

*(October – December 2017)*

## How are we doing?

Avia Employment Services has 5 locations in metro Vancouver including: Coquitlam, Langley, Newton, Port Coquitlam, and Richmond. Here is how we did in quarter 3 (October to December) across our service locations:

- 880 Job Seekers joined the program. Following is the breakdown by service location:
  - Coquitlam=186
  - Langley=153
  - Newton=235
  - Port Coquitlam=84
  - Richmond = 222
- At the end of December, Avia was actively serving over 4,960 Case Managed Clients with an additional 1,077 Clients accessing Self-Serve Services either through our centres or remotely.

## How did our program help?

- 878 Case Managed Clients started new jobs between October and December. Following is the breakdown by service location:
  - Coquitlam=168
  - Langley=165
  - Newton=243
  - Port Coquitlam=75
  - Richmond = 227
- The primary sectors in which clients found jobs were Wholesale, Retail and Service Trade (22%), Trades and Construction (10%), Food & Beverage Services (7%), and Health & Wellness (7%).
- Some jobs Clients found include: Cashier, Compensation Lead, Customer Service, Fabricator, Project Manager, Plumber, Production Worker, Quality Controller, Sales Associate, Warehouse Worker, and Web Application Designer.

## Feedback

***The overall Client satisfaction this quarter was 97% (N=271)***

***98% of Clients would recommend Avia to a Friend (N=265)***

*Feedback forms are available throughout the centre including at the front desk, in the resource room and in the workshop rooms. We use your feedback to improve our services. Thank you!*