

**Workers' Advisers Program
Report For
January/February/March 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 2.5 weeks and in Sydney, the average wait was 1.08 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 489 Resource/Early Assistance calls in this period. 3.89% of workers had no denial and 1.02% required additional evidence to proceed. Advisers assisted with forms in 6.13% of the calls and 11.04% were referred to intake. In 14.93% of the calls, the worker's issue was resolved at this level.

Financial

Budget figures ending March 31, 2005 from the Department of Finance indicate we have spent 89.2% of our authority.

Client Operations

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

The Program closed 476 client files during this period and received 128 returned surveys representing 27% of those sent out. One hundred and ten were successful appeals and eighteen were not successful. In general, we continue to receive detailed and valuable information.

Operations**Case Summary Statistics**

January

Active Files 2005 = 1007

Active Files 2004 = 1348

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	45+123=168	43	195	1	0	1910
2004	68+3=71	62	39	0	0	2221

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

February

Active Files 2005 = 897

Active Files 2004 = 1327

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	86+183=269	71	180	22	0	1981
2004	51+12=63	49	70	13	0	2270

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

March

Active Files 2005 = 866

Active Files 2004 = 1287

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	64+129=193	71	101	13	0	2052
2004	77+5=82	78	118	12	0	2348

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

Quarterly Totals

Active Files 2005 = 866

#Active Files 2004 = 1325

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	195+435=630	185	476	36	0	2052
2004	196+239=435	189	227	25	0	2348

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

Process

Service Waiting Time

January

2005 Halifax - Average - 1.75 weeks

Sydney - Average - 0.6 week

2004 Halifax - Average - 2.4 weeks

Sydney - Average - 1.7 weeks

February

2005 Halifax - Average - 2.75 weeks

Sydney - Average - 1.1 weeks

2004 Halifax - Average - 2.6 weeks

Sydney - Average - 1.25 weeks

March

2005 Halifax - Average - 3 weeks

Sydney - Average - 1.5 weeks

2004 Halifax - Average - 2.5 weeks

Sydney - Average - 1.1 weeks

Quarterly Average Waiting Time

2005 Halifax - 2.5 weeks

Sydney - 1.08 weeks

2004 Halifax - 2.5 weeks

Sydney - 1.35 weeks

Client Count by County

County	Jan/05	Jan/04	Feb./05	Feb./04	Mar./05	Mar./04
Annapolis	12	25	10	25	13	25
Antigonish	8	8	8	10	9	10
Cape Breton	281	302	267	310	257	306
Colchester	28	46	25	41	26	39
Cumberland	43	66	34	60	36	60
Digby	15	28	12	28	12	27
Guysborough	9	7	5	7	5	7
Halifax	276	440	243	434	235	412
Hants	32	42	26	40	25	40
Inverness	11	14	11	13	10	16
Kings	60	91	56	88	49	78
Lunenburg	92	96	84	93	82	92
Pictou	57	66	42	64	38	65
Queens	12	15	12	14	9	15
Richmond	17	27	13	27	13	27
Shelburne	13	12	12	12	12	13
Victoria	9	15	5	15	4	15
Yarmouth	15	20	15	20	14	16
Other	17	28	17	26	17	24
Total	1007	1348	897	1327	866	1287

Program Statistics**January**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2005	1	5	35	22	0	22
2004	1	12	25	18	1	29
2003	0	17	61	19	4	49

February

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2005	6	9	41	15	1	21
2004	1	14	35	20	0	26
2003	2	23	63	22	6	31

March

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2005	4	8	25	12	0	44
2004	0	18	35	38	0	29
2003	0	17	52	24	7	41

Quarterly

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2005	11	22	101	49	1	87
2004	2	44	95	76	1	84
2003	2	57	176	65	17	121

Court 2005 - 11 = 5 submissions, 2 chambers, 4 hearings

Resource/Early Assistance

	January	February	March	Program Total
# Calls Taken	133	202	154	489
Time Recorded	49	75.35	41.9	166.25
Questions/Categories	#	#	#	#
General	94	102	106	302
No Written Decision	6	7	6	19
Needs More Evidence	1	0	4	5
Assist with Forms	4	14	12	30
Calls by WAP	22	12	8	42
Resolved at EA	16	35	22	73
Ancillary Issues (ie CPP/EI)	0	0	0	0
Referred to Intake	10	19	25	54
Proforma plan **	2	2	4	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 March 31, 2005 report provided by the Department of Finance indicate the following expenditures:

	2005	2004
Salaries & Benefits	\$1,336,684.00	\$1,273,663.00
Administrative	\$421,692.00	\$446,898.00
Medical Reports & Expert Fees	\$225,628.00	\$236,334.00
External Legal Fees & Disbursements	\$36,739.00	\$8,757.00
Consulting Fees	\$82,787.00	\$1,667.00
TOTAL	\$2,103,530.00	\$1,967,319.00
% of Authority Spent	89.2	106.3%

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 - 76.5%

Agree - 22%

Disagree - 0%

Strongly Disagree - 1.5 %

Question #2

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

Strongly Agree - 72%

Agree - 23%

Disagree - 1%

Strongly Disagree - 1%

One survey did not answer this question - 1%

Question #3

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

Strongly Agree - 71%

Agree - 24%

Disagree - 2%

Strongly Disagree - 2%

One survey did not answer this question - 1%

Question #4

My calls were returned within 24 hours

All the Time - 68%

Most of the Time - 26.5%

Sometimes - 3%

Never - 1%

Two surveys did not answer this question - 1.5%

Question #5

My questions were answered to my satisfaction

All the Time - 72%

Most of the Time - 19.5%

Sometimes - 6%

Never - 1%

One survey did not answer this question - 1%

Comments Section

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

**Thanks so much. The Workers' Advisers Program is a great one.*

** Even though I didn't win my appeal, I still feel my workers' advisor did all he could to help me*

** I have nothing but praise for the staff.*

** It is nice to know that the Workers' Advisers Program is there to assist people..*