

HIGHLIGHTS FROM AVIA EMPLOYMENT SERVICES ANNUAL REPORT (RICHMOND)

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 23.7% Service Canada/EI Office 20.5% Other 11.6% Community Organization 7.6%
Purpose of Visit (i.e. type of services Participants accessed)	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

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	831
% of Participants who accessed services in the city they live in	93.7%
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: 866
- Average Wage of Participants who gained Employment: \$17.29

The top 5 sectors Participants achieved employment in include:

	Employment Sector
Wholesale, Retail & Service Trade	17.6%
Manufacturing	9.4%
Food & Beverage Services	8.3%
Health & Wellness	5.6%
Transportation	5.6%

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

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

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

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/>.