

## Workers' Advisers Program

### Report For October, November & December 2008

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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 within this range. The provincial average is **3.7** weeks (includes local and out of town wait times).

Callers who require general information and assistance are directed to contact their case managers at the Workers' Compensation Board. Callers with appealable decisions are referred to Intake.

#### **Financial**

Budget figures ending December 31, 2008, from the Department of Finance indicate we have spent **55.5%** of our authority (\$2,461,000) and **57.2%** of our present forecast (\$2,387,500).

#### **Client Satisfaction/Quality Control**

Surveys continue to be sent to all workers when we close their files. The Program closed **272** client files during this period and received **52** returned surveys representing **19.1%** of those sent out.

Of the 52 surveys returned during this quarter, **17** surveys (**32.7%**) were from clients who did not have a positive outcome in his/her appeal. In general, we continue to receive detailed and valuable information.

File reviews and/or audits are conducted to confirm that all files meet eligibility criteria and to monitor quality and compliance.

**Operations**

**Case Summary Statistics**

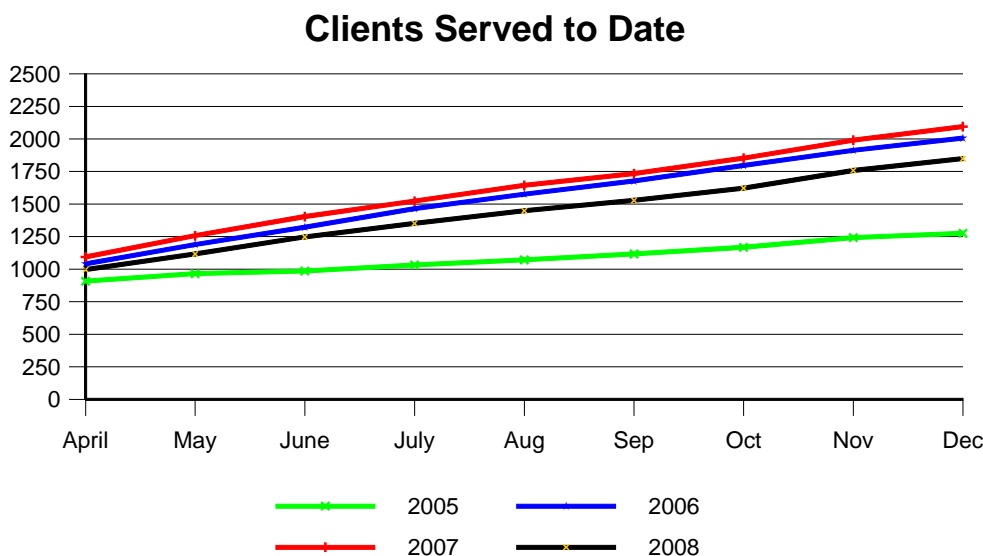
Active Files as of Sept

	# Active Files	Requests for Service	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
<b>Oct</b>	<b>867</b>	<b>95</b>	<b>94</b>	<b>68</b>	<b>43</b>	<b>0</b>	<b>1622</b>
<b>Nov</b>	<b>878</b>	<b>89</b>	<b>136</b>	<b>120</b>	<b>130</b>	<b>0</b>	<b>1758</b>
<b>Dec</b>	<b>884</b>	<b>90</b>	<b>90</b>	<b>84</b>	<b>90</b>	<b>0</b>	<b>1848</b>
<b>Quarter</b>							
	<b>884</b>	<b>274</b>	<b>320</b>	<b>272</b>	<b>n/a*</b>	<b>0</b>	<b>1848</b>

“Requests for Service” represents the number of calls received by the Intake Clerk for processing during this Quarter. We have processed **987 requests for service** since the beginning of this fiscal year.

The number of “Pending Files” represents the number of clients that have gone through the intake process but have not yet been contacted by an Adviser. These files are dealt with on a continuing basis do not accumulate over the Quarter.

The “# Clients Served to Date this Year” is represents the number of active files on April 1, 2008, combined with the total number of files opened year-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 the worker is contacted by an Adviser to discuss the worker's appeal.

### Service Waiting Time

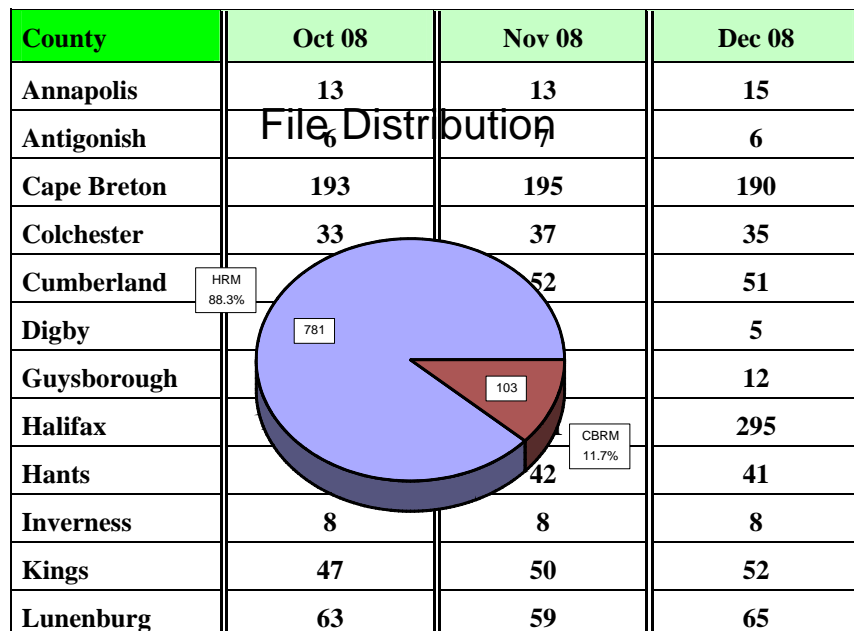
Intake Period	Halifax	Sydney	Bridgewater/ Yarmouth	Digby/ Kentville Amherst/Truro	New Glasgow/ Antigonish/ Port Hawkesbury
October	3.7	3.3	5.0	4.4	3.7
November	5.0	3.3	2.9	4.7	2.8
December	4.2	2.6	3.3	4.3	2.80
<b>Average</b>	<b>4.3</b>	<b>3.1</b>	<b>3.7</b>	<b>4.5</b>	<b>3.1</b>
	3.7		3.8		
	In-town average wait time		Out-of-town average wait time		
Average wait time during this Quarter			3.7		

**Client Count by County**

As of December 31, 2008, **88.3 percent** of the files are located in the Halifax office although only **33.4 percent** of the clients live within the Halifax Regional Municipality. While **21.5 percent** live within the Cape Breton Regional Municipality, **11.7 percent** of the files are located in the Sydney office. The remaining **45.1 percent** of clients live outside the CBRM or HRM areas.

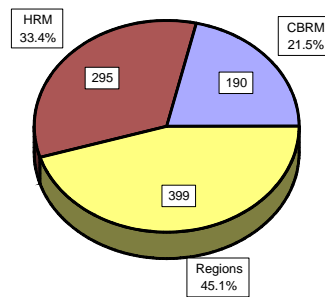
In accordance with s. 263 (b) we continue to monitor the caseload of the Program by County to determine if the numbers warrant an office in another area of the Province. The numbers do not warrant the opening of an additional office at this time.

Advisers will continue to travel to other communities in order to meet with clients, to attend hearings and to assist in the provision of services.



<b>Pictou</b>	<b>49</b>	<b>46</b>	<b>46</b>
<b>Queens</b>	<b>17</b>	<b>13</b>	<b>17</b>
<b>Richmond</b>	<b>14</b>	<b>14</b>	<b>12</b>
<b>Shelburne</b>	<b>10</b>	<b>6</b>	<b>7</b>
<b>Victoria</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>Yarmouth</b>	<b>10</b>	<b>10</b>	<b>11</b>
<b>Other</b>	<b>13</b>	<b>15</b>	<b>14</b>
<b>Total</b>	<b>867</b>	<b>878</b>	<b>884</b>

### Distribution of Clients



**Program Statistics**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Court	Hearing Officer	WCAT
<b>October</b>	1	9	46	1	9	18
<b>November</b>	1	7	38	0	12	33
<b>December</b>	1	7	42	0	14	36
<b>Total for Quarter</b>	3	23	126	1	35	87

- The Program's resources are focused mainly on appeals at the WCAT level, with lower levels of activity at the Hearing Officer level and minimal activity at the Court of Appeal.
- An increasing number of clients file their own appeals to the Hearing Officer before going through our intake process.
- One new appeal was filed at the Court of Appeal during this Quarter.

**Financial**

The limited report for December 31, 2008, provided by the Department of Finance indicates the following expenditures:

	2008
<b>Salaries &amp; Benefits</b>	<b>\$1,200,149</b>
<b>Administrative</b>	<b>\$159,103</b>
<b>Medical Reports &amp; Expert Fees</b>	<b>\$95,981</b>
<b>External Legal Fees &amp; Disbursements</b>	<b>\$1,325</b>
<b>Less Chargeable to other departments</b>	<b>(\$90,979)</b>
<b>TOTAL</b>	<b>\$1,365,579</b>
<b>Percentage of Authority (\$2,461,000)</b>	<b>55.5%</b>
<b>Percentage of Present Forecast (\$2,387,500)</b>	<b>57.2%</b>

- We continue to follow the existing protocol regarding requests for expert medical opinions.

- In-Province Travel reflects increased travel by Advisers attending out-of-town hearings, client meetings and intake. As indicated under Client by County, 45.1 percent of our clients live outside the Cape Breton Regional Municipality or the Halifax Regional Municipality. In addition, the Supervisor Office Services is based in the Sydney office and routinely travels to Halifax for meetings, etc. Where possible, travel is multipurpose in nature.

### 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.

	October 2008	November 2008	December 2008	Total	% Return for Quarter
Closed Files	68	120	84	272	
Returned Surveys	13	22	17	52	<b>19.1%</b>
Provided Comments	9	17	11	37	<b>71.2%</b>
Not Positive Outcome	7	4	6	17	<b>32.7%</b>
Negative Comments	3	1	0	4	<b>7.7%</b>
% Monthly Return	19.1%	18.3%	20.2%		

- Of the clients participating in this survey, **32.6%** did not have a positive outcome in their appeals during this quarter.
- Of the 52 returned surveys, 37 clients or 71.2% provided comments; only 4 negative comments (7.7%) were received
- Of the 272 files closed, 52 returned surveys (19.1% return rate).

Specific results to our questions are as follows:

		Strongly Agree	Agree	Disagree	Strongly Disagree
<b>Professionalism</b> 1. The program staff I dealt with were professional and friendly at all times.	Oct	76.9%	0.0%	15.4%	7.7%
	Nov	77.3%	22.7%	0.0%	0.0%
	Dec	70.6%	29.4%	0.0%	0.0%
<b>Satisfaction rating for Professionalism during the Quarter</b>		<b>92.3%</b>		<b>5.1%</b>	<b>2.6%</b>
<b>Knowledge</b> 2. In my experience, I felt the program staff had the knowledge and experience for dealing with my situation.	Oct	61.5%	15.4%	15.4%	7.7%
	Nov	72.7%	27.3%	0.0%	0.0%
	Dec	64.7%	35.3%	0.0%	0.0%
<b>Satisfaction rating for Knowledge during the Quarter</b>		<b>92.3%</b>		<b>5.1%</b>	<b>2.6%</b>
<b>Effort</b> 3. I felt the program staff did their very best to provide me with the best possible service.	Oct	61.5%	15.4%	7.7%	15.4%
	Nov	77.3%	18.2%	4.5%	0.0%
	Dec	70.6%	23.5%	5.9%	0.0%
<b>Satisfaction rating for Effort during the Quarter</b>		<b>88.8%</b>		<b>6.0%</b>	<b>5.1%</b>
		All the time	Most of the time	Sometimes	Never
<b>Response / Time</b> 4. My calls were returned within 24 hours.	Oct	53.8%	15.4%	7.7%	23.1%
	Nov	54.5%	45.5%	0.0%	0.0%
	Dec	47.1%	41.2%	11.8%	0.0%
<b>Satisfaction rating for Response/Time during the Quarter</b>		<b>85.8%</b>		<b>6.5%</b>	<b>7.7%</b>
<b>Response / Satisfaction</b> 5. My question were answered to my satisfaction.	Oct	53.8%	23.1%	0.0%	23.1%
	Nov	68.2%	27.3%	4.5%	0.0%
	Dec	70.6%	23.5%	5.9%	0.0%
<b>Satisfaction rating for Response/Satisfaction during the Quarter</b>		<b>88.8%</b>		<b>3.5%</b>	<b>7.7%</b>
<b>Average Satisfaction Rating for Quarter</b>		<b>89.6%</b>			

**Based on the above data, we can determine that 89.6%** of the clients responding to our survey either “**strongly agreed**” or “**agreed**” that the service provided by the Program staff satisfied their requirements.

The following represents a sample of comments contained in the returned surveys. The names have been omitted to ensure confidentiality.

*I am very happy with my dealings with the people at the Workers’ Advisers Program. Thanks for your Help.*

*Thank you for everything you’ve done for me! Your efforts and hard work will not be forgotten.*

*I am very grateful to all for winning the appeal. I feel, however, that since it took almost two years to win the appeal, it is much too long between physio sessions. Perhaps that is due to WCB.*

*Thank you for all your help. Your service was very good and fast.*

Submitted to: The Honourable Mark Parent  
Minister of Labour & Workforce Development

Submitted by: \_\_\_\_\_  
Kenneth H. LeBlanc, Chief Worker Adviser  
Workers’ Advisers Program

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

copy: Margaret F. MacDonald, Deputy Minister of Labour & Workforce Development