

### Client volumes for case-managed and self-serve clients by Storefront

| STOREFRONT     | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 | FY 2023/24<br>YTD As of Aug<br>31 |
|----------------|------------|------------|------------|------------|-----------------------------------|
| Campbell River | 1,774      | 1,619      | 1,461      | 1,667      | 1,403                             |
| Courtenay      | 1,135      | 917        | 766        | 994        | 829                               |
| Parksville     | 1,185      | 1,107      | 824        | 786        | 560                               |
| Port Alberni   | 964        | 817        | 727        | 719        | 506                               |

**Notes:**

1. # Active Employment Services clients includes case-managed and self-serve clients
2. Fiscal Year 2023/24 reflects data up to August 31, 2023

### Employment rates for case-managed clients by Storefront

| STOREFRONT     | FY 2019/20 | FY 2020/21 | FY 2021/22 | FY 2022/23 | FY 2023/24<br>YTD As of Aug<br>31 |
|----------------|------------|------------|------------|------------|-----------------------------------|
| Campbell River | 53.88%     | 40.94%     | 53.64%     | 47.58%     | 48.59%                            |
| Courtenay      | 55.77%     | 42.56%     | 58.15%     | 62.42%     | 50.66%                            |
| Parksville     | 59.85%     | 47.30%     | 48.51%     | 56.85%     | 52.50%                            |
| Port Alberni   | 36.25%     | 34.90%     | 32.71%     | 31.75%     | 27.42%                            |

**Notes:**

1. Employment Achieved Rate – The rate, expressed as a percentage, of Employment Services clients who achieve a sustainable outcome.
2. Employment Achieved Rate is only calculated for case managed clients. Employment outcomes of self-serve clients is not tracked.
3. Fiscal Year 2023/24 reflects data up to August 31, 2023

### Contract amounts by Catchment

| CATCHMENT  | FY 2019/20  | FY 2020/21  | FY 2021/22  | FY 2022/23  | FY 2023/24<br>YTD As of Aug<br>31 |
|--|-------------|-------------|-------------|-------------|-----------------------------------|
| <b>01-VANCOUVER ISLAND NORTH</b><br>(Includes Campbell River)          | \$4,026,420 | \$3,963,429 | \$3,438,167 | \$3,424,556 | \$1,460,835                       |
| <b>02-COMOX VALLEY - POWELL RIVER</b><br>(Includes Courtenay)          | \$4,904,111 | \$4,603,612 | \$4,593,481 | \$4,721,210 | \$1,930,242                       |
| <b>03-PARKSVILLE – ALBERNI</b><br>(Includes Parksville & Port Alberni) | \$4,998,145 | \$4,603,600 | \$4,936,380 | \$4,870,327 | \$2,253,803                       |

**Notes:**

1. Catchments contain multiple storefronts
2. Payments are for the entire Catchment and cannot be broken out by storefront
3. Amounts listed include payments to Contractors (fixed and performance fees) and payments to Clients (financial supports)
4. Fiscal Year 2023/24 reflects actuals up to the August invoice period