

## HIGHLIGHTS FROM AVIA EMPLOYMENT SERVICES ANNUAL REPORT (LANGLEY)

### 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 23.8% Other 16.2% Service Canada / EI Office 15.6%
Purpose of Visit (i.e. type of services Participants accessed)	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

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	778
% of Participants who accessed services in the city they live in	75.4%
Average Age at beginning of Service Delivery	41 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: 709
- Average Wage of Participants who gained Employment: \$17.50

The top 5 sectors Participants achieved employment in include:

	Employment Sector
Wholesale, Retail & Service Trade	22.2%
Trades & Construction	14.5%
Manufacturing	8.8%
Food & Beverage Services	7.2%
Health & Wellness	7.2%

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

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

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

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/>.