful and compassionate people to work with. Kept me informed and advised. Couldn't ask for better help and support. Really appreciated thank you for everything..*