

## HIGHLIGHTS FROM AVIA EMPLOYMENT SERVICES ANNUAL REPORT (PORT COQUITLAM)

### 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.

	2017/18
How did you hear about us? (The top ways Participants learned about our services)	Friend/Family 24.6% Service Canada/EI Office 15.2% Ministry of Social Development 11.5%
Purpose of Visit (i.e. type of services Participants accessed)	Attend a Workshop N=1,873 Use the Resource Room N=1,692 Meet with Staff N=902 Meet with an Employer N=33

Note: 'N' indicates the number of Participants

### Demographics

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

	2017/18
Number Served	382
% of Participants who accessed services in the city they live in	79.5%
Average Age at beginning of Service Delivery	42 Years

### Employment 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:

- Number of Employment Placements: 305
- Average Wage of Participants who gained Employment: \$18.70

The top 5 sectors Participants achieved employment in include:

	Employment Sector
Wholesale, Retail & Service Trade	17.5%
Trades & Construction	11.7%
Health & Wellness	10%
Food & Beverage Services	7.8%
Manufacturing	7.8%

*"I am so happy. I feel important that after many years I finally have a good resume. Tina was so awesome and very patient with me. Thank you."*

*"Thank you so much! Following with my case manager changes my whole life because I feel that she love what she is doing and caring, helping, kind and strongly knowledgeable."*

The full version of the Avia Employment Services Annual Report can be accessed online through the [Avia Website](http://www.aviaemployment.ca/avia-annual-reports/) at <http://www.aviaemployment.ca/avia-annual-reports/>.