

**Workers' Advisers Program  
Report For  
January/February/March 2006**

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**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 **2.6** weeks (includes local and out of town wait times).

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 400 Resource/Early Assistance calls during this quarter.

**Financial**

Budget figures ending March 31, 2006 from the Department of Finance indicate we have spent **84.77 %** of our authority (\$2,289,000) and **98.11%** of our present forecast (\$1,977,900).

**Client Operations**

Surveys continue to be sent to all workers when we close their files. The Program closed 201 client files during this period and received 56 returned surveys representing 27.86 percent of those sent out.

Of the 56 surveys returned during this quarter, 35 had a positive outcome and 21 were not successful. In general, we continue to receive detailed and valuable information. Only two returned surveys contained negative comments in relation to the services provided by the Workers' Advisers Program.

Operations

## Case Summary Statistics

	# Active Files	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
<b>January:</b>							
<b>2006</b>	789	157+84=241	193	60	20	0	1469
<b>2005</b>	1007	45+123=168	43	195	1	0	1910
<b>February:</b>							
<b>2006</b>	849	105+105=210	107	48	12	0	1576
<b>2005</b>	897	86+183=269	71	180	22	0	1981
<b>March:</b>							
<b>2006</b>	899	142+108=250	143	93	12	0	1719
<b>2005</b>	866	64+129=193	71	101	13	0	2052
<b>Jan/Feb/Mar Quarter</b>							
<b>2006</b>	<b>899</b>	<b>404+297=701</b>	<b>443</b>	<b>201</b>	<b>n/a</b>	<b>0</b>	<b>1719</b>
<b>2005</b>	<b>866</b>	<b>196+435=630</b>	<b>185</b>	<b>476</b>	<b>n/a</b>	<b>0</b>	<b>2052</b>

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

On a monthly basis, the figures listed under pending files represent requests for service that have not been assigned by the end of the month. These files do not accumulate and therefore are not reported for the quarter.

## Process

## Service Waiting Time Local Offices

Intake Period	Halifax		Sydney	
	2006	2005	2006	2005
January	3.2	1.8	1.4	0.6
February	3.1	2.8	1.5	1.1
March	3.4	3.0	1.1	1.5
Average	3.2	2.5	1.3	1.1
Local Offices Average Waiting Period	Jan/Feb/Mar 2005		1.78 weeks	
	Jan/Feb/Mar 2006		2.3 weeks	

## Service Waiting Time Out of Town

	<i>Bridgewater/ Yarmouth</i>	<i>Digby/Kentville Amherst/Truro</i>	<i>New Glasgow/ Antigonish/ Port Hawkesbury</i>
<i>January</i>	3.0	2.8	1.8
<i>February</i>	3.8	2.6	3.7
<i>March</i>	2.2	3.1	2.8
<i>Quarterly Average for area</i>	3.0	2.8	2.8
<i>Out of Town Average Waiting Period for the Quarter</i>			<b>2.9</b>

## Client Count by County

County	Jan 06	Jan 05	Feb 06	Feb 05	Mar 06	Mar 05
Annapolis	11	12	12	10	15	13
Antigonish	13	8	13	8	11	9
Cape Breton	261	281	282	267	281	257
Colchester	19	28	22	25	23	26
Cumberland	36	43	36	34	39	36
Digby	6	15	5	12	5	12
Guysborough	9	9	11	5	12	5
Halifax	214	276	234	243	256	235
Hants	21	32	24	26	30	25
Inverness	13	11	11	11	10	10
Kings	37	60	38	56	38	49
Lunenburg	72	92	70	84	77	82
Pictou	21	57	23	42	25	38
Queens	9	12	10	12	12	9
Richmond	13	17	17	13	18	13
Shelburne	9	13	12	12	13	12
Victoria	3	9	3	5	5	4
Yarmouth	7	15	7	15	10	14
Other	15	17	19	17	19	17
<b>Total</b>	<b>789</b>	1007	<b>849</b>	897	<b>899</b>	866

Although the number of files in January 2006 were significantly lower (21.6 percent) than January 2005, by the end of the quarter the Program carried a similar number of files as were carried at the end of March 2005.

Advisers conduct file reviews quarterly to confirm that all files they are responsible for meet eligibility criteria . The Chief Worker Adviser audits randomly selected files twice a year to monitor quality and compliance.

## Program Statistics

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Court	Hearing Officer	WCAT
<b>January</b>						
<b>2006</b>	<b>4</b>	<b>2</b>	<b>22</b>	<b>0</b>	<b>9</b>	<b>19</b>
<b>2005</b>	1	5	35	0	22	22
<b>2004</b>	1	12	25	1	18	29
<b>February</b>						
<b>2006</b>	<b>2</b>	<b>3</b>	<b>25</b>	<b>0</b>	<b>11</b>	<b>22</b>
<b>2005</b>	6	9	41	1	15	21
<b>2004</b>	1	14	35	0	20	26
<b>March</b>						
<b>2006</b>	<b>1</b>	<b>21</b>	<b>28</b>	<b>0</b>	<b>12</b>	<b>26</b>
<b>2005</b>	4	8	25	0	12	44
<b>2004</b>	0	18	35	0	38	29
<b>January/February/March Quarter</b>						
<b>2006</b>	<b>7</b>	<b>26</b>	<b>75</b>	<b>0</b>	<b>32</b>	<b>67</b>
<b>2005</b>	11	22	101	1	49	87
<b>2004</b>	2	44	95	1	76	84

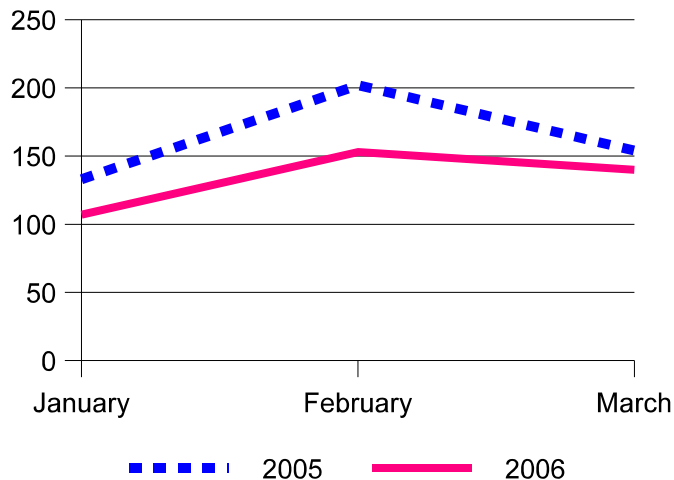
**Resource/Early Assistance**

	January	February	March	Program Total
<b># Calls Taken</b>	107	153	140	400
<b>Time Recorded (hours)</b>	37.2	45.6	47.7	130.5
<b>Questions/Categories</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>
<b>General</b>	107	153	140	400
<b>No Written Decision</b>	2	4	1	7
<b>Needs More Evidence</b>	3	2	3	8
<b>Assist with Forms</b>	20	27	23	70
<b>Calls by WAP</b>	1	2	5	8
<b>Resolved at EA</b>	0	0	0	0
<b>Ancillary Issues (ie CPP/EI)</b>	2	7	6	15
<b>Referred to Intake</b>	23	48	32	103
<b>Proforma plan **</b>	3	4	7	14

**Each call may deal with multiple questions/categories**

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

**Number of Calls**



### Financial

The March 31, 2006 report provided by the Department of Finance indicate the following expenditures:

	2006	2005	2004
<b>Salaries &amp; Benefits</b>	\$1,270,466.57	\$1,336,684.00	\$925,854.00
<b>Administrative</b>	\$532,191.99	\$421,692.00	\$297,447.00
<b>Medical Reports &amp; Expert Fees</b>	\$109,815.91	\$225,628.00	\$178,707.00
<b>External Legal Fees &amp; Disbursements</b>	\$1,006.59	\$36,739.00	\$36,651.00
<b>Consulting Fees</b>	\$26,874.69	\$82,787.00	\$61,866.00
<b>TOTAL</b>	<b>\$1,940,355.75</b>	<b>\$2,103,530.00</b>	<b>\$1,500,525.00</b>
<b>% of Authority Spent</b>	<b>84.77%</b>	<b>89.20%</b>	<b>63.60%</b>
<b>% of Present Forecast (\$1,977,900)</b>	<b>98.10%</b>		

### Client Satisfaction

#### Client Survey Results

The Program began mailing satisfaction surveys to clients with their closed file in April 2003. This practice will continue so that future results will allow us to track and address any satisfaction trends.

	January 2006	February 2006	March 2006	Total	% Return for Quarter
Closed Files	60	48	93	201	
Returned Surveys	19	16	21	56	27.9%
Provided Comments	15	11	14	40	71.4%
Not Positive Outcome	5	4	12	21	37.5%
Negative Comments	0	1	1	2	3.6%
% Monthly Return	31.7%	33.3%	22.6%		

Although 37.5 percent of the client's returning their survey did not have a positive outcome with respect to their appeal during this quarter, only 2 negative comments were received (3.6%).

Based on the above data, we can determine that **96.4 percent** of our clients (54/56) “**strongly agreed**” or “**agreed**” that the service provided by the Program staff satisfied their requirements. Specific results to our questions are as follows:

		Strongly Agree	Agree	Disagree	Strongly Disagree	Question Not Answered	Total
<i>1. The program staff I dealt with were professional and friendly at all times.</i>	<i>Jan.</i>	73.7%	26.3%	0.0%	0.0%	0%	100%
	<i>Feb.</i>	75.0%	25.0%	0.0%	0.0%	0%	100%
	<i>Mar.</i>	81.0%	19.0%	0.0%	0.0%	0%	100%
<b>% for Quarter</b>		<b>76.6%</b>	<b>23.4%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100%</b>
<i>2. In my experience, I felt the program staff had the knowledge and experience for dealing with my situation.</i>	<i>Jan.</i>	73.7%	26.3%	0.0%	0.0%	0%	100%
	<i>Feb.</i>	62.5%	31.3%	0.0%	0.0%	6.3%	100%
	<i>Mar.</i>	61.9%	23.8%	14.3%	0.0%	0%	100%
<b>% for Quarter</b>		<b>66.0%</b>	<b>27.1%</b>	<b>4.8%</b>	<b>0.0%</b>	<b>2.1%</b>	<b>100%</b>
<i>3. I felt the program staff did their very best to provide me with the best possible service.</i>	<i>Jan.</i>	73.7%	21.1%	5.3%	0.0%	0%	100%
	<i>Feb.</i>	56.3%	31.3%	12.5%	0.0%	0%	100%
	<i>Mar.</i>	76.2%	19.0%	4.8%	0.0%	0%	100%
<b>% for Quarter</b>		<b>68.7%</b>	<b>23.8%</b>	<b>7.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100%</b>
		All the time	Most of the time	Sometimes	Never	Question Not Answered	Total
<i>4. My calls were returned within 24 hours.</i>	<i>Jan.</i>	73.7%	26.3%	0.0%	0.0%	0%	100%
	<i>Feb.</i>	50.0%	37.5%	12.5%	0.0%	0%	100%
	<i>Mar.</i>	71.4%	19.0%	9.5%	0.0%	0%	100%
<b>% for Quarter</b>		<b>65.0%</b>	<b>27.6%</b>	<b>7.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100%</b>
<i>5. My question were answered to my satisfaction.</i>	<i>Jan.</i>	89.5%	10.5%	0.0%	0.0%	0%	100%
	<i>Feb.</i>	62.5%	25.0%	12.5%	0.0%	0%	100%
	<i>Mar.</i>	76.2%	14.3%	4.8%	4.8%	0%	100%
<b>% for Quarter</b>		<b>76.1%</b>	<b>16.6%</b>	<b>5.8%</b>	<b>1.6%</b>	<b>0.0%</b>	<b>100%</b>



A sample of comments contained in the returned surveys: The names have been omitted to ensure confidentiality.

*Thank you for a job well done.*

*I had a very serious injury and recovery has been long and painful. It was very difficult dealing with Workers' Compensation. Since I have required the assistance of the Workers' Advisers Program on several occasions, the results of their effort have been greatly appreciated.*

*I felt that I was treated as a person and not just a number. Thank you.*

*I feel strongly that I have been well served by the Workers' Advisers Program and I am grateful for the professional assistance provided.*

*[The Adviser] was professional in every way while dealing with my case. Thank you.*

*I found that [the Adviser], the lawyer assigned to my case, was extremely knowledgeable and professional and it was a pleasure to work with him on my case.*

*I was very satisfied in every way. [The Adviser] handled my case. He was extremely helpful and explained everything in detail. He made a very hard time go much easier. Thank you very much.*

*I was very impressed in the manner in which [the Adviser] handled my case. It was very interesting to talk with him. Also I am very pleased with the Workers' Advisers Program. Thank you very much.*

*If not for the Workers' Advisers Program, I do not know what I would have done without them.*

*Workers' Advisers did a lot of work on my behalf. I would have had no recourse if it wasn't for [adviser] of the Sydney office, and I thank them very much.*

*Since [adviser] took over my case, my phone calls were returned almost immediately and my questions were answered by her to my satisfaction.*

*I was more than pleased with the service.*

*I have to give thanks to [adviser] and [adviser] who in my opinion went above and beyond the call of duty. I would not have received a positive outcome in my dealings with WCB without them. Thank you very much.*

*Many thanks to [adviser] and [adviser] for a job well done. I hope you can help others as you have me.*

*I was surprised at the amount of time you spent on my behalf. Thank you.*

*It was a very stressful experience and we appreciate the help we received from the Workers' Advisers Program. [Adviser] was great.*

*The staff need to receive operational training re: holistic medicine.*

*I was very pleased in the manner in which [adviser] presented himself and my cases. Very professional and I always felt I could count on him totally. I can't thank him enough. All the best.*

*This service is great. It really helps people in not so good situations. Thanks for everything.*

Submitted to: The Honourable Carolyn Bolivar-Getson  
Minister of Environment and Labour

Submitted by: \_\_\_\_\_  
Anne Clark, Chief Worker Adviser  
Workers' Advisers Program

Submitted on: \_\_\_\_\_

copy: William Lahey, Deputy Minister of Environment and Labour  
Coordinator, Workplace Safety and Insurance System