



Jobseeker profiling tools & Outsourcing employment services

Joint seminar of the OECD and Italy's National Agency for Active Labour Market Policies (ANPAL)

11 April 2018

Ministry of Labour and Social Policies, Rome

In the context of the OECD Review of Italy's Active Labour Market Policies (ALMP), the OECD and Italy's National Agency for Active Labour Market Policies (ANPAL) organise a joint seminar with the participation of the Italian regional authorities and international experts. The purpose of this seminar is to discuss the main challenges in designing and using jobseeker profiling tools and in outsourcing employment services to private providers. The experiences of selected OECD countries and Italian regions will be presented with the aim to identify best practices and lessons learned.

The following questions will be discussed during the seminar:

1. Profiling tools:

- What are the minimum data requirements to implement quantitative profiling tools?
- How could profiling tools take into account the changes in the characteristics / employability of the unemployed person over the unemployment period? Specifically, how could profiling models take into account the participation in active measures?
- How to train the Public Employment Service staff to use the quantitative profiling tools? How to create the awareness and clarity why seemingly similar jobseekers might be directed to different clusters / service streams by the profiling tools? How to make the front-line counsellors trust the tools?
- Which competencies are needed to implement additional qualitative tools / discretion by the counsellors? What are the benefits of having the discretion and what are the trade-offs?

2. Outsourcing services:

- How to create a market in case there are not enough potential private service providers?
- How to avoid parking and creaming?
- How to assign costs in case the jobseeker is very far from the labour market?
- Which criteria to set for accrediting service providers?
- How to monitor service quality when services are provided by private providers?
- How can private service providers network with other organisations to approach the labour market obstacles in a holistic way (e.g. social services, healthcare services)?

Agenda

10:00-10:15 Welcome and introduction

Salvatore Pirrone (ANPAL)
Theodora Xenogiani (OECD)
Anne Lauringson (OECD)

10:15-12:30 Session 1. Developing and using profiling tools

Martine Breedveld (UWV WERKbedrijf, the **Netherlands**)
Margaret Kidd (Minister Counsellor, **Australian** Delegation to the OECD)

Alessandro Agostinetti, Veneto Region
Maria Antonietta D'Urso, Campania Region
Antonella Chiusole, Autonomous Province of Trento
Gianfranco Bordone, Piemonte Region

12:30-13:15 Break for lunch

13:15-13:45 Outsourcing services from private service providers

Margaret Kidd (Minister Counsellor, **Australian** Delegation to the OECD)
Nick Butler (Deputy Head of Performance Management, Contracted Employment Services Performance Management Division, Department for Work and Pensions, the **United Kingdom**)

Marco Noccioli, Lazio Region
Gianluca Boy, Sardegna Region
Simone Cappelli, Toscana Region

15:10-16:00 Outlook and next steps

Address by the National Agency for Active Labour Market Policies concerning profiling tools and outsourcing:

- Quantitative profiling: Giovanna Linfante
- Qualitative profiling: Marinella Colucci
- Replacement voucher and next steps: Salvatore Pirrone

16:00-16:15 Conclusions and next steps

Salvatore Pirrone (ANPAL)
Theodora Xenogiani (OECD)
Anne Lauringson (OECD)