



FOR INTERNAL USE

European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

Germany

German Federal Employment Agency

Bundesagentur für Arbeit, BA

2019



Written by ICON INSTITUT Public Sector GmbH
October 2019

ICON
INSTITUT

EUROPEAN COMMISSION

Directorate-General for Employment, Social Affairs and Inclusion
Directorate B — Employment
Unit B1 — Employment Strategy

Contact: Hilde Olsen

E-mail: EMPL-PES-SECRETARIAT@ec.europa.eu

*European Commission
B-1049 Brussels*

The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014¹. Its objective is to reinforce PES capacity, effectiveness and efficiency. This activity has been developed within the work programme of the European PES Network. For further information: <http://ec.europa.eu/social/PESNetwork>.

This activity has received financial support from the European Union Programme for Employment and Social Innovation 'EaSI' (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>.

LEGAL NOTICE

Neither the European Commission nor any person acting on behalf of the European Commission is responsible for the use that might be made of the following information. More information on the European Union is available on the Internet (<http://www.europa.eu>).

¹ DECISION No 573/2014/EU

About the German Federal Employment Agency (Bundesagentur für Arbeit, BA)

Name of PES	German Federal Employment Agency
PES Website address	www.arbeitsagentur.de
PES contact person and email address	Dr Wolfgang Müller zav.europavertretung@arbeitsagentur.de Wolfgang.mueller6@arbeitsagentur.de

1. Background

1.1. Status of the national PES

The Bundesagentur für Arbeit (the BA - the German PES) is a self-governing public law corporation endowed with its own legal status which reports directly to the federal government and the Ministry for Labour and Social Affairs. Its legal mandate is set in the Social Code (SGB *Sozialgesetzbuch*) and the main tasks are listed in §19 Social Code I.

The BA is headed by an Executive Board that has a Chair and two other members. The Executive Board manages the BA and the conduct of business. All members of the Executive Board serve full-time and are appointed for a term of five years. The Regional Directorates and the local Employment Agencies are also managed by three-member managing boards, where each member has their own area of responsibility.

The BA conducts labour market monitoring, analysis and research and produces reports and labour market statistics. Moreover, it distributes child benefits through the Family Benefits Office, and it is also responsible for monitoring benefits fraud.

The BA has two different types of objectives: strategic business policy goals and staff-orientated goals. The strategic business goals determine the operational orientation and the success of the BA in the respective policy fields, while staff-orientated goals relate to securing and improving the productive efficiency and the employability of BA staff.

1.2. Geographical organisation

The PES is organised as follows:

Level	Description
National/Federal	<i>Head Office (in Nuremberg)</i> - responsible for the strategic, conceptual and contextual framework of the BA and it has control over the Regional Directorates. In addition, there are special departments at national level, such as the Central Office for International Placement and Specialty Professions (ZAV), the Family Benefits Office (<i>Familienkasse</i>), the University of the Federal Employment Agency - University of Labour Market Management (HdBA) and the Institute for Employment Research (IAB).
Regional (Länder)	<i>Regional Directorates (10)</i> - responsible for the success of regional labour market policies which work in close cooperation with local governments to coordinate labour market, structural and economic policies.

Level	Description
Local	<p><i>Local Employment Agencies (156) with about 600 branch offices</i> - responsible for the implementation of the duties of the BA at local level.</p> <p><i>Jobcentres (303)</i> - cooperatively formed by the local employment agencies as well as the municipalities. They organise the services around the minimum income scheme (SGB II- 'Social Code Book 2') at local level.</p>

1.3. Relationships and cooperation with other organisations

The PES operates and cooperates with a range of organisations and with different types of relationships, the principal ones being:

- The local job centres - these are spread throughout the country, delivering some of the employment services within the remit of the PES.
- The Regional Directorates - the PES works in close cooperation with the local governments on coordinating employment services and economic development.

1.4. Key PES responsibilities

The key activities and tasks, and the PES responsibilities within them, are set out in the table below:









Activity/Task	PES Responsibility
Implementation of services of individualised assistance (e.g. intensive counselling and guidance, job-search assistance) and follow-up for unemployed people provided as part of a planned path towards durable (re-)employment (cf. services as in Eurostat LMP database Category 1.1.2).	Partly - for clients of the Scope of Social Code Book II (SGB II) – minimum income benefit scheme. The jobcentres are partly under the joint responsibility of the BA and the municipalities ('Joint Institutions'). Where licensed municipalities run the jobcentres on their own, the municipalities are also solely responsible for their clients.
Implementation of ALMP (Active Labour Market Policies) measures (any measures within Eurostat LMP database Cats. 2-7) financed by national funds or ESF (the European Social Fund) co-funding.	Fully responsible - in the case of the ESF federal programme - to reduce long-term unemployment financed by the integration budget SGB II and ESF funds. This programme is administered jointly by the Federal Ministry of Labour and Social Affairs and the Federal Administrative Office. The implementation takes place in the job centres. As the ESF administrative body, the BA is responsible for the implementation of ESF Funds based on the Federal Operational Programme by administrative agreement.
Administration of national unemployment benefit (UB) scheme (the handling of UB claims, payments, financial planning and reporting, etc.)	Fully responsible
Administration of types of social allowances (e.g. child allowances for UB recipients), please specify each allowance separately:	Partly responsible - the BA is partly responsible for this task provided that the increased benefit rate is classified as an allowance in accordance with







Activity/Task	PES Responsibility
	§149 No. 1 SGB III. Parents with children therefore receive a higher unemployment benefit.
Administration of benefits for people with disabilities or handicapped people, please specify which exact group(s) are covered:	<p>Partly responsible – including the following providers:</p> <ul style="list-style-type: none"> • Statutory health insurances • Provider of statutory accident insurance • Provider of statutory pension insurance • Providers of care and welfare for war victims • Providers of youth welfare programmes • Providers of integration aid/assistance <p>PES services/benefits:</p> <ul style="list-style-type: none"> • Benefits to promote severely disabled people into employment • Benefits for participation in working life • Maintenance payments and other supplementary services <p>The provision of services to people who are in the course of rehabilitation is carried out by various rehabilitation providers. These providers are responsible for different groups of benefits.</p>
Approval of layoffs by employers. Please specify if this only concerns specific conditions or situations:	Fully responsible - carried out locally in the employment agencies.
Licensing and supervising private employment agencies (PrES), please specify whether this covers PrES, temporary work agencies, or any other type of service provision by private companies:	Partly responsible - for licensing and monitoring temporary employment agencies. The BA is not responsible for licensing and supervising private employment agencies. The competent authorities are responsible for issuing a carrier licence in accordance with §178 Social Code Book III (§177 Social Code Book III).
Notification of apprenticeship places and the placement of apprenticeship candidates	Fully responsible - as well as being the provider of the minimum income benefit scheme (through joint institutions and licensed local municipal institutions), the placement of apprenticeship places and candidates is part of the BA's legal mandate. The providers of the minimum income benefit scheme can transfer the counselling and the placement of apprenticeships to the BA in accordance to §16 IV Social Code Book II and §22 IV Social Code III. Other actors, including chambers of commerce, guilds and associations, are also active. They support employers in their search for apprentices, and they support apprentices in their search for a suitable training place e.g. by providing their own job portals, organising training exchanges, events, etc.

Activity/Task	PES Responsibility
Careers advice and guidance for young people still in education	Fully responsible - according to §29 of Social Code Book III, the BA is legally obliged to offer career guidance to young people and adults. According to §33 Social Code III, this also applies to vocational orientation for the preparation of young people in their choice of occupation and the instruction of applicants for apprenticeships. Both services are provided both in mainstream schools and vocational schools but outside the normal school curriculum e.g. in the vocational information centres of the German Federal Employment Agency.
Acting as the Managing Authority for the ESF	Partly responsible - for the tasks of the administrative office assigned to it by the Managing Authority in the Federal Ministry of Labour and Social Affairs.
Managing training centre for jobseekers (that are an integral part of the PES)	Not relevant – there are no training centres for jobseekers that are an integral part of the BA.
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing, keeping records, reporting, etc.)	Partly responsible - the immigration authorities are responsible for issuing work permits. They receive the applications and decide on them. If the law requires the approval of the German Federal Employment Agency, then the immigration authorities involve the Federal Employment Agency in the procedure.
Other	None

1.5. PES good practices

Examples of good practice in the German PES identified by the European Network of PES are listed below:

EN		PES Practice: 'MYSKILLS': recognising professional competencies (updated 2019)	2019
EN		PES Practice: Integrated labour market services for asylum seekers in arrival centres	2018
EN		PES Practice: MYSKILLS - recognising professional competencies	2017
EN		PES Practice: The '4-Phase Model'	2016
EN		PES Practice: National Programme 'Support for Retirement'	2016
EN		PES Practice: 'INA! – Sustain integration'	2016
EN		PES Practice: Perspectives for families– employment and youth services working together to provide families with a better outlook for the future (Tandem)	2016
EN		PES Practice: Local PES office clusters	2016

EN		PES Practice: Employee Engagement Index	2016
EN		PES Practice: One-stop shop agencies provide preventive guidance and employment services	2016
EN		PES Practice: Career entry supervision	2015
EN		PES Practice: Integration subsidy	2015
EN		PES Practice: Pre-apprenticeship training	2015
EN		PES Practice: Measuring sustainable employment of PES customers	2015

Source: EC DG EMPL, PES Practices: <http://ec.europa.eu/social/main.jsp?catId=1206&langId=en>.

2. Annual expenditure

Total PES expenditure fell by EUR 3 494 million or 10% between 2013 and 2017, reaching EUR 31 709 million at the end of that period. Within this total, between 2013 and 2017 expenditure on all types of benefit fell by 13% while expenditure on ALMPs (Active Labour Market Policies) increased by just over 1%.

The principal source of funding for PES activities are Social Security Contributions, with additional small amounts from the Government Budget, ESF and others.

Table 1. Annual expenditure summary (EUR million)

Expenditure Category	2013	2014	2015	2016	2017	2018
Total PES	35 203	34 700	34 176	33 765	31 709	N/A
All types of benefits	26 826	26 261	26 013	25 499	23 209	N/A
ALMPs	8 377	8 439	8 163	8 266	8 500	N/A
Staff costs	N/A	N/A	N/A	N/A	N/A	N/A
Staff training costs	N/A	N/A	N/A	N/A	N/A	N/A
Budget intended for other institutions	N/A	N/A	N/A	N/A	N/A	N/A
Other expenditure	N/A	N/A	N/A	N/A	N/A	N/A

Source: The Annual PES Benchmarking Data Collection.

3. Human resources

The total number of PES staff fell by 1 963, or 3%, over the 2016-2019 period, reaching 55 403 FTE (Full Time Equivalent staff) at the end of April 2019. Over the four years, the proportion of total staff directly and exclusively serving jobseekers has remained stable at around 23-24%, with those servicing employers remaining at around 7%. The expectation for 2019 is that the focus continues to be on maintaining stability in the personnel budget, though there is likely to be an increase in staff through the realisation of employment opportunities already built into the budget.

Overall staff turnover for all BA staff in 2017 was just over 3%.

Table 2. Staffing summary (FTE, as at 30 April each year)

Staff Category	2016	2017	2018	2019
Total PES staff*	57 366	56 452	55 522	55 403
Of which (absolute and as a % of total PES staff):				
Exclusively servicing jobseekers**	13 722	13 439	13 722	12 568
% exclusively servicing jobseekers	24%	24%	24%	23%
Exclusively servicing employers***	4 176	4 014	4 176	3 794
% exclusively servicing employers	7%	7%	7%	7%
Staff turnover (for all reasons – figures for calendar year)	4%	3%	4%	3%

Note: includes only those BA staff and external staff working within the Social Code Book III (unemployment benefit). Those working with the Social Code Book II (minimum income benefit) are not included. The total PES staff (FTE) working in all areas was 94,833 at the end of April 2019, of which 28.3% were directly serving clients (either in counselling or job placement). This represented a small decrease (0.6%) on the figures from April 2018 of 95 412 of which the same proportion (28.9%) were directly serving clients. Note: Social Code Book III (employment promotion) comprises comprehensive legislation to promote employment, vocational training and employment.

*** Includes placement officers and counsellors within the Social Code Book III (total excluding employment service) The figures describe only the unemployment insurance (local employment agencies).*

**** Includes staff in the Employers' Service (Social Code Book III). The figures describe only the unemployment insurance (local employment agencies).*

Source: Responses to PES Capacity Questionnaire.

4. Jobseekers/registered unemployed

The number of registered unemployed jobseekers fell by 610 256 or 21% between 2013 and 2018, ending the period at 2 340 080. The numbers of participants in ALMPs are not available.

Table 3. Registered unemployed jobseekers and participants in ALMPs (average monthly stock each year)

Client Group	2013	2014	2015	2016	2017	2018
Registered unemployed jobseekers*	2 950 336	2 898 392	2 794 666	2 690 976	2 532 838	2 340 080
Participants in ALMPs**	N/A	N/A	N/A	N/A	N/A	N/A

** The number of people registered with the PES, who are available for the labour market and who are, or should be, looking for a job, excluding those on any active labour market policy (ALMP) measure. It includes jobseekers registered with approved local authorities (Jobcentres zkt).*

*** The number of people participating in ALMP measures in the following categories (according to the LMP database): Training (Category 2); Job rotation and job sharing (Category 4.3); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6).*

Source: The Annual PES Benchmarking Data Collection.

5. Job Vacancies

The monthly average of job vacancies notified to the PES increased by 31 379 or 19% between 2013 and 2018, reaching 193 665 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled stood at 61% in 2018, of which 28% were filled within 60 days of notification in the same year.

The share of the job finders who found their present job through PES involvement at any point remained stable between 2013 and 2018 (ranging from 9.0% to 9.7%).

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	162 286	168 475	180 197	192 331	199 762	193 665
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	110 395	110 722	114 545	121 042	120 224	117 854
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	64 504	63 256	62 296	62 074	59 716	53 532
Share of the unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding the present job (<i>proxy for vacancies filled with PES assistance</i>) **	9.3%	9.2%	9.0%	9.0%	9.7%	9.0%

Source:

* The Annual PES Benchmarking Data Collection.

** The European Union Labour Force Survey (EU LFS).

6. Active labour market policies (ALMPs)

Four new employment measures were introduced in 2018 (see Table 5). No amendments were made to existing measures last year.

Table 5. New ALMPs introduced in 2018

Intervention name	Target group(s)	Type*
<i>PraeLab Prävention von Ausbildungsabbrüchen</i> (Implementation of the PraeLab service)	Trainees in vocational education and training	2.3
<i>Kombination berufsbezogene Sprachförderung - KomBer</i> (Job-related language support)	Refugees	2
<i>Kombination berufsbezogene Sprachförderung - KomBer</i> (retail trade) (Job-related language support - retail)	Refugees	2
<i>Teilhabebegleitung – THB</i> (Rehab support)	People undergoing rehabilitation	5.2

* Classification of ALMPs according to the EU LMP database: Training (Category 2); Employment incentives (including job rotation and job sharing) (Category 4); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6); and Start-up incentives (Category 7).

Source: Responses to PES Capacity Questionnaire.

Table 6. ALMPs modified in 2018

Intervention name	Target groups	Type	Main modifications
No ALMPs modified in 2018	N/A	N/A	N/A

The following table shows the types of ALMPs that are primarily used for each of the client sub-groups listed in the table.

Table 7. Types of ALMP for specific client groups

Type of ALMPs \ Target group	Young people (aged under 25)	Long-term unemployed	Older workers	Disabled	Refugees*
2: Training	✓	✓	✓	✓	✓
4: Employment incentives	✓	✓	✓	✓	✓
5: Supported employment and rehabilitation		✓	✓	✓	
6: Direct job creation		✓		✓	
7: Start-up incentives	✓	✓	✓	✓	✓

*Applies only to those with a temporary or permanent resident permit (status).

Source: Responses to PES Capacity Questionnaire.

7. Main strategic targets for 2018

Table 8 lists the main strategic targets set by the PES in 2018 for all clients and for sub-groups. The first column describes the indicators used, while the second column contains the actual targets set.

Table 8. Targets for all clients in 2018

Indicator, including target group and time frame where applicable	Target(s) set for 2018
Avoidance rate unemployment social code book III (SGB III) The aim is to prevent unemployment. The indicator is defined by the relation of avoided beginnings of client contact to the entire outflows from the job-to-job potential. The annual progress value is measured, the maintenance is carried out monthly.	Target 2018: 30.6%; Actual: 31.0% (1.4% above target and 1.2% above prior year)
Integration rate social code book III (SGB III) without asylum seekers/refugees If unemployment occurs, the aim is to achieve the highest possible integration within the client's available potential. This indicator shows the extent to which the employment agencies succeed in integrating clients who have converted to unemployment - with or without support - into the labour market. The annual progress value is measured, the maintenance is carried out monthly.	Target 2018: 46.0%; Actual: 45.6% (-0.1% less than target, and - 0.8% less than previous year)
Duration of unemployment of beneficiaries and non-beneficiaries The duration of (de facto) unemployment reflects the days on which the recipients of unemployment benefit, or the non-beneficiaries, were in contact with the Federal Employment Agency up to their departure. The aim is the quickest possible integration i.e. a short	Target 2018: 127.3 days; Actual: 124.9 days (-1.9% below target, 2.3% decrease regarding the previous year).

Indicator, including target group and time frame where applicable	Target(s) set for 2018
period of unemployment. The annual progress value is measured, while the maintenance is carried out monthly.	
Share of sustainable integration (6 months) The aim is to achieve a sustainable reduction in unemployment. This requires sustainability in the integration processes. The share of sustainable integration therefore provides information on the extent to which clients taking up jobs are still, six months later, in 'significant' employment that is subject to social insurance contributions. Maintenance is carried out monthly based on the moving annual value.	Target 2018: 72.0%, Actual 72.8% (1.0% above target, 1.4% above previous year)
Share of integration of benefit recipients and non-recipients with a contact of duration of more than 6 months in proportion to integrated clients with a contact duration of more than 6 months (6 months at all outflows - SGB III) This figure shows the success of integration after more than 6 months' unemployment. It shows the share of integration of customers with a customer contact duration of at least six months among the total leaving potential with the same customer contact duration. Integration includes customer departures, and dependent employment (subject to social insurance contributions or self-employment not subject to social insurance contributions e.g. with a start-up subsidy). Whether or not a subsidy is used is irrelevant for this indicator. Integration that took place in the course of a special programme is not considered. Long-term unemployment and transfers to basic social security are to be avoided. The PES also intends to open integration opportunities for those customers whose unemployment has lasted longer. The follow-up is carried out monthly based on the annual progress value.	Target 2018: 42.9%; Actual: 43.2% (0.6% above target, 0.9% above prior year)
Entries into training measures The decentralised planning of entries into labour market policy measures for the coming year, e.g. the promotion of continuing vocational training, integration subsidies or activation measures. This is tracked monthly based on the annual progress value.	Target 2018 (measurement entries total): 749,999; Actual: 737,054

Scope of Social Code II (SGB II)

Table 9a. Quantitative targets, target/actual comparisons and actual comparisons from the previous year refer only to jobcentres that are managed as a joint institution (§44b Social Code Book II - SGB II).

Indicator, including target group and time frame where applicable	Target(s) set for 2018
Reduction of the need for help The reduction of the need for help is one of the legally defined objectives in the basic provision for jobseekers (§48b Paragraph 3 Sentence 1 Second Book of the German Social Code - SGB II). The dependence on the minimum income benefits to secure a livelihood shall be overcome or reduced. The target indicator is the sum of livelihood benefits. The annual progress value is measured, and the maintenance is carried out monthly. No quantified targets are agreed for this objective. This is controlled by monitoring the target indicator over time and comparing the results with the forecast development.	Forecast value 2018: EUR 12,316,823,376 (+2.1% compared to previous year) Actual: 11,606,174,094 EUR (-5.8% below the forecast value, +3.8% above the previous year)
Reduction of the need for help (without asylum seekers/refugees) The reduction of the need for help is one of the legally defined objectives in the basic provision for jobseekers (§48b Paragraph 3	Forecast value 2018 without asylum:

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>Sentence 1 Second Book of the German Social Code - SGB II). The dependence on the minimum income benefits to secure a livelihood shall be overcome or reduced.</p> <p>The target indicator is the sum of livelihood benefits, which only includes benefits to people who are nationals of one of the eight most accessible non-European countries of origin for asylum (Afghanistan, Eritrea, Iraq, Iran, Nigeria, Pakistan, Somalia and Syria). The annual progress value is measured, the maintenance is carried out monthly. No quantified targets are agreed for this objective. This is controlled by monitoring the target indicator over time and comparing the results with the forecast development.</p>	<p>EUR 9,809,440,971 (-1,2% compared to the previous year)</p> <p>Actual: EUR 9,412,784,534 (-4.0% below the forecast value, -5.2% below the previous year)</p>
<p>Improving integration into employment</p> <p>Improving integration into gainful employment is one of the legally defined objectives of the minimum income benefit scheme for jobseekers (§48b III 1 SGB II). In order to overcome or reduce the need for help, and to participate in working life, the aim is to achieve the highest possible level of integration from the stock of people employable and entitled to benefits. This indicator indicates the extent the job centres succeed in integrating these people - with or without support - into the labour market.</p> <p>The target indicator is the integration rate. The annual progress value is measured, the maintenance is carried out monthly.</p>	<p>Target 2018: 25.1% (-0.5% compared to the previous year)</p> <p>Actual: 26.1% (4.3% above target, 3.7% above previous year)</p>
<p>Avoidance of long-term benefits</p> <p>Avoiding the long-term receipt of benefits is one of the legally defined objectives in the basic provision for jobseekers (§48b III 1 SGB II). Long-term benefits are paid if a person is employable and entitled to benefits and if she or he has received minimum income benefits for at least 21 months within a period of 24 months. The target indicator is the number of long-term recipients. The annual average value is measured, while the maintenance takes place monthly.</p>	<p>Target 2018: 2,139,497 (+2.9% compared to the previous year)</p> <p>Actual: 2,100,725 (-1.8% below target, 1.1% above previous year)</p>
<p>Entries into training measures</p> <p>Labour market policy measures, e.g. the promotion of further vocational training, integration subsidies, activation measures or measures on the secondary labour market (job opportunities), serve to improve integration opportunities in the labour market or to prepare people for the labour market. The number and distribution of admissions to these measures during the year are planned locally. The annual progress value is measured, the maintenance is carried out monthly.</p>	<p>Plan 2018: 734,995 (-20.5% vs. previous year)</p> <p>Actual: 886,358 (20.7% above target, 4.1% below previous year)</p>
<p>Quality score: quality of results - client satisfaction</p> <p>The satisfaction of clients with the services of the job centres in the terms of consulting, placements, cash benefits, their treatment by PES employees and general conditions is regularly surveyed by a random sample of people who are employable and entitled to benefits. In each round of interviews, 100 EFAs from each job centre are interviewed by telephone. The survey results are condensed into an 'Index of Client Satisfaction', which includes consulting and placement with a statistical weight of 12.5% each, cash benefits with a statistical weight of 25%, employees with a statistical weight of 30% and the framework conditions with a statistical weight of 20%.</p> <p>A result is measured according to the logic of school grades in the moving annual value and is maintained every sixth months. No target value is agreed or specified for the client satisfaction index.</p>	<p>Actual 2018: 2.45</p> <p>Actual 2017: 2.46</p>
<p>Quality indicator process quality - index of process quality</p> <p>Process quality is measured in five different ways. The quality requirement is defined as follows:</p>	<p>Target 2018: 100.0</p>

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>– Processing time: the quality requirement is fulfilled when the decision on the benefit application has been taken no later than 14 working days after all documents relevant to the decision have been submitted. Only initial applications are included in the measurement.</p> <ul style="list-style-type: none"> – Initial consultation: the quality requirement is met if at least 80% of the client's initial consultation has taken place within 15 working days of their application. The key figure is collected separately for people who are employable and entitled to benefits under and over 25 years of age. – Under 25 Offer: the quality requirement is met if at least 80% of the employable people and entitled to benefits have received an offer (work or training) within 30 working days of application. – Integration agreement: the quality requirement is met if an integration agreement exists for at least 80% of the people employable and entitled to benefits. <p>The results are condensed into an index of process quality in which all characteristics with a statistical weight of 20% each are included.</p> <p>The annual progress value is measured, and maintenance is carried out monthly.</p>	<p>Actual: 101.07 (1.07% above target, 0.19% above previous year)</p>

Table 9b. Targets for young people

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>Placement rate (Einmündungsquote) SGB II + III</p> <p>This indicator of the overall index is defined as the integration into an apprenticeship in proportion to the number of school leavers that year. The indicator aims at a high penetration rate for young people who are registered applicants and who came through the BA seeking an apprenticeship.</p> <p>The annual progress value is measured, and the maintenance is carried out monthly. The respective vocational guidance year from October to September of the following year is considered.</p>	<p>Target 2018: 35.2% Actual 35.5% (0.9% above target, 1.3% above previous year)</p>
<p>Placement rate (Einmündungsquote) without and with school-leaving qualification SGB II+III</p> <p>This indicator of the overall index aims to achieve a high level of penetration rate for young people who have special needs for support due to their school qualifications and who are registered applicants seeking vocational training at the BA. It is defined as the ratio of enrolments (the commencement of in-company or school-based training) to school leavers in the current school leaving year (limited to those with and those without a lower secondary school leaving certificate).</p> <p>The annual progress value is measured, and the maintenance is carried out monthly. The respective vocational guidance year from October to September of the following year is considered.</p>	<p>Target 2018: 44.8% Actual 46.4 (3.6% above target, 3.3% above previous year)</p>

Table 9c. Targets for employers

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>Number of successfully filled vacancies in SMEs (exclusive private recruitment agencies/temporary employment agencies)</p> <p>This indicator represents the number of successfully filled vacancies in small and medium-sized enterprises with less than 250 employees. This places the focus on companies that are dependent on the special support provided by the BA. The annual progress value is measured, and the maintenance is carried out monthly.</p>	<p>Target 2018: 198,473 Actual 183,037 (7.8% below target, 8.3% below previous year)</p>

Table 9d. Targets for rehabilitants

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>Integration rate rehabilitation 6 months after main measure without trial employment (SGB III)</p> <p>This figure shows the ratio of integrations of rehabilitants within 6 months after the main measure has been discontinued to all withdrawals from main measures. Clients who are part of the SGB III legal group on the day they leave and for whom the BA is the responsible rehabilitation institution are considered. Integrations from the legal group SGB II are also considered if the client was assigned to the legal group SGB III when he left the main measure (last day of participation in the measure). In the case of integration by trial employment after the main measure, the integration is only counted if there has been integration after the trial employment. The follow-up is carried out monthly based on a moving annual value.</p>	<p>2018 target: 48.8% Actual: 50.5% (3.5% above target and 5.8% above previous year)</p>

Social Code Book III (SGB III)**Table 9e. Targets for asylum seekers**

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>Integration rate (SGB III) asylum/refugees</p> <p>If unemployment occurs, the aim is to achieve the maximum integration within the client's potential. This indicator indicates the extent to which the agencies succeed in integrating clients who have converted from unemployment - with or without support - into the labour market. Only clients from the eight countries with the highest access to asylum (Iran, Iraq, Somalia, Syria, Afghanistan, Eritrea, Nigeria and Pakistan) are considered here. The annual progress value is measured, while the maintenance is carried out monthly.</p>	<p>SGB III target 2018: 14.9%, actual 27.2% (82.8% above target, 71.6% above previous year)</p>
<p>Improving integration into employment (SGB II) - asylum/refugees only - without asylum/refugees</p> <p>Improving integration into gainful employment is one of the legally defined objectives of the basic provision for jobseekers (§48b Paragraph 3 Sentence 1 Book Two of the German Social Code (SGB II)). In order to overcome or reduce the need for help and to participate in working life, the aim is to achieve the maximum integration from the population of working age beneficiaries (ELBs). This indicator shows the extent the job centres have succeeded in integrating people capable of work and entitled to benefits - with or without support - into the labour market.</p>	<p>Target 2018 asylum/escape only: 18.4% (2.6% year on year); 2018 target without asylum/escape: 26.4% (0.9% year on year) Actual only asylum/escape: 26.7% (45.0% above</p>

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>The target indicator is the integration rate. Only people capable of work and entitled to benefits that are nationals of one of the eight most accessible non-European countries of origin of asylum (Afghanistan, Eritrea, Iraq, Iran, Nigeria, Pakistan, Somalia and Syria) (asylum/escape only) or that are not nationals of one of these countries (without asylum/escape) are taken into account. The annual progress value is measured, the maintenance is carried out monthly.</p>	<p>target, 41.2% above previous year) Actual without asylum/escape: 26.0% (-1.4% above target, -0.5% below previous year)</p>

Source: Responses to PES Capacity Questionnaire.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

The main areas of PES responsibility for implementing the Youth Guarantee (YG) are the following:

- Implementation – PES is just one of the implementers of the national YG scheme
- Registration of young people
- Provision of PES services including YG services to young people
- Coordination of partners
- Outreach to NEETs (Not in Education, Employment or Training)
- Follow-up of all young people who received YG services.

Several different actors (public and private sector, schools, social partners, youth and labour unions) are involved in the context of the YG. The PES is the most important organisation involved in the implementation of the YG and delivers its services nationwide.

The core activities undertaken by the PES include prevention, counselling, placement services and financial support. The range of support depends on the skills/competence needs of the individual young person.

Vocational guidance and vocational orientation for young people is provided through personalised counselling or self-information services. These offers are especially targeted at young people entering the labour market. Pre-transition vocational orientation classes are offered by the PES to young people in their last year of compulsory education. The PES also offers workplace training and vocational training more generally. It works in close co-operation with schools, educational institutions, businesses and chambers of commerce, which means that its services are highly visible to young people.

Involving young people and youth organisations

Youth organisations and young people were not involved in the designing, re-designing or improving YG services.

Partnerships in place and main developments

The PES work with the following types of partnership:

- *Partnerships to ensure that young people have full information and support available* – the PES cooperates with other actors in vocational guidance involved in the transition from school to employment. Since 2015, the PES has been a member of the Alliance of Vocational Training and Education. Other activities include maintenance of an internet platform to promote transparency about the various offers of vocational guidance, etc
- *Partnerships aimed at increasing apprenticeship and traineeship opportunities* – at the Federal level there is close cooperation with various agencies including those involved in vocational guidance. For some time, the PES has been a partner of the nationwide 'Future Days', as well as the Federal Association of Career Paths (i.e. portfolio concept of career choice support).
- *Partnerships aimed at supporting transitions from unemployment, inactivity and education into work* - with the objective of offering services for young people at the transition from school to work from one single source, 289 Youth Employment Agencies were established across the country following a pilot phase

in 20 locations in 2010 and 2011. More than 90% of the employment agencies and 73% of all job centres are involved.

In the past 24 months (April 2017-April 2019), there have been no major changes of partnerships in place.

New projects focusing on young people

There have been no new projects for young people introduced in the last 24 months.

Resources for implementing the Youth Guarantee

Human resources

To help place youth aged under 25, by the end of April 2019 the following staff (all client-facing) were deployed in Employment Agencies:

- 196 FTE placement officers for the under 25s
- 2 438 counsellors for the under 25s (vocational orientation).

Training in dealing with young people over the period April 2017-April 2019 has involved between 25% to 50% of staff mainly covering the topics of: counselling, career guidance, communication, case management and networking.

Funding for youth programmes (planned)

The provision and fulfilment of YG activities is part of the legal mandate of the PES and so the financial allocation for the YG cannot be separately identified.

Reaching out to young people, including NEETs

The PES reaches out to young people (including NEETs) through the following activities:

- Proactive work with schools – through a framework agreement with the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder and the Rectors' Conference.
- Cooperation with NGOs and youth organisations – generally through informal cooperation. This includes welfare organisations and the German Trade Union Confederation for Youth.
- Employing or working with designated outreach workers – this involves cooperation within the scope of the Social Code (cooperation with Youth welfare service using the career entry guide) and it particularly involves activities for young people.
- Single point services/one-stop shop – cooperating with the youth employment agencies, Jobcentres, Youth Welfare; cooperation within the framework of the comprehensive tasks regarding the Social Code.
- Mobile PES services – through a framework agreement with the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder and the Rectors' Conference; cooperation with schools, universities, BiZ- MOBIL Schulen, Hochschulen, Trägereinrichtungen, BiZ-MOBIL and other providers.
- Awareness-raising events or campaigns – through various partners.
- Follow-up on young people who drop out from activation schemes/no longer access benefits – cooperation with local providers of public youth services, youth welfare providers ('Träger der öffentlichen Jugendhilfe', 'Jugendhilfeträger'). The legal basis for this follow-up is §16h SGB II (seeking out young people who are difficult to reach) and at the regional level the work done by employment agencies and public youth welfare organisations is coordinated.

Other 'outreach to NEETs' tools are used, such as:

- A printed version of the online portal: planet-beruf.de ('planet occupations')
- A printed version of the online portal - abi.de ('high school graduation')
- The internet portal BERUFE.TV ('movie clips on occupations')
- A printed version of the online portal: studienwahl.de ('choice of course of study'). An agreement with the 'SfH' (Foundation for University Admissions) is in place on the joint publication of 'Choice of course of study or occupation' and the internet portal 'studienwahl.de' ('choice of course of study').

Information management

The BA has access to a wide range of databases to support implementation of the YG, including the following:

- Database of apprenticeship vacancies - provision via the 'JOBBÖRSE'
- Database of traineeship vacancies - provision via the 'JOBBÖRSE'
- The PES events database
- Database of internship vacancies
- Database of information on occupations (BERUFENET)
- Database of school education and further training (KURSNET)
- Database of labour market and vocational training market.

Timing in the provision of PES services

- The average time taken for a young person to receive their first appointment with the PES is estimated at 8 days. This is only a theoretical estimate which needs to be interpreted with caution. It is not currently possible to provide a precise indication of the average length of time between registration and first appointment.
- No data is available on the time taken for young people to receive an offer since they are supported from their first involvement in the YG.

Monitoring and evaluation

Time-bound targets

- Preparation of apprenticeship entry maturity: the objective is that young people, who do not yet fulfil the necessary conditions to start an apprenticeship, receive the offer of training to become ready for entry to apprenticeship.

Combined targets

- The objective of all operations of the PES is the sustainable integration of young people into vocational training.

Monitoring and evaluation activities

None listed. The BA participated in the development of an EU YG monitoring system in 2016.

Mutual learning activities

During the period April 2017 to April 2019, PES staff did not take part in any mutual learning or technical assistance activities relating to youth.