



JOBPATH IS A PAYMENT-BY-RESULTS CONTRACTED – OUT SERVICE TARGETED AT LONG-TERM JOBSEEKERS

REPUBLIC OF IRELAND

JobPath – Activation Service

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JobPath is a new ‘payment-by-results’ contracted model of employment service delivery targeted at long-term unemployed. It is a new approach to employment activation which caters to the needs of long-term unemployed (over 12 months). JobPath provides long-term jobseekers with intensive individual support (up to 52 weeks) to help them address barriers to employment and to assist them in securing and sustaining full-time paid employment or self-employment. Important lessons learnt include putting in place a functioning and up-to-date IT system which ensures the successful delivery of the programme, promoting strong cooperation between DSP staff and advisors, and incorporating client feedback in order to learn from their experience.

Name of the PES	The Department of Social Protection (DSP). DSP provides employment support and advice to jobseekers directly via its own staff and also via contracted service providers.
Scope of measure (a pilot project or a national reform)	National reform
When was the practice implemented?	July 2015 – ongoing
What was the driver for introducing the practice? Was it internal or external?	JobPath was implemented in response to the economic crisis. It is a central measure of the National Reform Programme, aimed at reducing long-term unemployment rates and increasing labour market participation of long-term jobseekers.
Which organisation was involved in its implementation?	The Department of Social Protection is the lead organisation, selecting jobseekers on a random basis for referral to JobPath. JobPath is being delivered through a network of offices and outreach locations by the following two companies: Seetec Limited and Turas Nua Limited.
Which groups were targeted by the practice?	The practice targets jobseekers who have been unemployed for longer than 12 months.
What were the practice’s main objectives?	JobPath forms an integral part of the National Reform Programme. Its main objectives are to reduce long-term unemployment, to increase labour market participation and to decrease social welfare dependency.

<p>What activities were carried out?</p>	<p>Participants on JobPath are referred on a random basis by the Department of Social Protection. 60000 jobseekers have so far (to Sept 2016) been referred to JobPath. In order to be referred to JobPath participants have to be unemployed for over 12 months. Upon being selected they receive a letter inviting them to an information session on the services that will be available to them while on JobPath. Participants spend 52 weeks on JobPath and if they are placed into a job they may continue to receive support for at least 3 months and up to one year of employment. While on JobPath participants are given access to training. If the training lasts at least four weeks and does not exceed 26 weeks in total the so-called 'stop-the-clock' feature allows participants to return to the service without the time spent in training programmes being counted towards time spent on JobPath. After an engagement period of 52 weeks JobPath participants must leave JobPath.</p> <p>As part of the JobPath journey participants agree to a Personal Progression Plan (PPP) which sets out the client's education, work history and other relevant factors as well as employment/development goals to be achieved while on JobPath. The PPP must include the following:</p> <ul style="list-style-type: none"> ▶ Client's contact details; ▶ Person Adviser's contact details; ▶ Client's skills, competencies, aptitudes; ▶ Fields of work appropriate for the client; ▶ Barriers to employment and agreed action to overcome such barriers; ▶ Client's job/employment goals; ▶ Agreed set of skills training, education and development goals and actions; ▶ Agreed set of potential employment related experience interventions; and ▶ All actions to be taken by the client during the first 13 week 'in-employment' support period. <p>If the client is still unemployed at 13 weeks, 26 weeks and 39 weeks from the client's commencement on JobPath, an in-depth review should be held and the PPP updated accordingly. Jobseekers retain their full social welfare (benefit) payment while on JobPath, however, if they fail to engage with the service their welfare payment may be affected. Decisions relating to a jobseeker's welfare entitlements are taken by Department officials. In 2015, 6743 penalty rates applied (both short and long-term unemployed).</p> <p>The contractors involved in delivering JobPath must provide a base line level of service (service guarantee). This includes:</p> <ul style="list-style-type: none"> ▶ Regular face-to-face meetings at least once every 20 days; ▶ A maximum travel time to an office or outreach location of 60 minutes; ▶ A maximum ratio of advisors: clients 1: 120; and ▶ An end of service review and client feedback mechanism/client complaints process. <p>JobPath offers employers free recruitment and initial training support. In addition, in-work support for jobseekers is provided, especially during the critical first few weeks, in order to assist jobseekers in successfully making the transition from unemployment to employment.</p>
<p>What resources and other relevant organisational aspects were involved?</p>	<p>The Department of Social Protection commissioned the UK Centre for Economic & Social Inclusion to advise and assist with the design and delivery of JobPath. In addition, the Department of Social Protection held research and market consultations. Seetec Limited and Turas Nua Limited have been contracted to deliver JobPath. The two companies bear the initial costs. JobPath works on a payment-by-results basis. Payments are linked to activity, e.g. upon completion of the PPP and/or sustained periods of employment (at least 13 weeks, 30 hours per week).</p>
<p>What were the source(s) of funding?</p>	<p>National funding (state budget)</p>
<p>What were the outputs of the practice: people reached and products?</p>	<p>60 000 long-term jobseekers had been referred to JobPath by the end of September 2016. The target for referrals to the service in 2016 is 60,000.</p>
<p>What outcomes have been identified?</p>	<p>Given that the roll out of JobPath began on a phased basis in July 2015 a comprehensive evaluation of the programme has not yet been carried out. Data on the impact of the programme will be released on a cohort basis towards the end of 2016 or early 2017.</p>

What are the lessons learnt and success factors?

Importance lessons learnt and success factors include:

- ▶ Gaining support for and acceptance from public, media and political realm;
- ▶ Establishing and maintaining good relationships with DSP (DSP) staff and advisors through an open line of communication;
- ▶ Setting up a functioning automated system which make referrals and transfer data between department and companies while taking into consideration significant IT and data security challenges;
- ▶ Listening to client feedback – only 92 complaints have been received by end of September 2016 out of 60 000 referrals; and
- ▶ Adapting the programme to changes in the labour market¹: Unemployment rates (15 % in 2012 to 7.8 % 2016) and long-term unemployment rates (9.2 % in 2012 to 4.7 % in Q1 2016) have gone down, which means that network requires fewer personal advisers, fewer offices etc.

1 <http://www.cso.ie/en/statistics/labourmarket/>



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