



Monitoring and follow up of Individual Action Plans in Estonia

Anu Tamm

Estonian Unemployment Insurance Fund

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Approach to Individual Action Planning

Individual Job Search Plans are used to plan and carry out activities to help jobseeker to find and take up a job

PES is required to issue an Individual Job Search Plan for every jobseeker within 30 days from registration (usually at the second appointment with the advisor)

Plans are reviewed and developed throughout job-seeking period, but at least once every 3 months



Monitoring and follow up

- Face-to-face counselling at least once every 30 days
- ✓ jobseeker can be asked to come in more frequently if he needs more support
- ✓ counselling via e-service (e-diary) or phone might be allowed for the first 3 months of unemployment or when enrolled in ALMP
- Each time work-focussed interview is carried out
- ✓ progress is discussed and results recorded in the plan
- ✓ next steps and (managable) tasks are agreed (to experience success and avoid failure)
- Support services and measures are provided on the basis of individual needs of jobseeker
- ✓ advisor can choose the most suitable and effective help



Balance of support and sanctions

- Gradual sanctions are applied if plan is not followed (agreed steps are not taken) **without good reason:**
- ✓ 1st failure or missed appointment – insurance benefit will be terminated, unemployment allowance payments withheld for 10 days
- ✓ 2nd failure or missed appointment – unemployment allowance will be terminated
- ✓ 3rd failure or missed appointment – registration will be terminated (90 days waiting period might apply for re-registration if jobseeker has repeatedly refused to meet his responsibilities)



Support vs sanctions

- We use plans to help jobseekers to focus on job-search and to help us to provide them with the necessary support and monitor progress

✓ plans are not there to police and sanction

- De-registration by reason in 2012 (6 months):

Reason for de-registration	Number of de-registrations	Share of de-registrations
Employment	25 284	59%*
Retirement age	230	1%
Early retirement or other benefit that excludes being registered	353	1%
Sanctioning (missed appointment, refusing job offer, not following IAP)**	12 062	28%
Voluntary	4824	11%
Other	292	1%

*Exit to employment is underestimated as it is based on self-reporting. Comparison with tax data shows it is 10-15% more.

** Sanctioning is mostly applied for missed appointments, less often for non-compliance with agreed action plan.



Experience with sanctioning

- Sanctioning counts for nearly 30% of all de-registration cases, but:
 - ✓ 17% of de-registered enter a job within 6 months (incl 9% within 3 months)
 - ✓ 30% re-register within 6 months (incl 22% within 3 months)
- Sanctioning is
 - ✓ overly strict towards UIB recipients (immediate loss of benefit)
 - ✓ not effective in the case of long-term unemployed (often with multiple problems) who do not receive any unemployment benefits



The quality of Individual Action Plans

- The quality of IAPs is monitored to ensure that plans are relevant to jobseekers (taking into account their talents and barriers) and oriented to employment
- Specialist team in the Head Office reviews agreed aspects of IAPs and assesses these on a scale of 1-4 points:
 - ✓ accuracy and consistency of background information
 - ✓ assessment of advantages and barriers to employment
 - ✓ overall approach and coherence of the plan
 - ✓ relevance of planned activities
 - ✓ reporting on progress
- Points are awarded to employment offices according to their results. Results feed into the PES Performance Management System.

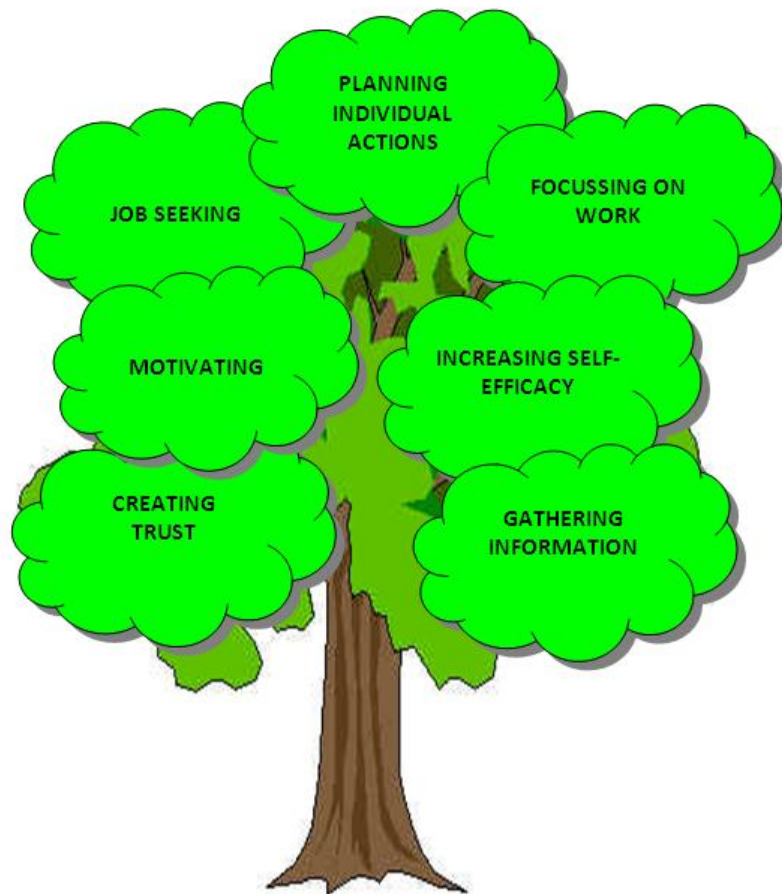


Developing employment advisors' skills

- From Nov 2011 to Aug 2012, all advisors undertook a 3day training session to develop **work-focused counselling** skills
- Also, regular additional training sessions are held for advisors to develop their general counselling and interviewing skills
- Next year the plan is to start **coaching** advisors **at the workplace** to ensure use of trained skills in every day practice
- Training sessions on work-focused counselling skills will be continued for **new employees** within their first working months
- Ambition is to develop and establish **national qualification certificate** for the employment advisors



Core skills of work-focused counselling





Thank you!

anu.tamm@tootukassa.ee

www.tootukassa.ee/eng