

**Workers' Advisers Program  
Report For  
July/August/September 2005**

---

**General Summary**

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

**Operations**

The Program continues to monitor the waiting time for service on a monthly basis. 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 that is well within this range. The provincial average is 2.2 weeks.

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 170 Resource/Early Assistance calls during this quarter with the majority of calls (74) received in September representing a 45% increase in calls over July (51) and 64% increase over August (45).

**Financial**

Budget figures ending September 30, 2005 from the Department of Finance indicate we have spent 30.9 % of our authority.

**Client Operations**

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

The Program closed 152 client files during this period and received 25 returned surveys representing 16.4% of those sent out. This is a 3.7% lower rate of return than the first quarter which showed a return rate of 20.13%.

Of the 25 surveys returned during this quarter, 17 were successful appeals and 8 were not successful. In general, we continue to receive detailed and valuable information. The returned surveys contained no negative comments in relation to the services provided by the Workers' Advisers Program.

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

# Active Files 2005 = 715

# Active Files 2004 = 1204

	<b>*Requests for Service + Resource Calls</b>	<b>Files Opened</b>	<b>Files Closed</b>	<b>Pending Files</b>	<b>Second Opinions Approved</b>	<b># Clients Served to Date this Year</b>
--	---	---------------------	---------------------	----------------------	---------------------------------	---

<b>2005</b>	*55+43-98	46	41	9	0	1032
-------------	-----------	----	----	---	---	------

<b>2004</b>	66+70=136	61	56	8	0	1524
-------------	-----------	----	----	---	---	------

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

**August**

# Active Files 2005 = 697

# Active Files 2004 = 1226

	<b>*Requests for Service + Resource Calls</b>	<b>Files Opened</b>	<b>Files Closed</b>	<b>Pending Files</b>	<b>Second Opinions Approved</b>	<b># Clients Served to Date this Year</b>
--	---	---------------------	---------------------	----------------------	---------------------------------	---

<b>2005</b>	*45+37=82	40	64	6	0	1072
-------------	-----------	----	----	---	---	------

<b>2004</b>	56+104=160	59	37	10	0	1583
-------------	------------	----	----	----	---	------

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

**September**

# Active Files 2005 = 694

# Active Files 2004 = 1241

	<b>*Requests for Service + Resource Calls</b>	<b>Files Opened</b>	<b>Files Closed</b>	<b>Pending Files</b>	<b>Second Opinions Approved</b>	<b># Clients Served to Date this Year</b>
--	---	---------------------	---------------------	----------------------	---------------------------------	---

<b>2005</b>	*43+63=106	44	47	7	0	1116
-------------	------------	----	----	---	---	------

<b>2004</b>	89+94=175	76	60	8	0	1659
-------------	-----------	----	----	---	---	------

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

**Quarterly Totals**

# Active Files 2005 = 694

#Active Files 2004 = 1241

	<b>*Requests for Service + Resource Calls</b>	<b>Files Opened</b>	<b>Files Closed</b>	<b>Pending Files</b>	<b>Second Opinions Approved</b>	<b># Clients Served to Date this Year</b>
<b>2005</b>	<b>143+143=286</b>	<b>130</b>	<b>152</b>	<b>22</b>	<b>0</b>	<b>1116</b>
<b>2004</b>	<b>203+268=471</b>	<b>196</b>	<b>153</b>	<b>26</b>	<b>0</b>	<b>1659</b>

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

**Process**

**Service Waiting Time Local Offices**

**July**

2005 Halifax - Average - 2.3 weeks

Sydney - Average - 1.4 week

2004 Halifax - Average - 3.2 weeks

Sydney - Average - 0.6 weeks

**August**

2005 Halifax - Average - 2.4 weeks

Sydney - Average - 1.2 weeks

2004 Halifax - Average - 2.25 weeks

Sydney - Average - 0.75 weeks

**September**

2005 Halifax - Average - 2.8 weeks

Sydney - Average - 1.5 weeks

2004 Halifax - Average - 2.7 weeks

Sydney - Average - 1.1 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*

*New Glasgow/Antigonish/Port Hawkesbury*

July 1.4 weeks

July 3.0 weeks

July 0.0 weeks

August 2.6 weeks

August 2.5 weeks

August 2.0 weeks

September 2.6 weeks

September 3.1 weeks

September 4.4 weeks

Quarterly Average - 2.2

Quarterly Average - 2.9

Quarterly Average - 2.1

## Client Count by County

County	Jul/05	Jul/04	Aug/05	Aug/04	Sep/05	Sep/04
Annapolis	9	22	8	24	10	25
Antigonish	8	9	8	9	8	10
Cape Breton	206	325	206	330	218	342
Colchester	16	34	18	34	19	32
Cumberland	27	47	27	55	28	52
Digby	6	19	6	19	6	18
Guysborough	4	4	4	6	4	6
Halifax	190	351	190	349	191	350
Hants	25	41	25	39	22	38
Inverness	12	15	11	13	10	14
Kings	35	73	35	76	41	71
Lunenburg	71	96	70	97	68	101
Pictou	21	64	24	65	27	66
Queens	10	15	10	15	8	15
Richmond	13	24	15	25	16	26
Shelburne	11	12	10	14	10	15
Victoria	4	16	4	16	4	16
Yarmouth	13	15	13	16	13	17
Other	13	22	12	24	12	27
<b>Total</b>	<b>694</b>	<b>1204</b>	<b>696</b>	<b>1226</b>	<b>715</b>	<b>1241</b>

**Program Statistics****July**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
<b>2005</b>	1	5	36	5	0	30
<b>2004</b>	0	8	49	20	0	45
<b>2003</b>	3	8	41	21	8	67

**August**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
<b>2005</b>	2	4	26	3	0	30
<b>2004</b>	0	6	47	33	0	18
<b>2003</b>	0	10	41	39	3	51

**September**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
<b>2005</b>	3	7	36	13	1	34
<b>2004</b>	0	9	34	22	0	26
<b>2003</b>	0	13	39	15	3	30

**Quarterly**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
<b>2005</b>	6	16	98	21	1	94
<b>2004</b>	0	23	130	75	0	89
<b>2003</b>	3	31	121	75	14	148

**Resource/Early Assistance**

	July	August	September	Program Total
# Calls Taken	51	45	74	170
Time Recorded	14.9	11.2	23.9	50
<b>Questions/Categories</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>
General	51	45	74	170
No Written Decision	1	0	2	3
Needs More Evidence	1	0	3	4
Assist with Forms	2	3	4	9
Calls by WAP	2	0	2	4
Resolved at EA	1	0	0	1
Ancillary Issues (ie CPP/EI)	0	1	2	3
Referred to Intake	8	8	11	27
Proforma plan **	2	2	3	7

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

	2005	2004
Salaries & Benefits	\$536,654.73	\$596,581.00
Administrative	\$92,767.03	\$84,483.00
Medical Reports & Expert Fees	\$51,083.96	\$123,729.00
External Legal Fees & Disbursements	\$0.00	\$32,056.00
Consulting Fees	\$26,849.69	\$19,898.00
<b>TOTAL</b>	<b>\$707,355.41</b>	<b>\$856,747.00</b>
<b>% of Authority Spent</b>	<b>30.90%</b>	<b>36.0%</b>

## 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 -	23	91.6 %
Agree -	2	8.3 %
Disagree -	0	0.0%
Strongly Disagree -	0	0.0%

Question #2: *In my experience, I felt Program staff had the knowledge and experience for dealing with my situation.*

Strongly Agree -	22	88.0%
Agree -	3	12.0%
Disagree -	0	0.0%
Strongly Disagree -	0	0.0%

Question #3: *I feel Program staff did their very best to provide me with the best possible service.*

Strongly Agree -	21	84.0%
Agree -	4	16.8%
Disagree -	0	0.0%
Strongly Disagree -	0	0.0%

Question #4: *My calls were returned within 24 hours.*

All the Time -	16	64.0%
Most of the Time -	9	36.0%
Sometimes -	0	0.0%
Never -	0	0.0%

Question #5: *My questions were answered to my satisfaction.*

All the Time -	22	88.0%
Most of the Time -	3	12.0%
Sometimes -	0	0.0%
Never -	0	0.0%

**Comments Section**

Fourteen clients took the time to make a personal comment at the bottom of their survey. There were no negative comments. The adviser's names have been removed from the following to ensure confidentiality. Examples are as follows:

- *I would like to thank [adviser] for his hard work in this matter. Without you I will be lost. Thank you again. Yours Truly (signed by worker)*
- *I was very pleased by the support and concern given to myself by [adviser].*
- *I feel that the staff of the above said program are very helpful and professional. Keep up the good work.*
- *No comment at this time but with thanks to [adviser].*
- *I was very satisfied with [adviser] handling my case.*
- *[Adviser] was excellent with my claim. He answered all my questions, and made me feel comfortably with my own decisions. He should be thanked!! - signed by worker*
- *Injured workers would be at a great disadvantage without the services of the WAP. [Adviser] is a knowledgeable advisor and helped me a great deal. So are [advisers] who have helped me in the past.*
- *Gave us good service and did the best he could with my case. Thank you.*
- *Just want to say that [adviser] was extremely helpful and a great person to have working for me from 1993-05. His services were extremely Great!*
- *I felt the people with whom I dealt with were very supportive to my case. I did finally receive the compensation I deserved. Thanks!*
- *My case Adviser [adviser] was excellent and professional at all times. Thank you (signed by worker)*