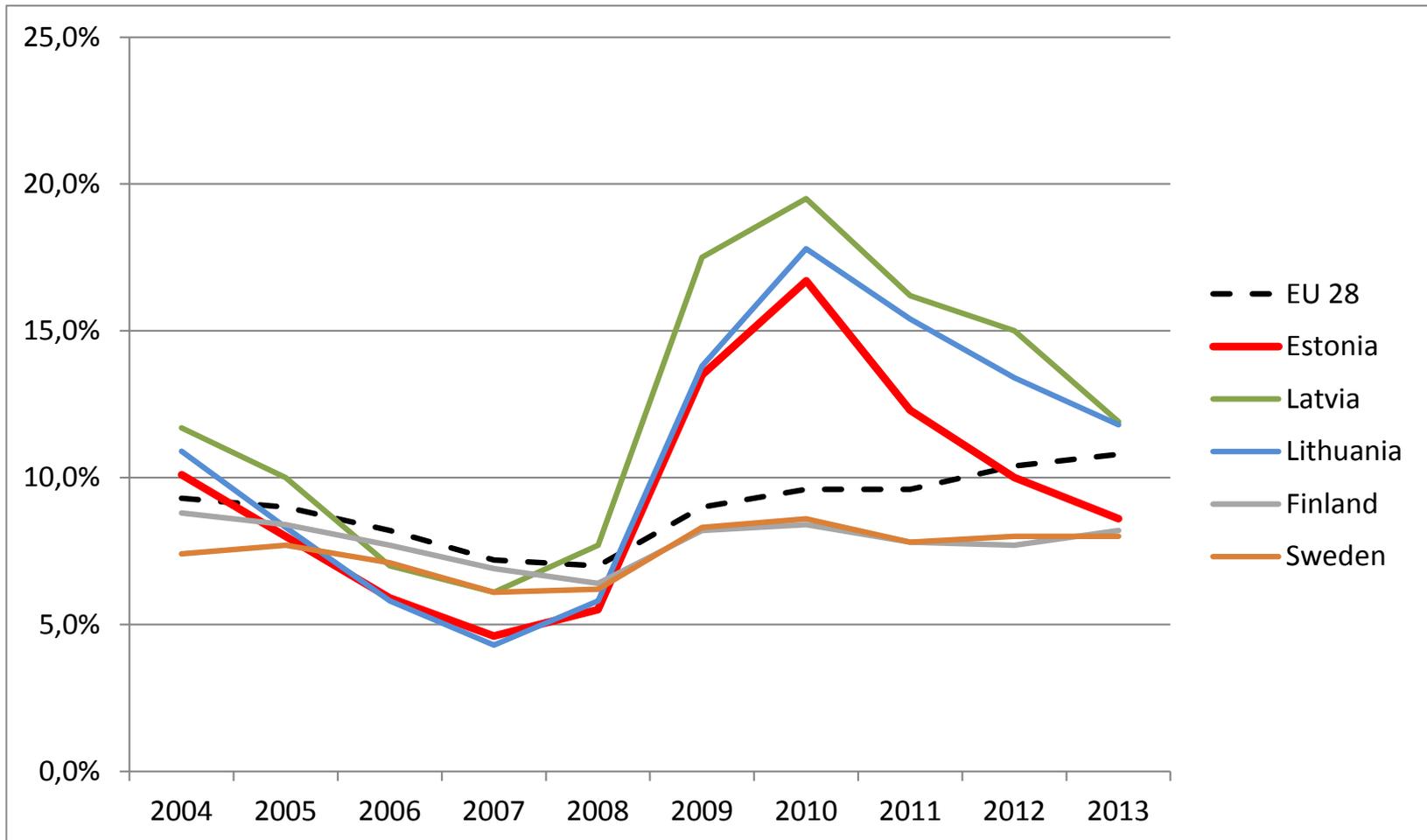


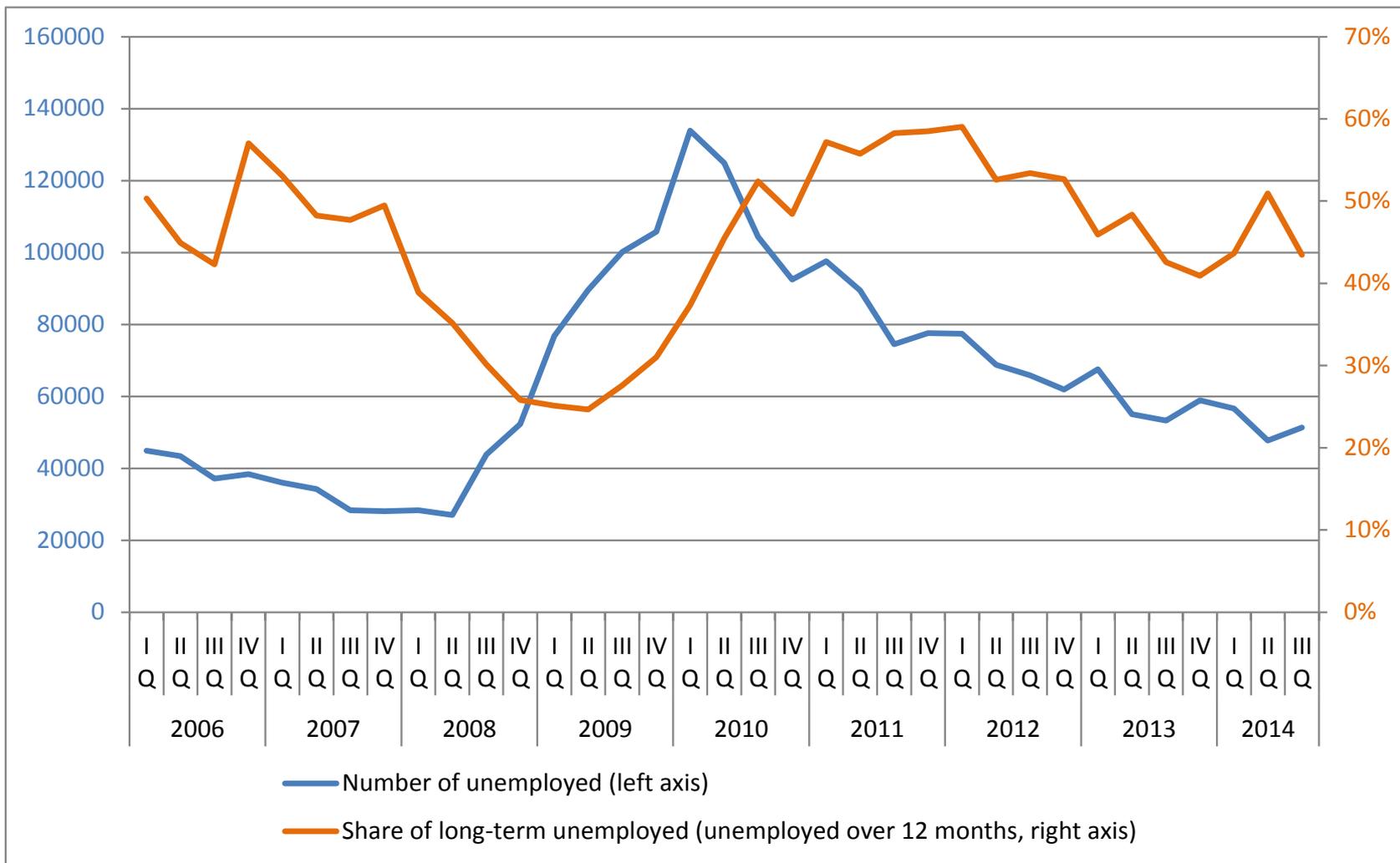


**Welcome to Eesti Töötukassa!**



# Unemployment trends in Europe 2004-2013

Eurostat

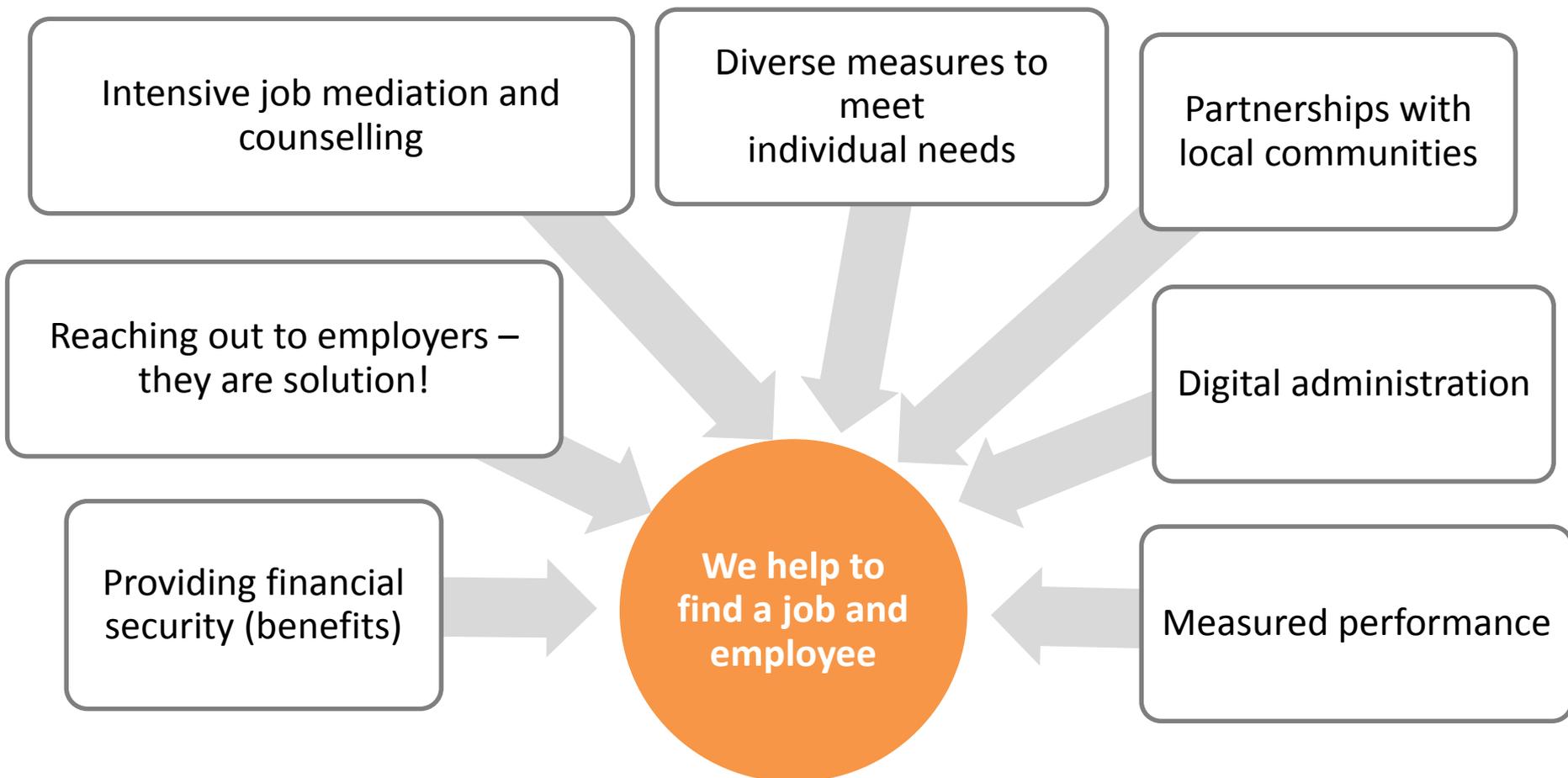


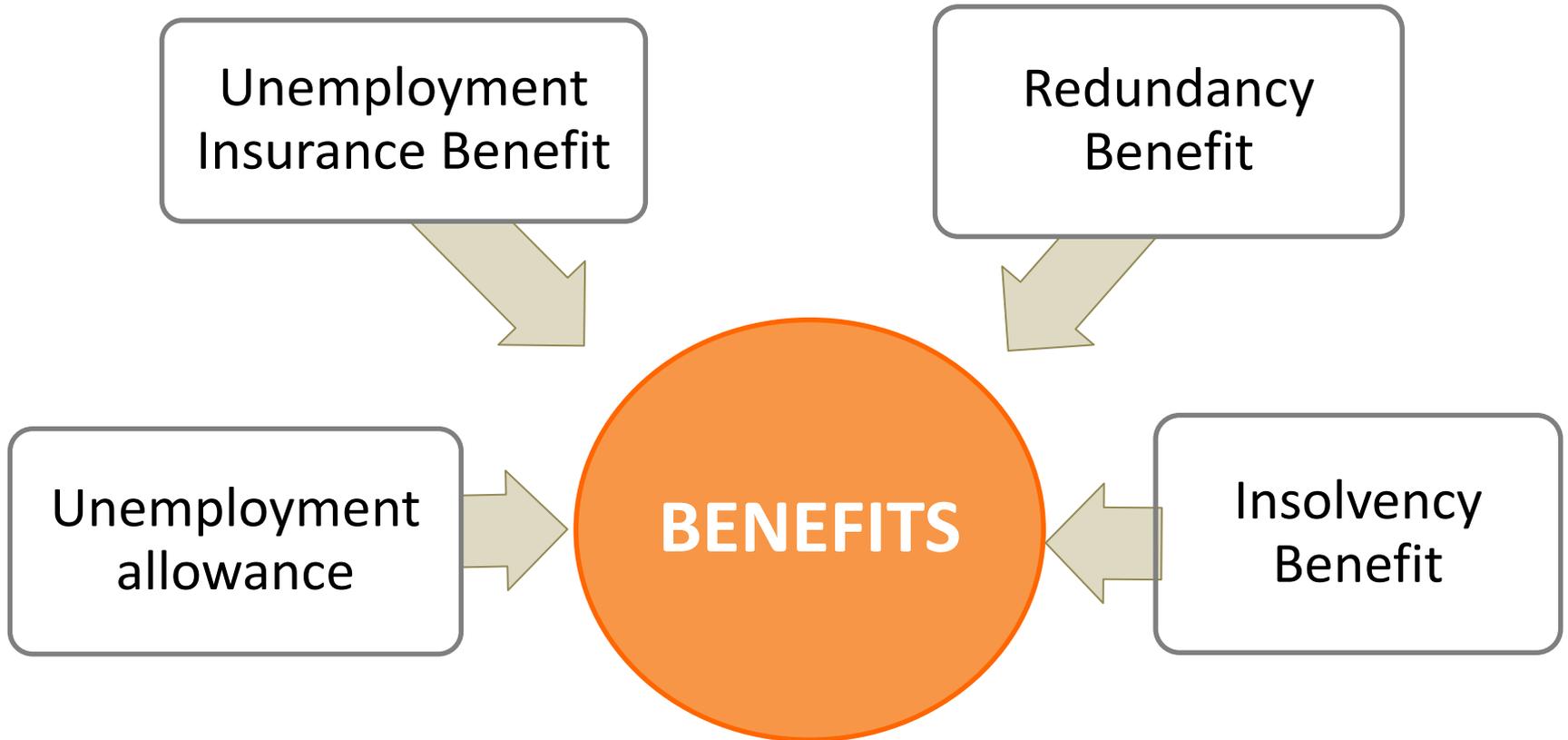
# Long-term unemployment in Estonia

Statistics Estonia

# Eesti Töötukassa: Business Model

Founded in 2001, in the role of the PES since May 2009  
Independent public body with tripartite management  
ca 500 employees and 26 employment offices





# Work-focussed counselling

- **Face-to-face counselling at least once every 30 days**
  - ✓ jobseeker can be asked to come in more frequently if he needs more support
  - ✓ counselling via e-service (e-diary) or phone might be allowed for the first 3 months of unemployment or when enrolled in ALMP
- **Work-focussed counselling**
  - ✓ progress is discussed
  - ✓ next steps and (managable) tasks are agree (to experience success and avoid failure)
- **Support measures are provided on the basis of individual needs**
  - ✓ advisor can choose the most suitable and effective help



Coaching for working life

Wage subsidy

Business start-up and  
follow-up support

Compensating employer  
the staff training costs

Training and traineeships  
(on-the-job-training)

Voluntary and  
community work

Psychological,  
debt and addiction  
counselling

**EMPLOYMENT  
MEASURES**

Career information and  
career counselling

Job mediation and job  
search counselling

Individual job  
coaching and  
individual solutions

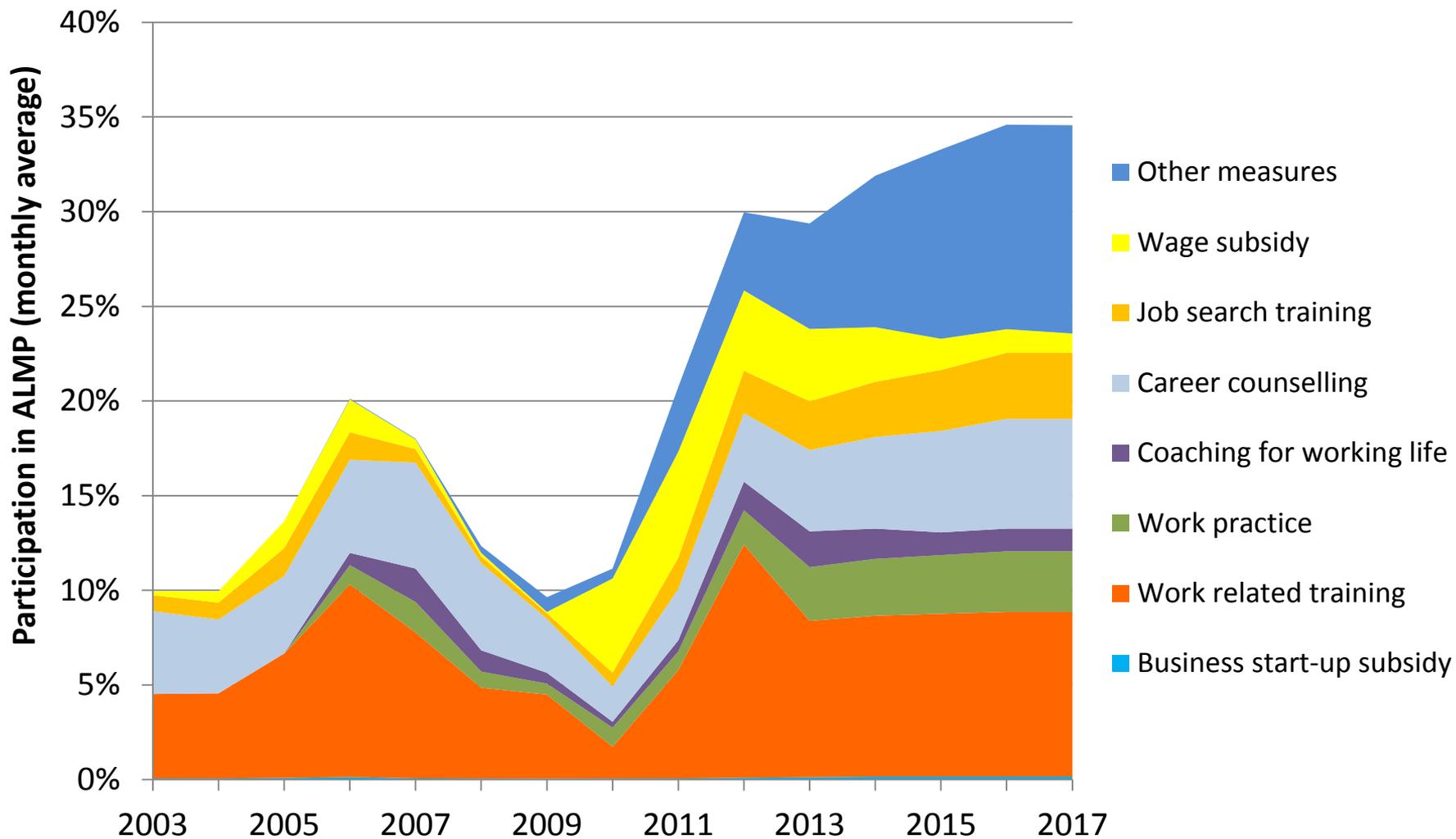
Technical aids  
for work

Assistance with  
job interview

Workplace  
adjustments

Employment with  
support person

**EUIF employment programme 2014-2015**



## Participation in ALMPs

*Estonian Unemployment Insurance Fund*



## Financing

- UI contributions paid by employees and employers:

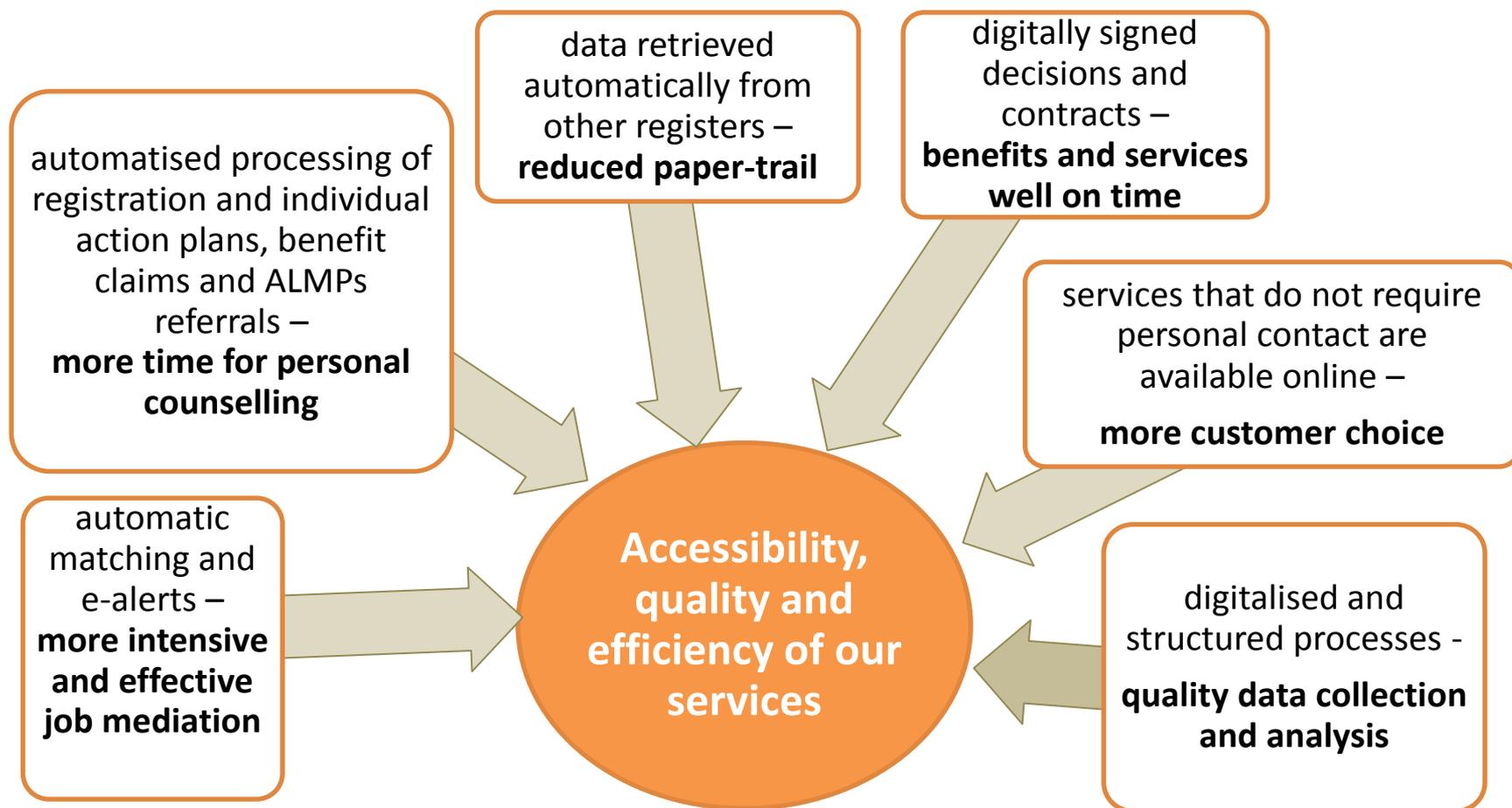
Rates	2002-2005	2005-31 May 2009	June-July 2009	1 Aug 2009 – Dec 2012	2013	2014
Employer	0.5	0.3	1	1.4	1	1
Employee	1	0.6	2	2.8	2	2

- Government allocations

	2012	2013	2014
<b>Total PES expenditure</b>	126,5	126,5	146,6
<b><u>Of which:</u></b>			
<b>ALMPs</b>	36,5	29,7	36,3
<b>Benefits</b>	76,6	82,7	92,3
<b>Staff costs</b>	13,4	14,1	17,9

**PES annual expenditure, in Euro (millions)**

# Making the best use of IT solutions and e-services



# NATIONAL LEVEL

Employment programme  
(2 years)

Development plan of the EUIF  
(3 years)

## ORGANISATION LEVEL

Annual action plan  
(1 year)

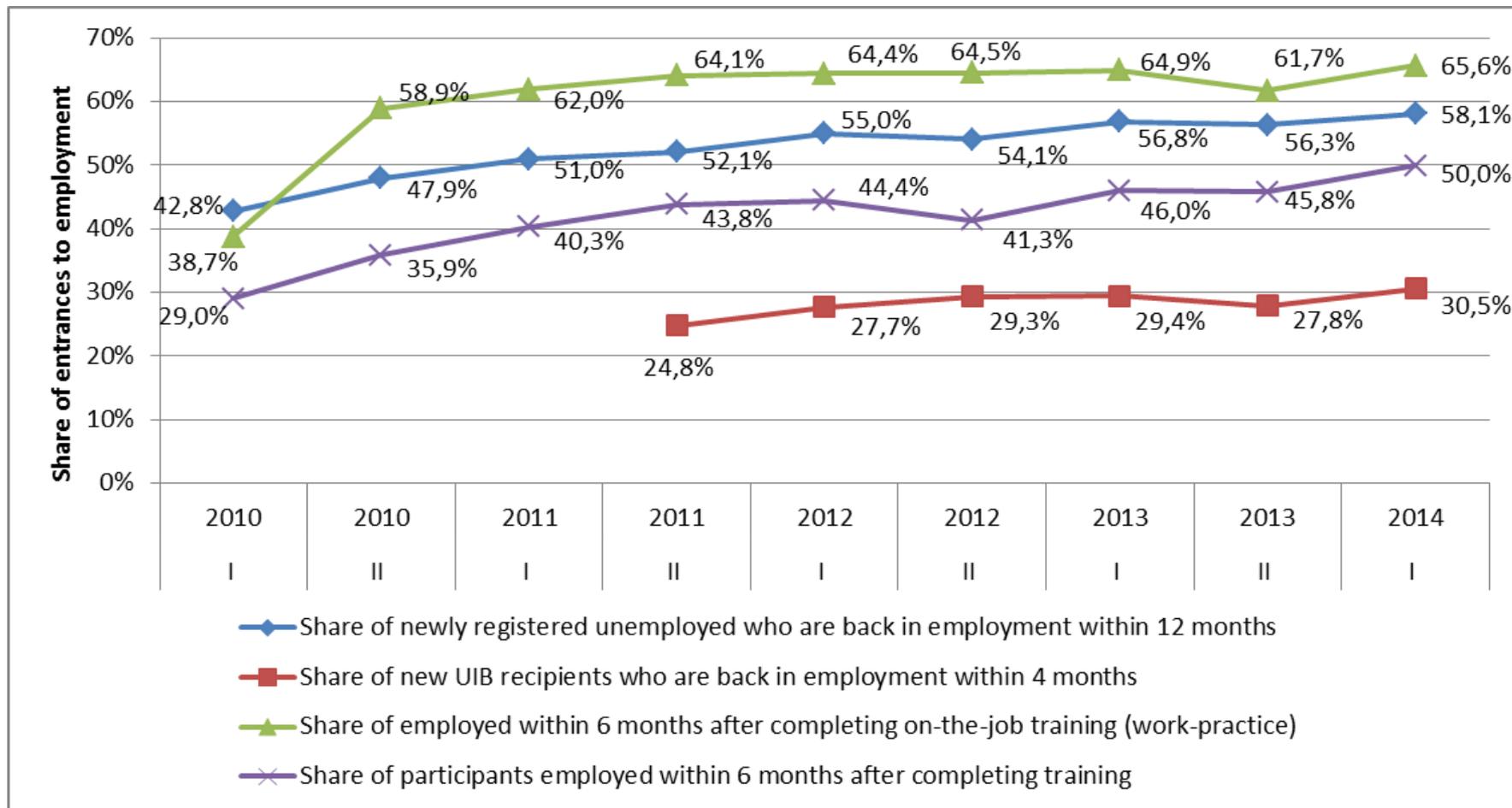
### REGIONAL LEVEL: PERFORMANCE PLANS

Impact  
(50%)

Output  
(25%)

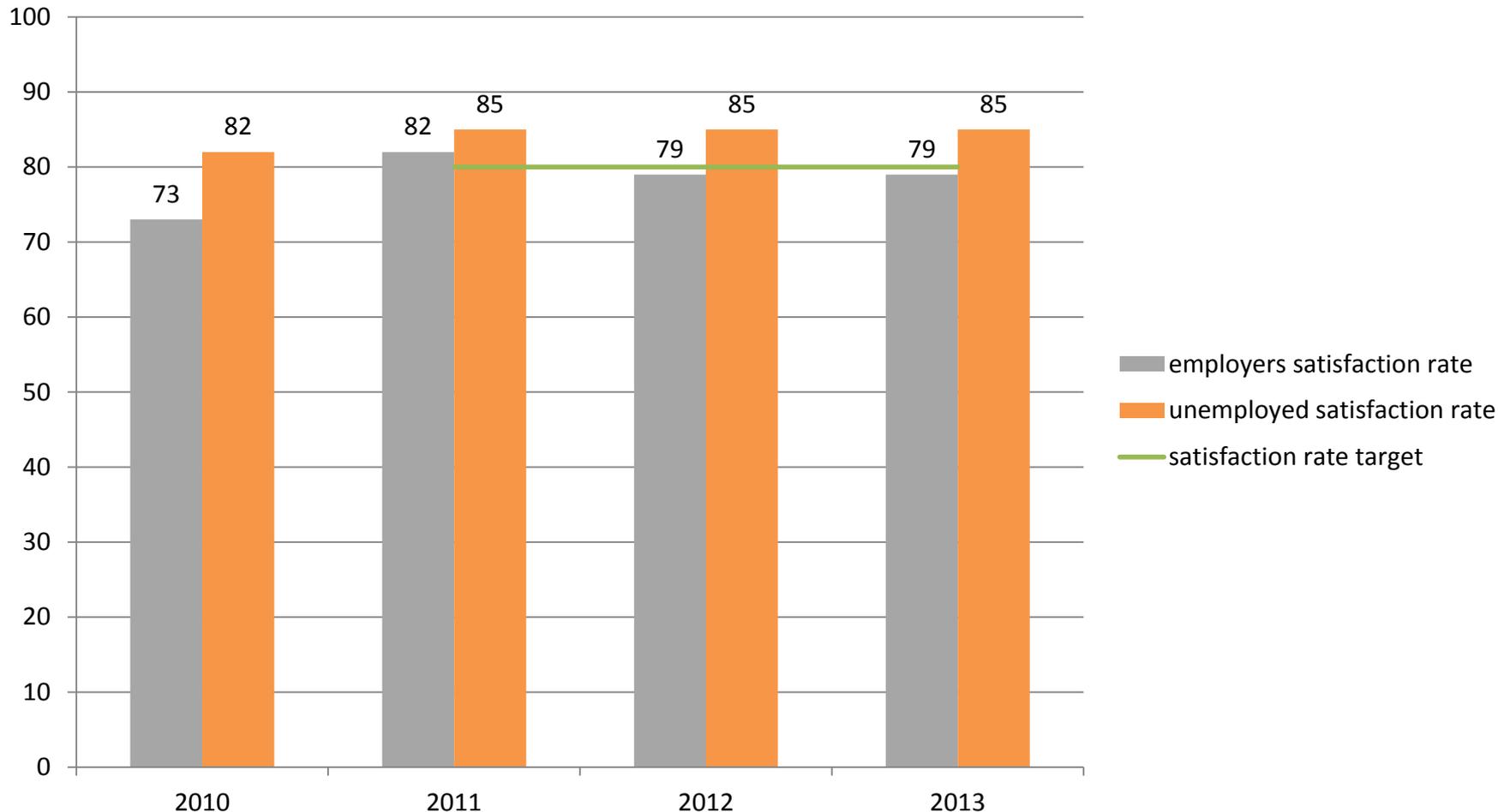
Quality  
(25%)

**Measured Performance**



## Improved employment outcomes

## Clients insight

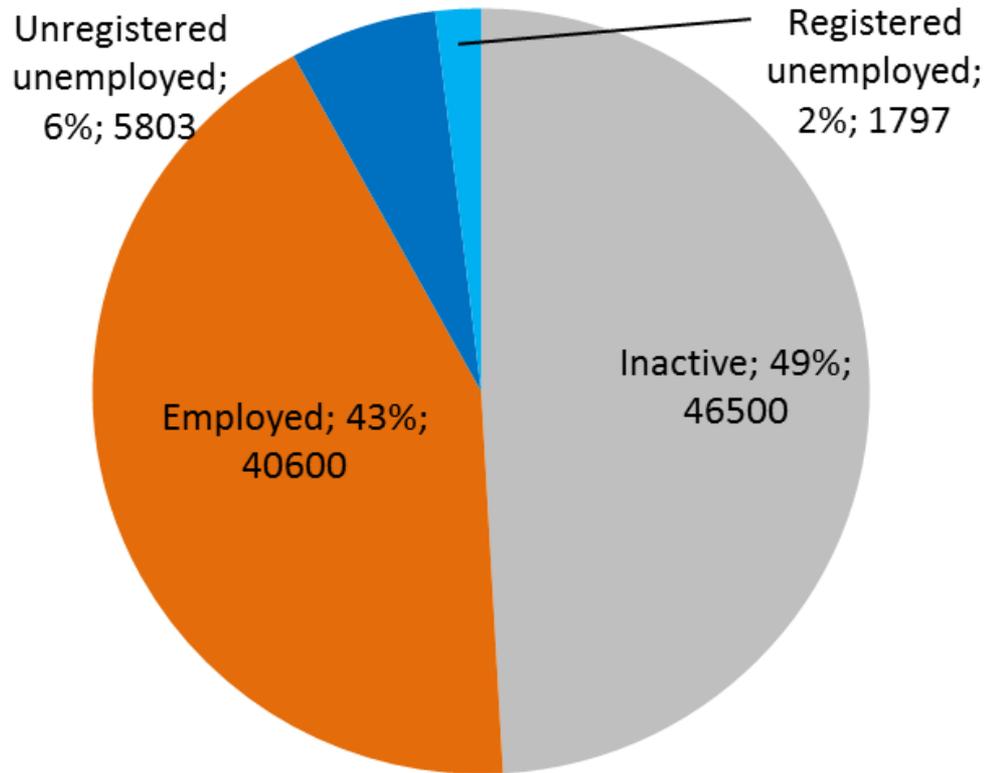


Employers: score in 100 point scale to satisfaction with competency of consultants and active labour market measures providing process according to clients surveys made by Factum-Ariko Ltd (2010;2013), Turu-Uuringute Ltd (2011) and GFK Customer Research Baltic Ltd (2012)

Unemployed: score in 100 point scale to satisfaction with competency of consultants, active labour market measures providing process and offices client service conditions according to clients surveys made by Factum-Ariko Ltd (2010;2013), Turu-Uuringute Ltd (2011) and GFK Customer Research Baltic Ltd (2012)



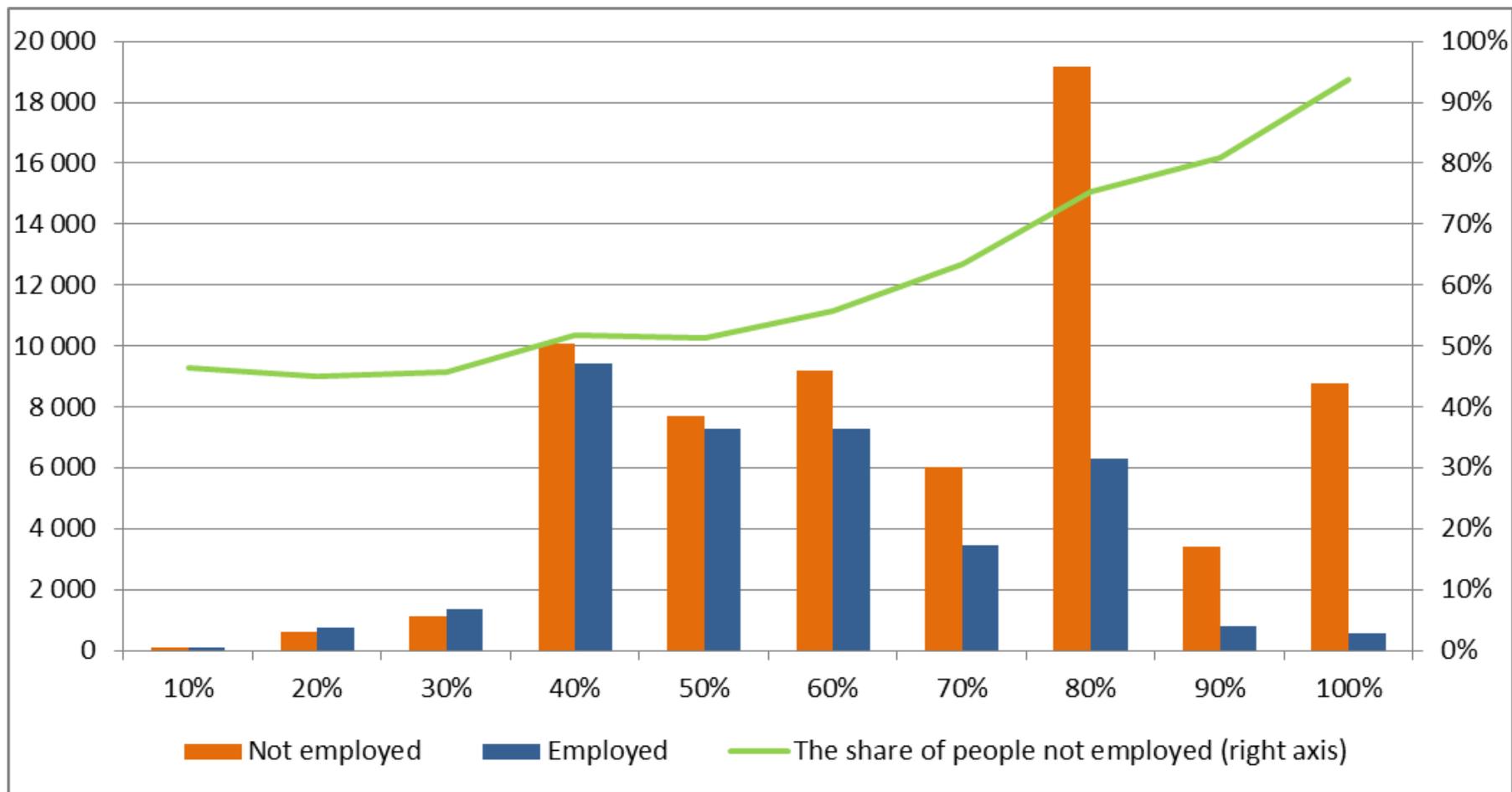
# Work Ability Reform



Registered unemployed — persons aged 16 until pensionable age, belonging by the law to risk group „disabled persons“

## Labour market status of population (18 until pensionable age) with incapacity for work, 2013

*Statistics Estonia (Labour Force Survey); Estonian Unemployment Insurance Fund*

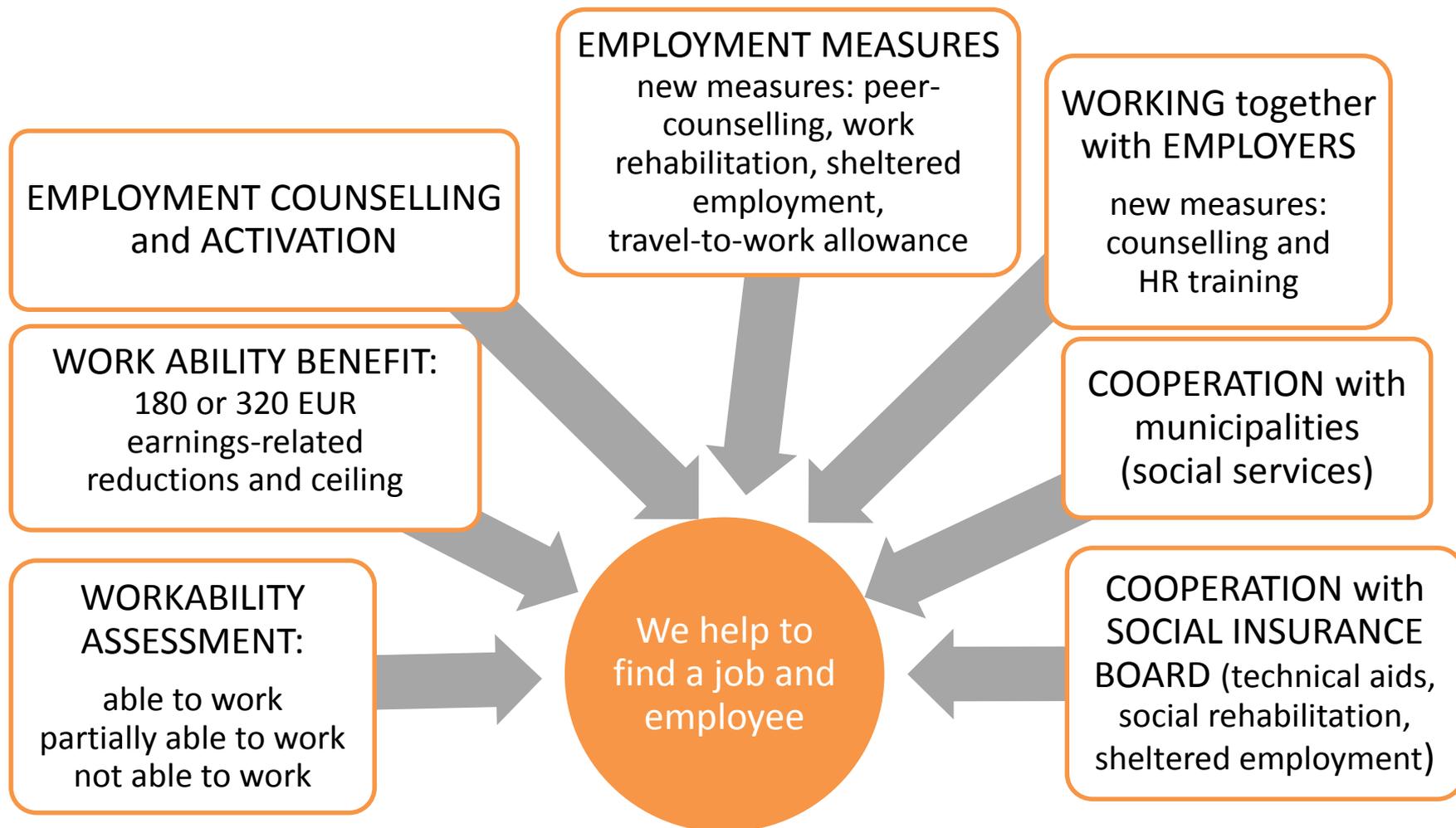


## Around 60% are not in work

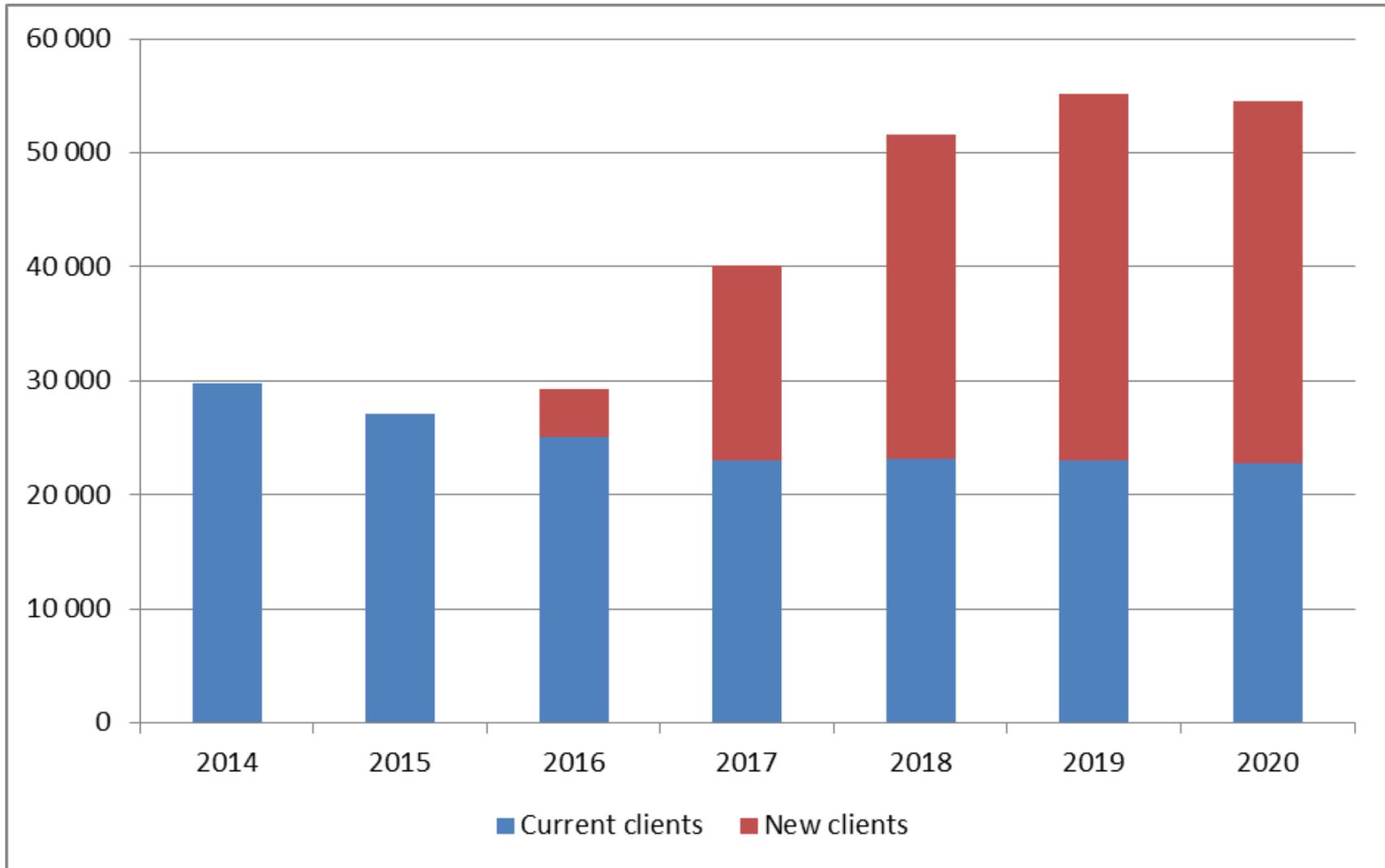
Employed and not employed (16-62) by degree of incapacity for work (30.06.2014)

*EUIF, Social Insurance Board*

## Work Ability Reform: EUIF role and new tasks



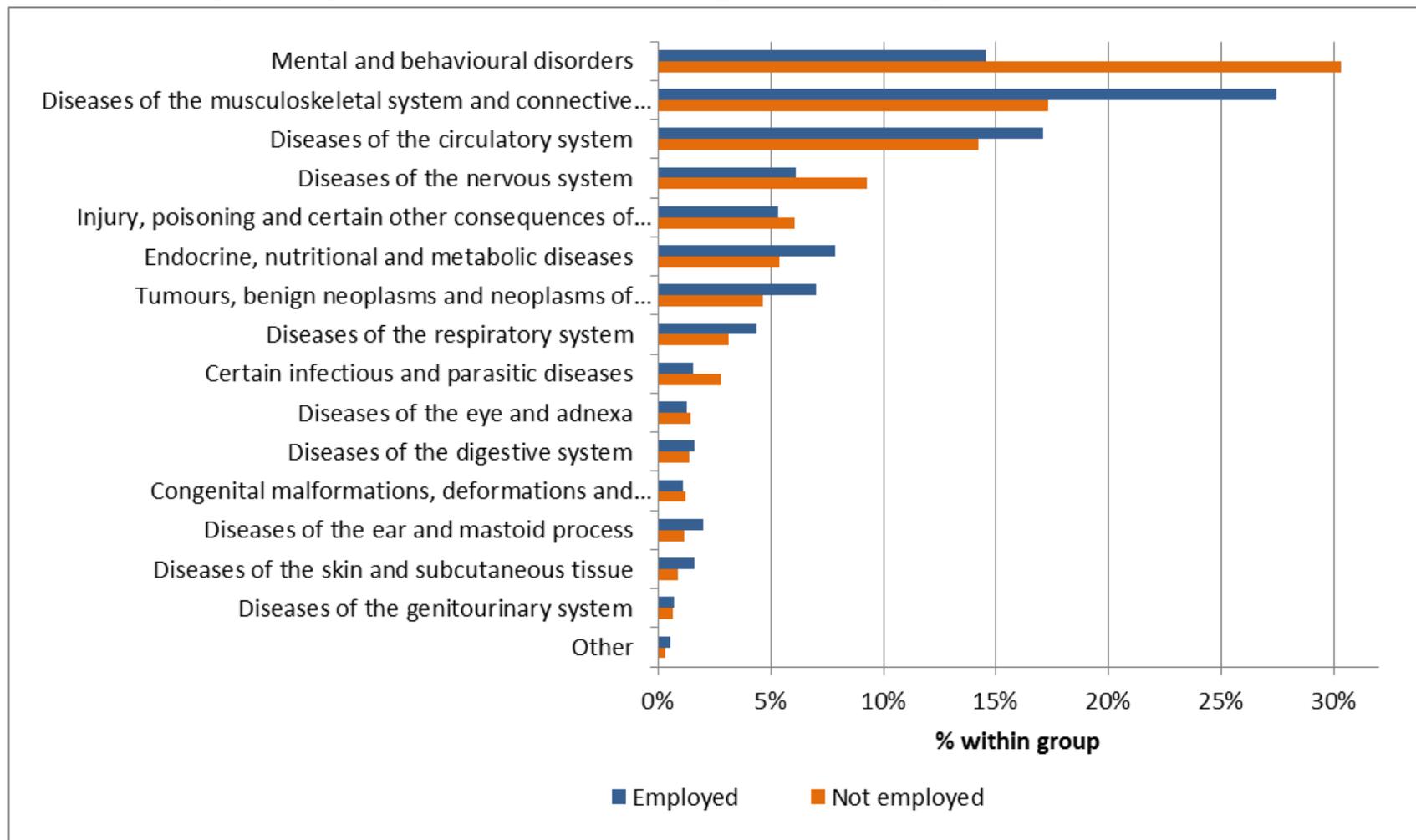
## Work Capacity Reform: challenges for implementation



**Increasing number of clients**

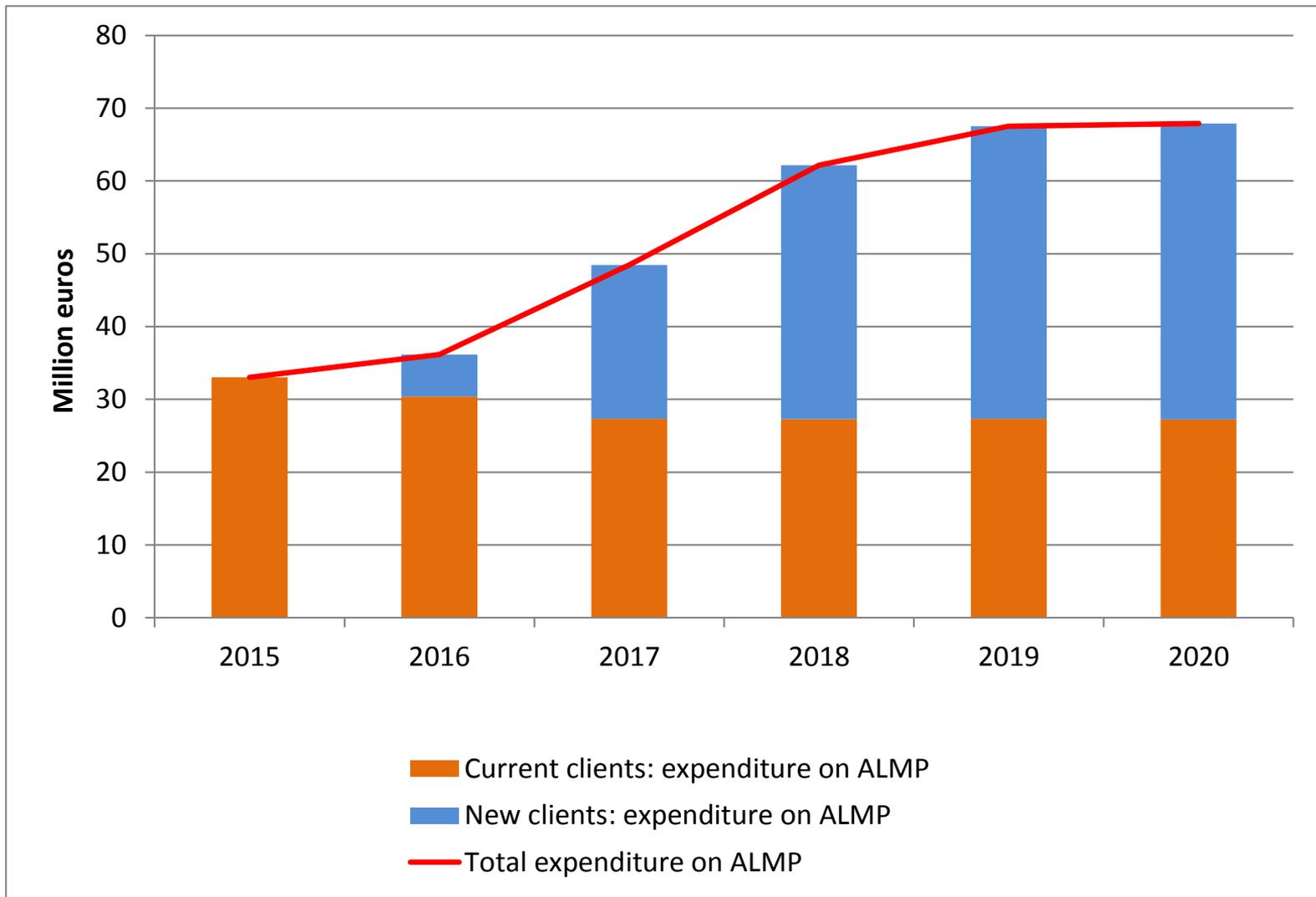
EUIF clients forecast, 2014-2020

# Work Capacity Reform: challenges for implementation



## New clients need more and more diverse support

Employed and not employed (16-62) with incapacity for work by diagnosis (30.06.2014)



## Expenditure on ALMPs

New clients: Expenditure on ALMP in 2016-2020 - 142.6 million euros (European Social Fund + Estonian Unemployment Insurance Fund)

## Work Ability Reform: challenges

- Workability assessment:
  - making new methodology to work and ensuring quality of assessments
- Employment measures:
  - finding partners able to provide services of good quality in required volumes
  - lack of expertise (e.g technical aids, workplace adjustments)
- Municipal social services
- Changing attitudes (among employers, but not only ...)