

Success Story:

Fast integration of refugees and asylum seekers into the labour market

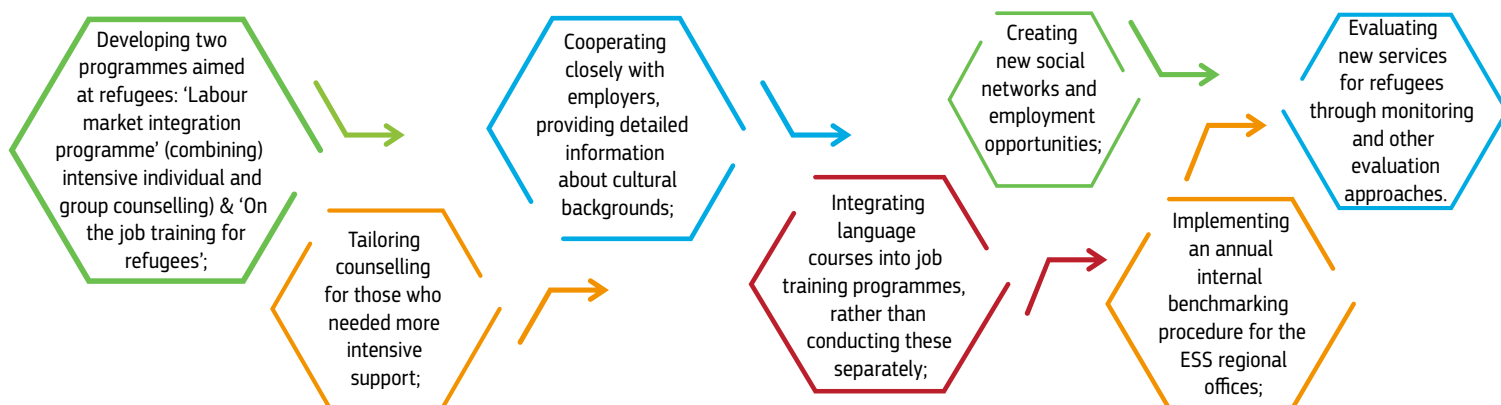


Challenges

Between 2014 and 2017, asylum applications increased from 385 applicants to 1 475 . The Employment Service of Slovenia (ESS) needed to develop measures to speed up and increase the integration of refugees and asylum seekers into the labour market. The aim was to include the services for this target group in the overall portfolio at national and regional levels.



Actions



Results

The 'Labour market integration programme' took place four times in 2018, covering 48 people.
 The 'On the job training for refugees' reached 32 people in 2018 (for a duration of 6 months, twice as long as a similar ALMP).
 Effective design of tailored programmes and successful implementation = 55 refugees employed in 2018.
 Higher transition rates into regular jobs are expected in 2019 given positive developments on the labour market.
 The ESS was recognised as a key organisation in the labour market integration of refugees.
 The ESS adopted a more systematic approach to piloting and evaluating innovation, before rolling out new services at a national level.



Success Factors

Internally:

- Priorities aligned with the change agenda and the strategic direction of the ESS.
- Support from ESS top management.
- ESS staff motivation and openness to change.
- When designing tailored services for refugees, taking into account communication difficulties, cultural and educational differences.

Through engaging in Benchmarking and Mutual Learning

- Inspiration prompted the development of additional services for refugees and asylum seekers.
- Good practice from other PES helped to shape new services for refugees and employers.
- Internal benchmarking enabled performance managers to identify and address causes that hindered better performance of regional offices.

1 European Migration Network, 2017. Slovenia EMN Country Factsheet. https://ec.europa.eu/home-affairs/sites/homeaffairs/files/25a_slovenia_country_factsheet_2017_en.pdf.

Thematic Review Workshop

'PES initiatives around skills, qualifications, and competencies of refugees and asylum seekers', Germany



APR 2017

PES Follow up Visit

'Labour market integration of refugees', Sweden



SEPT 2017

Webinar

'Competency assessment of jobseekers', Belgium



JAN 2018

Thematic Review Workshop

'Being digitally strategic', Estonia



APR 2018



JUN 2017

Thematic Review Workshop

'Engaging with and improving services to employers', Lithuania



JAN 2018

PES Network Seminar

'Piloting and evaluation', Belgium



FEB 2018

Follow up Visit

'Engaging with employers', Belgium



SEPT 2018

Study Visit

'Methods of quality management', Austria

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