

## EXAMPLE

### BCGEU Social, Information and Health Component APPENDIX 4 – WORKLOAD REPORT

Employee name: \_\_\_\_\_ Job Title: EAW  
Work Location: \_\_\_\_\_  
Supervisor: \_\_\_\_\_ Excluded Manager: \_\_\_\_\_

#### **Stage 1 - Verbal discussion with supervisor – 14 days to respond**

#### **Stage 2 - Problem description:**

Unable to answer and return incoming calls within the Ministry's standard of 24 hours  
Unable to complete service request in the Ministry's standard of 3-5 days  
Unable to process SSAA (self serve application for assistance) within the Ministry's standard of 4-5 days  
Unable to find faxed documents received on the server for completing client requests  
Unable to find scanned documents received over the counter or by mail to complete client requests  
Unable to open documents on ICM due to the documents being "damaged"  
Unable to provide complete client service due to "siloeing" "bucket" work due to incomplete training  
Unable to answer citizen's questions due to lack of training  
Unable to provide citizen centred services  
Unable to prioritize work due to changing status of requests  
Unable to provide marginalized clients resources they require  
Unable to provide Intake to victims of abuse within the Ministry's standard on 48 hours  
Unable to provide Intake to Person's released from incarceration within the Ministry's standard  
Unable to process activities on client's file as unable to access information on Incidents  
Unable to access clients needs as no ability to see other Ministry involvements  
Unable to properly review Ministry information received via email or on the home page  
Unable to make appropriate referrals to Community Partners due to restricted time limits  
Unable to make appropriate referrals to Community Resources to assist clients to financial independence due to working in Regional and Network communities and not having complete knowledge of resources  
Unable to focus on planned work due to lack of staff and having to cover other positions  
Unable to complete appropriate background checks on new applicants for income assistance at the intake stage or complete re-application reviews.  
For example

- Verification of other income assistance sources in other provinces
- Verification of all employers and employment income in the past two years
- Confirmation of residence
- Confirmation of marital status
- Verification of all income sources such as WCB, EI, and disability payments in the past two years
- Verification of assets
- Verification of medical reports

**What factors contribute to the problem?**

- Workload size
- Unavailability of Supervisor
- Inadequate equipment
- Malfunctioning equipment
- Absence of staff (specify) No backfill available for temporarily vacant positions
- Additional Functions Assigned to the Employee (specify)

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- Training required
  - Competing demands
  - Other \_\_\_\_\_
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Employee's signature: \_\_\_\_\_ Date: \_\_\_\_\_

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