

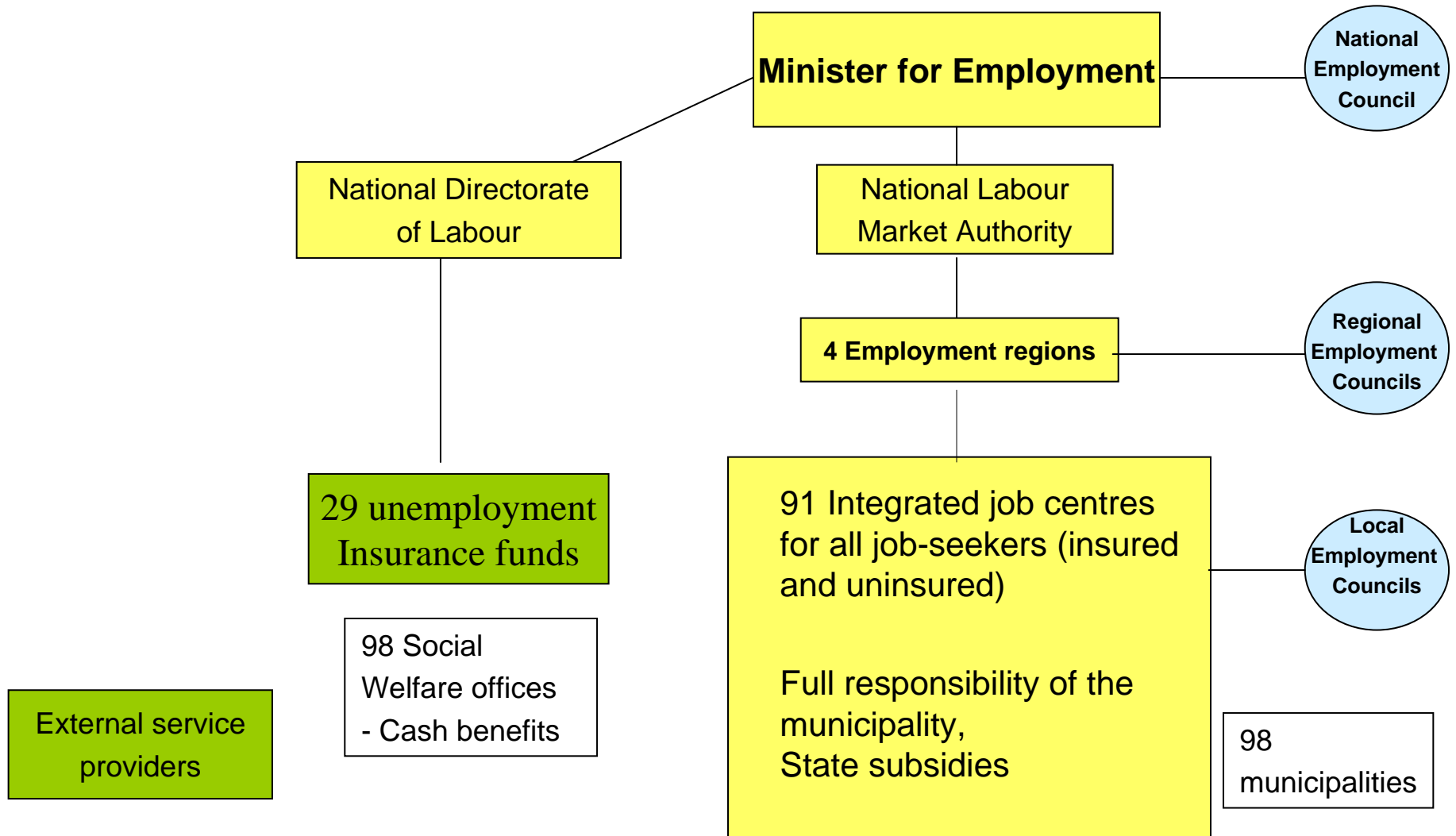
Employability Profiling System - The Danish Experience

April 2011

The National Labour Market Authority, www.ams.dk,
www.bm.dk

The Danish labour market

New structure August 2009

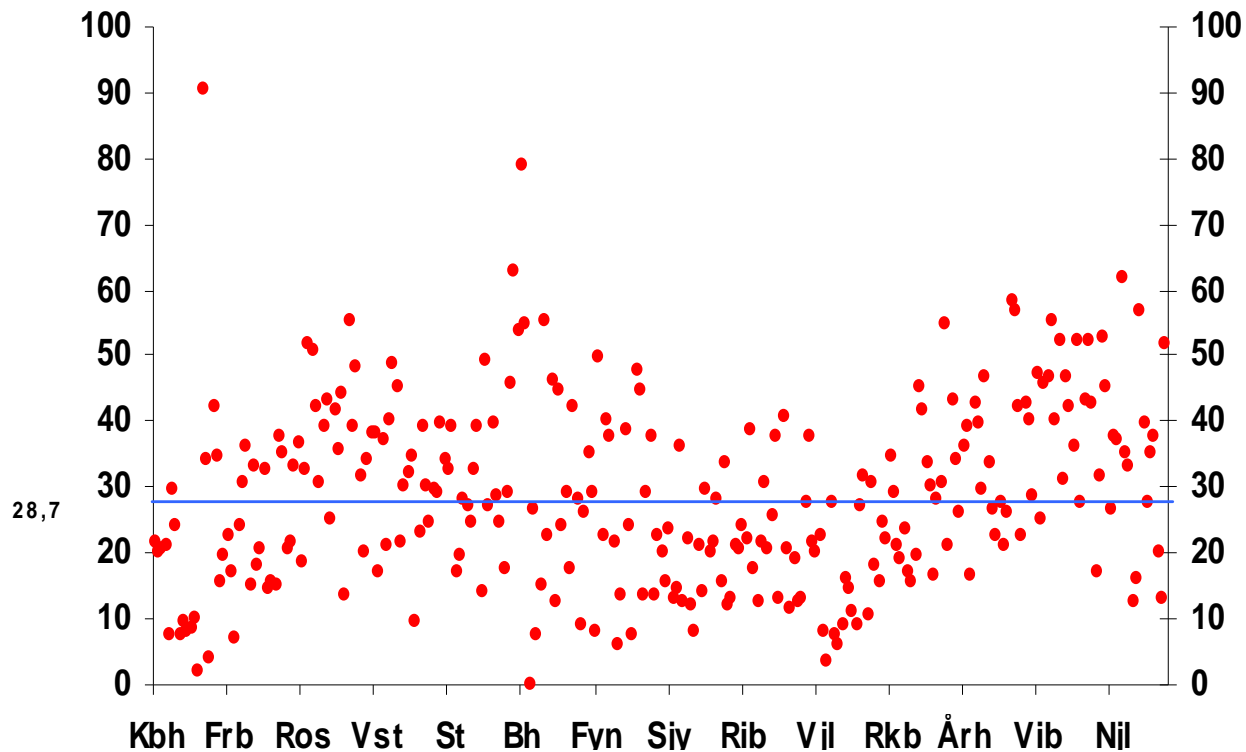




Target groups and unemployment benefits in Denmark

- Recipients of unemployment benefits
 - Recipients of cash benefit, start help or introductory benefits
 - Persons assigned to flexi-jobs receiving unemployment allowances or special benefits
 - Rehabilitees receiving allowances in connection with participation in vocational rehabilitation programmes
 - Recipients of sickness benefits
-

Percentage of non-insured persons with no other problem than unemployment in various parts of Denmark



This graph shows the percentage of non-insured persons with no other problem than unemployment in various parts of Denmark. If a person is assessed to have no other problem than unemployment the person is assessed to be ready for the labour market. Each red dot represent a municipality.


The great disparity of assessment can not be explained with socio-economic factors ect. but is based on local views and habits. This circumstance was one of the reasons why the development of the new employability profiling system was launched.



Purpose of the OLD Employability Profiling Toolbox

- Systematic and qualified assessment of the Labour Market Potential by equal worthy dialogue with the customer
- Shared professional understanding and a uniform practise in the assessments
- Resources prioritised and targeted
- Efficient and individually tailored contact process and employment measures – but with uniform and transparent criteria
- Insured and non-insured people are to be assessed according to the same principles
- Documentation and reuse of information by all relevant actors.
- Making the available labour force visible

The use of the employability profiling system was compulsory for municipalities, the PES and other (private) actors






The Toolbox (The old model)

1. A public assistance record
2. A job barometer
3. A preparation leaflet
4. A dialogue guide

The dialogue guide, the assessment of labour market match, the documentation and reuse of information are supported by an IT-support system




Example of the Public Assistance Record (Both the old and the new model)

De enkelte ordninger ▼ Flere i arbejde ▼

Arbejdsmarkeds-portal

Cpr nr:



Stamdata

Cpr nr:

Kommune: Køge

Region: AF-Roskilde

A-Kasse: Ikke medlem af A-kasse

Fors. kat.: I

Oversigt

Klik på en måned for at få dagsoversigten

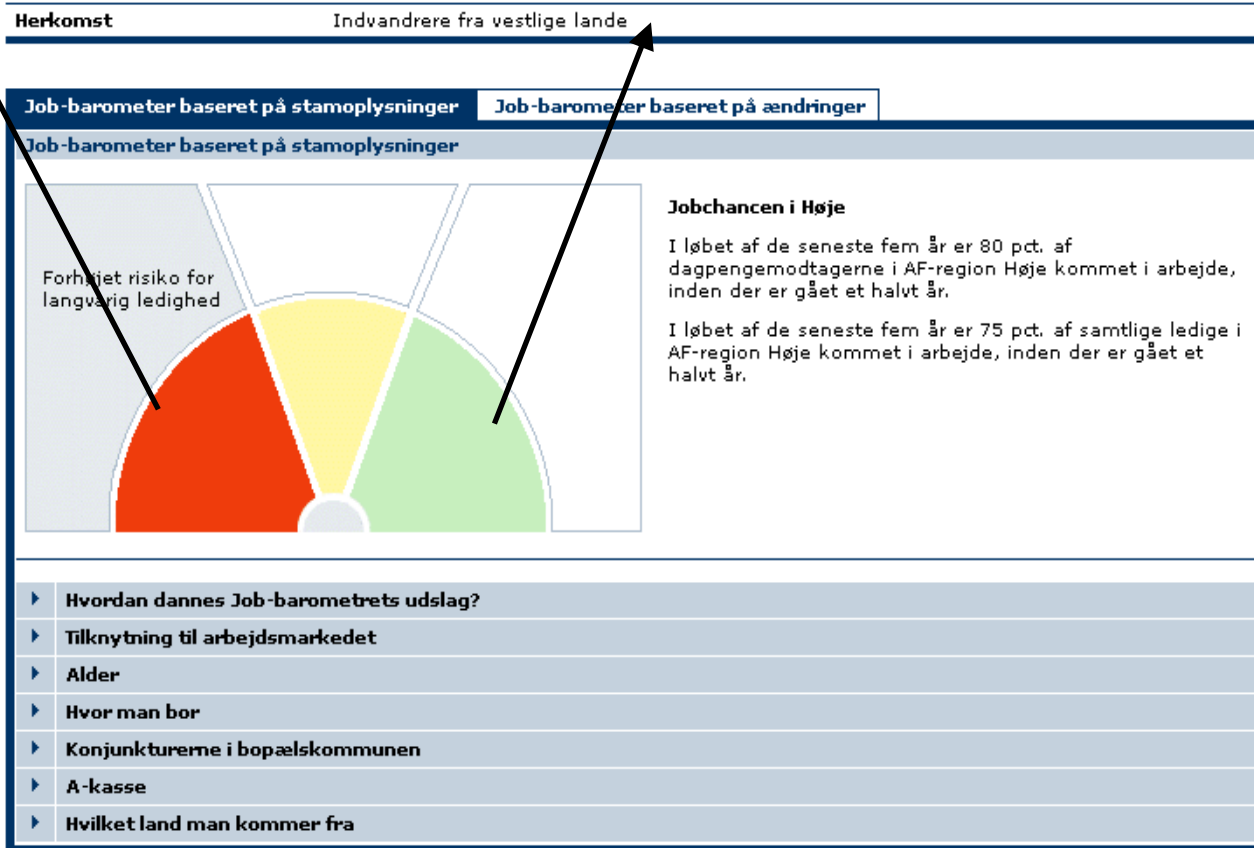
Filtrer data:

Mdr	1999	2000	2001	2002	2003
Januar	Ledighed	Ledighed	Ledighed	Kontanthjælp	Kontanthjælp
Februar	Ledighed	Ledighed	Ledighed	Kontanthjælp	Blandet
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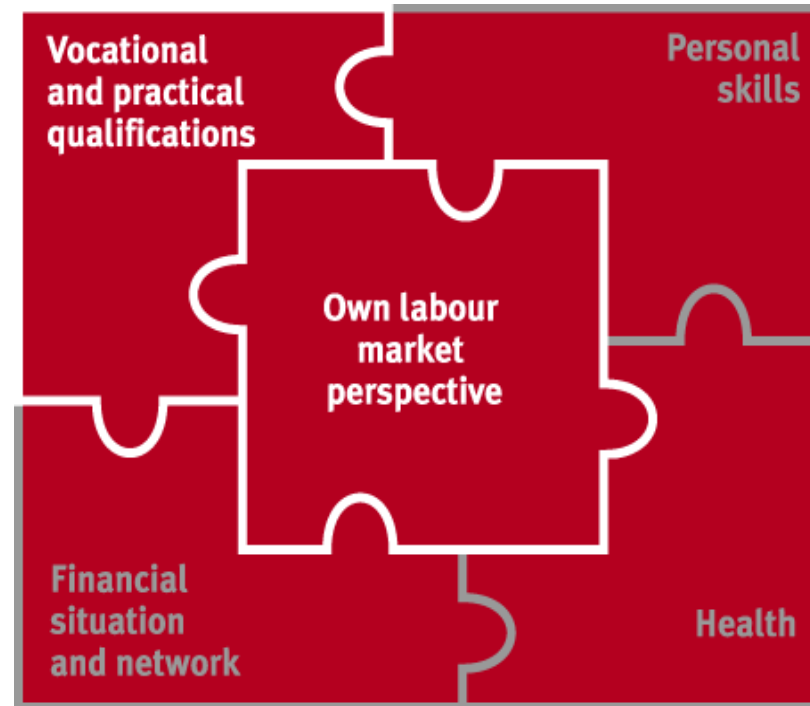
The Job Barometer (The old model)

High risk of long-term unemployment

Low risk of long-term unemployment



The Dialogue Guide (The old model)



The Employability Profiling Process (The old model)






5 Levels of Labour Market Match (The old model)

- **Full match**
 - **High degree of match**
 - **Partial match**
 - **Low degree of match**
 - **No match**
-



Definitions of Match 1 – 5 (The old model)

- Immediate match: Immediately matching the labour market requirements. The jobseeker's skills and resources are compatible with the performance of job functions widely existing in the ordinary labour market. The jobseeker may have qualifications and skills within bottleneck areas of the labour market.
 - High degree of match: Immediately matching the labour market requirements to a significant extent. The jobseeker's skills and resources are highly compatible with the performance of job functions widely existing in the ordinary labour market. There may, however, be a slight lack of match, such as specific qualifications or similar.
 - Partial match: Immediately only partially matching the labour market requirements. However, the jobseeker will be able to perform job functions existing to a certain extent on the ordinary labour market.
 - Low degree of match: Limitations in skills and resources that are so significant that he/she will not immediately be able to perform job functions on the ordinary labour market. The jobseeker's ability to work is currently so reduced that job functions compatible with his skills and resources will only be found to a very limited extent on the ordinary labour market.
 - No match: Limitations in skills and resources are so extensive that he/she does not currently have the ability to perform job functions on the ordinary labour market.
- 



General Conclusion (The old model)

The toolbox has created a positive change that fulfil several of the intentions and purposes

The full intended change is not yet obtained and all purposes not yet fulfilled - but the process is under way

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The picture is not unequivocal positive





Unintended Consequences (The old model)

- The toolbox is very heavy on documentation:
 - Much time used on this
 - Doubt and extra time used because of registration in more it-systems
 - Some documentation activity only for the sake of documentation – no real use
 - Double registration – especially in the municipalities but also in PES
-



Why a new match model?

The former model

- 5, 3 or no match groups depending of what type of benefit received
- Five match groups with no clear distinction between them
- Big variation across municipalities as well as PES-regions
 - Citizens risked diskrimination due to residence
 - The model did not supply a good overview of the actual labour supply

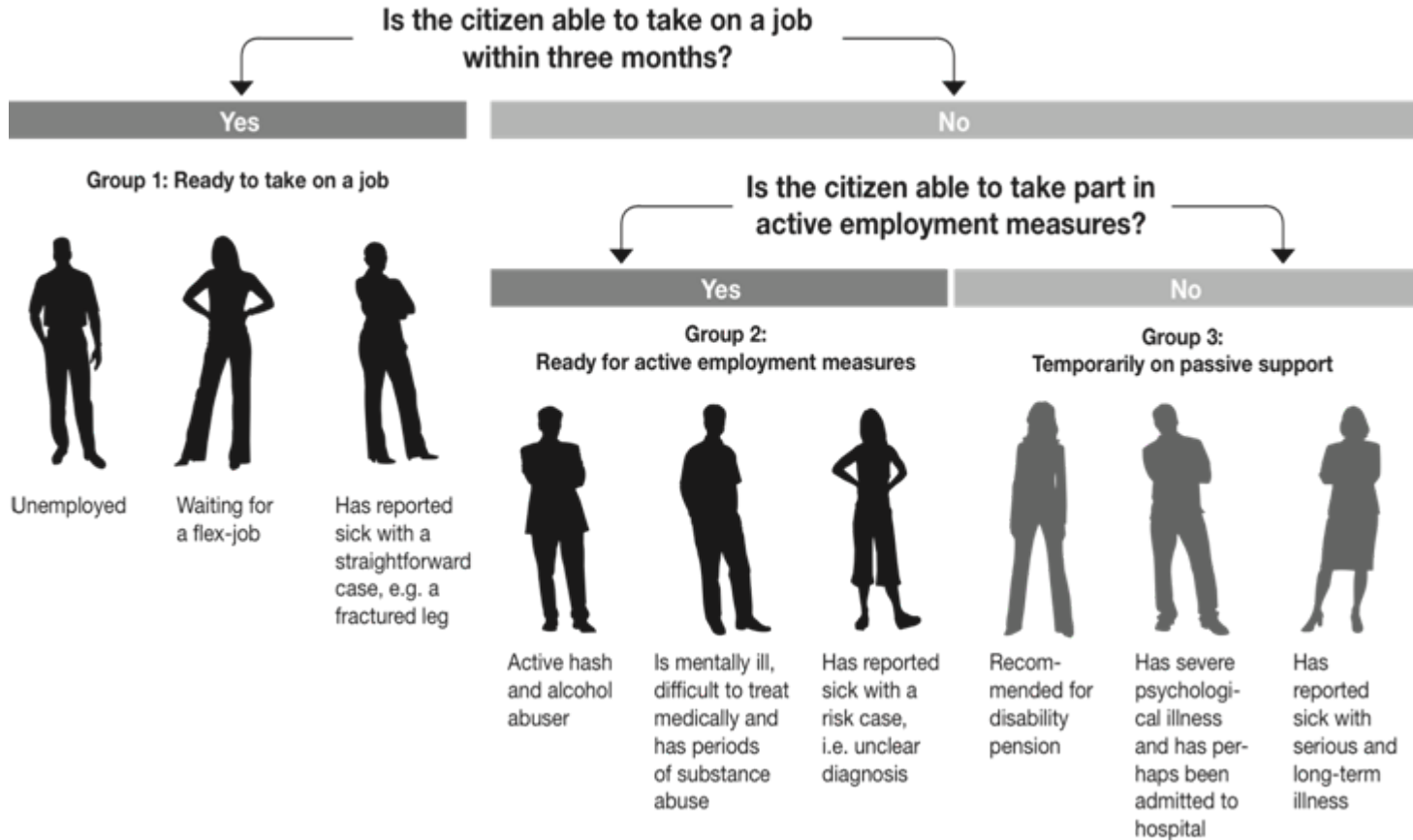
The intentions with a new model

- One common model for all the groups in the job center regardless of the type of benefit received
- A simple model with a clear distinction between the match groups
- The model shall support a more systematic and uniform categorisation across municipalities
- A better overview of the labour supply

- Implemented nationwide
- 


The new match model

Main characteristics of the new match model







The new match model

- The overall purpose is to provide a better overview of the actual labour supply for the leadership in the jobcenter, the national labour market authorities and the general public
 - Monitoring – Jobindsats.dk
 - No relation between the match groups and the employment directed efforts
 - A dynamic model – the job center must at every contact with the citizen actively decide whether he or she is still in the right match group
 - There is no time-limit for the period of time that a citizen can stay in the individual match groups. However, the job centre is to ensure as quick a progression as possible towards match group 1 and the labour market
- 




Match group 1: Ready to take on a job

- Definition: Citizens who are ready to take on a job and leave the system within 3 months
 - Not necessarily full-time work but enough hours to leave the system i.e. their ability to support themselves
 - The assessment shall be based on the individual characteristic e.g. independent of whether the job situation is good or bad
 - Covers all the individual benefit groups
 - Common characteristics: They may have different time perspectives as to when exactly they can work but what they have in common is that they *can* start working within three months and therefore all represent a significant resource for the labour market
 - The path to an ordinary job is typically through may be via a period of e.g. on-the-job-training
- 



Match group 2: Ready for active employment measures

- Definition: Citizens who are not ready to take on a job and leave the system within 3 months but who are able to participate in labour market programmes
 - The assessment is based on the tools provided in the Danish Act on Active Employment Measures (e.g. on-the-job-training,)
 - It is not a decisive factor that the job centre currently has the right programme for the citizen but that the person has the necessary resources to take part in a programme
 - The number of hours that a citizen can spend taking part in a programme is not a decisive factor
 - Common characteristics: Their problems are not more severe than they can participate in employment-directed efforts from employability enhancement schemes
 - Some may work few hours
 - Some may currently be unable to work at all
- 



Match group 3: Temporarily on passive support

- Definition: Citizens with problems so serious that they can neither work nor take part in labour market programmes under the Act on Active Employment Measures
 - The only group to which the job centre should not offer employability enhancement, but only interviews
 - The interviews serve an important purpose because they can help clarify whether the citizen is ready to participate in labour market programmes
 - The job centres should still play an active role (initiate social programmes according to the Danish Act on Social Services e.g. treatment of drug addicts/persons with physical problems)
-




Rights and obligations for the citizen

- Different rights and obligations according to match group
 - People receiving unemployment allowances per definition belong to match group 1

 - Rights and obligations for people in match group 1:
 - Registration and active CV on Jobnet.dk
 - Available for work
 - At least every third month personal contact
 - Weekly online confirmation of active job seeking
 - Participate in employment-directed programmes under the Act of Active Employment Measures

 - Rights and obligations for people in match group 2
 - At least every third month personal contact (except for recipients of sickness benefit – every fourth week)
 - Participate in employment-directed programmes (educational training, practical work training in enterprises, wage subsidies (private and public sector))


 - Rights and obligations for people in match group 3
 - At least every third month personal contact
 - The only group in the job center that should not be offered employment-directed programmes under the Act of Active Employment Measures
- 



The assessment, data and registration


- Primarily a case worker assessment supported by the two questions:
 - Is the citizen able to take on a job within three months?
 - Is the citizen able to take part in active employment measures?

 - Public assistance record

 - An indicator for the public assistance record
 - In connection with the implementation of the new match model in the job centres' IT-systems, a new functionality was developed. The job centre will automatically receive information on how long a citizen has been supported by the state
 - The period with public assistance should only be used as a benchmark and not as a decisive factor for the matching
 - The purpose is to use it in order to help plan active employment measures directed at a citizen
- 

Example of the Public Assistance Record

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The registration of the match group

- The case worker registers the agreement with the citizen of the job interview in the IT-system and it is displayed on the citizen's own page on Jobnet.dk

The screenshot shows a web browser window titled "Match - Windows Internet Explorer". The address bar shows the file path: "file:///C:/Documents%20and%20Settings/eho/Dokumenter/prototype10/Prototype%20TA55%20Match/Match.html#OnLoa". The browser's menu bar includes "Filer", "Rediger", "Vis", "Favoritter", "Funktioner", and "Hjælp". The toolbar contains icons for home, back, forward, and search. The main content area is a web application with a navigation menu at the top: "Personoverblik", "Job Til/afmelde", "Opfølgning", "Rettidighed", "Match", "Jobplan", "Forsøgelse", and "Andre registreringer". A dropdown menu is open under "Andre registreringer", showing "Fraværsregistrering", "Persongruppe", and "Helbredsbeholdning". The "Match" section is active, displaying the following information:

- Matchregistrering**
- Cpr-nr.**: 1212121313
- Navn**: Anders Ander...
- Samtaledato**: 11:00, 25-06-2009
- Mødeform**: Personlig fremmøde
- Match og kontaktgrupper**
- Match**: Match1: Jobklar (Offentlig forsøgelse under 3 måneder), Match2: Indsatsklar, Match3: Midlertidig passiv
- Kontaktgruppe**: Kontanthjælpsmodtager, \$2.2
- Aftale med den ledige**
- Aftale**: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum." (with a "Ny aftale" button)
- Journalnotat**: (with a "Journalnotat" button)
- Frist for næste aktive tilbud**: 2009-43, Beregnet d. 25-06-2009 af AMS (Fase2)

At the bottom of the form are three buttons: "Annuller", "Nyt møde", and "Gem registrering". The browser's status bar at the bottom shows "Denne computer" and "100%".

Jobnet.dk – the citizens own page

The screenshot displays the Jobnet.dk website interface. At the top left is the Jobnet logo with the tagline "Navn Navnesen". On the top right, there are navigation links: "LOG UD", "LÆS HØJT", "HJÆLP TIL JOBNET", and a search bar labeled "SØG". Below the logo is a large green curved header with the word "JOBSØGER" in white. Underneath this header is a horizontal menu with five items: "Find job", "Min side" (which is highlighted with a green underline), "Mit CV", "Jobagenter", and "Gode råd til jobsøgningen". The main content area is divided into two columns. The left column contains a vertical list of buttons: "Meld dig ledig", "Mine aftaler", "Selvbetjening", "Mine ansøgninger", "Indbakke", "Skift brugernavn", and "Skift adgangskode". The right column contains text updates. The first update is dated "Aftalt torsdag d. 15/6 2009" and includes the text "Jobsøgning søg, søg, søg søg mere". The second update is dated "Aktiv indsats vær aktiv" and includes the text "Denne linje indeholder 60 tegn xxx xxxxx xxxxx xx xxxxxxxx.". The third update is dated "Andet" and includes the text "1 alt kan her stå 500 tegn inkl lineskift. Det vil sige omkring 9 linier á 50-60 tegn". The final update is dated "Næste møde: Mandag d. 18/8 2009" and includes the text "Mandag d. 18/8 kl. 13.40 skal du til sygeopfølgningssamtale. Samtalen afholdes telefonisk." The interface uses a clean, modern design with a color palette of orange, green, and blue.




Status and evaluation

- Positive feed-back from the job centres

 - There are still some challenges:
 - There is still a great variation in matching by comparable job centers
 - The number of citizens in match group 1 has decreased (readily employable)
 - The number of citizens in match group 3 has increased (temporarily passive)

 - The preliminary hypotheses:
 - The new model uses clearly separated match groups
 - The organization in the jobcenter
 - The supply of labour market programmes in the municipalities
 - The demand and supply for labour

 - A small survey in May 2011

 - Evaluation of the match model during Autumn 2011
- 



Criteria for match – in practice

Decisive criteria for the match – according to caseworkers:

- Labour market perspective of the client – ie. Motivation, willingness, realistic outlook etc.
- Health – physical or mental
- Abuse
- Social problems
- Length of unemployment
- Lack of social competences

This slide and the next present results from:

Arbejdmarkedsparat eller ej? – en kvalitativ undersøgelse af visitationen af kontanthjælpsmodtagere i ti kommuner, SFI – The Danish National Centre for Social Research 2006

(Readily employable or not? - A qualitative study of employability profiling of recipients of cash benefits in ten municipalities)





Alternative rationales

- Local labour market conditions
 - the state of the market
- Organisational resources
 - supply of programmes - providing the client with the best service
- Caseworker specialisation
 - employees with closer knowledge of businesses or not
- Consideration regarding the situation of the client
 - not letting the client shift caseworker or be send to another department
- Consideration regarding the situation of the caseworker
 - ease the workload or a troublesome hand-over process

Whenever caseworker judgement is involved, there is a chance, that other or alternative rationales will influence the profiling

