



FOR INTERNAL USE

European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

Greece

Manpower Employment Organization (OAED)
2019



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Social Europe

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Directorate B — Employment
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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>.

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¹ DECISION No 573/2014/EU

About the Manpower Employment Organization (OAED)

Name of PES	Manpower Employment Organisation (OAED)
PES Website address	www.oaed.gr
PES contact person and email address	Athanasia Theodoridou n.theodoridou@oaed.gr

1. Background

1.1. Status of the national PES

The OAED (the Greek PES) is a public entity supervised by the Ministry of Labour and Social Affairs and it is the main body responsible for implementing governmental policies for promoting employment and combating unemployment, in accordance with EU-level guidelines and Greece's National Employment Strategy.

The main objectives of the PES are promoting employment, overseeing unemployment insurance and social protection, maternity allowances, vocational education and training, managing Active Labour Market Policies (ALMPs) for combating unemployment, and promoting employment and vocational training (VET, apprenticeships, workplace training) for both unemployed and employed individuals in accordance with their specific needs.

1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
National	<i>Central</i> - composed of a governor, a management board, general directorates and specialised directorates.
Regional	<i>Regional</i> – there are seven regional directorates. The central management board's decisions and guidelines are implemented by the Regional Directorates and by the local level bodies.
Local	<i>Local employment offices (118)</i> - made up of Employment Promotion Centres (local PES/KPA2) and educational bodies. The PES also runs 50 Apprenticeship Vocational Schools (EPAS), 30 Vocational Training Institutes (IEK), 6 Vocational Training Centres (KEK), 2 Vocational Training Centres for People with Disabilities, and 25 day nurseries.

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 as follows:

- The PES is governed by a tripartite Management Board comprising representatives from the social partners and public bodies.
- The PES works in partnership with local providers of services to jobseekers and employers.
- The PES collaborates with various labour market stakeholders, such as VET providers and municipalities.

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).	Fully responsible
Implementation of ALMP measures (any measures within Eurostat LMP database Cat. 2-7) financed by national funds or ESF (the European Social Fund) co-funding.	Fully responsible
Administration of national unemployment benefit (UB)scheme (the handling of UB claims, payments, financial planning and reporting, etc.)	Fully responsible - for both Unemployment Benefit (UB) and Unemployment Assistance
Administration of social types of allowances (e.g. child allowances for UB recipients), please specify each allowance separately:	Fully responsible for: <ul style="list-style-type: none"> • Special allowance for seasonal workers. • Maternity allowance. • Specific scheme for self-employed people who have become unemployed (craftsmen and liberal professions, lawyers, engineers, doctors –not farmers) • Social Tourism and • Summer Camps for Children.
Administration of benefits for people with disabilities or handicapped people, please specify which exact group(s) are covered:	Not responsible
Approval of layoffs by employers. Please specify if this concerns specific conditions or situation only:	Not responsible
Licensing and supervising private employment agencies (PrES), please specify whether this covers PrES, temporary work agencies, or another type of service provision by private companies:	Not responsible
Implementation of the Apprenticeship Programme at the OAED EPAS (Apprenticeship Vocational Schools) addressed to young people aged 16-23.	Fully responsible
Notification of apprenticeship places and the placement of apprenticeship candidates	Fully responsible

Activity/Task	PES Responsibility
Careers advice and guidance for young people still in education	Not responsible
Acting as Managing Authority for the ESF	Intermediate Body
Managing training centre for jobseekers (that are an integral part of the PES)	Fully responsible
Issuing of work permits for third country nationals (e.g. dealing with applications, approving then issuing, keeping records, reporting, etc.)	Not responsible
Other – please specify:	None

1.5. PES good practices

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

EN		PES Practice: New jobs for the unemployed (OAED) programme	2015
EN		PES Practice: Promotion of self-employed for new entrepreneurs and creation on new enterprises	2015
EN		PES Practice: Two-year employment promotion programme with social security contributions subsidisation	2015

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

2. Annual expenditure

Total PES expenditure increased by EUR 84.4 million or 4% between 2017 and 2018, reaching EUR 2 384.9 million by the end of the period. Within this total, expenditure on all types of benefit increased by 9% and expenditure on ALMPs fell by 12%.

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

Table 1. Annual expenditure summary (EUR million)

Expenditure category	2013	2014	2015	2016	2017	2018
Total PES	N/A	N/A	N/A	N/A	2 300.5	2 384.9
All types of benefits	N/A	N/A	N/A	N/A	958.8	1 044.0
ALMPs	N/A	N/A	N/A	N/A	320.0	281.4
Staff costs	N/A	N/A	N/A	N/A	96.5	96.7
Staff training costs	N/A	N/A	N/A	N/A	0.03	0.02
Budget intended for other institutions	N/A	N/A	N/A	N/A	0.0	0.0
Other expenditure	N/A	N/A	N/A	N/A	925.3	962.8

Source: Annual PES Benchmarking Data Collection.

3. Human resources

The total number of PES staff fell by 69 or 2% over the period 2016-2019, reaching 3 411 FTE (Full Time Equivalent) at the end of April 2019. Staff numbers increased slightly between 2018 and 2019, principally due to new staff recruitment to cover PES current activities.

The proportion of all staff directly and exclusively servicing jobseekers increased to 7% in April 2019, though other staff also provide services to clients, though not necessarily exclusively. In addition, the proportion of staff directly and exclusively servicing employers was steady at 4% at the end of April 2019. In April 2019, around 47% of all PES staff were in front-of-office duties (i.e. in contact with clients).

During 2019 there are plans to recruit additional staff to cover PES current activities and the implementation of a new organisational chart. Changes in the allocation of staff are also likely pending the introduction of a new organisational structure.

Overall staff turnover in 2019 was 2%, mostly due to retirements and transfer to other state agencies.

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

Staff category	2016	2017	2018	2019
Total PES staff*	3 480	3 444	3 367	3 411
Of which (absolute and in % of total PES staff):				
Front office staff	N/A	N/A	1 428	1 611
% front office staff	N/A	N/A	42%	47%
Exclusively servicing jobseekers	N/A	177	181	241
% exclusively servicing jobseekers	N/A	5%	5%	7%
Exclusively servicing employers	N/A	125	130	146
% exclusively servicing employers	N/A	4%	4%	4%
Staff turnover (for all reasons – figures for calendar year)	1%	2%	N/A	2%

**The total PES staff figure comprises permanent PES staff and permanent VET teaching staff. Hourly-paid teaching staff are not included.*

Source: Responses to PES Capacity Questionnaire.

4. Registered unemployed

The number of registered unemployed jobseekers decreased by a small margin of 6 684 or 1% between 2013 and 2018, ending the period at 864 256.

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*	870 940	854 243	885 296	910 825	871 830	864 256
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.

** 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: Annual PES Benchlearning Data Collection.

5. Job Vacancies

The monthly average of job vacancies notified to the PES decreased by 1 435 or 33% between 2013 and 2018, reaching 3 696 in 2019.

The share of the job finders who found their present job with PES involvement at any point has increased slightly between 2013 and 2018 ending the period at 5.4%.

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	5 131	4 386	6 277	1 337	3 260	3 696
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	N/A	N/A	N/A	N/A	N/A	1 384
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	N/A	N/A	N/A	N/A	N/A	N/A
Share of the formerly unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding their current job (proxy for vacancies filled with PES assistance) **	4.5%	8.0%	6.7%	5.9%	7.1%	5.4%

Source:

* Annual PES Benchlearning Data Collection.

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

6. Active labour market policies (ALMPs)

Fifteen new employment measures were introduced in 2018 (see Table 5). Ten amendments were made to existing measures last year (see Table 6).

Table 5. New ALMPs introduced in 2018

Intervention name	Target group(s)	Types*
<i>EaSI-PROGRESS, 'Οικοδομώντας Εναλλακτικά Καινοτομικά Σχήματα Δεξιότητων' (Ακρωνύμιο: BASIC)</i> <i>'Building Alternative Skills' Innovative sSchemes' (Acronym: BASIC)</i>	Low-skilled/low-qualified adults Pilot Programme	2
<i>'Νέο Ανοιχτό Πλαίσιο Ενεργητικών Πολιτικών Απασχόλησης: Πιλοτικό Πρόγραμμα Ελευσίνας – Δράση Επαγγελματικής Κατάρτισης'</i> <i>'New Open ALMPs Framework: Elefsina Pilot Programme – Vocational Training Action'</i>	Adults aged 45 and over – registered unemployed for at least 6 months	2
<i>ERASMUS+, «Εκπαίδευση εκπαιδευτών επιχειρήσεων για τη μάθηση στην εργασία - Mentor4WBL@EU»</i> <i>Development of training content and certification for work-based mentors - Mentor4WBL@EU'</i>	In-house trainers/mentors	2
<i>'Πρόγραμμα επιχορήγησης επιχειρήσεων για την απασχόληση 6 000 ανέργων ηλικίας έως 39 ετών, αποφοίτων τριτοβάθμιας εκπαίδευσης, σε κλάδους εξειδίκευσης και παραγωγικής δραστηριότητας'</i> <i>'Business subsidy programme for hiring 6 000 unemployed university graduates aged up to 39, in sectors of smart specialisation and productive activity'</i>	Unemployed university graduates aged up to age 39.	4, 6
<i>'Ειδικό πρόγραμμα απασχόλησης για 5 500 άνεργους πτυχιούχους Ανώτατων Εκπαιδευτικών και Τεχνολογικών Ιδρυμάτων, ηλικίας 22-29 ετών, σε Υπουργεία και εποπτευόμενους δημόσιους φορείς'</i> <i>'Special employment programme for hiring 5 500 unemployed university and technological institute graduates aged 22-29 in Ministries and supervised public entities.'</i>	Unemployed university and technological institute graduates age 22-29	4, 6
<i>'Πιλοτικό πρόγραμμα απασχόλησης ανέργων ηλικίας 45 ετών και άνω, εγγεγραμμένων στο μητρώο ανέργων του ΚΠΑ2 Ελευσίνας'</i> <i>'Pilot employment programme for hiring unemployed people aged 45 and over who are registered with the Elefsina KPA2.'</i>	Unemployed people aged 45 and over who are registered with the Elefsina KPA2.	4, 6
<i>'Πρόγραμμα επιχορήγησης εργοδοτών για τη διατήρηση νέων θέσεων εργασίας με στόχο την ενίσχυση της ρευστότητας και της απασχόλησης την περίοδο της οικονομικής κρίσης'</i> <i>'Employer subsidy programme for new job retention, aimed at supporting liquidity and employment over the period of the financial crisis'</i>	Businesses that have created and retained new jobs over the previous period.	4

Intervention name	Target group(s)	Types*
<p>‘Πρόγραμμα επιχορήγησης επιχειρήσεων για την απασχόληση 10 000 ανέργων ηλικίας 18-29 ετών με έμφαση στους πτυχιούχους ανωτάτων εκπαιδευτικών ιδρυμάτων πανεπιστημιακού και τεχνολογικού τομέα’</p> <p><i>‘Business subsidy programme for employing 10 000 unemployed people aged 18-29, with special emphasis on university and technological institute graduates’</i></p>	Unemployed university and technological institute graduates age 18-29.	4,6
<p>«Πρόγραμμα επιχορήγησης της πρώτης πρόσληψης μισθωτού-ών από αυτοαπασχολούμενους νέους και επιχειρήσεις νέων, ηλικίας έως 35 ετών»</p> <p><i>‘Subsidy programme for the first hiring of employee(s) by self-employed young people and businesses of young people aged up to 35.’</i></p>	Self-employed young people and young entrepreneurs aged up to 35.	4, 6
<p>‘Πρόγραμμα επιχορήγησης εργοδοτών για τη διατήρηση νέων θέσεων εργασίας με στόχο την ενίσχυση της ρευστότητας και της απασχόλησης την περίοδο της οικονομικής κρίσης’</p> <p><i>‘Employer subsidy programme for new job retention, aimed at supporting liquidity and employment over the period of the financial crisis.’</i></p>	Business that have created and retained new jobs over the previous period.	4
<p>‘Πρόγραμμα Κοινωφελούς Χαρακτήρα σε Κέντρα Υποδοχής και Ταυτοποίησης, ΤΟΣΚΕΔΠ και Δομές προσωρινής υποδοχής (Γ’ Κύκλος), για 2 082 θέσεις πλήρους απασχόλησης’</p> <p><i>‘Public Works programme in Hotspots, TOSKEDP (Local Refugee Crisis Management Coordination Bodies) and temporary reception structures (3rd Cycle) for 2 082 full-time jobs’</i></p>	Unemployed people selected according to social criteria (having been unemployed for spell of time, family status, disabilities, etc.)	4
<p>‘Πρόγραμμα Κοινωφελούς Χαρακτήρα σε Δήμους, Περιφέρειες και Κέντρα Κοινωνικής Πρόνοιας για 30.333 θέσεις πλήρους απασχόλησης’</p> <p><i>‘Public Works Programme in Municipalities, Regions and Social Welfare Centres for 30 333 full-time jobs’</i></p>	Unemployed people selected according to social criteria (having been unemployed for spell of time, family status, disabilities, etc.)	4
<p>‘Πρόγραμμα Κοινωφελούς Χαρακτήρα στο Υπουργείο Περιβάλλοντος και Ενέργειας και στις Αποκεντρωμένες Διοικήσεις για την αντιπυρική προστασία των δασικών οικοσυστημάτων της χώρας’</p> <p><i>‘Public Works Programme in the Ministry of Environment and Energy, and decentralised administrations, aiming to protect the country’s forest eco-systems against fire’</i></p>	Unemployed people selected according to social criteria (having been unemployed for a spell of time, family status, disabilities, etc.)	4

* 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
'Vocational Training Targeted Actions/ Programmes via the six OAED Vocational Training Centres (KEK)'	Specific categories of professionals/unemployed /employees in the public and private sector, at both regional and local level	2	Design and Implementation of integrated interventions/training packages, focused on locally demanded specialties in remote areas
Training programmes financed by ELEKP ('Special Account for the Implementation of Social Policies')	Enterprises and their employees	2	<ul style="list-style-type: none"> - Focusing on the real needs of employees and enterprises - Increasing the size of the eligible enterprises - Connecting the ELEKP IT System with the ERGANI and EFKA IT systems for automatically checking trainees (seasonal or enterprise employees) and enterprise size - More requirements for participation of private Training Centres - Specialised information required, for statistical reasons - Focusing on new trainees and, consequently, on new enterprises
Vocational Training Targeted Actions/Programmes via the two (2) OAED Vocational Training Centres (KEK) for Disabled People	Unemployed People with Disabilities	2	Restructuring of training programmes, with the addition of protected productive laboratories
'Πρόγραμμα επιχορήγησης επιχειρήσεων για την απασχόληση 15.000 ανέργων ηλικίας 30-49 ετών' 'Business subsidy programme for hiring 15 000 unemployed people aged 30-49'	Unemployed people aged 30-49	4, 6	I. Changing the three month period of employment to a two month period; and submission of the subsidy application form and supporting documents within two months. II. Dissociating on the spot verification from the subsidy payment and linking it instead to administrative verification.
'Πρόγραμμα επιχορήγησης της πρώτης πρόσληψης μισθωτού-ών από αυτοαπασχολούμενους νέους και επιχειρήσεις νέων, ηλικίας έως 35 ετών' 'Subsidy programme for the first hiring of employee(s) salary by self-employed young people and businesses of young people aged up to 35'	Self-employed young people and young entrepreneurs aged up to 35	4, 6	I. Changing the three month period of employment into a two month period; and submission of the subsidy application form and supporting documents within two months. II. Dissociating on the spot verification from the subsidy payment and linking it instead to administrative verification.
'Πρόγραμμα επιχορήγησης επιχειρήσεων για την απασχόληση	Unemployed university and	4, 6	I. Changing the three month period of employment to a

Intervention name	Target groups	Type	Main modifications
15.000 ανέργων νέων ηλικίας 18-29 ετών, με έμφαση στους πτυχιούχους ανωτάτων εκπαιδευτικών ιδρυμάτων πανεπιστημιακού και τεχνολογικού τομέα’ ‘Businesssubsidyprogrammehiring 15 000 unemployed young people aged 18-29, with special emphasis on university and technological institute graduates’	technological institute graduates, aged 18-29		two month period; and submission of the subsidy application form and supporting documents within two months. II. Dissociating on the spot verification from the subsidy payment and linking it instead to administrative verification.
‘Ειδικό Πρόγραμμα Ενίσχυσης Εργοδοτών για την πρόσληψη 2000 ανέργων, ατόμων με αναπηρίες (ΑμεΑ), απεξαρτημένων από εξαρτησιογόνες ουσίες, αποφυλακισμένων, νεαρών παραβατικών ατόμων ή νεαρών ατόμων που βρίσκονται σε κοινωνικό κίνδυνο και Πρόγραμμα επιχορήγησης 50 θέσεων Εργονομικής Διευθέτησης του χώρου εργασίας για άτομα με αναπηρίες (ΑμεΑ)’ ‘Special employer support programme for hiring 2 000 unemployed people with disabilities, ex-drug addicts, ex-prisoners, young delinquents and young people in social peril, and Subsidy Programme for 50 jobs with ergonomic workspace arrangement for people with disabilities’	Unemployed people with disabilities, ex-drug addicts, ex-prisoners, young delinquents or young people in social peril	4,5,6	I. Changing the three month period of employment to a two month period; and submission of the subsidy application form and supporting documents within two months. II. Dissociating on the spot verification from the subsidy payment and linking it instead to administrative verification.
‘Πρόγραμμα ενίσχυσης της απασχόλησης 40.000 αμειβόμενων με δελτίο παροχής υπηρεσιών, με μετατροπή της σύμβασης παροχής ανεξάρτητων υπηρεσιών σε σύμβαση εξαρτημένης εργασίας’ ‘Employmentsupportprogramme for 40.000 working people whose payment is based on services rendered invoices, changing the independent service provision contract to a dependent employment contract’	Working people whose payment is based on services rendered invoices, working for a maximum of two (2) employers	4	I. Changing the three month period of employment to a two month period; and submission of the subsidy application form and supporting documents within two months. II. Dissociating on the spot verification from the subsidy payment and linking it instead to administrative verification.
‘Πρόγραμμα επιχορήγησης επιχειρήσεων για την απασχόληση και κατάρτιση 10.000 δικαιούχων «επιταγής επανένταξης στην αγορά εργασίας» και καθορισμός του τύπου, της μορφής και του περιεχομένου της «επιταγής επανένταξης στην αγορά εργασίας»’ ‘Business subsidy programme for hiring and training 10 000	Unemployed people who are beneficiaries of the ‘labour-market reintegration voucher’ and for whom at least 50% of the regular unemployment benefit is pending (either initial or continued); and	4, 6	I. Changing the three month period of employment to a two month period; and submission of the subsidy application form and supporting documents within two months. II. Dissociating on the spot verification from the subsidy payment and linking it instead to administrative verification.

Intervention name	Target groups	Type	Main modifications
beneficiaries of the 'labour-market reintegration voucher', and determination of the type, form and content of the 'labour-market reintegration voucher'	long-term unemployed people who are beneficiaries of the 'labour-market reintegration voucher' and for whom at least two months of unemployment benefit are pending.		
<p>΄Πρόγραμμα επιχορήγησης επιχειρήσεων, φορέων και οργανισμών του δημοσίου τομέα, όπως αυτός ορίζεται από το άρθρο 51 του ν. 1892/1990 και επιχειρήσεων της τοπικής αυτοδιοίκησης, πρώτου και δεύτερου βαθμού (Δήμων και Περιφερειών) του ν.3852/2010, οι οποίες ασκούν τακτικά οικονομική δραστηριότητα για την απασχόληση μακροχρόνια ανέργων ηλικίας 55-67 ετών'</p> <p>'Subsidy programme for undertakings, agencies and organizations of the public sector, as defined in article 51 of Law No. 1892/1990, and local government undertakings (municipalities and Regions) of Law No. 3852/2010 regularly engaging in economic activity, for hiring long-term unemployed people aged 55-67'</p>	Long-term unemployed people aged 55-67.	4	I. Changing the employment trimester to a two month period, and submission of the subsidy application supporting documents within two months. II. Dissociating on the spot verification from the subsidy payment and linking it instead to administrative verification.

* 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.

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

Target group Type of ALMPs	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					

Source: Responses to PES Capacity Questionnaire.

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

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
<p><i>Strategic Goal One:</i> New model of service delivery for unemployed people, employees, employers and apprentices.</p> <p>Indicators for Strategic Goal One:</p> <ul style="list-style-type: none"> • Percentage of clients (jobseekers, employers, other) who are 'very' or 'quite' satisfied with the OAED service delivery. • Average time for issuing benefit award decisions • Number of new registrations with the OAED Apprenticeship Vocational Schools (EPAS) • Number of employees participating in vocational training programmes through ELEKP 	*See below
<p><i>Strategic Goal Two:</i> Strengthening the mediating role of OAED in the labour market</p> <p>Indicator for Strategic Goal Two: number of non-subsidised jobs in the private sector</p>	*See below
<p><i>Strategic Goal Three: Effective design and implementation of employment policies</i></p> <p>Indicator for Strategic Goal Three: Number of subsidised jobs</p>	*See below
<p><i>Strategic Goal 4:</i> Effective human resources– financial/other resources management</p>	*See below

Source: Responses to PES Capacity Questionnaire.

*NB: Due to the ongoing reform programme entitled 'Re-engineering of the OAED's Business Model' (including training and other needs), the setting of targets and indicators (both strategic and operational) should be approved by the end of 2019.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

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

- Implementation – the PES is just one of the providers of the national YG scheme;
- Registration of young people;
- Provision of PES services including YG services to young people;
- Outreach to NEETs – only ‘as part of the PES general obligations regarding the outreach to the unemployed’;
- Follow-up of all young people who received YG services – these are at 6, 12 and 18 months following the offer. In addition, data on the number of unemployed young people, those in training and those employed, is available through the PES Integrated Information System or the ERGANI information system;

The General Directorate for Employment (of the Ministry of Labour and Social Affairs) is the national coordinator for the implementation of the YG in Greece. Other ministries, public bodies, NGOs and social partners are also involved in the management and implementation of it.

The OAED has no management responsibilities. Its role is to support the General Directorate for Employment in coordinating and implementing YG activities, and within the OAED head office a working group of four staff members have been assigned, in parallel to their usual PES duties, to implement the programme.

The OAED is responsible for data collection on participation and achievements among the groups targeted and for the monitoring and evaluation of its actions. It is also responsible for implementing the reform in secondary education and training in cooperation with the Ministry of Education. VET is provided by the OAED Vocational Schools (EPAS) as part of the YG programme.

Local PES offices (or Employment Promotion Centres/KPA2) provide direct services to NEETs (e.g. Individual Action Planning etc.). The YG is nationwide, but it considers the regional and the local dimensions through a set of targeted measures. The OAED has set out plans to reach out to young NEETs by working in cooperation with relevant Ministries and selected municipalities.

Involving young people and youth organizations

Youth organizations and young people have not been involved in designing/re-designing/ improving the YG services (youth involvement has been reported by Greek PES in the past).

Partnerships in place and main developments

The PES has three types of partnerships in place for implementation of the YG:

- Partnerships to ensure that young people have full information and support available - Cooperation with public authorities, as provided for within the context of the YG scheme implementation and including:
 - Ministry of Labour and Social Affairs;
 - Ministry of Education & Religious Affairs;
 - Ministry of Development and Investments;
 - Ministry of Culture & Sports;

- Ministry of Rural Development & Food;
- Ministry of Shipping and Island Policy;
- Municipalities of Egaleo, Peristeri, Kallithea and Thessaloniki;
- Association of the Regions of Greece (ENPE);
- Central Union of Municipalities of Greece (KEDE);
- Social partners.
- Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities - EPAS (Apprenticeship Vocational schools) OAED Vocational Schools careers offices organise annual discussions with local stakeholders for the selection of EPAS specialisations taking into account the main developments in the previous 24 months (April 2017-April 2019):
 - In November 2017, PES Greece became a member of 'European Alliance for Apprenticeships/EAfA', which brings together governments and key stakeholders to strengthen the supply, quality and overall image of apprenticeships across Europe. Within this context, the PES Apprenticeship Vocational Schools (the EPAS) are engaged in the annual 'European Skills Week' and they also organise skills competitions and awareness-raising events at the local level, with the participation of social partners, chambers of commerce and companies.
- Partnerships aimed at supporting transitions from unemployment, inactivity or education into work - main developments in the past 24 months (April 2017-April 2019):
 - Within the context of the EURES (European Employment Services) Regulation, the EURES National Coordination Office has designed a special Admission System for EURES members and partners from the public or the private sector. A public call for admission is about to be issued.

New projects focusing on young people

Over the period April 2017 to April 2019, the PES has launched several new projects in the context of the YG, summarised as follows:

- *Business Subsidy Programme for hiring 1 459 unemployed young people aged 18-24.* The programme aims to create new full-time jobs for 1 459 unemployed young people. It is addressed to private enterprises, and social and solidarity economy bodies, engaged in economic activities. Funding applications were made in October-November 2017 and concerned 1 162 jobs, of which 358 were approved.
- *Business Subsidy Programme for hiring 1 295 unemployed young people aged 25-29.* The programme aims to create new full-time jobs for 1 295 young unemployed. It is aimed at private enterprises, and social and solidarity economy bodies engaged in economic activities. Funding applications were made between July and August 2017 and concerned 1 215 jobs, of which 525 were approved.

Resources for implementing the Youth Guarantee

Human resources

None of the PES staff members are exclusively dedicated to implementing the YG. The YG is implemented on a project-to-project basis with designated staff in ad-hoc teams or through the official structures of the PES.

No new lifelong learning activities for the PES staff took place between April 2017 and April 2019. But there is a specific (initial) training only for those employees who work with young people (under 18).

Funding for youth programmes (planned)

Specific YG measures are principally funded through the EU streams of ESF and YEI (Youth Employment Initiative).

Reaching out to young people, including NEETs

PES responsibilities for outreach to NEETs are only related to 'the PES general obligations regarding the outreach to the unemployed', although the PES cooperates with other institutions and partners in implementing specific outreach activities (including NEETs), such as:

- *Proactive work with schools* - informal agreement with the Ministry of Education which involves sending information factsheets about OAED's Apprenticeship Vocational Schools (EPAS) to the Ministry of Education, with the aim of distributing them to school graduates;
- *Cooperation with NGOs, youth organizations* – dissemination of information the YG through the Hellenic National Youth Council (HNYC) in outreach events;
- *Providing new points of entry for the YG; Internet and social media services;*
- *Single point services (one-stop-shop)* – cooperation with EPAS careers offices and KPA2 (local PES);
- *Mobile PES services;*
- *Awareness-raising events or campaigns* – municipal youth fairs and the Organization of awareness-raising workshops;

Information management

The PES has access to the following sources to support implementation of the YG:

- Database of apprenticeship vacancies (online applications);
- Database of job vacancies-OAED Integrated Information System (OPS) and EURES Portal;
- Database of NEETs provided by the Hellenic Statistical Authority.

Timing in the provision of PES services

- The average time between jobseeker registration in the YG and their first meeting is approximately 1 month;
- The average time for making an offer to a jobseeker after registration in the YG is not consistently measured but the aim is to do so within 4 months;
- For young apprenticeships, the average time for making an offer is within 2 months.

Monitoring and evaluation

Numerical targets

Various numerical targets exist, based on initiatives/programmes as follows:

- Number of apprenticeship VET schools (EPAS) entrants – 3 000 entrants;
- Work experience programme for unemployed people aged 18-24 – 10 000 beneficiaries;
- Work experience programme for unemployed people aged 25-29 – 3 000 beneficiaries;

- Employment Programme for unemployed young people aged 18-24 - 1 459 beneficiaries;
- Employment Programme for unemployed young people aged 25-29 - 1 295 beneficiaries.

Monitoring and evaluation activities

- Monitoring how many young people receive an offer within 4 months - some data is available through the annual assessment framework for the YG implementation;
- Follow-up of young people once they have entered employment or training – some data is available through the annual assessment framework for YG implementation;
- Follow-up of young people referred to education and training providers - some data are available through the annual assessment framework for YG implementation

Mutual learning activities

During the period April 2017-April 2019, PES staff did not participate in any mutual learning or technical assistance activities related to youth.