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European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

Lithuania
Lithuanian Employment Services
2019



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Directorate-General for Employment, Social Affairs and Inclusion
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 Lithuanian Employment Services

Name of PES	Lithuanian Employment Services under the Ministry of Social Security and Labour
PES Website address	www.ldb.lt
PES contact person and email address	Inga Balnanosienė inga.balnanosiene@ldb.lt

1. Background

1.1. Status of the national PES

The Lithuanian Employment Services (the PES) is an executive working agency under the auspices of the Ministry of Social Security and Labour, with the PES Director-General reporting directly to the Minister. The PES has one legal unit with two departments in the central office and five client departments in the country. The departments in the central office provide methodological and administrative support, previously in charge of 'common affairs' and 'financial' division. The client departments are responsible only for clients' services, consisting of 50 local units. Since 2018, an additional service for clients has been provided: training for people who are employed.

The main objectives of PES are:

- Match supply and demand on the labour market;
- Increase employment opportunities for working age jobseekers;
- Implement bilateral and tripartite cooperation between social partners to support employment;
- Reduce social exclusion;
- Formulate and implement preventative measures seeking to reduce structural unemployment;
- Monitor and forecast changes in the labour market;
- Actively participate in the network of European Public Employment Services creating a single and transparent EU labour market;
- Absorb the financial contribution of the structural funds, European globalisation and other European Union funds, with a view to promoting employment, investing in human capital and ensuring equal opportunities in the labour market;
- Supervise and modernise the activities of territorial PES, promoting employment and investing in human capital.

1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
National	<i>Central office</i> (2 departments)– coordinates and manages the work of the regional and local offices, offering technical, administrative and financial support.
Regional	<i>Client departments</i> (5) - each serving several municipalities. They are responsible for delivering services to the clients.
Local	<i>Local offices</i> (50) – part of the 'client departments' at the municipal level performing client services functions.

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 social partners are considered important advisers, particularly at the national level where they are represented on a tripartite commission which are replicated at territorial level.
- The PES works with other providers of services to jobseekers and employers at a local level.

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 provided as part of a planned path towards durable (re-)employment (cf. services as in Eurostat LMP database Categories 1.1.2)	Fully responsible
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
Administration of national unemployment benefit (UB) scheme (handling of UB claims, payments, financial planning and reporting, etc.)	Not responsible – since 2013 this has come under the Social Security Fund
Administration of social types of allowances (e.g. child allowances for UB recipients), please specify each allowance separately:	Not responsible
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:	Partly responsible – the PES is not responsible for licensing, but it is responsible for registering and supervising PrES
Notification of apprenticeship places and placement of apprenticeship candidates	Partly responsible – apprenticeships for jobseekers became an ALMP option in July 2017

Activity/Task	PES Responsibility
Careers advice and guidance for young people still in education	Partly responsible – PES Youth jobcentres along with schools, the careers centres of universities, colleges and Vocational centres
Acting as Managing Authority for the ESF	Partly responsible – PES is responsible for implementation of ESF-funded ALMPs (Active Labour Market Policies) but the managing authority is the ESF Agency
Managing training centre for jobseekers (that are an integral part of the PES)	Not responsible
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing, keeping records, reporting, etc.)	Fully responsible
Other – please specify:	None

1.5. PES good practice

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

EN		Promising PES Practice - The 'club of enthusiasts'	2018
EN		PES Practice: Targeted service provision for employers - employer specialist counsellors	2017
EN		PES Practice: Mentoring: An innovative approach for jobseekers	2017
EN		PES Practice: Certified youth workers to work with youth at risk	2016
EN		PES Practice: Integrated Self-Service ICT System	2016

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 41.3 million or 46% between 2013 and 2018, reaching EUR 130.4 million by the end of the period. Within this total, expenditure on all types of benefit fell significantly following changes in the responsibility for the payment of unemployment benefits, and expenditure on ALMPs increased by 60%.

Other types of expenditure remained relatively stable as can be seen in Table 1.

The principal source of funding for PES activities is the ESF, with other significant funds from Social Security Contributions and the Government Budget.

Table 1. Annual expenditure summary (EUR million)

Expenditure category	2013*	2014	2015	2016	2017	2018
Total PES	89.1	87.0	113.7	119.1	138.2	130.4
All types of benefits	5.9	0.8	0.6	0.9	1.1	0.8
ALMPs	63.5	65.5	91.3	93.4	103.5	101.3
Staff costs	15.5	16.9	17.4	18.4	20.4	19.4
Staff training costs	0.04	0.04	0.5	0.07	0.05	0.03
Budget intended for other institutions	0	0	0	0	0	0
Other expenditure	4.1	3.9	4.4	6.4	13.2	8.8

*From 2013 the PES ceased to have responsibility for the payment of unemployment benefit but retained responsibility for the payment of other benefits to employees of the Ignalina Nuclear Power Plant.

Source: Annual PES Benchmarking Data Collection.

3. Human resources

The total number of PES staff remained stable over the period 2016-2018, although it fell considerably in 2019 reaching 1 290 FTE (Full Time Equivalent). The changes are mainly due to the implementation of a structural reform at the beginning of 2018, under which the total number of staff was reduced by around 10%. The proportion of total staff directly serving jobseekers was 45% in 2019 and comprised careers counsellors, employment counsellors, youth jobcentre staff, information specialists, etc. The proportion of staff directly servicing employers was 7%.

The expectation is that there will be stability in PES staff numbers and their allocation over the next 12 months.

Overall staff turnover in 2017 was 23%.

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

Staff category	2016	2017	2018	2019
Total PES staff	1 438	1 434	1 433	1 290
Of which (absolute and in % of total PES staff):				
Exclusively servicing jobseekers	985	970	948	583
% exclusively servicing jobseekers	68%	68%	66%	45%
Exclusively servicing employers	69	83	88	89
% exclusively servicing employers	5%	6%	6%	7%
Staff turnover (for all reasons – figure for calendar year)	8%	14%	N/A	23%

Source: Responses to PES Capacity Questionnaire.

4. Registered unemployed

The number of registered unemployed jobseekers fell by 53 080 or 26% between 2013 and 2018, ending the period at 148 242. Over the same period, participants in ALMPs increased by 3 487 or 55%, with 9 772 in ALMP measures in 2018.

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*	201 322	173 006	158 153	144 864	139 615	148 242
Participants in ALMPs**	6 285	5 173	8 028	7 822	8 184	9 772

*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); and Direct job creation (Category 6).

Source: Annual PES Benchmarking Data Collection.

5. Job Vacancies

The monthly average of job vacancies notified to the PES increased by 5 076 or 20% between 2013 and 2018, reaching 30 301 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled stood at 66% in 2018, which a 62% were filled within 60 days of notification in the same year.

The share of the job finders who found their present job with PES involvement at any point decreased slightly between 2013 and 2018, ending the period at 7.7%.

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	25 225	25 619	28 046	29 576	28 444	30 301
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	20 290	19 019	19 704	20 436	19 179	19 870
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	20 009	18 663	19 226	19 897	18 213	18 791
Share of the formerly unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding their present job (proxy for vacancies filled with PES assistance) **	9.9%	11.2%	7.9%	7.1%	9.1%	7.7%

Source:

* Annual PES Benchmarking Data Collection.

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

6. Active labour market policies (ALMPs)

No new employment measures were introduced in 2018. One amendment was made to existing measures last year (see Table 6).

Table 5. New ALMPs introduced in 2018

Intervention name	Target group(s)	Type
No new ALMPs were introduced in 2018	N/A	N/A

Table 6. ALMPs modified in 2018

Intervention name	Target groups	Type	Main modifications
<i>Užimtųjų mokymas</i> <i>Training of employed</i>	Employed job seekers	2	The training organisation was modified including the possibility for employed job seekers to get a qualification and to change job/job position.

* 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	✓			✓	

*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.

In 2017, most indicators were based on target groups and target levels of ESF projects, administration of social enterprises and implementation of vocational rehabilitation measure. In 2018, the indicators for the administration of social enterprises and implementation of vocational rehabilitation measure remain (as they are set by the

Ministry of Social Security and Labour), but all other indicators were aligned to the strategic goals of the Lithuanian PES.

Table 8. Targets for all clients in 2018

Indicator. including target group and time frame where applicable	Target(s) set for 2018
Share of long-term unemployed who entered employment	31%
Share of jobseekers, who participated in the active labour market policy measures and were integrated into the labour market within 6 months.	45%
The number of jobseekers, who participated in active labour market policy measures, financed by ESF.	14 000
Share of employment fund used to finance the vocational training measure for target groups, who cannot participate in ESF projects.	50%
Share of individuals who terminated vocational training	Not more than 2%
Share of electronic documents	20%
Share of disabled individuals who were employed within 6 months after participation in the vocational rehabilitation measure	62%
The number of individuals, receiving vocational rehabilitation benefits	900
Quality management system implemented	1
Preparation for structural reform completed until 30 th September 2018	1
Average employees (of target groups) in social enterprises	6 890
Newly employed employees (of target groups) in social enterprises	2 050
The average number of supported social enterprises	174

Source: Responses to PES Capacity Questionnaire.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

The Ministry of Social Security and Labour is responsible for coordinating the Youth Guarantee (YG) at the national level and several agencies are involved in its implementation, including the PES, the Ministry of Education and Science, the Ministry of the Economy, 'Enterprise Lithuania' (a non-profit agency under the Ministry of the Economy), municipalities, NGOs, and the Centre for Information Technologies in Education.

The PES is responsible for the implementation of the YG for young people under 29 years old registered with the PES.

The PES is just one of the implementers of the national YG scheme. The main areas that the PES is responsible for within the YG are as follows:

- Registration of young people;
- Provision of PES services, including YG services to young people;
- Coordination of partners;
- Outreach to NEETs (through implementation of the ESF funded pilot project 'Trust Yourself');
- Follow-up of all young people who received YG services;
- Designing the YG monitoring system and estimating indicators which also cover other stakeholders' activities within the framework of the YG.

Involving young people and youth organisations

During the period April 2017 to April 2019, the PES involved young people and youth organisations in designing/re-designing or improving the YG services, through:

- Feedback questionnaires from participants of the completed early intervention project 'Discover yourself' that were systematised. The project proposal for the new early intervention project was based on the information (which activities in the project for participants were most effective, relevant and most useful in the future) collected via feedback questionnaires.
- During the whole implementation period of the 'Discover Yourself' project, quarterly YG Initiative meetings were organised, with participation of representatives of the municipality, NGOs, employers and social partners etc., where suggestions for improvement of project activities were made.

Partnerships in place and main developments

The PES works with the following types of partnership:

- Partnerships to ensure that young people have full information and support available - activities for youth are organised in partnership with student organisations, media, public institutions and organisations (military service, the State Labour Inspectorate, tourism and information centres, municipalities and youth culture clubs and leisure clubs). Throughout the period April 2017 to April 2019 the same approach was adopted.
- Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities - partnership opportunities with vocational schools have been expanded. In youth jobcentres, vocational schools present their study programmes, apprenticeship and traineeship opportunities, and organize excursions to the schools. The same approach was adopted within the past 24 months.
- Partnerships aimed at supporting transitions from unemployment, inactivity or education into work – in the last 24 months, a cooperation agreement with the

Department of Youth Affairs under the Ministry of Social Security and Labour and the Alytus municipality was signed. According to the agreement the centre of vocational guidance in Alytus PES 'Karjeras' was launched;

- Other types of partnership: Partnership aimed at developing a new communication and cooperation model for better information about the youth guarantee since January, 2016 – between April 2017 and April 2019, 300 campaign events were organised in all municipalities for promoting „Youth Guarantee – know that you can!’. During the events, theoretical and practical seminars were held in order to improve the motivation of young people. The 'Gestalt' therapy approach was used.

New projects focusing on young people

Over the period April 2017 to April 2019 there were no new projects developed targeting youth.

Resources for implementing the Youth Guarantee

Human resources

Since 2014, the PES has dedicated staff members to the implementation of the Youth Guarantee. At the end of April 2019 there were 108 FTE staff dedicated exclusively to implementation of the YG and all were client-facing staff.

In the last 24 months, up to 25% of PES YG staff have been trained in the following topics: counselling, careers guidance, how to work with youth, activation of youth, - communication, case management, specific services and ALMPs for youth and interviewing techniques.

Funding for youth programmes (planned)

The YG programme is principally funded from the ESF with additional support from the government budget.

Reaching out to young people, including NEETs

According to its specified functions, the PES does not contact NEETs, this being assigned to the Department of Youth Affairs under the Ministry of Social Security and Labour. However, the PES, in partnership with the Department of Youth Affairs, implemented the 'Discover Yourself' Youth Initiative Project where the unified services aimed at both active and inactive NEETs were carried out, including outreach interventions, such as:

- *Proactive work with schools;*
- *Cooperation with NGOs, youth organisations;*
- *Employing or working with designated youth outreach workers;*
- *Providing new points of YG entry – internet and social media services;*
- *Single point services/one-stop shops – a cooperation agreement with the Department of Youth affairs under the Ministry of social security and labour and Alytus Municipality was signed. The 'Karjeras' one-stop shop for vocational guidance was launched;*
- *Mobile PES services;*
- *Awareness-raising events or campaigns;*
- *Follow-up on young people who drop out from activation schemes or no longer access benefits*

Information management

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

- Database of apprenticeship vacancies - access to internet websites
- Database of traineeship vacancies - access to internet websites
- Database of job vacancies – internet-based and covering PES and private employment agencies;
- Vocational training providers delivering vocational training services for jobseekers under formal and informal vocational training programmes – administered by the PES using information from a database on vocational training supplied by providers.

Timing in the provision of PES services

- The average time between a jobseeker registering in the YG and having their first meeting with a counsellor was 7-10 working days.
- The average time for making an offer to a jobseeker after they register with the YG scheme was 4 months ((volunteering, education or training programme, work placement/job offers).

Monitoring and evaluation

Time-bound targets

- Young people to be employed within 6 months of participation in the YG – target: 58% (latest achievement level: 2018 – 55,0%, 2019 [01-04] - 53,6%);
- Young person to be employed within 4 months after participation in the YG - 49.2% (latest achievement level 2018 – 47,7%, 2019 [01-04] - 46,9%)

Proportionate targets

- Percentage of unskilled youth (36%); achievements: 2018 – 37,5%, 2019 (01-04) – 40,4%
- Percentage of employed youth after registration (67%); achievements: 2018 – 68,1%, 2019 (01-04) – 75,4%
- Percentage of employed youth sent to ALMP (19.7%); achievements: 2018 – 17,4%, 2019 (01-04) – 7,5%
- Percentage of youth who became self-employed (16%); achievements: 2018 – 14,4%, 2019 (01-04) – 13,9%
- Percentage of long-term unemployed (13%); achievements: 2018 – 11,7%, 2019 (01-04) – 13,7%

Numerical targets

- Registered young unemployed (78 813 in 2018);

Monitoring and evaluation activities

- Satisfaction surveys of young jobseekers;
- Satisfaction surveys of employers;
- Monitoring how many young clients receive an offer within 4 months;
- Follow-up of young people referred to education and training providers;
- Other:

- Monitoring young people who were employed, participate in an education programme, traineeship or practice within 6 months after participating in the project activities;
- Monitoring young people sent to project activities;
- Monitoring graduates registered.

Mutual learning activities

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