

Avia Employment Services Langley 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 23.7% Ministry of Social Development 14.1% Service Canada / EI Office 11.3%	Friend/Family 23.8% Other 16.2% Service Canada / EI Office 15.6%
Total ESC *Visits	16,863	17,474
Purpose of Visit (i.e. type of services Participants accessed)	Attend a Workshop N=5,775 Use the Resource Room N=7,101 Meet with Staff N=3,867 Meet with an Employer N=117	Use the Resource Room N=7,330 Attend a Workshop N=4,866 Meet with Staff N=5,134 Meet with an Employer N=144
**Self-Serve Remote Visits	3,879	1,592
Participants who registered for Self-Serve independently (i.e. not referred by an external service)	2,024	1,768
***Out of area registrants	329 (of 1116) 29.5%	191 (of 778) 24.5%

Participants who indicated they learned about Avia from 'Other' sources (N=77), include, but are not limited to, Facebook, Chilliwack Hospital, past Employers, and other community agencies.

*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 Langley 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 0.1% (N=3) 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	840	778
Male : Female Ratio	1 : 1.1	1 : 1.2
% of Participants who accessed services in the city they live in	77.6%	75.4%
Average Age at beginning of Service Delivery	40 Years	41 Years
Average Age by Gender	Male = 39.7 / Female = 40.4	Male = 40.6 / Female = 41.3
Age range (youngest to oldest)	16 - 69	16 - 71
Of those served, Participants identify with 1 or more of the following populations (in percentages):	General Population 45.1% Multi-Barriered 17% Person with Disability 14.1% Immigrants 10%	General Population 45.3% Person with Disability 21.3% Multi-Barriered 20.6% Youth 20%

I recommend often, Staff here have great skills that boosted my confidence, when I was at my lowest. Not only did I go back to school, graduate with honors but also accepted an amazing job.

The instructors, they are passionate. They set you up for success in so many ways. What an amazing surprise.

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 91.7%
 - Employed 8.3%
 - Working less than 20 hours per week 78%

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)	65.6%	65.7%
Acceptance to Action Plan Complete (occurs in ≤ 10 business days)	96.5%	98.1%

*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 112 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.

Becoming involved with Avia in my life is a positive step. I'm learning more about myself, that I matter!

I actually learned lots of stuff! The staff is so human and supportive, I came in here feeling lost and am coming back Monday to apply for a job I want to get.

Their ability to make me aware of myself and why I have value. Every day here was a good one. People always greeted me by my name. Facilitators, admirably would listen to my whole question.

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	819	709
Percentage of Participants who maintained employment (did not lose the job)	86.1%	87.7%
Average Wage of Participants who gained Employment	\$17.04 (N=401)	\$17.50 (N=420)
Hourly Wage Range	\$10.00 - \$46.00	\$9.60 - \$70.00

I got info and help I needed to get what I needed done as well as resources to become a suitable employee in the future.

Thanks to the Resource Room Coordinators for all of their help in enabling me to successfully find a job.

The top 5 sectors Participants achieved employment in include:

Employment Sector	2016/17	Employment Sector	2017/18
Wholesale, Retail & Service Trades	23.8%	Wholesale, Retail & Service Trades	22.2%
Trades & Construction	13.5%	Trades & Construction	14.5%
Food & Beverage Services	9.6%	Manufacturing	8.8%
Manufacturing	7.4%	Food & Beverage Services	7.2%
Health & Wellness	6.2%	Health & Wellness	7.2%

I was intimidated having to be looking for work again after so many years. The wonderful staff Sasha and Charlene helped me so much.

What is interesting about this?

- Of Participants who completed occupational skills training, 95% 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 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

“Chefs Plate has been very fortunate to find such a great addition to our team through Avia Employment. The Employee began with us in our production department and did a fantastic job. Her skills and attention to detail made her an obvious choice to promote to our QA department. She has been with us for 6 months, and we look forward to working with her for many years to come.” ~Jordan Birth, General Manager, Chefs Plate! ”

“I was so blessed to be able to work with Avia Employment. As a small business they have not only helped me financially but to find a wonderful, forever staff member who I can rely on and trust!! My Daycare is in the process of expansion and with the help of hiring a second staff Member I have been able to focus more on that. So my Thanks again to Avia Employment for everything you have done for us.” ~Amy Williamson, Owner, Kidz Learn N Play Daycare”

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	98.1%	99%
% who would recommend us to a friend	100%	100%

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.

They (instructors) took into account our learning types to help us with their delivery of the material to the group. They have great insight and are kind and supportive with us. They showed us they could relate to us and that we are capable of making changes.

This place is amazing. The staff works above and beyond to make sure your needs are met. Not only did they offer amazing programs, ran by amazing people ... they also gave me the confidence to get the perfect job for me.

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

Linda first came to the center in January of 2016. She was seeking some help as she was on an active EI claim which was just about to end. Working with her case manager, Linda initially went through the Fast Track workshop series, Career Exploration workshop series and attended the Navigating Post-Secondary workshop as she was looking at funded skills training in an effort to obtain her Therapeutic Recreation Certification.

Once the training package was complete, Linda was approved for funded training and completed the Therapeutic Recreation Program with Stenberg College which ended in March 2017.

Linda was hired on a casual basis by both of her practicum locations immediately following her Program with the stipulation that she obtain her Class 4 license. She provided her case manager a letter of employment with this requirement, and was registered for her Class 4 with Valley Driving School. She passed with great enthusiasm and sent the following email to case manager - "...Just wanted to let you know that I PASSED MY CLASS 4!!!! I am so happy, relieved and grateful. Thank you and Avia for your constant support! You have been the backbone to my future success. It is very much appreciated..."

She just completed her 12 week employment follow up and we are confident that she will continue to be successful in her chosen field. Linda is grateful to the people and services of Avia Employment Services which has enabled her to have the confidence and resources to be successful in this chapter of life.

Employer

"When we had a job application posted, I met with Ken for the first time. He sent a suitable applicant to see me, fill out an application, and learn more about the type of work... At our first meeting, Ken was interested in the type of work this lady would be doing and clearly showed that he was interested to matching the client with our needs. I was very impressed at how he was interested in both the employer and employee satisfaction, and not only in filling the position. I have found Ken to be very professional, pleasant, and helpful. My over-all experience with Avia Employment Services has been very successful. We are totally satisfied with the outcome." ~*Olive Armstrong, Owner, CS Designs Inc.*