

Avia Employment Services Richmond Annual Report

April 1, 2017 to March 31, 2018

Back in Motion has been delivering Avia Employment Services since April, 2012. Avia Employment Services, focuses on integrating the full breadth of employment services and supports available to jobseekers through a single point of entry, creating accessible services in the communities we serve. Services are delivered to employers, as well as unemployed and underemployed individuals.

It has been an exciting six years at Avia and we look forward to sharing some of our milestones with you through this report!

This report can also be accessed on-line through the [Avia Website](#).

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How Participants Access Services

Participants, both Case Managed and Self-Serve, access Avia services through a number of ways. The following describes how Participants heard about Avia and through what channel they accessed services.

	2016/17	2017/18
How did you hear about us? (The top ways Participants learned about our services)	Friend/Family 23.1% Service Canada/EI Office 20.1% Avia or WorkBC / Internet Search 10.7%	Friend/Family 23.7% Service Canada/EI Office 20.5% Other 11.6% Community Organization 7.6%
Total ESC *Visits	10,149	7,691
Purpose of Visit (i.e. type of services Participants accessed)	Attend a Workshop N=4,962 Use the Resource Room N=3,210 Meet with Staff N=1,896 Meet with an Employer N=81	Attend a Workshop N=3,785 Use the Resource Room N=2,330 Meet with Staff N=1,487 Meet with an Employer N=72
**Self-Serve Remote Visits	6,506	5,067
Participants who registered for Self-Serve independently (i.e. not referred by an external service)	1,364	1,260
***Out of area registrants	66 (of 914) 7.2%	52 (of 831) 6.2%

Participants who indicated they learned about Avia from ‘Other’ sources (N=70), include, but are not limited to, Church, Richmond Hospital, Community Workshops, GF Strong and Referrals from other community services and programs.

*A visit is one instance of a Participant attending the Employment Service Centre (ESC), or logging into their Unique Portal from a non-ESC location. Visits can occur several times for one Participant. A Registrant (or registered) is considered the first Visit of a Participant when the Participant first accesses the ESC.

** Self-Serve Remote Visits are visits where Participants have logged on to their unique Avia Profile from a location outside of the ESC such as their home, a library or a mobile device or tablet.

*** Out of area registrants are persons who registered for self-serve services but who live outside of the Richmond catchment area. These persons are queued to Reception for further support.

More about how Participants access services?

- Remote Registrants are participants who access self-serve services from outside the ESC such as from home or the library. In 2017/18 1.2% (N=15) of Participants created their Self-Serve profiles remotely.

Demographics

The following demographics are based on Case Managed Participants who joined services between April 1, 2017 and March 31, 2018:

	2016/17	2017/18
Number Served	905	831
Male : Female Ratio	1 : 1.06	1 : 1.16
% of Participants who accessed services in the city they live in	93.6%	93.7%
Average Age at beginning of Service Delivery	41.5 Years	42 Years
Average Age by Gender	Male = 40.9 / Female = 42	Male = 41.4 / Female = 42.6
Age range (youngest to oldest)	17 - 79	17 - 71
Of those served, Participants identify with 1 or more of the following populations (in percentages):	Immigrants 45.9%	Immigrants 48.1%
	General Population 35.7%	General Population 41.1%
	Youth 7.7%	Youth 17.4%
	Person with Disability 6.4%	Person with Disability 10.2%

*Thanks for the wonderful service!
I'm glad I came here. My case manager is awesome!*

I strongly recommend your service to other clients in need. Thanks for all the staff in Avia in helping us along with job search.

Who we serve:

- Participants who generally access services outside the city they live in are accessing services where they are attending an Apprenticeship program
- Participants self-disclose the population they identify themselves to be part of. Populations include: Aboriginal, General Population, Immigrant, Multi-Barriered, Person with Disability, Survivor of Violence/Abuse, Youth (age 15-30), Francophone, Rural/Remote.
- Participants who successfully gained employment, and subsequently had their program file closed, reported the following employment status at commencement of Case Managed services:
 - Unemployed 89%
 - Employed 10.7%
 - Working less than 20 hours per week 85.7%
 - At risk of losing employment (due to disability) 10%

Service Efficiency

Delivering services efficiently ensures that Participants do not encounter long wait times to receive services and that they can smoothly transition into preparing and looking for work. This, an important Avia Employment Services goal is to provide services to Case Managed Participants in a timely manner.

The following measures demonstrate the level of efficiency in delivering services based on Participants who began services in 2017/18:

	2016/17	2017/18
*Inquiry to Acceptance (occurs in ≤ 10 business days)	80.4%	97.4%
Acceptance to Action Plan Complete (occurs in ≤ 10 business days)	98.8%	99%

*It should be noted that Inquiry to Acceptance data included Participants who accessed Self-Serve services for a period of time prior to moving into Case Managed Services. Therefore the length of time from Inquiry to Acceptance is skewed.

All staff are all professional, pleasant, very helpful in any way we need. Great people around.

Nice Friendly office environment. Well equipped! With all the relevant tools we need.

More on service timelines:

- On average, Participants who began services in 2017, spent 92 days in the program from the time they completed the action plan before gaining employment.
- These service efficiency measures allow Centre Managers to implement quality improvement strategies to reduce barriers to Participants accessing services.

Outcomes

The outcome goal for the Avia Employment Program is for Participants to secure labour market attachment in the form of paid or volunteer employment. The following information summarizes employment outcomes of participants who achieved their employment related goals between April 1, 2017 and March 31, 2018:

	2016/17	2017/18
Number of Employment Placements	788	866
Percentage of Participants who maintained employment (did not lose the job)	86.8%	87.9%
Average Wage of Participants who gained Employment	\$17.78 (N=412)	\$17.29 (N=523)
Hourly Wage Range	\$10.00 - \$110.00	\$10.10 - \$50.00

Got so much practices on interview skills. This helped me to succeed in the interview.

I learned a lot. The workshop is so interesting. Keep up the good work. I will recommend for Job Search.

The top 5 sectors Participants achieved employment in include:

Employment Sector	2016/17	Employment Sector	2017/18
Wholesale, Retail & Service Trades	19.7%	Wholesale, Retail & Service Trades	17.6%
Food & Beverage Services	10.4%	Manufacturing	9.4%
Trades & Construction	7.6%	Food & Beverage Services	8.3%
Health & Wellness	6.6%	Health & Wellness	5.6%
Logistics & Warehousing	5.5%	Transportation	5.6%

Thank you Jean Claude, Renee, and Karen! I came in and worked hard every day and was committed to finding my career job. Thank you guys for giving me feedback to improve during mock interviews. As result, I got a job offer in my field.

What is interesting about this?

- Of Participants who completed occupational skills training, 86% found employment related to that training within 24 weeks of completing the training.
- Persons who gained employment below the Provinces minimum wage of \$11.35 primarily work in Food & Beverage Services, Retail and General Labour/Manufacturing.

Serving our Community

Avia Employment Services forges and leverages linkages with employers and community organizations to maximize our contribution toward employment and community attachment for job seekers. On an ongoing basis, we strive to build awareness in the community we serve through knowledge of the local labour market and employer/community needs.

In 2017/18 we surveyed Employers to learn how our services impact the communities we work with and where we could make improvements:

- 67.7% of respondents indicated Avia had a medium to high impact on their organization
- 54.1% of respondents have worked with Avia through offering job seekers informational interviews, volunteer or work experiences, work trials or education/training
- 70.3% of respondents reported using Avia as a hiring resource whether it was through job postings, job fairs, or recruitment/placement assistance
- 87.5% of respondents are satisfied with the quality of services received at Avia
- 83.3% of respondents would recommend Avia to others

To better serve the Communities we work closely with, we collect testimonials from Employers and Community Organizations who we worked with throughout the past year. Here is what they said:

“St. Jeans Cannery (Richmond) hire annually for the upcoming Sport Fishing Season. Local (newspapers) and internet advertising produced limited success in finding suitable candidates. We were fortunate that Service Canada referred us to Avia. In a short time period Avia through Harry Gill arranged several qualified workers for interviews and were able to hire three staff based on his referrals. I highly recommend any company needing assistance in the search of quality people, utilizing Avia services. Avia is prompt, efficient and has timely follow through and will benefit any company. We were very satisfied and would definitely use Avia for any future hiring needs. Alfred Lenz Manager, St. Jeans Cannery, Richmond”

“I have first heard of Avia Employment Services about 18 months ago and when Progressive Automations had a vacancy, I gave them a call and I am very glad that I did! Within a couple of days we had a candidate that we ended up hiring. My interactions with Henry at Avia Employment Services have been very positive, he replies quickly and delivers results. I will definitely reach out to him for my future hiring needs.”

Participant Satisfaction

To better serve our Program Participants, we solicit feedback on an ongoing basis. We use these results from the questionnaires to make services more accessible to Participants. Here is what Participants said in 2017/18:

	2016/17	2017/18
Average Satisfaction Score	95.8%	98.6%
% who would recommend us to a friend	98.4%	98.6%

On a monthly basis, Participant written comments are reviewed marked for follow-up as necessary and disseminated to the Centre Manager who will either meet with the Participant to learn more or address service gaps within the centre.

Improving our Services

- Feedback is provided from both Case Managed and Self-Serve Participants. Participants provide feedback on an ongoing basis when they have comments to share.
- Centre Managers continue to implement strategies to improve the number of responses from Participants.

Great staff, friendly, very polite, and make you feel welcomed. My Case Manager is really good to me.

Very helpful staff with greeting and lovely atmosphere. Thank you very much!

Celebrating Success

On an ongoing basis, the Centre collects stories of success' that have occurred throughout the year. Below are a few examples of Participant and Employer successes:

Participant

Maftuha immigrated to Canada with her husband in 2014. She worked as a Cupping and Massage Therapist for over a year but left employment due to a shoulder blade nerve injury. According to her Physician, she can no longer perform Massage Therapy. Her husband gained successful employment and with Avia Employment Services. Based on her husband's experience, she was confident that Avia Employment Services would help her return to the labour market.

A Case Manager started working with Maftuha to explore career options that fit her interests and physical condition. Through labour market research and informational interviews, Maftuha discovered a high demand occupation called Medical Device Reprocessing Technician. She also found out that she could attend training available at Vancouver Community College.

It was required that she take an English Pathway program in order to meet the pre-requisite requirement of the MDRT program. She started Basic & Essential Skills training with Vancouver Community College and completed the training before entering the MDRT program. With her diligence and persistence, she successfully completed the program with GPA 4.0.

The most exciting part of the story was that she landed employment on her graduation day! She is now working as MDRT! She enjoys her new employment and the friendly work environment. She stated that the funded training that she received has changed her life.

Employer

Kidtropolis worked alongside Back in Motion (BiM) staff to successfully assist clients who have a disability transition into the workforce. Back in Motion's Customized Employment Specialists (CES) connected with the owner of Kidtropolis to receive a site tour and discuss potential job duties and job tasks that are required on the work site, and the ability to customize tasks towards client's unique skill sets and abilities. The CES then reviewed their pool of Customized Employment (CE) clients and arranged for the owner to meet three potential candidates.

After the initial meet and greet the owner contacted the CES during a 'high need for hire period' and requested to have a further interview with one of the previously introduced candidates, Jane. After a subsequent interview with Jane the owner of Kidtropolis chose to hire her to perform floor duties, quality control, and customer service tasks. The position commenced September 26th, 2017.

The CES arranged with the employer and the client that the CES would provide Job Coaching Services, which would assist Jane in learning her new Job tasks as well as assisting her in identifying a natural support system. The CES also had an opportunity to learn more about the business and their needs in the instance that the CES may be able to further refer future clients to this business.

~Clients name has been changed for privacy