

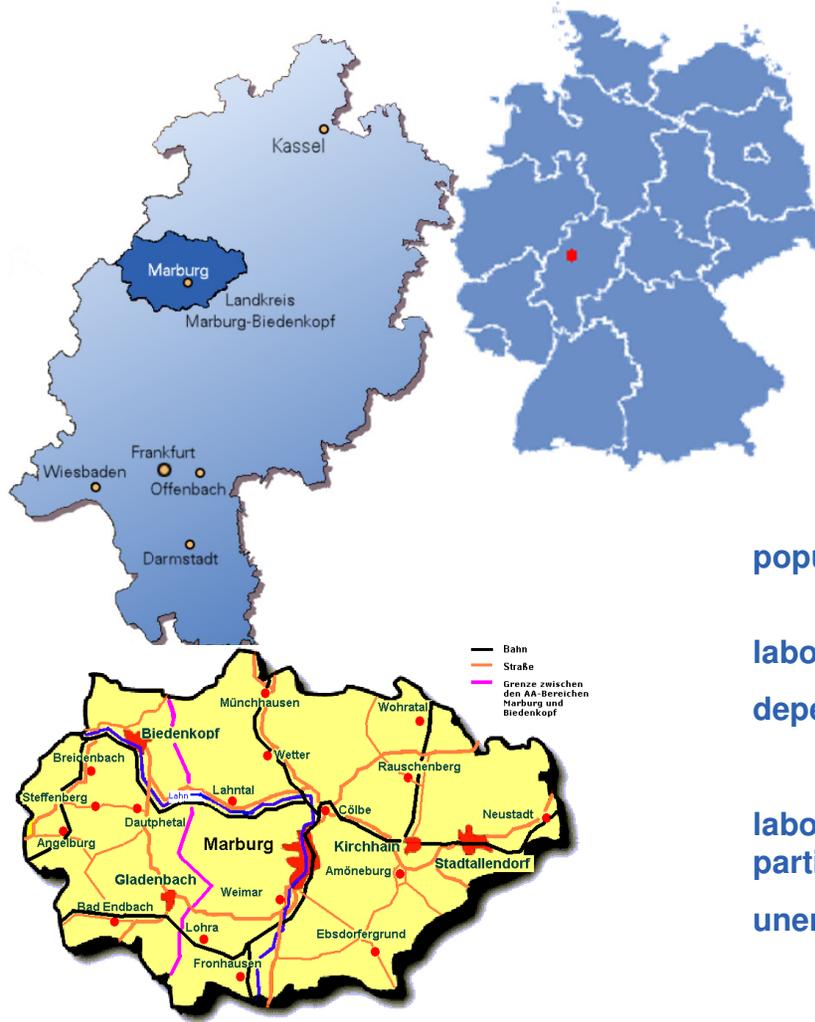


Social inclusion in labour markets: Single Window Service and decentralised governance



*Session III: Single Window Services and Coordination
Conference Single Window Services – Social Security
and Youth Employability, Lessons Learnt and Ways
Forward*

District Marburg-Biedenkopf



- is composed of 22 towns and villages
- Marburg is the largest town and the only major centre in the district

	District	Germany
population	241.000	80.219.000
labour force	127.730	42.580.226
dependant labour force	85.149	28.845.214
	36,0 %	33,9 %
labour force participation rate	53,0 %	49,2 %
unemployment rate	4,4 %	7,3 %



Legislative / institutional frame in the field of social inclusion

Social welfare system in Germany is institutionally parted in the following social code acts with different actor systems:

- Unemployment benefits (SGB II) (longterm unemployed people) → district responsibility
- Unemployment insurance (SGB III)
- Health insurance (SGB V)
- Old age pension insurance (SGB VI)
- Rehabilitation (SGB VII and IX)
- Child/young people support (SGB VIII) → district responsibility
- Care (SGB XI)
- Social benefits for elderly/not capable of work (SGB XII) → district responsibility



Other district responsibilities in the field

- School development and maintenance
- Health prevention

Multilevel policy making in the field of social inclusion into the labor market

- European Union by social funding
- Federal level by legislation but also by implementation i.e. Federal Agency of Employment responsible for unemployment insurance
- State level by social funding programs, implementation of European Social Funds, education
- Local Authorities responsible for implementation of social help, child support etc.
- Rehabilitation and Insurance agencies with their own programs



Policies influencing inclusion in the labour market

- „Agenda 2010“ brought a new unemployment benefit legislation; started in 2004
- Unemployment benefits were limited in time (12 month) and longterm benefits were cut to a mere subsistence level
- More instruments to activate longterm unemployed by counsel, retrain and placement
- Costs of living and job integration financed by the federal level; costs of housing financed by the local and later on with growing percentage by the federal level. Gives a strong incentive for the local level to reduce unemployment
- Elements of control: competition (benchmarking) between jobcenter, transparency of effects, contracts



Joint Agencies

(gemeinsame Einrichtung, ge)

Local employment agencies and municipalities were generally expected to come together to form joint agencies. They carry out their responsibilities in mutual cooperation as a one-stop source.

Approved municipal provider

(zugelassener kommunaler
Träger, zKT)

the local community is responsible for overall support and integration of longterm unemployed people by itself. 69 approved municipal providers carried out their responsibilities under an experimental scheme. Since 2010 their number has been enlarged up to 110; actually they are 106. And their existence has been perpetuated.

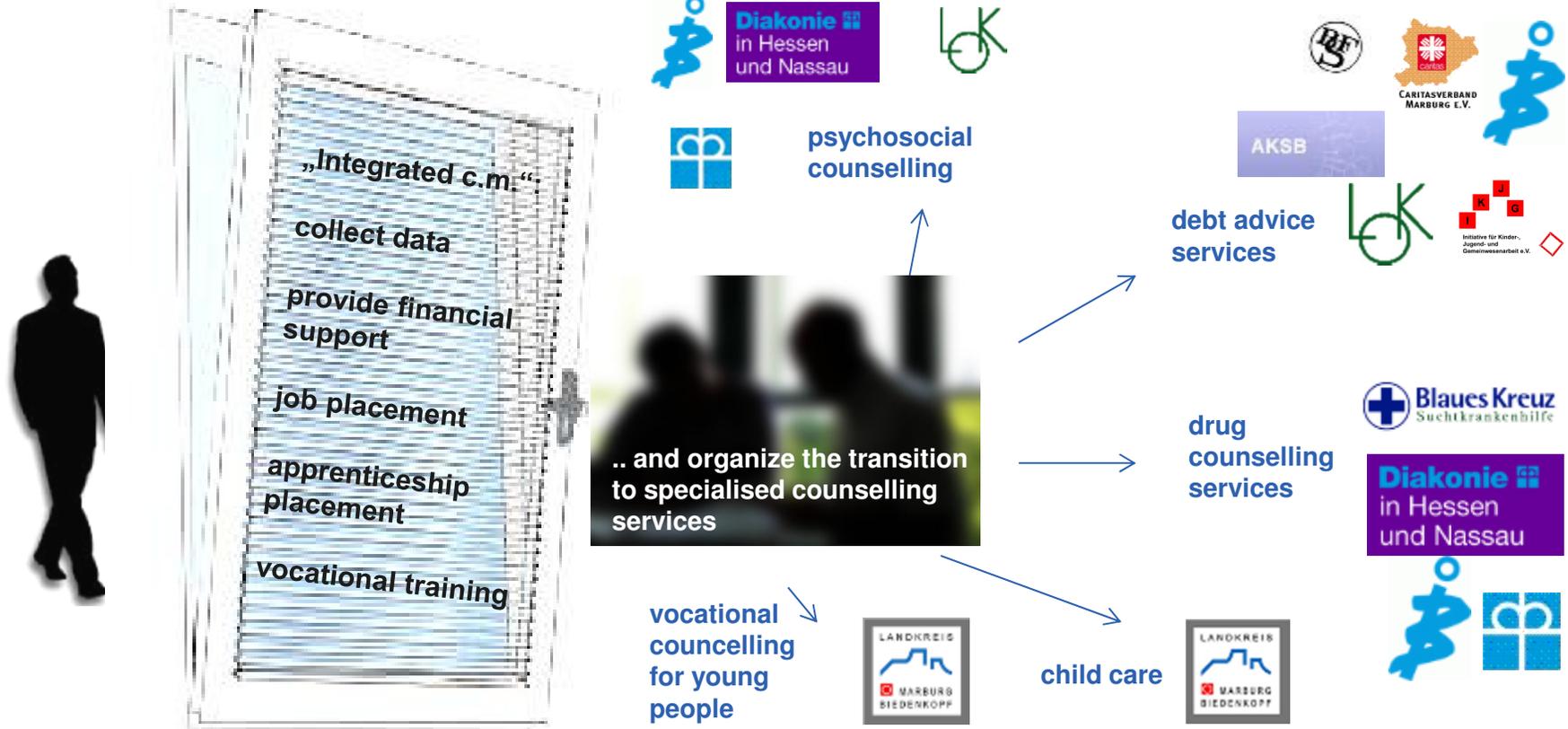


Implementation structure

- Decentralised jobcenter
- Democratic control by local parliament
- Financial incentives
- Crosssectoral coordination more likely
- Mobilisation of local networks, self-help and welfare organisations
- Identification with objectives
- Organisational flexibility = special single window service approach
- Integrated case management



Single-window-service approach in the Jobcenter



- Dissension about the place value of labour market integration in the counselling process
- Few data transfer back to the jobcenter in/after counselling; strict laws concerning data protection
- Barrier to visit a counselling service is high; idle time sometimes too long



Cross linkage to advisory services



Professional advisory services are financed by the local authority/municipality. This allows a greater impact on their work.

- ➔ Counselors appear in team meetings of case managers to give information and to spread specific knowledge about addiction, over-indebtedness and mental problems. A counselor for psychosocial problems has presence-time in the jobcenter in Biedenkopf.
- ➔ Counsellors for young people with problems in their families or greater need for vocational counselling according to SCB VIII have their offices in the jobcenter – and they use the same data system.



Comprehensive coverage/reporting about the social services and their availments in the district – this permits strategic planning. The jobcenter manages its own budget for advisory services which is rather uncommon.



Results: nationwide benchmarking of jobcenters

out of 44 jobcenters



1

alteration rate of budget for living expenses:

2

integration rate into the labour market:

2

integration rate into the labour market of single parents:

2

integration rate of long-term recipients:

Typ IId (ab 2014)

Rangfolge	Region	Kennzahl Sept. 2013
1	Marburg-Biedenkopf	-1,0
2	Stade	0,0
3	Neuwied	0,8
4	Göttingen	1,3
5	Euskirchen	1,3
6	Hildesheim	1,9
7	Lippe	2,4
8	Celle	2,6
9	Bergstraße	2,7
10	Minden-Lübbecke	2,9
..
..
44	Fürth, Stadt	8,4



Factors of success

- **Clients as citizens. Posture: strengthening self-responsibility, less protectiveness. No categorisation of clients as not integrable or includable. Complaints are helpful and should not be rejected**
- **Good qualified and motivated staff**
- **Good and clear guidelines but also latitude for the staff**
- **Clear objectives for the organisation and for the team of casemanagers**
- **Management and coordination capability of the implementation organisation**
- **Incentives to perform good: money, transparency about the outcomes, democratic control and public attention**
- **Mobilization of local resources (self help, non-governmental organisations)**
- **Decentralised governance by the district**



Thanks for your attention!