

Workers' Advisers Program
Report For
July, August, September 2006

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

Resources/Early Assistance continues to provide service to workers and others who require general information and assistance. We received **278** Resource/Early Assistance calls during this quarter. Statistics reveal that a number of the callers are not eligible for representation at this time and, in fact, may not have an appealable decision. We are, however, able to provide assistance with respect to the workers' compensation legislation and appeals in general.

Financial

Budget figures ending September 30, 2006 from the Department of Finance indicate we have spent **44.46 percent** of our authority (\$2,262,000) and **44.51** percent of our present forecast.

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 **52** returned surveys representing **17.87** percent of those sent out.

Of the 52 surveys returned during this quarter, **31** surveys were from clients who did not have a positive outcome (**59.6 percent**) in his/her appeal. In general, we continue to receive detailed and valuable information.

Operations

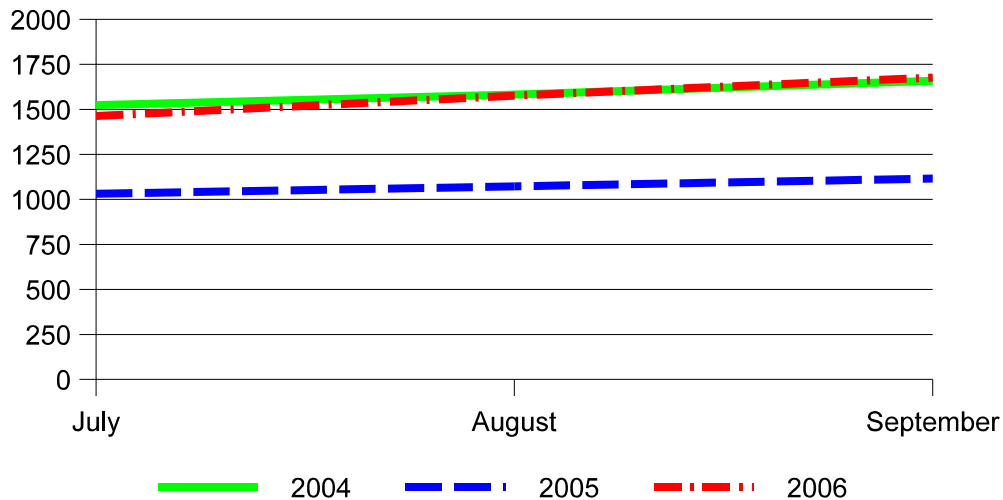
Case Summary Statistics

	# Active Files	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
July	951	133+72=205	142	98	4	0	1464
Aug	965	117+69=186	112	98	9	0	1576
Sep	972	100+72=172	101	95	7	0	1677
April, May, June Quarter							
	972	350+213=563	355	291	n/a	0	1677

*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.

Clients Served to Date



Process

The waiting time for service for all intake is calculated from the date the worker first contacts the Program to the date of the worker's first appointment with an adviser. The only exception is intake involving appeals for "chronic pain". For "chronic pain" files, the wait time for service is calculated from the date the file is received by the Workers' Advisers Program to the date when an Adviser contacts the worker (in person or by telephone) to discuss the worker's appeal.

Service Waiting Time

Intake Period	Halifax	Sydney	Bridgewater/ Yarmouth	Digby/ Kentville Amherst/Truro	New Glasgow/ Antigonish/ Port Hawkesbury
July	2.35	2.18	3.30	2.70	3.60
August	3.24	2.48	2.40	2.70	4.10
September	3.53	3.08	2.70	3.00	4.20
Average	3.04	2.58	2.80	2.80	3.97
	2.81%		3.19%		
	In-town average wait time		Out-of-town average wait time		
Average wait time for the Quarter			3.04%		

Client Count by County

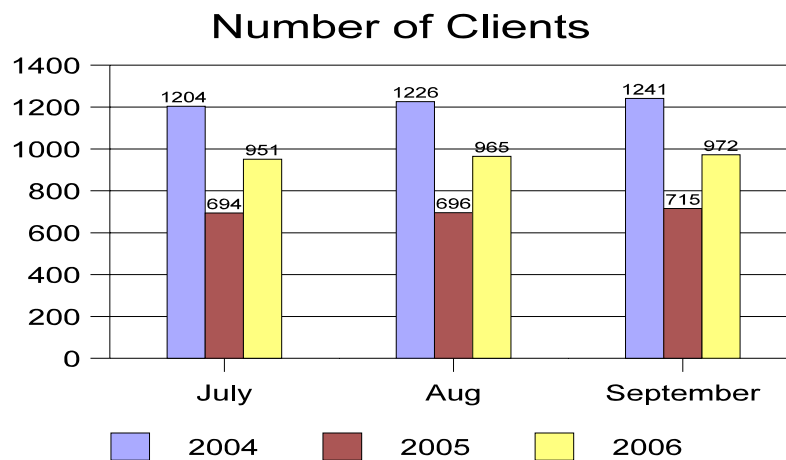
Advisers conduct file reviews quarterly to confirm that all files they are responsible for meet eligibility criteria. The Chief Worker Adviser audits randomly selected files twice a year to monitor quality and compliance.

At the end of the Quarter, almost **71 percent** of the files are located in the Halifax office and **29 percent** are located in the Sydney Office. Advisers continue to travel to other communities in order to meet with clients and to attend hearings.

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.

County	Jul 06	Aug 06	Sep 06
Annapolis	16	15	15
Antigonish	11	12	12
Cape Breton	312	324	320
Colchester	30	33	36
Cumberland	47	46	42
Digby	3	4	4
Guysborough	13	15	12
Halifax	253	252	259
Hants	32	33	33
Inverness	9	9	9
Kings	42	42	39
Lunenburg	76	81	83
Pictou	36	33	35
Queens	15	15	14
Richmond	11	9	10
Shelburne	11	10	13
Victoria	6	4	5
Yarmouth	11	12	13
Other	17	16	18
Total	951	965	972

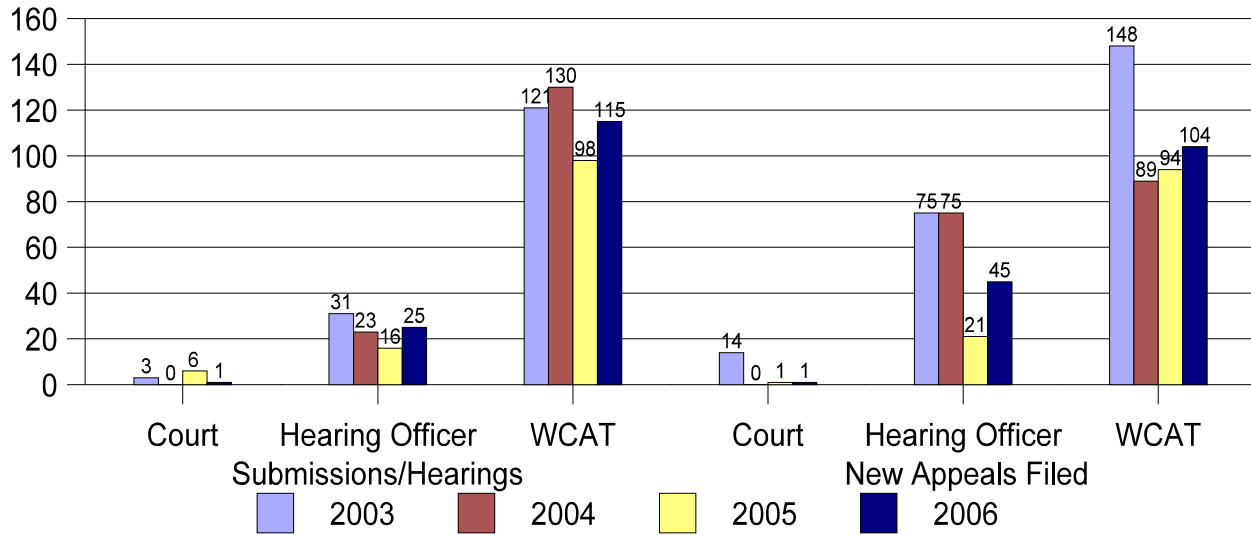
The following comparison chart shows client numbers for the previous years for the same period:



Program Statistics

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Court	Hearing Officer	WCAT
July	1	9	40	1	17	31
August	0	6	34	0	15	36
September	0	10	41	0	13	37
Total for Quarter	1	25	115	1	45	104

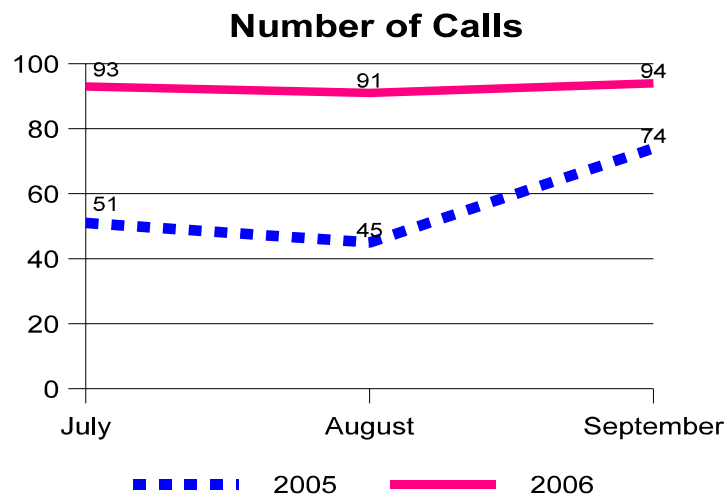
Program Statistics



Resource/Early Assistance

	July	August	September	Program Total
# Calls Taken	93	91	94 ¹	
Time Recorded (hours)	31.7	32.8	43.1 ²	107.6
Questions/Categories	#	#	#	#
General	93	91	94	278
No Written Decision	2	1	2	5
Needs More Evidence	1	0	2	3
Assist with Forms	19	13	18	50
Calls by WAP	7	4	3	14
Resolved at EA	2	0	0	2
Ancillary Issues (ie CPP/EI)	0	0	2	2
Referred to Intake	21	22	22	65
Proforma plan (refers to assistance WAP could have provided had mandate and resources existed to do so.)	0	3	2	5

Each call may deal with multiple questions/categories



¹ The number of calls for September do not include the calls received by the Adviser who filled in during the Resource Adviser’s vacation period September 5-8 inclusive.

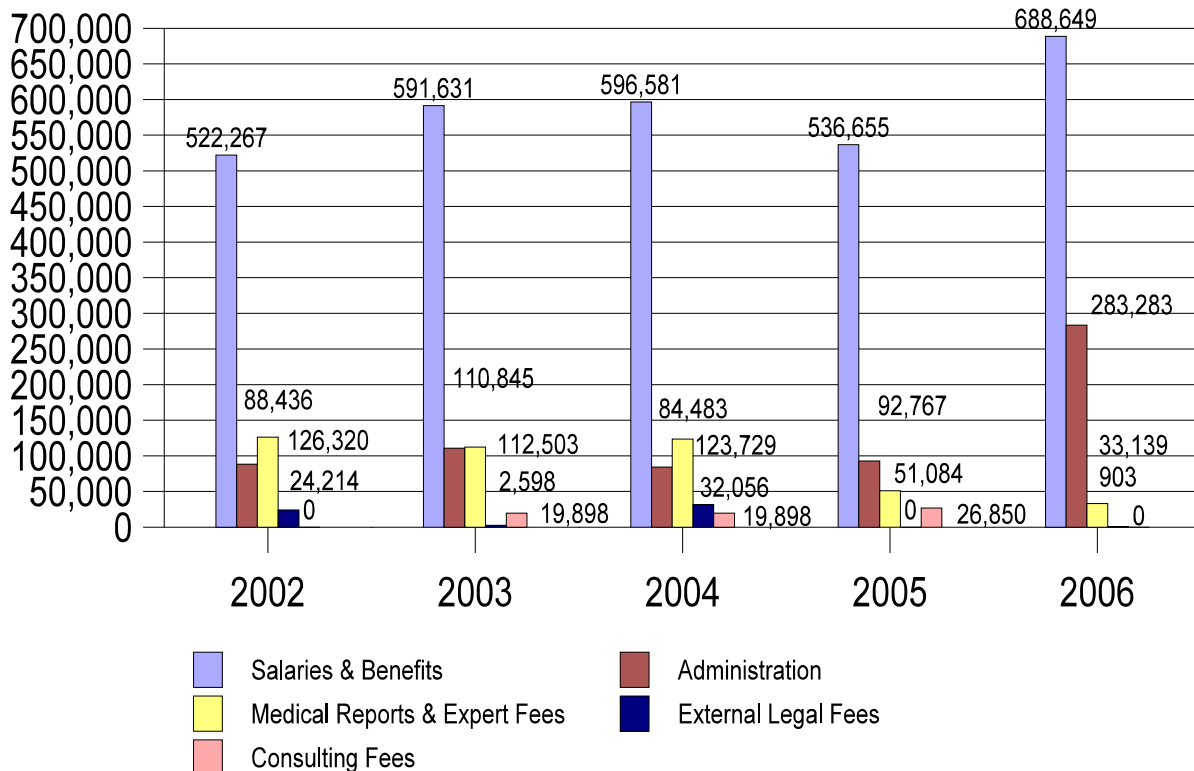
² The hours recorded here include the 34.1 hours recorded by the Resource Adviser and 9 hours recorded during the Resource Adviser’s vacation period.

Financial

The September 30, 2006 report provided by the Department of Finance indicate the following expenditures:

	2006
Salaries & Benefits	\$688,648.53
Administrative	\$283,282.51
Medical Reports & Expert Fees	\$33,138.54
External Legal Fees & Disbursements	\$903.00
Consulting Fees	\$0.00
TOTAL	\$1,005,972.58
% of Authority Spent (\$2,262,600)	44.46%
Percentage of present Forecast (\$2,259,900)	44.51%

Budget Comparison



- A comparison chart for the same quarter in the last five years indicates that Salaries and

Benefits have increased quite steadily. The current quarter was impacted by the retroactive pay increases implemented in June and July 2006.

- Administration was much lower at the end of September in the previous four years as departmental shared costs were not charged to WAP until the fourth quarter.
- We continue to follow the existing protocol regarding requests for expert medical opinions.

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.

	July 2006	August 2006	September 2006	Total	% Return for Quarter
Closed Files	98	98	95	291	
Returned Surveys	15	15	22	52	17.9%
Provided Comments	9	13	17	39	75.0%
Not Positive Outcome	10	10	11	31	59.6%
Negative Comments	2	3	2	7	13.5%
% Monthly Return	15.3%	15.3%	23.2%		

Specific results to our questions are as follows:

		Strongly Agree	Agree	Disagree	Strongly Disagree
Professionalism 1. The program staff I dealt with were professional and friendly at all times.	Jul	60.0%	26.7%	13.3%	0.0%
	Aug	80.0%	0.0%	20.0%	6.7%
	Sep	86.4%	4.5%	4.5%	4.5%
Satisfaction rating for Professionalism during the Quarter		85.9%		12.6%	3.7%
Knowledge 2. In my experience, I felt the program staff had the knowledge and experience for dealing with my situation.	Jul	46.7%	33.3%	13.3%	6.7%
	Aug	60.0%	26.7%	6.7%	13.3%
	Sep	77.3%	13.6%	9.1%	0.0%
Satisfaction rating for Knowledge during the Quarter		85.9%		9.7%	6.7%
Effort 3. I felt the program staff did their very best to provide me with the best possible service.	Jul.	53.3%	26.7%	6.7%	13.3%
	Aug	60.0%	13.3%	13.3%	20.0%
	Sep.	81.8%	9.1%	4.5%	4.5%
Satisfaction rating for Effort during the Quarter		81.4%		8.2%	12.6%
		All the time	Most of the time	Sometimes	Never
Response / Time 4. My calls were returned within 24 hours.	Jul	46.7%	40.0%	6.7%	6.7%
	Aug	60.0%	26.7%	13.3%	6.7%
	Sep	63.6%	27.3%	9.1%	0.0%
Satisfaction rating for Response/Time during the Quarter		88.1%		9.7%	4.5%
Response / Satisfaction 5. My question were answered to my satisfaction.	Jul	53.3%	26.7%	13.3%	6.7%
	Aug	60.0%	26.7%	20.0%	6.7%
	Sep	72.7%	18.2%	4.5%	4.5%
Satisfaction rating for Response/Satisfaction during the Quarter		85.9%		12.6%	6.0%
Satisfaction Rating for Quarter		85.4%			

Based on the above data, we can determine that **85.4 percent** of the clients responding to our survey either “**strongly agreed**” or “**agreed**” that the service provided by the Program staff satisfied their requirements. Almost 60 percent of the clients participating in this survey did not have a positive outcome in their appeals during this quarter.

In August, comments and scoring were provided for more than one adviser on the same survey sheet; all comments were recorded.

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

Although my claim for chronic pain will not be pursued, I still feel that the Workers' Advisers staff did all they possibly could and have won many previous claims on my behalf. I am very grateful for all they have done for me. Thank you all very much.

Great Program. Thank you!

I greatly appreciate all of the assistance I have received. Thank you.

Very satisfied. Thank you.

I would like to thank everyone who helped in my case.

[Adviser] was very professional and co-operative. I feel he did everything he could for me.

I feel the Program did an excellent job of my case although I was hoping for different results.

[Adviser] was very helpful. I felt very comfortable communicating with her. She provided me with prompt and professional answers. Thank you for your help.

Thanks for all the patience given to my case!

Thanks to [Adviser] and all the other staff!

I am very pleased with [Adviser]. He kept me informed on my file. Thank you.

Without the help of this program, I would never have succeeded. [Adviser]'s knowledge of the system was paramount in obtaining my appeal. Thank you.

[Adviser] was polite and professional at all times. I believe he provided service that rivals an expensive, private law firm. I have nothing but praise for his service.

I was very pleased and felt very well taken care of and shown compassion and understanding with my concerns. Very professional and dependable service and the best interest of the worker in mind. Awesome experience in the realm of an injury, etc. Thanks so much.

Thank you for arguing chronic pain issues before the Supreme Court of Canada. I would like to extend my heartfelt thanks to [Advisers] for all the advice, and defence arguments they prepared to the Workers' Compensation Appeals Tribunal against the [Employer]. I will never forget your professional and well advised conversations. I wish both of you nothing but the best in the future. Without you, I don't know what I would have done. Thank you both again.

Submitted to: The Honourable Mark Parent
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