

The 'Multi-Sectorial Joint Service Enhancing Employability' for long-term unemployed

'MULTI-SECTORIAL JOINT SERVICE' FOR LONG-TERM UNEMPLOYED PROVIDES INTENSIVE SUPPORT VIA INTER-AGENCY COOPERATION FROM PES, MUNICIPALITIES (SOCIAL AND HEALTH CARE SERVICES) AND REHABILITATIVE SERVICES WORKING TOGETHER WITH THE PARTICIPATION OF THE JOBSEEKING CLIENT TO COLLECTIVELY EVALUATE AND IDENTIFY HIS/HER SERVICE NEEDS, DRAFT AN EMPLOYMENT PLAN AND OVERSEE ITS IMPLEMENTATION ON THE PATH TO SECURE EMPLOYMENT

Publication date: March 2017

FINLAND

In order to enhance the labour market skills and employability of the target group an inter-agency cooperation was established with the aim to jointly identify the service needs of the client and to develop a tailor-made employment plan.

Name of the PES	Finnish Public Employment Service
Scope of measure (a pilot project or a national reform)	National reform
When was the practice implemented?	2015, ongoing
What was the driver for introducing the practice? Was it internal or external?	External
Which organisation was involved in its implementation?	The Finnish Public Employment Service together with municipalities (social and health care services) and rehabilitative services (organised by the Social Insurance Institution of Finland)
Which groups were targeted by the practice?	People who have already received at least 300 days of labour market support because of their unemployment, the long-term unemployed (LTU), young jobseekers (aged under 25) after 6 months of unemployment, and those who need multi-sectorial joint services.
What were the practice's main objectives?	Enhancing labour market skills and employability of the target group through inter-agency cooperation.
What activities were carried out?	The core tasks of the model include the joint service needs assessment and the employment plan based on the service needs of the client. The employment plan includes services according to the service needs. The progress of the employment plan is monitored together with all the organisations involved but the responsibility of the process regarding the services offered belongs to the organisation responsible for the service in question.
What resources and other relevant organisational aspects were involved?	The following organisations are involved: <ul style="list-style-type: none"> ► The Finnish Public Employment Services; ► Social and health care services organised by the municipalities; ► Rehabilitation services organised by the Social Insurance Institution of Finland; ► Other service providers (including third sector organisations).
What were the source(s) of funding?	National budget
What were the outputs of the practice: people reached and products?	It is not yet possible to report on outputs as follow-up information exists only for January-June 2016.
What outcomes have been identified?	As above.

What are the lessons learnt
and success factors?

The follow-up information on customers is not fully comparable across the network of multi-sectorial joint services. This needs better planning beforehand. Furthermore, the legislation regarding the multi-sectorial joint services will be changed; part of the tasks now under the responsibility of the state authorities (and described in the Act on the *Multi-sectorial Joint Services*), will be transferred to the counties who will be in charge of those services from 1 January 2019 when the regional administration reform takes effect.

From the point of view of the customer, the services will also be offered jointly in the future, but the municipality and the Employment and Economic Development office (PES regional offices responsible for providing the services for customers) will no longer be in charge of those services. The challenge is making a smooth transition of well-functioning cooperation between the services into the new operational environment.



Contact details for further information

Name: Senior Adviser LISKI-WALLENTOWITZ, Hanna, Ministry of Economic Affairs and Employment

Email: hanna.liski-wallentowitz@tem.fi