

# Avia Employment Services Port 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 25.8% Other 15.5% Ministry of Social Development 13.1%	Friend/Family 24.6% Service Canada/EI Office 15.2% Ministry of Social Development 11.5%
Total ESC *Visits	5,370	4,499
Purpose of Visit (i.e. type of services Participants accessed)	Attend a Workshop N=2,468 Use the Resource Room N=1,711 Meet with Staff N=1,151 Meet with an Employer N=38	Attend a Workshop N=1,873 Use the Resource Room N=1,692 Meet with Staff N=902 Meet with an Employer N=33
**Self-Serve Remote Visits	2,486	1,868
Participants who registered for Self-Serve independently (i.e. not referred by an external service)	796	671
***Out of area registrants	71 (of 506) 14.0%	78 (of 382) 20.4%

*Participants who indicated they learned about Avia from 'Other' sources (N=35), include, but are not limited to other neighboring Employment Centres, Chance to Choose, Coast Mental Health, Hope for Freedom, and Tri-City Transitions..*

\*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 Port 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 no 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	455	382
Male : Female Ratio	1 : 1.12	1 : 0.91
% of Participants who accessed services in the city they live in	82.9%	79.5%
Average Age at beginning of Service Delivery	40.6 Years	42 Years
Average Age by Gender	Male = 38.8 / Female = 42.1	Male 40.6 / Female 43.5
Age range (youngest to oldest)	17 - 76	18 - 69
Of those served, Participants identify with 1 or more of the following populations (in percentages):	General Population 60.7% Person with Disability 13.6% Youth (15-30) 11.4% Immigrants 11.2%	General Population 65.1% Youth 18.3% Immigrants 15.9% Person with Disability 11.5%

*Very friendly staff and helpful information, highly satisfied!*

*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.*

### 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 91.2%
  - Working less than 20 hours per week 7.1%
  - Working less than 20 hours per week, disability, want more hours 0.7%
  - None of the above (e.g. Employed) 0.7%

## 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)	73.1%	69.8%
Acceptance to Action Plan Complete (occurs in ≤ 10 business days)	99.7%	98.6%

\*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 142 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.

*I didn't expect such a good service available but it is really here for me!*

*Quick service. Very respectful, aware and friendly.*

*Very knowledgeable, courteous, friendly and willing to help.*

## 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	360	305
Percentage of Participants who maintained employment (did not lose the job)	81.9%	87.2%
Average Wage of Participants who gained Employment	\$18.19 (N=206)	\$18.70 (N=174)
Hourly Wage Range	\$10.25 - \$50.00	\$9.60 - \$35.00

*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 top 5 sectors Participants achieved employment in include:

Employment Sector	2016/17	Employment Sector	2017/18
Wholesale, Retail & Service Trades	21.2%	Wholesale, Retail & Service Trades	17.5%
Trades & Construction	12.5%	Trades & Construction	11.7%
Health & Wellness	9.6%	Health & Wellness	10%
Food & Beverage Services	8.4%	Food & Beverage Services	7.8%
Manufacturing	6%	Manufacturing	7.8%

*I would highly recommend this opportunity I had.*

*Shermin was easy to connect with and full of valuable information, thank you!*

### What is interesting about this?

- Of Participants who completed occupational skills training, 85% 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 Sales.

## 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:

*“24 weeks ago we hired an Avia Case Managed Client through the Wage Subsidy program. We have just completed the term for the Wage Subsidy and are pleased to hire the trainee, who is very dedicated, as a permanent addition to our team. The Wage Subsidy program gave us the opportunity to fill a unique position that required long term training and learning. The staff at the Avia WorkBC site ensured this to be a smooth process and efficiently handled all the details for us. I would not hesitate to recommend the Wage Subsidy program to employers and the services provided by Avia Employment. ~ Brian Champ”*

*“I needed to hire someone to do my books and an office admin person. Avia met all my employer needs! The Job Developer, arranged for me to meet and interview PWD Client as I wanted to support persons with disabilities. Both candidates were ideal. Sandra, the JD, is the most incredible caring employment specialist I have ever had the pleasure to meet. I commend her ability to match the right clients to the right employers. I hired both clients and they have exceeded my expectations, as has Avia. Avia made the process easy and ensured I understood all the documents. ~Unique Together Society”*

## 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:

	2016/2017	2017/18
Average Satisfaction Score	97.6%	95.5%
% who would recommend us to a friend	90.4%	98.4%

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.

*You are all doing an excellent job with clients. Thank you!!*

*Thanks to Staff very helpful and patient.*

## Celebrating Success

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

### Participant

Scott initially came to Avia Employment Services in October of 2017. He was 52 year old male, recently released from incarceration, trying to get on to Income Assistance and Pharmacare to access methadone as he was recovering from addiction. He had been out of the workforce since 2014. When he came to meet the Case Manager he stated he had no stable housing and required assistance with his resume and job search.

Scott said he would like to train to be a Traffic Control Person or work in a warehouse and would require some training in order to obtain certification. His Case Manager also determined that he may also benefit from job development services. Scott was referred to a Job Search Workshop Series to enhance his work search skills and to work on a resume and interview skills as well as job searching strategies. He attended diligently and demonstrated his motivation and commitment to finding work despite all the barriers he was facing. He was provided food supports and transportation supports for program participation. Scott was able to get onto income assistance and find temporary housing staying with a friend and eventually get onto Pharmacare so he could get his prescription. He worked on his resume and job search which included networking. Scott had a friend working in the traffic control field that could connect him with employment. He was provided with funding for traffic control training and received certification. Shortly after he was offered full time employment at \$14/hour to start at Canuck Flaggging with scheduled wage increases incrementally after so many hours worked.

He was further supported with essential job start supports including steel toe boots, rain gear, a high visibility vest, etc. and transportation supports till his first pay period.

Scott felt so proud and thankful for all the help and support he received. He said he felt on his way to leading a productive and positive sober life and becoming financially independent and he intended to stay on this path and not return to jail.