

of certain innovations designed to draw the attention of employers to well qualified applicants when vacancies were not listed with the office. Local offices were also instructed to retain employment staff on employment work, in so far as was possible, rather than transfer them to insurance work when heavier loads of benefit claimants materialized. The over-all objective of the programme was to build up a dynamic employment effort as quickly as possible—one that could be sustained as a continuing feature of the employment service operations.

Staff needs are of the greatest importance to an expanded and fully sustained employment service effort. The commission is accordingly seeking to increase staff for employment work. In addition, a committee has been set up at head office to look closely into the staffing basis and the longer term needs of the employment programme to ensure that adequate staff is provided to carry it out.

If you would refer back to page 4, opposite the employment branch on the organizational chart you will see the insurance branch. The markings on the chart indicate the divisions of the insurance branch and are, in effect, self-explanatory.

The claims preparation division is responsible for the actual taking of the claim after registration for employment. The staff of this division must be very carefully trained as the completion of the claim documents must be skillfully done if the adjudication officer is to be in a position to decide wisely on whether or not the claim should go into payment. The claims preparation division has three other sections which take over the processing of the documents and control the flow of the documents until the claim goes into pay.

The review and adjudication division of the insurance branch decides whether or not the claim should be allowed and if any disqualification should be imposed.

The claims payment division does the actual payment either by cash or warrant.

The contribution and coverage division is responsible for the issuance of insurance books and the issuance of licenses to employers for the purpose of purchasing stamps. This division also issues routine decisions on coverage questions.

If you will now refer to the chart on page 3, you will see that the insurance branch at the regional office has three divisions—a contributions division, an audit division, and a claims division.

In the contributions division of the regional office, complete contribution records are maintained, from which it is determined whether the claimant has sufficient contributions within the prescribed time to warrant entitlement to benefit and, also to determine the rate and duration of benefit of claims. Under the present system, the current insurance book is sent to the contributions division at the regional office and this, together with the records of contributions for the required number of years, provides the information necessary for computation.

In the claims division of the regional office, difficult cases of adjudication are decided upon. Reviews are also made of decisions by officers located in the local offices so that uniformity of adjudication will be maintained.

The audit division of the regional office has supervision over the district audit offices and the audit staff working in the field. The entire region is divided into districts and at these district points a district auditor supervises groups of field auditors and allocates the audits to these officers from the central point.