

**Workers' Advisers Program
Report For
July/August/September 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 0.82 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 297 Resource/Early Assistance calls in this period. 2.6% of workers had no denial and 0.7% required additional evidence to proceed. Advisers assisted with forms in 5.6% of the calls and 9.8% were referred to intake. In 25% of the calls, the worker's issue was resolved at this level.

Financial

Budget figures ending September 30, 2004 from the Department of Finance indicate we have spent 36% of our authority.

Client Operations

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

The Program closed 153 client files during this period and received 32 returned surveys representing 21% of those sent out. Twenty seven were successful appeals and 5 were not successful. In general, we continue to receive detailed and valuable information.

Operations**Case Summary Statistics****July**

Active Files 2004 = 1204

Active Files 2003 =1354

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	66+70=136	61	56	8	0	1524
2003	95+48=143	93	59	0	0	1648

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

August

Active Files 2004=1226

Active Files 2003=1364

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	56+104=160	59	37	10	0	1583
2003	69+32=101	65	55	1	0	1731

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

September

Active Files 2004=1241

Active Files 2003=1325

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	81+94=175	76	60	8	0	1659
2003	89+44=133	81	120	0	0	1794

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

Quarterly Totals

Active Files 2004 = 1241

#Active Files 2003=1325

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	203+268=471	196	153	26	0	1659
2003	253+124=377	239	234	1	0	1794

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

Process

Service Waiting Time

July

2004 Halifax - Average - 3.2 weeks
 2003 Halifax - Average - 3.25 weeks

Sydney - Average - 0.6 week
 Sydney - Average - 1.5 weeks

August

2004 Halifax - Average - 2.25 weeks
 2003 Halifax - Average - 2.5 weeks

Sydney - Average -0.75 weeks
 Sydney - Average -1.8 weeks

September

2004 Halifax - Average - 2.4 weeks
 2003 Halifax - Average- 2.75 weeks

Sydney - Average - 1.1 weeks
 Sydney - Average - 1.5 weeks

Quarterly Average Waiting Time

2004 Halifax - 2.6 weeks
 2003 Halifax - 2.83 weeks

Sydney - 0.82 week
 Sydney - 1.6 week

Client Count by County

County	Jul 04	Jul 03	Aug 04	Aug 03	Sept 04	Sept 03
Annapolis	22	20	24	21	25	19
Antigonish	9	13	9	13	10	16
Cape Breton	325	328	330	333	342	330
Colchester	34	42	34	41	32	40
Cumberland	47	63	55	65	52	64
Digby	19	29	19	28	18	26
Guysborough	4	8	6	9	6	9
Halifax	351	428	349	437	350	417
Hants	41	38	39	36	38	32
Inverness	15	19	13	18	14	17
Kings	73	76	76	78	71	76
Lunenburg	96	96	97	92	101	90
Pictou	64	72	65	74	66	76
Queens	15	18	15	18	15	16
Richmond	24	24	25	26	26	25
Shelburne	12	14	14	13	15	12
Victoria	16	14	16	14	16	17
Yarmouth	15	21	16	19	17	23
Other	22	31	24	29	27	25
TOTAL	1204	1354	1226	1364	1241	1325

Program Statistics**July**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	8	49	20	0	45
2003	3	8	41	21	8	67
2002	2	24	39	25	8	61

August

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	6	47	33	0	18
2003	0	10	41	39	3	51
2002	4	23	42	22	9	34

September

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	9	34	22	0	26
2003	0	13	39	15	3	30
2002	0	27	69	17	6	48

Quarterly

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	23	130	75	0	89
2003	3	31	121	75	14	148
2002	6	74	150	64	23	204

Resource/Early Assistance

	July	Aug	Sept	Program Total
# Calls Taken	84	118	95	297
Time Recorded	24	38	35.5	97.5
Questions/Categories	#	#	#	#
General	53	91	79	223
No Written Decision	1	6	1	8
Needs More Evidence	2	0	0	2
Assist with Forms	3	1	5	9
Calls by WAP	5	11	11	27
Resolved at EA	14	32	28	74
Ancillary Issues (ie CPP/EI)	1	0	0	1
Referred to Intake	14	14	1	29
Proforma plan **	2	5	1	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 September, 2004 report provided by the Department of Finance indicate the following expenditures:

	2004	2003
Salaries & Benefits	596,581.00	591,631.00
Administrative	84,483.00	110,845.00
Medical Reports & Expert Fees	123,729.00	112,503.00
External Legal Fees & Disbursements	32,056.00	2,598.00
Consulting Fees	19,898.00	0.00
TOTAL	856,747.00	761,214.00
% of Authority Spent	36%	44%

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 - 78.1%

Agree - 15.7%

Disagree - 3.1%

Strongly Disagree - 3.1 %

Question #2

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

Strongly Agree - 68.7%

Agree - 21.9%

Disagree - 6.3%

Strongly Disagree - 3.1%

Question #3

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

Strongly Agree - 84.4%

Agree - 12.5%

Disagree - 3.1%

Strongly Disagree - 0%

Question #4

My calls were returned within 24 hours

All the Time - 81.2%

Most of the Time - 15.7%

Sometimes - 0%

Never - 3.1%

Question #5

My questions were answered to my satisfaction

All the Time - 84.4 %

Most of the Time - 12.5%

Sometimes - 3.1%

Never - 0%

Comments Section

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

- * Any staff I dealt with were friendly and helpful at all times.*
 - * Very pleased with the cooperation I needed and received*
 - * This program is a very good program and has excellent workers*
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