

Workers' Advisers Program
Report For
October/November/December 2004

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 2.9 weeks and in Sydney, the average wait was 1.4 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 369 Resource/Early Assistance calls in this period. 7% of workers had no denial and 1% required additional evidence to proceed. Advisers assisted with forms in 2.7% of the calls and 6.8% were referred to intake. In 17% of the calls, the worker's issue was resolved at this level.

Financial

Budget figures ending December 31, 2004 from the Department of Finance indicate we have spent 63.6% of our authority.

Client Operations

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

The Program closed 291 client files during this period and received 67 returned surveys representing 23% of those sent out. Fifty-three were successful appeals and fourteen were not successful. In general, we continue to receive detailed and valuable information.

Operations**Case Summary Statistics****October**

Active Files 2004 = 1232

Active Files 2003 =1275

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	72+87=159	69	78	8	0	1728
2003	94+40=134	104	60	21	0	2002

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

November

Active Files 2004=1211

Active Files 2003=1233

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	62+168=230	66	87	4	0	1794
2003	76+17=93	79	105	18	0	2081

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

December

Active Files 2004=1159

Active Files 2003=1258

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	71+89=160	73	126	8	0	1867
2003	72+9=133	78	96	9	0	2159

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

Quarterly Totals

Active Files 2004 = 1159

#Active Files 2003=1258

	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2004	205+344=549	208	291	20	0	1867
2003	242+66=308	261	321	48	0	2159

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

Process

Service Waiting Time

October

2004 Halifax - Average - 2.6 weeks

Sydney - Average - 1.4 week

2003 Halifax - Average - 4 weeks

Sydney - Average - 1.5 weeks

November

2004 Halifax - Average - 3.3 weeks

Sydney - Average -1.3 weeks

2003 Halifax - Average - 3.8 weeks

Sydney - Average -3.25 weeks

December

2004 Halifax - Average - 3 weeks

Sydney - Average - 1.6 weeks

2003 Halifax - Average- 4.25 weeks

Sydney - Average - 1.75 weeks

Quarterly Average Waiting Time

2004 Halifax - 2.9 weeks

Sydney - 1.4 weeks

2003 Halifax - 4 weeks

Sydney - 2.1 weeks

Client Count by County

County	Oct/04	Oct./03	Nov./04	Nov./03	Dec./04	Dec./03
Annapolis	25	19	22	21	18	25
Antigonish	10	13	8	9	9	8
Cape Breton	336	340	330	318	326	300
Colchester	37	43	35	48	34	45
Cumberland	49	65	47	63	51	63
Digby	17	24	16	24	14	28
Guysborough	6	10	8	8	8	8
Halifax	351	427	345	426	324	427
Hants	37	39	38	40	37	41
Inverness	13	16	12	18	11	16
Kings	67	82	65	87	63	90
Lunenburg	102	95	107	92	103	90
Pictou	63	80	67	74	63	69
Queens	14	17	15	15	13	15
Richmond	27	25	24	26	20	26
Shelburne	17	12	16	11	14	12
Victoria	15	16	15	16	14	15
Yarmouth	18	22	17	21	16	20
Other	28	24	24	26	21	27
Total	1232	1369	1211	1343	1159	1325

Program Statistics**October**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	0	6	39	17	0	21
2003	4	20	70	13	5	35
2002	2	14	40	23	8	49

November

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	1	4	42	20	0	48
2003	2	19	38	24	0	47
2002	2	28	48	19	9	42

December

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
2004	*2+1	12	24	22	0	39
2003	1	12	32	21	0	63
2002	4	19	44	26	9	84

* 2 plus one chambers

Quarterly

Submissions/Hearings Done				New Appeals Filed		
Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT	
2004	*3+1	22	105	59	0	108
2003	7	51	140	58	5	145
2002	8	61	132	68	26	175

*3 plus one chambers

Resource/Early Assistance

	October	November	December	Program Total
# Calls Taken	92	179	98	369
Time Recorded	29	60.3	39	128.3
Questions/Categories	#	#	#	#
General	78	108	54	240
No Written Decision	3	13	10	26
Needs More Evidence	1	3	1	5
Assist with Forms	4	1	5	10
Calls by WAP	12	12	15	39
Resolved at EA	21	30	12	63
Ancillary Issues (ie CPP/EI)	0	0	0	0
Referred to Intake	5	11	9	25
Proforma plan **	0	1	1	2

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 December, 2004 report provided by the Department of Finance indicate the following expenditures:

	2004	2003
Salaries & Benefits	925,854.00	936,887.00
Administrative	297,447.00	285,617.00
Medical Reports & Expert Fees	178,707.00	182,008.00
External Legal Fees & Disbursements	36,651.00	4,563.00
Consulting Fees	61,866.00	Included above
TOTAL	1,500,524.00	1,409,075.00
% of Authority Spent	63.6%	76%

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 - 84%

Agree - 15%

Disagree - 1%

Strongly Disagree - 0 %

Question #2

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

Strongly Agree - 76%

Agree - 18%

Disagree - 4%

Strongly Disagree - 1%

Question #3

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

Strongly Agree - 75%
Agree - 19%
Disagree - 3%
Strongly Disagree - 3%

Question #4

My calls were returned within 24 hours

All the Time - 72%
Most of the Time - 21%
Sometimes - 4%
Never - 1%
One survey did not answer this question

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%
One survey did not answer this question

Comments Section

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

** professional service, direct and forthcoming.*

** You gave me hope. Thank you*

** Nova Scotians are lucky to have W.A.P. available to them. I feel their help will benefit me for a lifetime. Thank you.*

** Very pleased with the outcome of my case. Very pleased with the treatment received from the program. It's nice to be treated as a person...*