

# Avia Employment Services Surrey-Newton 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 23.9% Ministry of Social Development 15.2% Service Canada / EI Office 11.4%	Friend/Family 28.7% Service Canada / EI Office 20% Other 9%
Total ESC *Visits	21,834	16,761
Purpose of Visit (i.e. type of services Participants accessed)	Attend a Workshop N=8,543 Use the Resource Room N=7,298 Meet with Staff N=5,792 Meet with an Employer N=201	Attend a Workshop N=7,253 Use the Resource Room N=5,321 Meet with Staff N=4,044 Meet with an Employer N=133
**Self-Serve Remote Visits	2,585	2,251
Participants who registered for Self-Serve independently (i.e. not referred by an external service)	2,316	2,260
***Out of area registrants	125 (of 1298) 9.6%	47 (out of 1130) 4.1%

*Participants who indicated they learned about Avia from 'Other' sources (N=77), include, but are not limited to, past or prospective employers, advertisements, driving schools and other community programs.*

\*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 Newton 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	1,181	1,130
Male : Female Ratio	1 : 1.2	1 : 1.1
% of Participants who accessed services in the city they live in	98.8%	95.8%
Average Age at beginning of Service Delivery	38.4 Years	38.4 Years
Average Age by Gender	Male = 40.6 / Female = 36.5	Male 39.2 / Female = 38.7
Age range (youngest to oldest)	16 - 79	16 - 70
Of those served, Participants identify with 1 or more of the following populations (in percentages):	General Population 40.8% Immigrants 38.6% Person with Disability 5.9% Youth (15-30) 5.4%	Immigrants 45.2% General Population 36.6% Youth 22.9% Person with Disability 12.5%

*This program is incredible - I learned far more than expected! (New to B.C.).*

*This is an incredible program - one everyone should utilize - high schoolers, college graduates and even professionals. As a transplant from the U.S. I appreciate services like this!!*

### 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 95.5%
  - Working less than 20 hours per week 3.7%
  - Appears appropriate for authorization to quit 0.2%

## 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)	64.9%	65.8%
Acceptance to Action Plan Complete (occurs in ≤ 10 business days)	98.3%	99.2%

\*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 2017/18, spent 94 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 would like to thank Simar for respecting me and always helping me when I called her to look for job. I really appreciate her kindness and her help. With all my respect thx Simar and thx Avia Employment.*

*Jennifer is super friendly, helpful, motivating and professionally insightful.*

*Corinne went above the call of duty. She was knowledgeable and extremely helpful. 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	1,058	976
Percentage of Participants who maintained employment (did not lose the job)	87.2%	88%
Average Wage of Participants who gained Employment	\$16.14 (N=596)	\$17.39 (N=630)
Hourly Wage Range	\$10.00 - \$65.00	\$8.57 - \$54.80

*Avia has been my help in many ways. I am now working and free to access staff anytime. Thanks!*

*My whole path since I came to Avia till I have got my first job was very supportive and encouraging, by my Case Manager Mischele, and all Avia team. Thanks!!!*

The top 5 sectors Participants achieved employment in include:

Employment Sector	2016/17	Employment Sector	2017/18
Wholesale, Retail & Service Trades	22.6%	Wholesale, Retail & Service Trades	20.8%
Trades & Construction	9.4%	Trades & Construction	11.9%
Health & Wellness	7.6%	Health & Wellness	8.3%
Food & Beverage Services	6.9%	Manufacturing	5.6%
Manufacturing	5.8%	Transportation	5.6%

*Awesome. Don't know where I would be without the help of these awesome people. Thank you!*

### What is interesting about this?

- Of Participants who completed occupational skills training, 94% 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 and Other Customer/Information Service Representatives 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:

*"I am taking this time to share my experience working with Avia on the TJX job fair yesterday at the Newton Avia location. Mona and I participated at the job fair along with Janice Huber and Larry Jung. It was a wonderful experience in collaborating with Avia and would like to see more of such events happening together this year. There were over 60 registrants and out of that exactly 50 people attended the job fair. With the help of Avia staff, we were able to handle the flow of the client check-ins, completing TJX in-house application forms and conducting face to face interviews very smoothly. We are hoping to hear positive results with over 20 clients employed with TJX from this hiring fair. Looking forward to work again in future on upcoming hiring fairs." ~Rupinder Malhotra, Case Manager, DIVERSEcity Employment Centre "*

*"Janice ... was instrumental in helping us create a shared vision that would support more students with unique needs to transition to employment upon completion of high school. Understanding the complex referral process including time lines, and customized vs. competitive employment were two topics covered in her presentation. This past school year, we co-presented at a professional development in-service for teachers focusing on transition (from high school) to employment and was done so in joint partnership with the Ministry of Social Development and Social Innovation. As an extension of that professional development, Avia hosted two professional development workshops for over 60 Education Assistants. Looking forward to the 2017/18 school year, we are in the process of brainstorming professional development to support teachers in transitioning students to employment." ~Sheri Montgomery, School District 36"*

## 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	90.9%	100%
% who would recommend us to a friend	94.4%	98.9%

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.

*I recommend to all my friends, family, and newcomers to visit Avia Services. Best place for newcomers.*

*Never lets me down coming here, results speak for themselves. Thank you Avia.*

## 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

Aran was referred to Avia Employment Services from the Ministry. He is a refugee claimant who had applied for Permanent Residency and had a work permit. He attended the Fast-Track to Work workshop series and Career Exploration. His Case Manager and Job Developer helped Aran to revise his resume into a simpler format. He applied for warehouse positions which were not entirely relevant to his work experience from his home country. After attending an Avia Hiring Event he had 2 interviews. One of the interviews resulting in securing a stable warehouse position.

Aran is super happy as he has his first job ever in Canada. He hopes now he will be able to sponsor his family back home and acknowledges Avia Employment Services as having a crucial role for helping immigrant job seekers to prepare themselves and eventually succeed in getting a job.

### Employer

Geoff Frost of Avia Employment Services, contacted my office regarding our search for an excavation operator that we had been advertising for. Geoff advised that he may have a good candidate for that open position and that he would qualify for the wage subsidy program. He interviewed well and possessed good excavation and mechanical skills and showed a great attitude and desire to join our company. I advised Geoff that we were prepared to make an employment offer. Geoff assisted us through the process of registering for the wage subsidy program, answering any questions I had, and provided all necessary forms.

After 2 months of employment with our company, I was pleased to advise Mr. Frost that the candidate has become a valued member of our team and we look forward to his long-term employment with SWR Drain Service. The service Avia Employment Services has provided our company is greatly appreciated and I would gladly recommend them to any business seeking qualified candidates.

~ Lorne Gallivan, Service Manager, SWR Drain Service Ltd