

Avia Employment Services Coquitlam 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 31.8% Other 12.7% Service Canada / EI Office 11.3%	Friend/Family 28.7% Other 12.4% Service Canada / EI Office 10.5%
Total ESC *Visits	21,611	18,115
Purpose of Visit (i.e. type of services Participants accessed)	Attend a Workshop N=7,443 Use the Resource Room N=6,082 Meet with Staff N=7,656 Meet with an Employer N=330	Use the Resource Room N=6,879 Meet with Staff N=6,731 Attend a Workshop N=4,258 Meet with an Employer N=247
**Self-Serve Remote Visits	3,383	2,676
Participants who registered for Self-Serve independently (i.e. not referred by an external service)	1,558	1,498
***Out of area registrants	107 (of 1024) 10.4%	155 (of 895) 17.3%

Participants who indicated they learned about Avia from 'Other' sources (N=73), include, but are not limited to, Kurdish Community, Kwikwetlam First Nations, the Pacific Autism Family Centre and through direct contact from the Centre.

*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 Coquitlam 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 0.9% (N=14) 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	1,000	895
Male : Female Ratio	1 : 1.05	1 : 1.2
% of Participants who accessed services in the city they live in	83.4%	82.7%
Average Age at beginning of Service Delivery	40.7 Years	41.7 Years
Average Age by Gender	Male = 41 / Female = 40.4	Male = 42 / Femal 41.5
Age range (youngest to oldest)	17 - 75	18 - 80
Of those served, Participants identify with 1 or more of the following populations (in percentages):	General Population 44.9% Immigrants 29.4% Person with Disability 6.3% Youth 5.3%	Immigrants 47.9% General Population 46.3% Youth 15.4% Person with Disability 9.6%

As I entered I could feel an energy of warmth and positive atmosphere in the room.

This is a very excellent office and has made a difference in my life.

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 92.1%
 - Working less than 20 hours per week 6.0%
 - Convention Refugee 3.5%
 - Employed 1.1%
 - Other: Attending/Registered for Post-Secondary, Has work permit without designation of an employer, Unemployed but eligible to apply for PR status from inside Canada, Unemployed Refugee able to work in Canada, pending IRB decision 1.4%

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 2016/2017:

	2016/17	2017/18
*Inquiry to Acceptance (occurs in ≤ 10 business days)	68.7%	71.8%
Acceptance to Action Plan Complete (occurs in ≤ 10 business days)	99.1%	98.3%

*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.

More on service timelines:

- On average, Participants who began services in 2017, spent 79 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.

Andrea was the greatest help. She made everything flow very easily - couldn't have done it without her! Thank you.

Mr. Ismat is one of the best person and helping people very well. Ismat thank you!

Love the service in here, amazing staff and very professional. Thank you.

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	930	788
Percentage of Participants who maintained employment (did not lose the job)	83.7%	89.1%
Average Wage of Participants who gained Employment	\$17.53 (N=574)	\$18.09 (N=539)
Hourly Wage Range	\$10.00 - \$75.00	\$7.00 - \$70.00

Wanted to give a warm and wonderful thank you to Andrea and Juan for being supportive and consistently helping me through my long process of employment.

Suzette was amazing she helped me get the education I needed to land an amazing job, 2 days after school was out. Now I have job with job training and a pension.

The Resource Room is awesome and always ready to help.

The top 5 sectors Participants achieved employment in include:

Employment Sector	2016/17	Employment Sector	2017/18
Wholesale, Retail & Service Trades	19.8%	Wholesale, Retail & Service Trades	20%
Food & Beverage Services	11.1%	Trades & Construction	8.1%
Health & Wellness	9.7%	Health & Wellness	7.9%
Trades & Construction	9.2%	Food & Beverage Services	7.1%
Education & Training	5.8%	Education & Training	6.9%

What is interesting about this?

- Of Participants who completed occupational skills training, 93% 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 Retail followed by Food & Beverage Services.

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 the 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

"The fair brought many job seekers. It was great to be able to connect with the community and see the diversity of the job seekers. The set-up of the fair was good and we were able to come away with candidates that can turn out to be potential employees."
~Arc'teryx Equipment

"We have participated in several Avia/WorkBC career fairs and have been very happy with the opportunity to inform clients about the career opportunities that are available in the Navy Reserve." ~Allan Loy, Canadian Armed Forces Navy Reserve

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	94.4%	97.1%
% who would recommend us to a friend	96.7%	100%

On a monthly basis, Participant written comments are reviewed marked for follow-up as necessary and disseminated to Centre Managers 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.

Thx to Gordon for redoing my resume. I have no clue as how to prepare one. He spent one hour helping me put mine together. It is very much appreciated it. He is an asset to your organization also very friendly and outgoing.

I really appreciate Lorill and Andrea for their help and their valuable comments. I also thank Avia and all the wonderful staff.

Celebrating Success

On an ongoing basis, the Centre collects stories of success' that have occurred throughout the year. Below is an example of a Participant success:

Participant

Phoebe is a 32 year old single mother that came to Avia in April of 2016 after being referred by the Ministry of Social Development under the new single parent employment initiative program. Phoebe came to Avia hoping she can get assistance to better herself. Phoebe has always had short customer service/cashier jobs such as working at Tim Hortons and wanted to make a better life for herself and her daughter. Phoebe had many different ideas of what she liked to do, however was not positive which would be ideal for her and her daughter. She knew she would like to work with children and to help make a difference, however was unsure in what area. Phoebe completed a lot of assessments at the beginning here at Avia in hopes for direction and ultimately chose to become a special education teacher due to her skills in the past, working with her daughter and her desire to help. Phoebe was determined to successfully complete and be approved for this as it was something she really wanted to do. She worked closely with her case manager for over 6 months to ensure everything she needed was completed. Phoebe's case manager was very satisfied with all her efforts and hard work she put towards this and knew she would be very successful at school.

Phoebe was ultimately approved and started her one year Special Education Teaching Assistant Program in December of 2016. Phoebe's case manager helped her with supports such as transportation, childcare and most importantly support and motivation to ensure a successful outcome. In December of 2017 Phoebe successfully completed her training and within a week found herself a full time job as an Education Assistant.