The global approach to supporting jobseekers

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Director of International Affairs and Relations
Pôle emploi key figures

- 54,000 employees distributed across France
- 920 local agencies and liaison centres which welcome 24 million people each year
- 1,389,000 more jobseekers since Pôle emploi was founded (category A)
- 8 million benefit request applications processed
- 408,000 companies use its services
- 43 million calls
- 31.7 billion euros paid out to jobseekers
- 45.3 million users per month on Pole-emploi.fr
- 4.5 million downloads of Pôle emploi mobile applications
Do more for those who need it most: Partnership between Pôle emploi and County councils

1. Provision of the county councils’ social resources

2. Overall support requiring coordinated employment/social monitoring by two professionals.

3. Exclusive social monitoring

Diagnosis of the jobseeker's situation
Support process for jobseekers in Pôle emploi

1. Online registration

2. Situation interview

3. Support modalities

- Follow-up
- Guidance
- Intensive support
- Global support

Development of personalized services
### Jobseekers’ support scheme

<table>
<thead>
<tr>
<th>Pathways</th>
<th>Follow-up</th>
<th>Guided</th>
<th>Intensive</th>
<th>Global</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jobseekers concerned</strong></td>
<td>Autonomous and job-ready</td>
<td>Need of regular assistance with job search</td>
<td>Distant from the labour market (back to work barriers)</td>
<td>For people combining social and work problems</td>
</tr>
<tr>
<td><strong>Main services</strong></td>
<td>Online services</td>
<td>Job matching</td>
<td>Assisted job matching</td>
<td>Cooperation between Pôle emploi and local councils’ social workers</td>
</tr>
<tr>
<td><strong>Activ’emploi Activ’projet</strong></td>
<td>Job matching job search support programs</td>
<td>100% Web for voluntary jobseekers</td>
<td>Intensive job search support programs</td>
<td></td>
</tr>
<tr>
<td><strong>Contacts with a personal adviser</strong></td>
<td>Less frequent</td>
<td>Regular</td>
<td>Very frequent</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mostly multi-channel contacts</td>
<td>Face-to-face telephone / email</td>
<td>Mostly face-to-face</td>
<td></td>
</tr>
</tbody>
</table>

- **Grants and measures** – Collective workshops - Training
- **920 advisers specialized in global Support Scheme**
Development by Pôle emploi of a digital database of partners’ resources

Alongside the county councils Pôle emploi now offers a digital tool providing access to social resources that respond to 7 identified needs

- Getting medical care;
- Finding accommodation;
- Moving;
- Overcoming family constraints;
- Getting out of isolation and mastering basic skills;
- Dealing with administrative or legal difficulties;
- Dealing with financial difficulties.

The targeted goals

- Proposing solutions tackling with obstacles to employment
- Promoting optimal use of the county councils’ social resources
- Preventing situations leading to poverty
- Limiting pressure on social services concerning isolated needs
Global support at Pôle emploi (data up to September 2016)

Beneficiaries:
- 71,000 registered jobseekers
- 67% receive the active solidarity benefit (rSa)
- 55% are registered jobseekers for more than 12 months
- 27.1% are single parent families
- 75% have a low level of qualification
- 21% are foreigners
- 14.1% are homeless
- 920 dedicated Pôle emploi advisers
- Financial support from the ESF

→ 81% of the supported jobseekers declare they are satisfied
Profile of jobseekers benefiting from global support: non-professional difficulties

→ 2/3 jobseekers mention 3 difficulties or more
→ Most widespread difficulties: financial, lack of self-confidence, sense of isolation
→ But also difficulties in moving, health problems and family constraints.

Number of difficulties mentioned by jobseekers

<table>
<thead>
<tr>
<th>Number of Difficulties</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 difficulty</td>
<td>4%</td>
</tr>
<tr>
<td>1 difficulty</td>
<td>13%</td>
</tr>
<tr>
<td>2 difficulties</td>
<td>18%</td>
</tr>
<tr>
<td>3 difficulties</td>
<td>19%</td>
</tr>
<tr>
<td>4 difficulties</td>
<td>20%</td>
</tr>
<tr>
<td>5 difficulties</td>
<td>13%</td>
</tr>
<tr>
<td>6 difficulties &amp; more</td>
<td>14%</td>
</tr>
</tbody>
</table>

Share of jobseekers affected by personal difficulties

- Financial difficulties: 76%
- Difficulties in moving (means of transport): 52%
- Lack of self-confidence: 42%
- Sense of isolation: 36%
- Health problems: 33%
- Family constraints (childcare, parent): 31%
- Administrative difficulties: 26%
- Accommodation problems: 25%
- Difficulties in writing or speaking French: 20%

Source: Overall support survey, June 2015
Profile of jobseekers benefiting from global support: professional difficulties

→ Lack of available jobs
→ Mobility issues
→ Lack of qualifications or training

Number of difficulties mentioned by jobseekers

- 0 difficulties: 2%
- 1 difficulty: 8%
- 2 difficulties: 16%
- 3 difficulties: 23%
- 4 difficulties: 22%
- 5 difficulties: 15%
- 6 difficulties & more: 13%

Source: Overall support survey, June 2015
83% of advisers in charge of global support are in contact with many social workers. Only 16% of them always work with the same social worker, due to different organisation schemes in the county councils.

Source: Online support survey, June 2015
Relations with companies and dedicated advisers are very frequent (face to face, online services, telephone…):

- 65% of advisers say they are often in contact with companies
- 75% of advisers in charge of supporting jobseekers say they collaborate with the company-dedicated advisers
- This collaboration often involves matching jobseekers with job vacancies or mobilizing inclusion through economic activity.

### Reasons for company relations

- Matching jobseekers with job vacancies registered by Pôle emploi: 91%
- Inclusion through economic activity: 77%
- Negotiation of state-aid contract: 50%
- Contacts related to job vacancies from the open labour market that are not registered by Pôle emploi: 49%
- Monitoring jobseekers after recruitment: 43%
- Personalised profile promotion (on the hidden market): 42%
- Negotiation and monitoring of immersion periods or training prior to recruitment: 43%

Source: Online support survey, June 2015
Jobseekers' satisfaction

→ Jobseekers considerably value global support.

→ This satisfaction lasts over time

Does being supported by both a Pôle emploi adviser and a social worker seem useful to you?

<table>
<thead>
<tr>
<th></th>
<th>June 2015</th>
<th>December 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very useful (9 and 10)</td>
<td>27%</td>
<td>22%</td>
</tr>
<tr>
<td>useful (6,7 and 8)</td>
<td>46%</td>
<td>47%</td>
</tr>
<tr>
<td>Quite useful (5)</td>
<td>16%</td>
<td>17%</td>
</tr>
<tr>
<td>Not very useful (2,3 and 4)</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>Not at all useful (0 and 1)</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Satisfaction of jobseekers with global support
(satisfaction average expressed by a rate between 0 and 10)

<table>
<thead>
<tr>
<th></th>
<th>June 2015</th>
<th>December 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you satisfied with the time that is dedicated to you in your contacts with your adviser?</td>
<td>7.9</td>
<td>7.7</td>
</tr>
<tr>
<td>Are you satisfied with your adviser’s active listening capacities?</td>
<td>8.0</td>
<td>-</td>
</tr>
<tr>
<td>Are you satisfied with the frequency of contacts offered by Pôle emploi?</td>
<td>7.0</td>
<td>7.1</td>
</tr>
<tr>
<td>Are you satisfied with the services offered by Pôle emploi?</td>
<td>6.3</td>
<td>6.2</td>
</tr>
<tr>
<td>Are you satisfied with the link between the job vacancies proposed by your adviser and your expectations?</td>
<td>6.3</td>
<td>6.1</td>
</tr>
<tr>
<td>Globally, are you satisfied with the support from Pôle emploi?</td>
<td>7.2</td>
<td>7.3</td>
</tr>
</tbody>
</table>
Duration and termination of global support

→ Between 1st January and 30th June 2016, nearly 22,000 jobseekers ended global support.

→ The average duration of global support is 214 days, or 7 months.

→ Among the jobseekers who started global support in April 2015, 56% accessed employment within 12 months, including 19% in sustainable employment.

Time spent in global support

Sources: SISP, Overall support survey, June/December 2015.
THANK YOU FOR YOUR ATTENTION!