

Performance indicators for public and private (re)employment services

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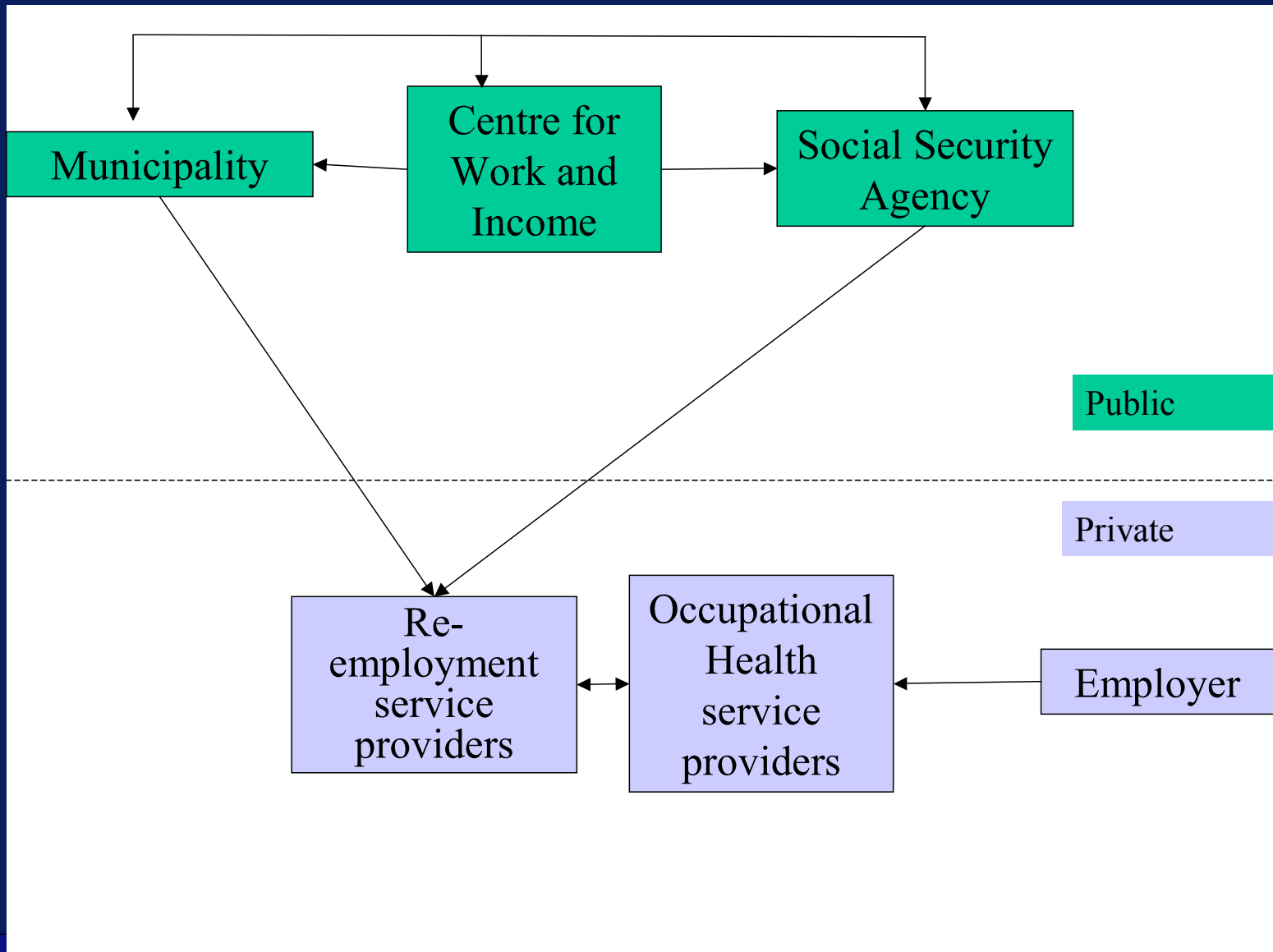
This presentation

- Labour Market statistics: The Netherlands
- Public and private employment service
- Why measure effects of employment policy and programs?
- TNO research program
- Improving performance model
- Proces and performance indicators
- Measuring effects: practice
- Conclusions

Labour market statistics in the Netherlands

| | Millions |
|--|----------|
| Total population | 16.2 |
| People working | 7.1 |
| People receiving benefits: Total | 1.5 |
| people receiving unemployment benefits or social assistance benefits | .6 |
| people receiving disability benefits | 1.0 |
| | . |

Public benefit and private employment service



Active labour market programs in The Netherlands

- **Based on labour market opportunities (Type 1 to 4)**
- **Active labour market programs (ALMP)**
 - Schooling and training
 - Mediation
 - Temporary training jobs
 - Wage subsidies
 - Diagnoses
- **Programs offered by professional organisations in a regulated competitive market**

Ministry of Social Affairs and Work

Questions:

How to measure effect of employment policy, programs and proces?

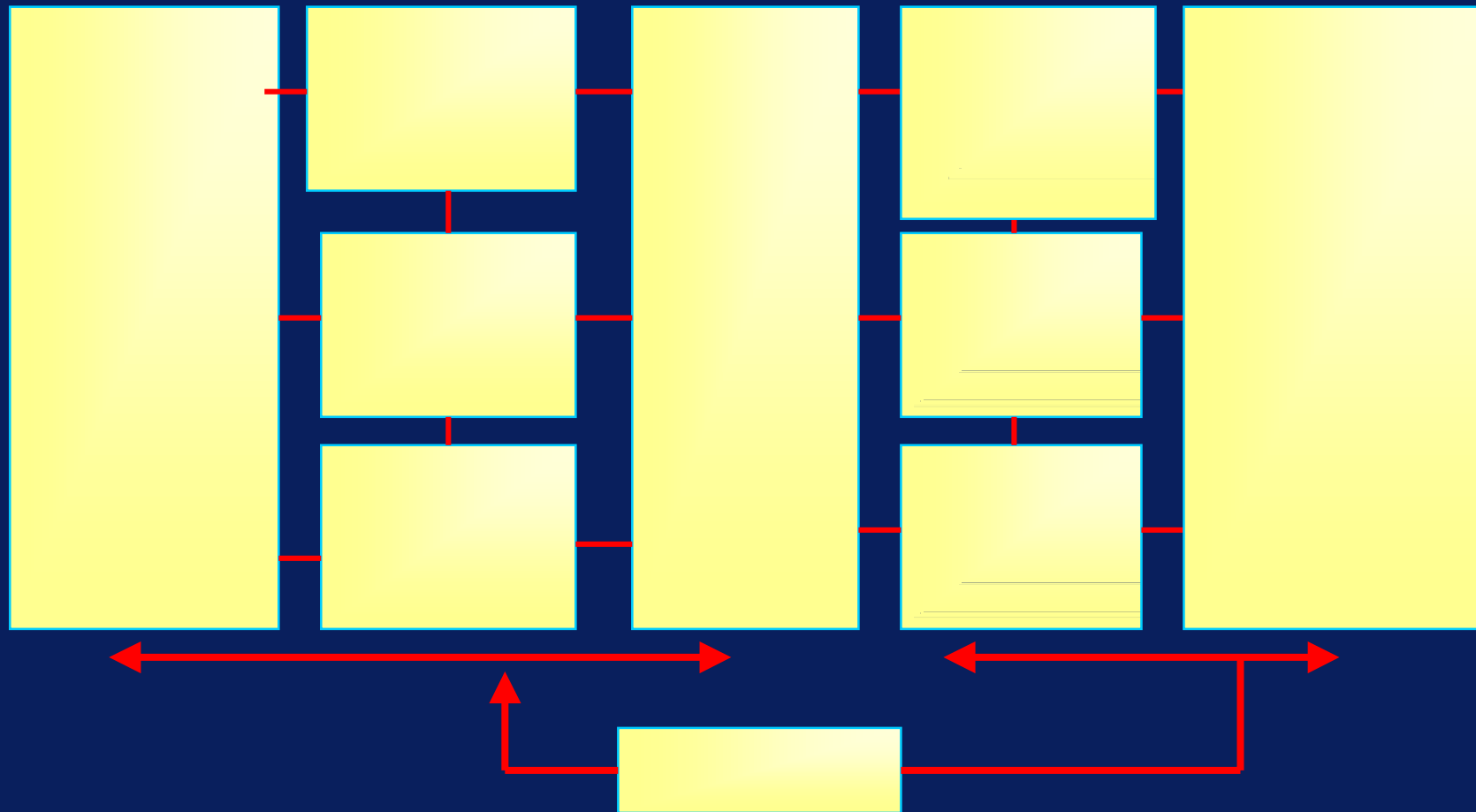
- How to find and select performance measures:
For performance by social security agencies
Labor market programs for unemployed people
- How to measure Net effect (outcome)?
- What data and databases are useful?

TNO research program

Knowledge, method and technology development

- Performance indicators in Social security, Occupational health and Vocational rehabilitation service
- Measure effects and quality
 - Active labour law, legislation, policy and programs,
 - (re)employment unemployed people and the disabled
 - (re)employment programs cost 6 billion a year
 - Is the taxpayers money well spend?

Improving performance model



Combining administrative databases. Data on individual level

Center for Work and Income

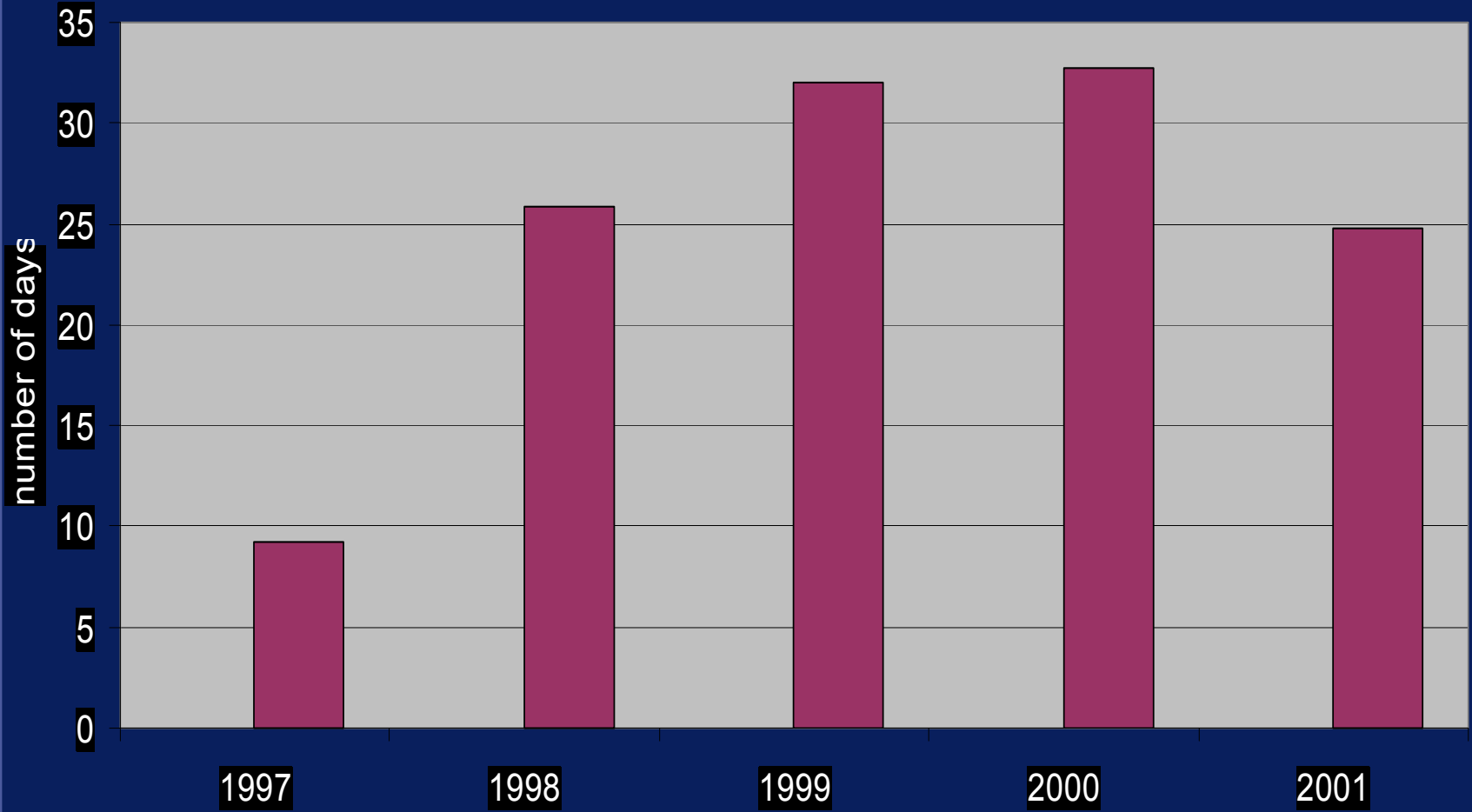
Social
Security
Agency

Re-employment
Service Provider

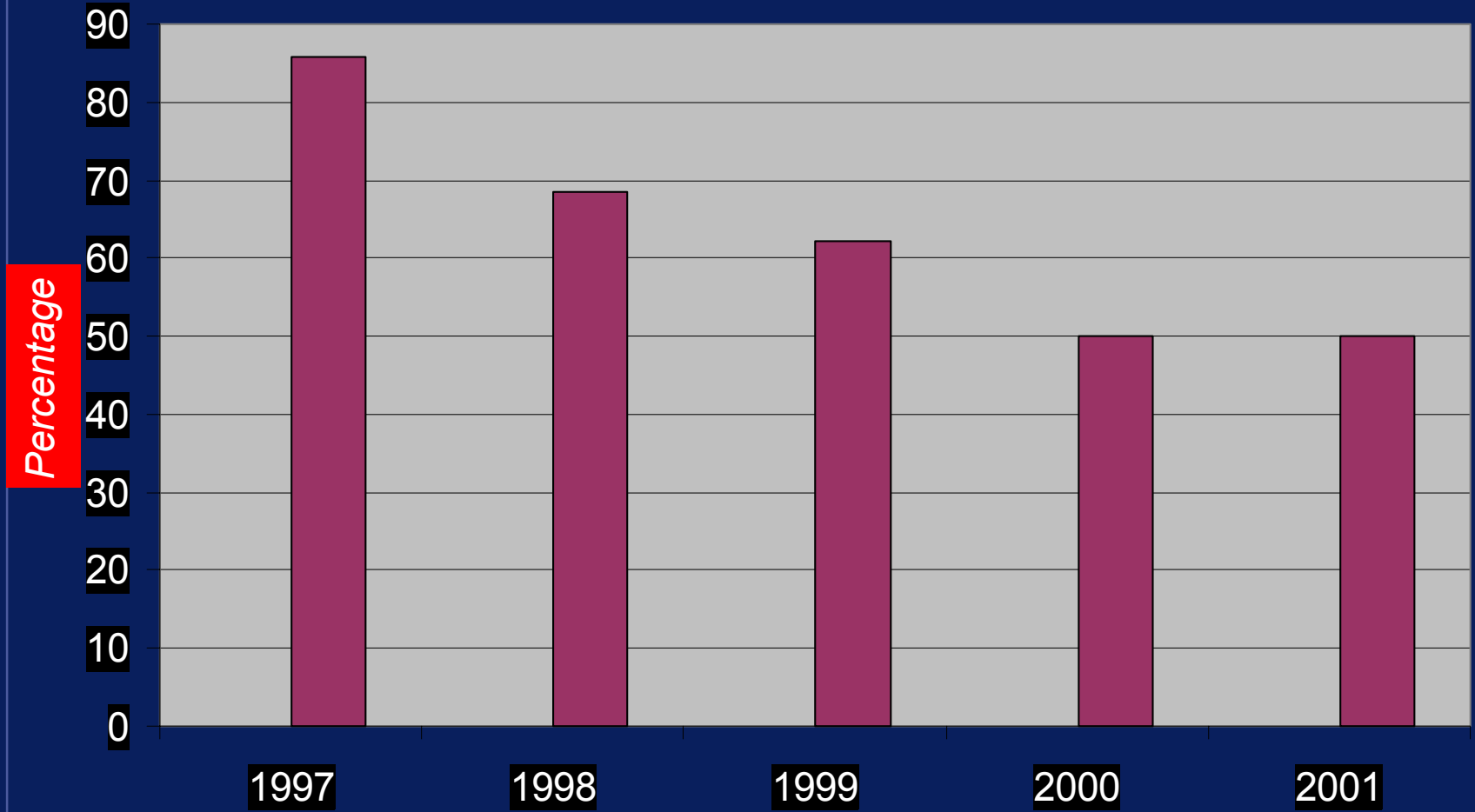
Branche organisation BOREA proces and performance indicators (6 v/d 13)

- Internal Business Proces
 - Time required to make a re-employment plan
 - Time required to start an intervention/program
- Performance / Outcome
 - (Re)employment
 - Drop outs
 - Cost effectiveness of the program (Net effect)
- Organisation
 - Learning oppertunities , qualifing employees.
- Customer Perspective

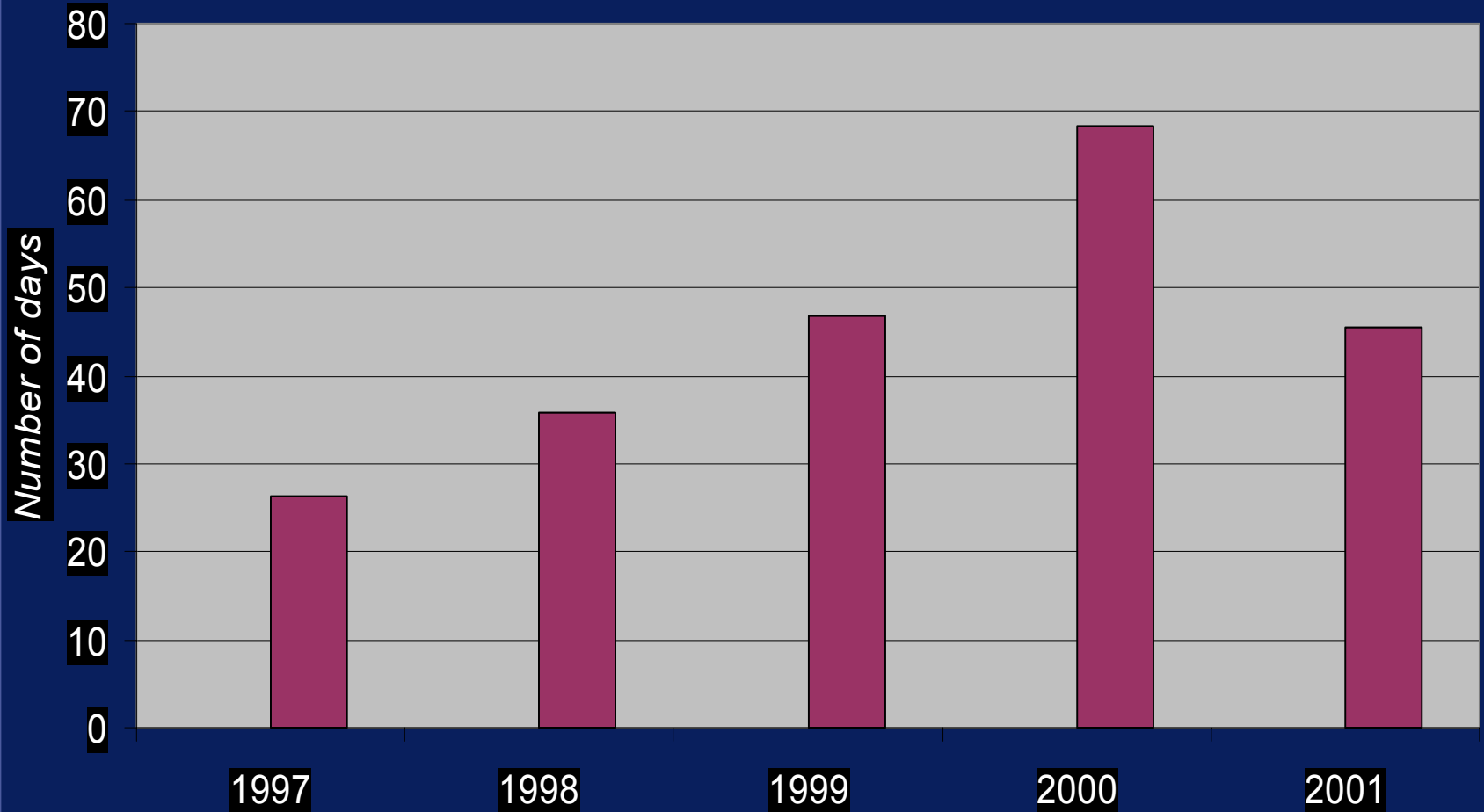
Time required to make employment plan



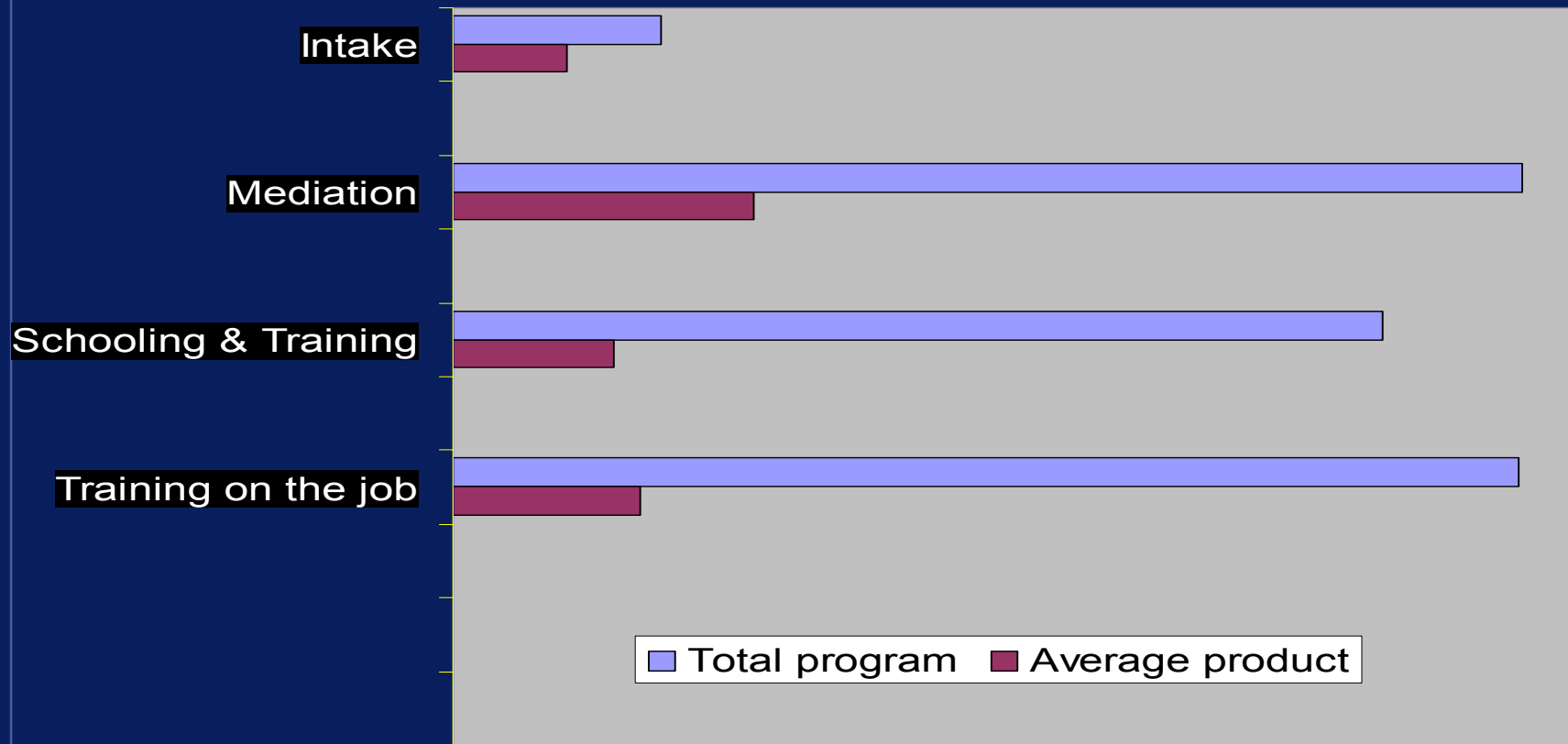
Clients with employment plan



Time required to begin an intervention/program



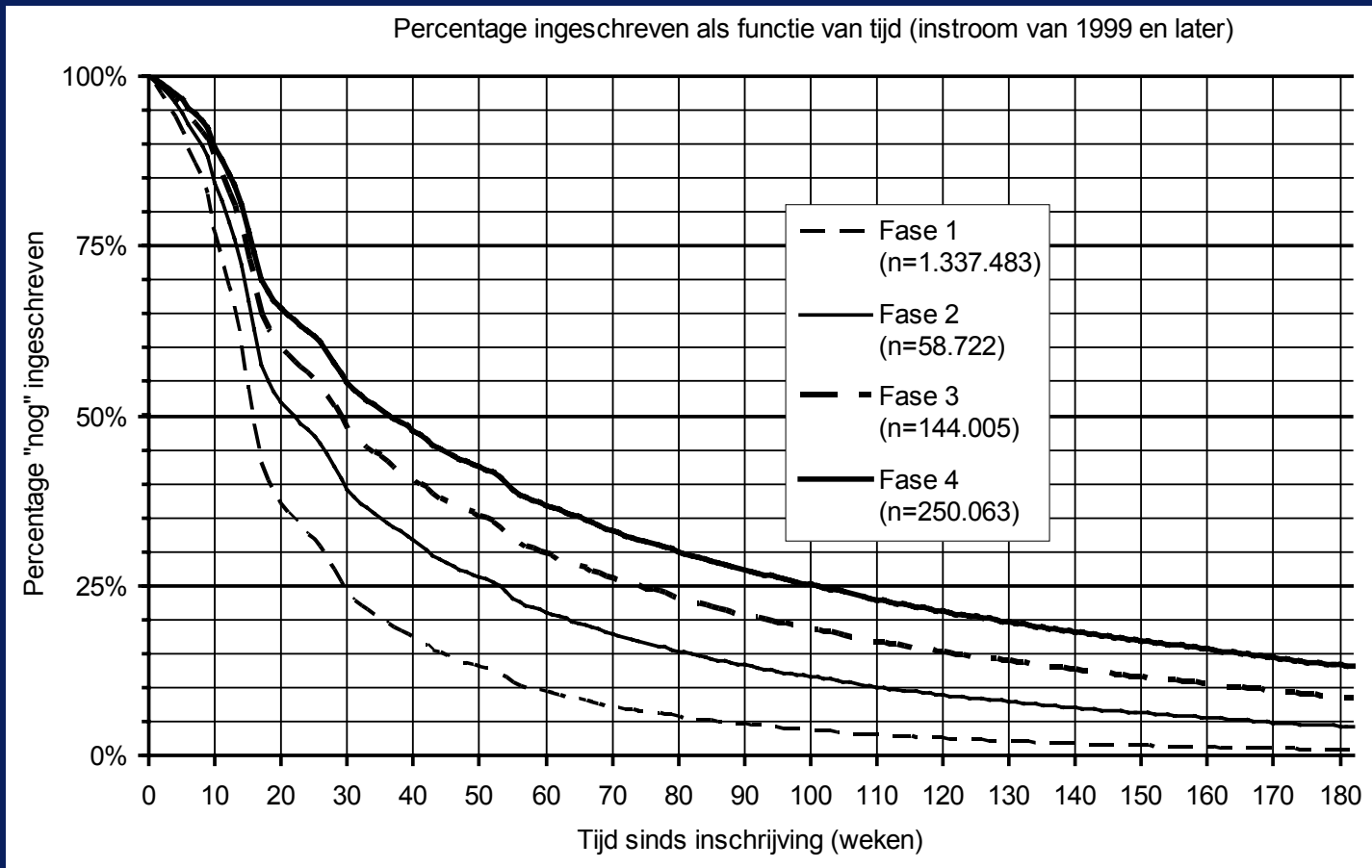
Cost of 4 (re)employment programs



CWI performance indicators Balanced Score Card (3 of 32)

| <i>Indicator</i> | <i>Goals</i> |
|---|----------------|
| % re-employed within 6 month after intake | 70% |
| Number of registred vacancies | 277.000 |
| % CWI employees certified as consultants | 25% |

Centre for Work and Income (Re)employment, type 1- 4 (effect)



Some conclusions

- **According the different personal characteristics (re)employment programs are surprisingly cost effective**
- **Public and Private (re)employment agencies centre attention on the ‘best’ unemployed persons**
- **Performance indicators show a clear and “harsh” reality of the effect of the (re)employment proces and policies**
- **Combining different administrative data brings forward extra possibilities**
- **Need for better methods to measure performance**

Research in '04-'06

- **Permanent re-employment**
- **Outcome: Net effect**
- **Cost-effects of programs**
- **Proces indicators for employment service providers (in time, complete, accuracy...)**