



10 MAR 2021

On 21 December 2020, you emailed the Ministry of Social Development's (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- The dataset, titled "2018 MSD Employment Assistance 2016\_2017 intervention impact results .csv" referred to on page 53 of this document: <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/employment-assistance-effectiveness/ea-effectiveness-report-07022019.pdf>
- Any reports, briefings or analysis sent to Ministers about the effectiveness of MSD employment assistance since January 1 2019.

On 5 February 2021, the Ministry advised you that the time required to make a decision has been extended, and that you would receive a response on or before 25 February 2021.

On 25 February 2021, the Ministry sent you a further email, advising that the Ministry has decided to grant your request. However, the Ministry required more time to prepare the material for release. You were advised you would receive a final response on or before 10 March 2021.

The Ministry has actively invested in monitoring the effectiveness of its products and services and evaluates the effectiveness of its Active Labour Market Programmes (ALMPs) annually, using common methodology to measure outcomes. The Ministry considers that the effectiveness of its employment programmes can be strengthened through good design and implementation, combined with an ongoing process of monitoring the effectiveness of individual interventions.

In regard to the first aspect of your request, please find the requested dataset, *2018 MSD Employment Assistance 2016\_2017 intervention impact results .csv*, attached to this response as an excel spreadsheet.

The dataset presents data on the Ministry's Employment Assistance programmes used in the published report *Cost-effectiveness of MSD employment assistance*. The dataset is used to assess overall effectiveness based on outcomes that can be observed in administrative data. These effectiveness results do not tell us about client experience, barriers and success factors to service implementation, or other contextual factors affecting outcomes.

To assist in interpreting the dataset, a description of what is shown in each of the columns is outlined below:

- Outcome: name of outcome measure.
- Observed outcome period: follow up period in years that observed impacts are measured over.
- Observed participate outcomes: cumulative outcomes for the participant group over the observed period.
- Observed impact: cumulative change in outcome because of the intervention.
- Projected outcome period: number of years that the projected impact was projected over.
- Projected impact: projected cumulative change in outcomes because of the intervention.

Please also find a glossary below, showing the full text values for the outcome measures:

COA	Time in any corrections service
EMP	In any employment
IAN	Net income from all sources
ISX	Income Support expenditure
IW2	Independent of Work and Income assistance
IWI	Independent of Work and Income assistance
NQF	Average of highest NQF level achieved
QL2	Achieved an NQF 2 qualification or above
OBN	Off main benefit
QL3	Achieved an NQF 3 qualification or above

Please note, the requested dataset is as at October 2018 and as such, is now out of date. Since the publication of the report, the Ministry has improved the propensity score matching used to create matched comparison groups. The impact results are now based on a comparison group matched using linked administrative data in the Statistics New Zealand Integrated Data Infrastructure (IDI). The impact results in the requested dataset are matched only on what can be seen in the Ministry's administrative data.

Therefore, results from subsequent updates on this analysis may differ from what is in the dataset provided to. In addition, further analysis will track the outcomes for longer follow up periods. This may change the assessment of the effectiveness of individual programmes.

Details about what data were used and the methodology, particularly around how the projected estimates were calculated and how impact was defined, can be found on the Ministry's website here: [www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/employment-assistance-effectiveness/2018-msd-employment-assistance-cost-effectiveness-2016-2017-technical-report.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/employment-assistance-effectiveness/2018-msd-employment-assistance-cost-effectiveness-2016-2017-technical-report.pdf)



In regard to the second aspect of your request for reports to Ministers, the following documents have been identified as within scope and are enclosed in this response:

1. Memo: *Publication of the annual Employment Assistance Cost-effectiveness report for 2016/2017*, dated 23 January 2019
2. Memo: *Publication of the report on the cost-effectiveness of intensive case management services*, dated 20 May 2019
3. Report: *Individual Placement and Support Trials – Findings from the Prototypes*, dated 14 August 2019
4. Report: *New study on Individual Placement and Support (IPS)*, dated 19 November 2020
5. Report: *Active Labour Market Programmes and Policies: Responding to COVID-19*, dated 5 May 2020
6. Report: *Initial advice on the Flexi-Wage Self-Employment*, dated 16 December 2020

You will note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

Some information is withheld under section 9(2)(f)(iv) of the Act as it is under active consideration. The release of this information is likely to prejudice the ability of government to consider advice and the wider public interest of effective government would not be served.

The Cabinet paper, titled *Expansion of Flexi-Wage to support 40,000 New Zealanders into work or to start their own business*, has been identified as in scope of your request. However, this document is refused under section 18(d) of the Act on the basis that the information requested will soon be publicly available. This information will be published as soon as possible this year.

Furthermore, an additional document has been identified as in scope of your request, however, this document is under active consideration. It is therefore withheld in its entirety, under section 9(2)(f)(iv) of the Act. The release of this document is likely to prejudice the ability of government to consider advice and the wider public interest of effective government would not be served.

Please note, in regard to the second document listed above, *Publication of the report on the cost-effectiveness of intensive case management services*, the referenced second stage evaluation was not completed due to resourcing and the required data not being in the IDI. As the Ministry no longer operates the streaming services that were the subject of the evaluation, the analysis would not be supporting any future decisions around case management.

The Ministry has prioritised work such as the evaluation of Mana in Mahi. The ongoing evaluations referenced in the third and fourth documents regarding the Individual Placement and Support Trials are all progressing.

Additionally, document five, *Active Labour Market Programmes and Policies: Responding to COVID-19*, contains out of date information and does not reflect the full activity of the Ministry's employment programmes. Since the writing of this report, some parameters have changed, such as the \$3k to Work grant being increased to \$5k.

Furthermore, more recent data held by the Ministry provides a more accurate view of the take-up of programmes. For example, the number of Mana in Mahi participants increased to 1315 in the 2020/21 financial year, an increase of 247 people who participated during the 2018/19 financial year.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding the Ministry's employment assistance programmes, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



Rachel Skeates-Millar  
**General Manager, Research and Evaluation**

Intervention Name	Outcome Domain	Outcome	Observed	Observed Participant Outcomes	Observed Impact	Project outcome period	Projected impact
Activity in the Community	Income	IAN	11 yrs		\$141,200 \$5,700(\$7,200)	16.4 yrs	\$8,864(\$7,511)
Activity in the Community	Employment	EMP	11 yrs	55 mths	-5(7) wks	16.4 yrs	-7(7) wks
Activity in the Community	Justice	COA	11 yrs	23.3 wks	-0.4(2.1) wks	16.4 yrs	-0.5(2.2) wks
Activity in the Community	Education achievement	NQA	10.4 yrs	1.63 nqf	0.2(0.07) nqf	18.2 yrs	0.21(0.07) nqf
Activity in the Community	Income Support	IW2	11 yrs	62 mths	-31(7) wks	16.4 yrs	-36(7) wks
Careers Guidance and Counselling	Income	IAN	8 yrs		\$100,900 \$1,700(\$2,900)	16.8 yrs	\$2,195(\$3,025)
Careers Guidance and Counselling	Employment	EMP	8 yrs	47 mths	7(3) wks	18.8 yrs	11(3) wks
Careers Guidance and Counselling	Justice	COA	8.5 yrs	18.7 wks	-2.4(1) wks	14.4 yrs	-2.9(1) wks
Careers Guidance and Counselling	Education achievement	NQA	7.4 yrs	1.61 nqf	0.06(0.04) nqf	12.8 yrs	0.1(0.04) nqf
Careers Guidance and Counselling	Income Support	IW2	8 yrs	52 mths	-5(3) wks	13.4 yrs	-4(4) wks
CommunityMax	Income	IAN	6 yrs		\$91,300 \$4,200(\$7,900)	16.8 yrs	\$7,144(\$8,241)
CommunityMax	Employment	EMP	5.5 yrs	31 mths	10(8) wks	5.8 yrs	10(9) wks
CommunityMax	Justice	COA	6 yrs	33.3 wks	-0.3(3.3) wks	11.4 yrs	-0.7(3.4) wks
CommunityMax	Education achievement	NQA	5.4 yrs	2.2 nqf	0.14(0.1) nqf	10.8 yrs	0.09(0.1) nqf
CommunityMax	Income Support	IW2	5.5 yrs	44 mths	6(8) wks	5.8 yrs	6(8) wks
Course Participation Grant	Income	IAN	3.5 yrs		\$43,590 \$300(\$1,100)	4.8 yrs	\$340(\$1,148)
Course Participation Grant	Employment	EMP	3 yrs	17 mths	7(1) wks	9.8 yrs	13(1) wks
Course Participation Grant	Justice	COA	3.5 yrs	11.6 wks	-1(0.4) wks	9.1 yrs	-0.3(0.4) wks
Course Participation Grant	Education achievement	NQA	3 yrs	1.26 nqf	0.03(0.03) nqf	8.4 yrs	0.05(0.03) nqf
Course Participation Grant	Income Support	IW2	3 yrs	17 mths	1(1) wks	8.8 yrs	6(1) wks
Employment Placement or Assistance Initiative	Income	IAN	7 yrs		\$94,700 \$1,600(\$6,000)	9 yrs	\$1,329(\$6,259)
Employment Placement or Assistance Initiative	Employment	EMP	2.5 yrs	14 mths	8(1) wks	13.4 yrs	20(1) wks
Employment Placement or Assistance Initiative	Justice	COA	3 yrs	8.3 wks	-1.7(0.4) wks	5.8 yrs	-2.2(0.4) wks
Employment Placement or Assistance Initiative	Education achievement	NQA	2.5 yrs	1.78 nqf	0.01(0.04) nqf	7.9 yrs	0(0.04) nqf
Employment Placement or Assistance Initiative	Income Support	IW2	2.5 yrs	15 mths	3(1) wks	8.1 yrs	10(1) wks
Enterprise Allowance	Income	IAN	8.5 yrs		\$156,800 -\$16,000(\$4,300)	14.9 yrs	-\$17,629(\$4,486)
Enterprise Allowance	Employment	EMP	8.5 yrs	60 mths	42(6) wks	15.9 yrs	49(6) wks
Enterprise Allowance	Justice	COA	9 yrs	8.9 wks	-2.1(1.6) wks	14.4 yrs	-3(1.6) wks
Enterprise Allowance	Education achievement	NQA	8.4 yrs	1.95 nqf	0.1(0.1) nqf	19.2 yrs	0.11(0.1) nqf
Enterprise Allowance	Income Support	IW2	8.5 yrs	78 mths	73(6) wks	18.8 yrs	88(6) wks
Flexi-wage (Basic/Plus)	Income	IAN	2 yrs		\$51,660 \$7,830(\$640)	21.3 yrs	\$36,925(\$668)
Flexi-wage (Basic/Plus)	Employment	EMP	2 yrs	17 mths	26(1) wks	20.8 yrs	76(1) wks
Flexi-wage (Basic/Plus)	Justice	COA	2.5 yrs	8.1 wks	-1.7(0.7) wks	15.9 yrs	-4.1(0.7) wks
Flexi-wage (Basic/Plus)	Education achievement	NQA	2 yrs	1.79 nqf	0(0.06) nqf	15.3 yrs	0(0.06) nqf
Flexi-wage (Basic/Plus)	Income Support	IW2	2 yrs	16 mths	22(1) wks	20.8 yrs	63(1) wks
Flexi-wage Self Employment (subsidy)	Income	IAN	0.5 yrs		\$6,340 -\$5,800(\$1,300)	0.5 yrs	-\$5,800(\$1,300)
Flexi-wage Self Employment (subsidy)	Employment	EMP	0.5 yrs	3 mths	1(2) wks	0.5 yrs	1(2) wks
Flexi-wage Self Employment (subsidy)	Justice	COA	0.5 yrs	0.3 wks	-0.3(0.7) wks	0.5 yrs	-0.3(0.7) wks
Flexi-wage Self Employment (subsidy)	Education achievement	NQA	0.2 yrs	3.4 nqf	0.6(0.6) nqf	0.2 yrs	0.6(0.6) nqf
Flexi-wage Self Employment (subsidy)	Income Support	IW2	0.5 yrs	5 mths	14(2) wks	0.5 yrs	14(2) wks
Foundation Focused Training	Income	IAN	3.5 yrs		\$65,530 -\$3,070(\$970)	9.9 yrs	-\$4,609(\$1,012)
Foundation Focused Training	Employment	EMP	3.5 yrs	16 mths	-3(2) wks	9 yrs	-1(2) wks
Foundation Focused Training	Justice	COA	4 yrs	12.1 wks	-2.1(0.9) wks	9.5 yrs	-3.6(0.9) wks
Foundation Focused Training	Education achievement	NQA	3.5 yrs	1.76 nqf	0.1(0.05) nqf	8.9 yrs	0.05(0.05) nqf
Foundation Focused Training	Income Support	IW2	3.5 yrs	18 mths	-10(2) wks	9 yrs	-3(2) wks
Health Interventions	Income	IAN	7 yrs		\$129,100 -\$700(\$2,200)	12.4 yrs	-\$1,060(\$2,295)
Health Interventions	Employment	EMP	6.5 yrs	23 mths	2(4) wks	8.6 yrs	3(4) wks
Health Interventions	Justice	COA	7.5 yrs	15.4 wks	-5.4(1.9) wks	18.3 yrs	-8.7(1.9) wks
Health Interventions	Education achievement	NQA	6.4 yrs	1.26 nqf	0.09(0.07) nqf	11.8 yrs	0.06(0.07) nqf
Health Interventions	Income Support	IW2	6.5 yrs	24 mths	-8(4) wks	17.3 yrs	-13(4) wks
In-Work Support (IWS) trial	Income Support	OBN	34.4 yrs	23 mths	1(8) wks	34.4 yrs	1(8) wks
Job For A Local	Income	IAN	4.5 yrs		\$129,100 \$19,100(\$7,100)	15.3 yrs	\$34,238(\$7,407)
Job For A Local	Employment	EMP	4.5 yrs	39 mths	36(8) wks	8.5 yrs	43(8) wks
Job For A Local	Justice	COA	5 yrs	18.1 wks	-4.6(5.3) wks	10.4 yrs	-8.3(5.5) wks
Job For A Local	Education achievement	NQA	4.4 yrs	1.8 nqf	0(0.2) nqf	9.9 yrs	0(0) nqf
Job For A Local	Income Support	IW2	4.5 yrs	46 mths	31(7) wks	7.1 yrs	34(7) wks
Job Opportunities with Training	Income	IAN	5 yrs		\$114,300 \$15,900(\$4,900)	15.8 yrs	\$25,779(\$5,112)
Job Opportunities with Training	Employment	EMP	5 yrs	37 mths	33(7) wks	7.3 yrs	36(8) wks
Job Opportunities with Training	Justice	COA	5.5 yrs	18.1 wks	-3.4(4.1) wks	9.9 yrs	-4.7(4.3) wks
Job Opportunities with Training	Education achievement	NQA	4.9 yrs	2.2 nqf	-0.1(0.2) nqf	4.9 yrs	-0.1(0.2) nqf



Job Opportunities with Training	Income Support	IW2	5 yrs	47 mths		30(6) wks	15.9 yrs	44(7) wks
Job Ops	Income	IAN	5.5 yrs		\$124,600	\$16,400(\$2,200)	16.3 yrs	\$28,495(\$2,295)
Job Ops	Employment	EMP	5.5 yrs	40 mths		34(6) wks	12.4 yrs	42(6) wks
Job Ops	Justice	COA	6 yrs	23.1 wks		-2.6(1.9) wks	11.9 yrs	-3.3(1.9) wks
Job Ops	Education achievement	NQA	5.4 yrs	2.21 nqf		-0.08(0.07) nqf	10.8 yrs	-0.05(0.07) nqf
Job Ops	Income Support	IW2	5.5 yrs	52 mths		24(5) wks	16.4 yrs	33(6) wks
Job Search Initiatives	Income	IAN	4.5 yrs		\$88,130	\$760(\$700)	9.9 yrs	\$1,363(\$730)
Job Search Initiatives	Employment	EMP	7 yrs	42 mths		13(2) wks	17.8 yrs	19(2) wks
Job Search Initiatives	Justice	COA	7.5 yrs	23.1 wks		0(1) wks	12.9 yrs	0(1) wks
Job Search Initiatives	Education achievement	NQA	4.4 yrs	1.41 nqf		0(0.03) nqf	9.9 yrs	0(0) nqf
Job Search Initiatives	Income Support	IW2	7 yrs	53 mths		14(2) wks	12.4 yrs	19(2) wks
Job Seeker Work Ready 52 week benefit reapplication	Income Support	OBN	1.9 yrs	9 mths		6(1) wks	1.9 yrs	6(1) wks
Jobs With A Future	Income	IAN	6 yrs		\$134,500	\$8,800(\$10,300)	11.4 yrs	\$13,286(\$10,745)
Jobs With A Future	Employment	EMP	6 yrs	35 mths		19(16) wks	11.4 yrs	22(16) wks
Jobs With A Future	Justice	COA	6.5 yrs	20.1 wks		-4.7(8) wks	11.9 yrs	-8.7(8.3) wks
Jobs With A Future	Education achievement	NQA	5.9 yrs	2.1 nqf		0.2(0.3) nqf	11.3 yrs	0.1(0.31) nqf
Jobs With A Future	Income Support	IW2	6 yrs	42 mths		7(16) wks	11.4 yrs	4(17) wks
Limited Services Volunteer	Income	IAN	3 yrs		\$48,190	\$1,780(\$820)	8.6 yrs	\$4,483(\$855)
Limited Services Volunteer	Employment	EMP	3 yrs	17 mths		5(2) wks	8.6 yrs	14(2) wks
Limited Services Volunteer	Justice	COA	3.5 yrs	18 wks		-3.7(1.3) wks	9 yrs	-2.9(1.3) wks
Limited Services Volunteer	Education achievement	NQA	3 yrs	1.24 nqf		-0.05(0.05) nqf	8.4 yrs	-0.03(0.05) nqf
Limited Services Volunteer	Income Support	IW2	3 yrs	21 mths		-2(1) wks	8.6 yrs	-13(1) wks
Literacy/Numeracy	Income	IAN	4.5 yrs		\$77,500	-\$7,800(\$3,700)	6.7 yrs	-\$8,684(\$3,860)
Literacy/Numeracy	Employment	EMP	4 yrs	14 mths		-12(6) wks	6.1 yrs	-13(6) wks
Literacy/Numeracy	Justice	COA	4.5 yrs	17 wks		0(3.3) wks	15.3 yrs	0.1(3.4) wks
Literacy/Numeracy	Education achievement	NQA	4.2 yrs	1.5 nqf		0(0.1) nqf	9.6 yrs	0(0.1) nqf
Literacy/Numeracy	Income Support	IW2	4 yrs	19 mths		-16(6) wks	9.7 yrs	-26(6) wks
Local Industry Partnerships	Income	IAN	5.5 yrs		\$125,700	\$11,600(\$5,500)	10.8 yrs	\$21,798(\$5,738)
Local Industry Partnerships	Employment	EMP	5.5 yrs	36 mths		26(8) wks	16.4 yrs	45(8) wks
Local Industry Partnerships	Justice	COA	6 yrs	17.6 wks		-5.9(3.9) wks	11.4 yrs	-9.1(4) wks
Local Industry Partnerships	Education achievement	NQA	5.4 yrs	2.1 nqf		0.2(0.2) nqf	10.8 yrs	0.27(0.21) nqf
Local Industry Partnerships	Income Support	IW2	5.5 yrs	44 mths		19(8) wks	10.9 yrs	29(8) wks
Mental Health Employment Service Trial	Income Support	ISX	3.2 yrs		\$41,232	-\$370(\$1,376)	3.2 yrs	-\$370(\$1,376)
New Initiative	Income	IAN	5.5 yrs		\$109,560	\$2,600(\$1,100)	16.4 yrs	\$5,030(\$1,148)
New Initiative	Employment	EMP	7 yrs	42 mths		13(5) wks	17.8 yrs	19(5) wks
New Initiative	Justice	COA	7.5 yrs	29.6 wks		4.1(1.7) wks	10.9 yrs	4.8(1.8) wks
New Initiative	Education achievement	NQA	5.2 yrs	1.52 nqf		0(0.04) nqf	10.4 yrs	0.01(0.04) nqf
New Initiative	Income Support	IW2	7 yrs	54 mths		21(5) wks	17.8 yrs	30(5) wks
Outward Bound	Income	IAN	11 yrs		\$205,100	-\$9,700(\$9,800)	13.4 yrs	-\$9,204(\$10,223)
Outward Bound	Employment	EMP	10.5 yrs	64 mths		4(14) wks	15.9 yrs	8(14) wks
Outward Bound	Justice	COA	11 yrs	39.4 wks		-5.9(7.3) wks	12.4 yrs	-5.9(7.6) wks
Outward Bound	Education achievement	NQA	10.4 yrs	2.1 nqf		0.4(0.2) nqf	15.8 yrs	0.42(0.21) nqf
Outward Bound	Income Support	IW2	10.5 yrs	81 mths		-2(14) wks	10.5 yrs	-2(14) wks
PATHS	Income	IAN	4 yrs		\$75,600	\$1,700(\$1,600)	9 yrs	\$2,668(\$1,669)
PATHS	Employment	EMP	3.5 yrs	13 mths		5(3) wks	14.4 yrs	10(3) wks
PATHS	Justice	COA	4.5 yrs	10 wks		-3(1.7) wks	15.3 yrs	-5.1(1.8) wks
PATHS	Education achievement	NQA	3.8 yrs	1.21 nqf		0.06(0.09) nqf	9.2 yrs	0.12(0.09) nqf
PATHS	Income Support	IW2	3.5 yrs	11 mths		-5(3) wks	5.2 yrs	-6(3) wks
Skills for Growth	Income Support	IWI	5 yrs	51 mths		7(8) wks	9.9 yrs	10(9) wks
Skills for Industry	Income	IAN	2 yrs		\$47,895	\$5,530(\$610)	2 yrs	\$5,530(\$610)
Skills for Industry	Employment	EMP	2 yrs	14 mths		14(1) wks	2 yrs	14(1) wks
Skills for Industry	Justice	COA	2.5 yrs	5.7 wks		-2(0.6) wks	16.3 yrs	-5(0.6) wks
Skills for Industry	Education achievement	NQA	2 yrs	2.29 nqf		0.11(0.06) nqf	2 yrs	0.11(0.06) nqf
Skills for Industry	Income Support	IW2	2 yrs	14 mths		9(1) wks	2 yrs	9(1) wks
Skills Investment	Income	IAN	5 yrs		\$119,270	\$13,400(\$1,300)	21.3 yrs	\$31,711(\$1,356)
Skills Investment	Employment	EMP	5 yrs	35 mths		36(3) wks	20.8 yrs	63(3) wks
Skills Investment	Justice	COA	5.5 yrs	20 wks		-2.1(1.1) wks	15.9 yrs	-3.9(1.2) wks
Skills Investment	Education achievement	NQA	4.9 yrs	1.69 nqf		0(0.05) nqf	15.3 yrs	0(0.05) nqf
Skills Investment	Income Support	IW2	5 yrs	38 mths		21(3) wks	20.8 yrs	37(3) wks
Skills Training	Income	IAN	8 yrs		\$155,990	\$3,800(\$1,400)	18.8 yrs	\$5,929(\$1,460)
Skills Training	Employment	EMP	7.5 yrs	42 mths		13(2) wks	16.8 yrs	17(2) wks

Skills Training	Justice	COA	8.5 yrs	26.4 wks	-2.1(1.1) wks	13.4 yrs	-2.4(1.2) wks
Skills Training	Education achievement	NQA	7.4 yrs	1.48 nqf	0.06(0.03) nqf	12.8 yrs	0.05(0.03) nqf
Skills Training	Income Support	IW2	7.5 yrs	49 mths	0(2) wks	8.1 yrs	0(2) wks
Sole Parent Employment Service Trial	Income Support	ISX	3.2 yrs		\$49,337 -\$3,134(\$1,053)	3.2 yrs	-\$3,134(\$1,053)
Straight 2 Work	Income	IAN	5 yrs		\$110,180 \$8,700(\$1,400)	14.8 yrs	\$13,075(\$1,460)
Straight 2 Work	Employment	EMP	5 yrs	32 mths	22(2) wks	8.8 yrs	26(3) wks
Straight 2 Work	Justice	COA	5.5 yrs	16.4 wks	-4(1.1) wks	16.3 yrs	-5.8(1.2) wks
Straight 2 Work	Education achievement	NQA	4.9 yrs	1.96 nqf	0.08(0.05) nqf	10.4 yrs	0.12(0.05) nqf
Straight 2 Work	Income Support	IW2	5 yrs	37 mths	13(2) wks	9.9 yrs	17(3) wks
Taskforce Green	Income	IAN	8.5 yrs		\$175,900 \$8,300(\$2,400)	13.9 yrs	\$11,621(\$2,504)
Taskforce Green	Employment	EMP	8 yrs	56 mths	41(4) wks	18.8 yrs	57(4) wks
Taskforce Green	Justice	COA	8.5 yrs	20.6 wks	-3.6(1.6) wks	12.4 yrs	-3.9(1.6) wks
Taskforce Green	Education achievement	NQA	7.9 yrs	1.8 nqf	0.25(0.06) nqf	13.3 yrs	0.28(0.06) nqf
Taskforce Green	Income Support	IW2	8 yrs	60 mths	24(4) wks	18.8 yrs	33(4) wks
Training for Work	Income	IAN	2.5 yrs		\$53,170 \$3,210(\$670)	8 yrs	\$10,487(\$699)
Training for Work	Employment	EMP	2.5 yrs	15 mths	12(1) wks	8 yrs	25(1) wks
Training for Work	Justice	COA	2.5 yrs	6.7 wks	-2.1(0.6) wks	3.4 yrs	-2.4(0.6) wks
Training for Work	Education achievement	NQA	2.1 yrs	1.89 nqf	0.05(0.05) nqf	7.6 yrs	0(0) nqf
Training for Work	Income Support	IW2	2.5 yrs	16 mths	5(1) wks	8 yrs	22(1) wks
Training Incentive Allowance	Income	IAN	5 yrs		\$117,535 \$7,130(\$690)	10.4 yrs	\$15,249(\$720)
Training Incentive Allowance	Employment	EMP	6.5 yrs	35 mths	9(2) wks	11.9 yrs	20(2) wks
Training Incentive Allowance	Justice	COA	7.5 yrs	6.7 wks	-1.9(0.6) wks	16.4 yrs	-2.3(0.6) wks
Training Incentive Allowance	Education achievement	NQA	4.9 yrs	2.9 nqf	1.13(0.04) nqf	10.4 yrs	1.52(0.04) nqf
Training Incentive Allowance	Income Support	IW2	6.5 yrs	28 mths	-2(2) wks	11.9 yrs	-11(2) wks
Vacancy Placement Full time	Income	IAN	2.5 yrs		\$61,230 \$6,740(\$710)	5 yrs	\$8,742(\$741)
Vacancy Placement Full time	Employment	EMP	2.5 yrs	19 mths	18(1) wks	3 yrs	19(1) wks
Vacancy Placement Full time	Justice	COA	3 yrs	12 wks	0.3(0.6) wks	8.5 yrs	0.9(0.6) wks
Vacancy Placement Full time	Education achievement	NQA	2.5 yrs	1.69 nqf	-0.1(0.04) nqf	7.9 yrs	-0.12(0.04) nqf
Vacancy Placement Full time	Income Support	IW2	2.5 yrs	21 mths	12(1) wks	8.1 yrs	6(1) wks
Vacancy Placement Part time	Income	IAN	2.5 yrs		\$56,650 \$3,290(\$690)	13.4 yrs	\$9,091(\$720)
Vacancy Placement Part time	Employment	EMP	2.5 yrs	19 mths	21(1) wks	3.7 yrs	23(1) wks
Vacancy Placement Part time	Justice	COA	3 yrs	7.4 wks	-1(0.6) wks	9 yrs	-1.6(0.6) wks
Vacancy Placement Part time	Education achievement	NQA	2.6 yrs	1.88 nqf	-0.05(0.05) nqf	8.1 yrs	-0.08(0.05) nqf
Vacancy Placement Part time	Income Support	IW2	2.5 yrs	17 mths	6(1) wks	8.3 yrs	15(1) wks
Vocational Services Employment	Income	IAN	2.5 yrs		\$52,950 \$4,100(\$520)	8.3 yrs	\$8,740(\$542)
Vocational Services Employment	Employment	EMP	3.5 yrs	22 mths	27(3) wks	14.4 yrs	67(3) wks
Vocational Services Employment	Justice	COA	4 yrs	5.4 wks	-0.6(0.9) wks	5 yrs	-0.6(0.9) wks
Vocational Services Employment	Education achievement	NQA	2.5 yrs	1.05 nqf	-0.1(0.03) nqf	7.9 yrs	-0.35(0.03) nqf
Vocational Services Employment	Income Support	IW2	3.5 yrs	17 mths	7(3) wks	9 yrs	17(3) wks
Work Ability Assessment	Income	IAN	0.5 yrs		\$8,790 -\$165(\$190)	0.5 yrs	-\$165(\$190)
Work Ability Assessment	Employment	EMP	2 yrs	4 mths	1(5) wks	7.4 yrs	2(6) wks
Work Ability Assessment	Justice	COA	2 yrs	5.9 wks	-0.4(3.7) wks	7.8 yrs	-6(3.9) wks
Work Ability Assessment	Education achievement	NQA	1.8 yrs	1.3 nqf	0(0.4) nqf	1.8 yrs	0(0.4) nqf
Work Ability Assessment	Income Support	IW2	2 yrs	4 mths	-0(5) wks	7.4 yrs	-4(6) wks
Work Confidence	Income	IAN	4 yrs		\$75,945 \$60(\$620)	9.7 yrs	\$566(\$647)
Work Confidence	Employment	EMP	4 yrs	22 mths	3(1) wks	13.8 yrs	6(1) wks
Work Confidence	Justice	COA	4.5 yrs	13.1 wks	-1(0.6) wks	9.9 yrs	-1.7(0.6) wks
Work Confidence	Education achievement	NQA	3.9 yrs	1.26 nqf	0.03(0.03) nqf	9.4 yrs	0.04(0.03) nqf
Work Confidence	Income Support	IW2	4 yrs	22 mths	-2(1) wks	4.4 yrs	-2(1) wks
Work Experience	Income	IAN	5 yrs		\$97,300 \$5,800(\$2,200)	15.9 yrs	\$12,190(\$2,295)
Work Experience	Employment	EMP	4.5 yrs	30 mths	13(3) wks	15.3 yrs	24(3) wks
Work Experience	Justice	COA	5 yrs	12.1 wks	0.4(1.4) wks	10.4 yrs	0.6(1.5) wks
Work Experience	Education achievement	NQA	4.7 yrs	1.66 nqf	0.1(0.1) nqf	9.9 yrs	0.01(0.1) nqf
Work Experience	Income Support	IW2	4.5 yrs	32 mths	6(3) wks	11.8 yrs	9(3) wks
Work Focused Case Management (General)	Income Support	ISX	3.1 yrs		\$42,952 -\$2,141(\$637)	3.1 yrs	-\$2,141(\$637)
Work Focused Case Management (pilot)	Income Support	ISX	4.4 yrs		\$47,463 -\$1,217(\$651)	4.4 yrs	-\$1,217(\$651)
Work Focused Case Management HCD	Income Support	ISX	1.9 yrs		\$23,292 -\$635(\$304)	1.9 yrs	-\$635(\$304)
Work Focused Case Management ICS (Early entrants)	Income Support	ISX	1.7 yrs		\$17,348 -\$197(\$1,094)	1.7 yrs	-\$197(\$1,094)
Work Focused Case Management ICS (Entrenched)	Income Support	ISX	2 yrs		\$23,460 -\$2,940(\$1,230)	2 yrs	-\$2,940(\$1,230)
Work Focused Case Management Integrated Services (IS)	Income Support	ISX	2.6 yrs		\$37,528 -\$2,983(\$768)	2.6 yrs	-\$2,983(\$768)
Work Search Support	Income Support	ISX	3.3 yrs		\$32,083 -\$1,461(\$473)	3.3 yrs	-\$1,461(\$473)

Work Search Support (pilot)	Income Support	ISX	4.4 yrs		\$54,509	-\$1,286(\$688)	4.4 yrs	-\$1,286(\$688)
WRK4U	Income Support	OBN	2.1 yrs	17 mths		16(9) wks	2.3 yrs	16(9) wks
Youth Seminar	Income	IAN	2.5 yrs		\$44,085	-\$1,630(\$780)	8.1 yrs	-\$276(\$814)
Youth Seminar	Employment	EMP	2.5 yrs	13 mths		-1(1) wks	8.1 yrs	-4(1) wks
Youth Seminar	Justice	COA	3 yrs	12.7 wks		-0.7(0.9) wks	8.3 yrs	-1.8(0.9) wks
Youth Seminar	Education achievement	NQA	2.3 yrs	2.09 nqf		-0.04(0.06) nqf	7.7 yrs	-0.04(0.06) nqf
Youth Seminar	Income Support	IW2	2.5 yrs	17 mths		-5(1) wks	8.1 yrs	-4(1) wks
Youth Service (NEET)	Employment	EMP	2.1 yrs	8 mths		-2(1) wks	2.6 yrs	-2(1) wks
Youth Service (NEET)	Education achievement	QL3	2 yrs		11%	-1(0) ppt	2 yrs	-1(0) ppt
Youth Service (NEET)	Income Support	OBN	2.1 yrs	21 mths		-3(1) wks	7.4 yrs	-13(1) wks
Youth Service (YP)	Employment	EMP	2.5 yrs	8 mths		5(4) wks	12.9 yrs	14(4) wks
Youth Service (YP)	Education achievement	QL3	2 yrs		8%	0(1) ppt	2 yrs	0(1) ppt
Youth Service (YP)	Income Support	OBN	2.5 yrs	11 mths		-3(4) wks	7.8 yrs	-17(5) wks
Youth Service (YPP)	Employment	EMP	2.5 yrs	4 mths		6(5) wks	9.1 yrs	12(5) wks
Youth Service (YPP)	Education achievement	QL3	2 yrs		9%	1(1) ppt	2 yrs	1(1) ppt
Youth Service (YPP)	Income Support	OBN	2.5 yrs	5 mths		-1(5) wks	7.8 yrs	-19(5) wks
Youth Training	Income	IAN	5 yrs		\$72,000	-\$1,800(\$2,300)	10.4 yrs	-\$4,682(\$2,399)
Youth Training	Employment	EMP	5 yrs	20 mths		-6(5) wks	10.4 yrs	-11(5) wks
Youth Training	Justice	COA	5.5 yrs	35.3 wks		1.7(3.7) wks	6.1 yrs	1.7(3.9) wks
Youth Training	Education achievement	NQA	4.9 yrs	1.42 nqf		0.03(0.1) nqf	10.4 yrs	0.22(0.1) nqf
Youth Training	Income Support	IW2	5 yrs	30 mths		-15(5) wks	9.5 yrs	-17(5) wks
Youth Transitions Services	Employment	EMP	3.9 yrs	20 mths		-2(2) wks	7.6 yrs	-2(2) wks
Youth Transitions Services	Education achievement	QL2	3 yrs		21%	0(0) ppt	8.4 yrs	1(0) ppt
Youth Transitions Services	Income Support	OBN	3.9 yrs	38 mths		-5(1) wks	9.3 yrs	-8(1) wks





# Report

Date: 23 January 2019

Security Level: IN CONFIDENCE

To: Hon Carmel Sepuloni, Minister for Social Development

## Publication of the annual Employment Assistance Cost-effectiveness report for 2016/2017

### Purpose of the report

- 1 Each year MSD summarises its evidence on the cost-effectiveness of its expenditure on employment assistance (EA) programmes and services and case management (CM) services. The results are used by MSD to inform its decisions on design and funding of employment programmes and uses. The current report covers EA and CM expenditure up to the end of the 2016/2017 financial year.

### Recommended actions

It is recommended that you:

- 1 **note** the EA cost-effectiveness report is an annual report that summarises the evidence on the effectiveness of MSD's employment programmes and services
- 2 **note** that we are publishing this report in February
- 3 **[REDACTED]**
- 4 **forward** the attached report to Ministers Grant Robertson (Minister of Finance) and Ron Mark (Minister of Defence), for their information prior to the publication of the report.

Forward / Do not forward

15/1/19

Date

Manager  
Research and Evaluation, Insights MSD

Hon Carmel Sepuloni  
Minister for Social Development

Date

31/1/19

## Background

- 2 Under the Public Finance Act, Departments are required to report on the effectiveness and efficiency of their appropriations.<sup>1</sup> The annual EA cost-effectiveness report is the vehicle by which we meet this requirement for expenditure on programmes, services and policies designed to help people prepare, find and maintain employment. More importantly, the report and supporting analysis provides us with the evidence to ensure employment assistance is effective in helping improve people's lives.
- 3 We have prepared these reports since 2011, and published the 2014/2015 annual report in 2017. The current report updates this series to the end of 2016/2017.

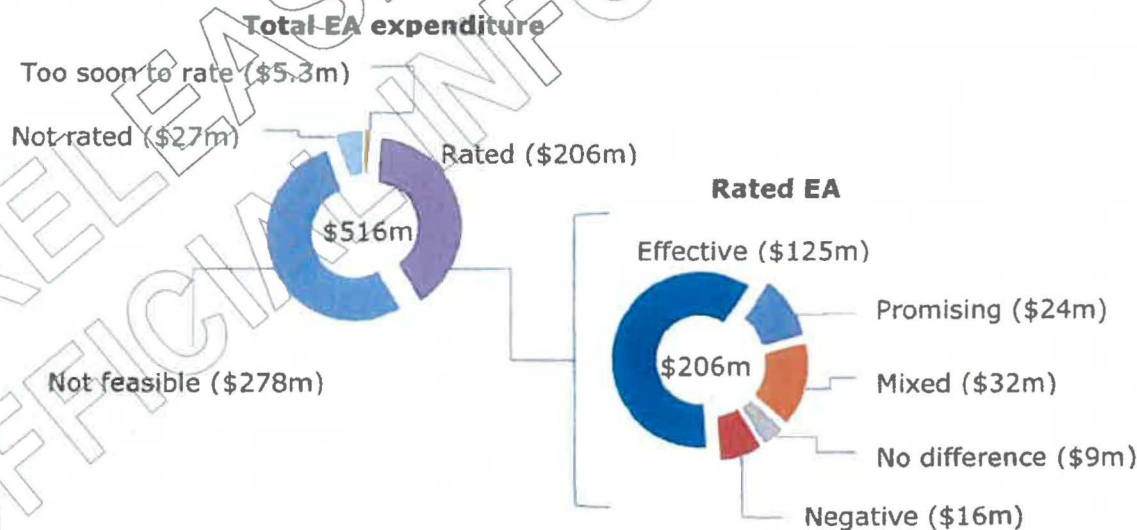
## Findings

- 4 We divide the results between discrete EA interventions such as wage subsidies, job placement and training programmes; and CM services that assign people to a specific case-management service such as Work Focused Case Management.

### *Discrete Employment Assistance interventions*

- 5 In the 2016/2017 financial year, MSD spent a total of \$516 million on employment interventions, of which we could rate the effectiveness of \$206 million (40%). This represents the lowest level of rated expenditure since 2010/2011 both in total expenditure as well as a proportion of total spend.
- 6 Figure 1 shows that we could not rate \$310 million of expenditure for three reasons: (i) cannot feasibly rate effectiveness (\$278 million); (ii) it was too soon to assess its effectiveness (\$5.3 million); (iii) we have not yet undertaken the required analysis (\$27 million). Childcare assistance interventions make up most of the non-evaluated expenditure (\$227 million).

**Figure 1:** Effectiveness of EA expenditure in 2016/2017



**Too soon to rate:** less than two years of outcomes,

**Not rated:** we have not yet undertaken an impact assessment,

**Not feasible:** intervention design or context prevents an assessment of the intervention's effectiveness.

<sup>1</sup> PFA (2013) Section 34, 2b: The chief executive of a department that administers an appropriation — is responsible for advising the appropriation Minister on the efficiency and effectiveness of any departmental expenses or departmental capital expenditure under that appropriation.



**Rated:** we have rated the intervention for effectiveness.

- **Effective:** significant positive overall impact,
- **Promising:** expected to have an overall positive impact,
- **Mixed:** intervention has both positive and negative impacts,
- **No difference:** makes no significant difference,
- **Likely negative:** expected to have an overall negative impact,
- **Negative:** significantly negative overall impact.

Expenditure is in nominal dollars and includes indirect costs.

*Of rated EA interventions, 72% of expenditure was on promising or effective interventions*

- We based effectiveness ratings on whether EA interventions improve participants' outcomes across one or more of the following outcome domains: income, employment, justice, education qualifications and independence from welfare. From Figure 1, we can see that, of evaluated expenditure (\$206 million), \$149 million (72%) went on effective or promising employment assistance, \$32 million (16%) went on EA interventions with mixed effectiveness, and \$25 million (12%) went on interventions that either made no difference or had a negative effect.
- Table 1 shows effectiveness ratings for specific EA interventions funded in the 2016/2017 financial year. Interventions of note are:
  - **Limited Service Volunteer (LSV)** is now rated as effective and represents an improvement in the programme's performance for people who had started LSV after 2011.
  - **Training Incentive Allowance** is currently rated as promising, but size of the programme has decreased substantially since 2010 when eligibility was restricted to NQF<sup>2</sup> 3 courses or below.

**Table 1:** EA interventions by effectiveness rating in 2016/2017

Effective/Promising	Mixed/No difference/Negative
<b>Effective (\$125m)</b> Employment Placement or Assistance Initiative (\$30m) Flexi-wage (Basic/Plus) (\$29m) Skills for Industry (\$20m) Training for Work (\$17m) Job Seeker Work Ready 52 week benefit reapplication (\$11m) WRK4U (\$5.9m) Limited Services Volunteer (\$5.5m) Youth Service (YPP) (\$4.6m) Sole Parent Employment Service Trial (\$1.7m)	<b>Mixed (\$32m)</b> Vocational Services Employment (\$31m) Health Interventions (\$1.2m) Outward Bound (\$0.2m)
<b>Promising (\$24m)</b> Youth Service (YP) (\$11m) Vacancy Placement Full time (\$6.7m) Course Participation Grant (\$2.6m) Vacancy Placement Part-time (\$2.3m) Training Incentive Allowance (\$1.8m)	<b>No difference (\$9.0m)</b> Job Search Initiatives (\$4.5m) New Initiative (\$2.1m) Work Confidence (\$1.3m) Youth Seminar (\$0.6m) Careers Guidance and Counselling (\$0.3m) Activity in the Community (\$0.3m)
	<b>Negative (\$16m)</b> Youth Service (NEET) (\$16m)

Note: Expenditure is in nominal dollars and includes indirect costs.

<sup>2</sup> National Qualifications Framework, level 3 is equivalent to the qualifications level achieved in the last year of school (year 13).



- **Youth Service (NEET):** analysis by The Treasury has concluded this programme is not helping young people into further education or training. MSD is currently reviewing how to improve the performance of Youth Service (NEET).

## Case Management (CM) services

- 9 From July 2013, people receiving income support assistance are allocated to specific CM services. These services vary both by level and makeup of the caseload, so some people on income support receive more intensive case management, and some case managers specialise in working with certain groups such as those with a health condition or disability. Within each service, case managers are responsible for maintaining people's income support entitlements as well as helping them move into employment. However, we have excluded expenditure on the administration of income support, integrity, social housing and study assistance as well as social support from this analysis.
- 10 In 2016/2017, case management (including discrete EA interventions) cost \$279 million. General Case Management (GCM, \$77 million) is the default CM service people are assigned to and is the service which the more intensive CM services are compared against, where possible. For this reason, we cannot give GCM a specific effectiveness rating.
- 11 Of the remaining case-management services (\$202 million), all were found to be effective in reducing the time participants spent on main benefit relative to GCM. However, we have only estimated the impact of CM services on welfare outcomes. Therefore we need to be cautious when making conclusions about their social value until we have information on the impact of CM services on participants' wider outcomes, such as income and employment.

## What are the policy and delivery implications?

### *What do the findings mean for other parts of MSD?*

- 12 The results of the EA cost-effectiveness report are used by MSD policy and service delivery to inform their decisions on design and funding of employment programmes and services. For example, the findings from the current report are an important input into the MSD Baseline review being undertaken by The Treasury and MSD.
- 13 Similarly the findings from the EA cost-effectiveness report and previous analysis have been provided to the Welfare Expert Advisory Group to inform their recommendations on the future of the welfare system.

### *Are there implications on other parts of government?*

- 14 Alongside The Treasury, both the New Zealand Defence Force (NZDF) and Ministry of Defence (MoD) have an interest in the findings on the Limited Services Volunteer (LSV) programme run by the NZDF. Both the Ministry of Defence and NZDF officials have had the opportunity to comment on the final version of this report.

9/2/2017

## Communications approach



*MSD proposes to publish this report in February 2019 as a proactive release*

- 18 This annual report is used to inform decision-making by Service Delivery and MSD policy. A proactive release provides greater transparency of MSD's decision-making around employment assistance. Releasing the report also provides greater credibility that MSD is actively evaluating its programmes to get the best possible outcomes for New Zealanders we support.
- 19 We will work with your office to prepare key messages and the appropriate material to support the publication of the report.

20

## Next steps

- 21 Our next steps are to:

- 
- Develop a cost-benefit analysis that aligns with the wellbeing approach to budget decision making. This will begin to value the benefits of employment assistance from a broader society perspective, rather than just on fiscal savings.
- Evaluate the impact of CM services on wider outcomes such as employment and income
- Prepare the 2017/2018 annual report 

## Appendices

Cost-effectiveness of MSD employment assistance: Summary report for 2016/2017 financial year

File ref: [REP/18/11/1532](#)

Cost-effectiveness of MSD employment assistance: Technical report for 2016/2017 financial year

File ref: [REP/18/11/1533](#)

Author:  Research and Evaluation, Insights MSD.

Responsible manager: <sup>§ 9(2)(a)</sup> [REDACTED] Research and Evaluation, Insights  
MSD.

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT





MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIAO ORA

# Report

**Date:** 23 January 2019

**Security Level:** IN CONFIDENCE

**To:** Hon Carmel Sepuloni, Minister for Social Development

## Publication of the annual Employment Assistance Cost-effectiveness report for 2016/2017

### Purpose of the report

- 1 Each year MSD summarises its evidence on the cost-effectiveness of its expenditure on employment assistance (EA) programmes and services and case management (CM) services. The results are used by MSD to inform its decisions on design and funding of employment programmes and uses. The current report covers EA and CM expenditure up to the end of the 2016/2017 financial year.

### Recommended actions

It is recommended that you:

- 1 **note** the EA cost-effectiveness report is an annual report that summarises the evidence on the effectiveness of MSD's employment programmes and services
- 2 **note** that we are publishing this report in February
- 3 **note** we have developed a web app that includes more detail on the findings in this report and plan to have a public version of the app available by April 2019.
- 4 **forward** the attached report to Ministers Grant Robertson (Minister of Finance) and Ron Mark (Minister of Defence), for their information prior to the publication of the report.

Fleur McLaren  
Manager  
Research and Evaluation, Insights MSD

Forward / Do not forward

15/1/19

Date

Hon Carmel Sepuloni  
Minister for Social Development

31/1/19

Date

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- 8 Table 1 shows effectiveness ratings for specific EA interventions funded in the 2016/2017 financial year. Interventions of note are:
  - **Limited Service Volunteer (LSV)** is now rated as effective and represents an improvement in the programme's performance for people who had started LSV after 2011.
  - **Training Incentive Allowance** is currently rated as promising, but size of the programme has decreased substantially since 2010 when eligibility was restricted to NQF<sup>2</sup> 3 courses or below.

**Table 1: EA interventions by effectiveness rating in 2016/2017**

Effective/Promising	Mixed/No difference/Negative
<b>Effective (\$125m)</b> Employment Placement or Assistance Initiative (\$30m) Flexi-wage (Basic/Plus) (\$29m) Skills for Industry (\$20m) Training for Work (\$17m) Job Seeker Work Ready 52 week benefit reapplication (\$11m) WRK4U (\$5.9m) Limited Services Volunteer (\$5.5m) Youth Service (YPP) (\$4.6m) Sole Parent Employment Service Trial (\$1.7m)	<b>Mixed (\$32m)</b> Vocational Services Employment (\$31m) Health Interventions (\$1.2m) Outward Bound (\$0.2m)
<b>Promising (\$24m)</b> Youth Service (YP) (\$11m) Vacancy Placement Full time (\$6.7m) Course Participation Grant (\$2.6m) Vacancy Placement Part-time (\$2.3m) Training Incentive Allowance (\$1.8m)	<b>No difference (\$9.0m)</b> Job Search Initiatives (\$4.5m) New Initiative (\$2.1m) Work Confidence (\$1.3m) Youth Seminar (\$0.6m) Careers Guidance and Counselling (\$0.3m) Activity in the Community (\$0.3m)
	<b>Negative (\$16m)</b> Youth Service (NEET) (\$16m)

Note: Expenditure is in nominal dollars and includes indirect costs.

<sup>2</sup> National Qualifications Framework, level 3 is equivalent to the qualifications level achieved in the last year of school (year 13).

**15.3 Effectiveness:** where possible, we provide estimates of the impact of individual interventions one or more outcome domains. These domains currently include: income, employment, justice, education and income support assistance.

**15.4 Reports:** references to previous research and evaluation reports on each EA intervention.

- 16 The purpose of the EA app is to enable MSD staff to quickly access the current evidence base on EA interventions to support decisions about their design and operation. A prototype of the EA app was released to all MSD staff in June 2018 and we demonstrated this to you on the 23 July 2018 at the Strategic Priorities meeting. The internal version of the EA app went into production on the 20<sup>th</sup> of December 2018.
- 17 We are currently preparing a public version of the EA app. The purpose of the public EA app is to improve our transparency about how MSD delivers employment interventions. We plan to have the public version of the EA app available in April 2019.

## **Communications approach**

*MSD proposes to publish this report in February 2019 as a proactive release*

- 18 This annual report is used to inform decision-making by Service Delivery and MSD policy. A proactive release provides greater transparency of MSD's decision-making around employment assistance. Releasing the report also provides greater credibility that MSD is actively evaluating its programmes to get the best possible outcomes for New Zealanders we support.
- 19 We will work with your office to prepare key messages and the appropriate material to support the publication of the report.
- 20 At the time of the hosting of the public EA app, we will work with your office on the communication of its launch.

## **Next steps**

- 21 Our next steps are to:
- Release the external version of the App. We will update you on progress and when the app is ready for launch.
  - Develop a cost-benefit analysis that aligns with the wellbeing approach to budget decision making. This will begin to value the benefits of employment assistance from a broader society perspective, rather than just on fiscal savings.
  - Evaluate the impact of CM services on wider outcomes such as employment and income
  - Prepare the 2017/2018 annual report in a new format that is supported by the EA app.

## **Appendices**

Cost-effectiveness of MSD employment assistance: Summary report for 2016/2017 financial year

File ref: REP/18/11/1532

Cost-effectiveness of MSD employment assistance: Technical report for 2016/2017 financial year

File ref: REP/18/11/1533

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MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

# Report

**Date:** 23 January 2019

**Security Level:** IN CONFIDENCE

**To:** Hon Carmel Sepuloni, Minister for Social Development

## Publication of the annual Employment Assistance Cost-effectiveness report for 2016/2017

### Purpose of the report

- 1 Each year MSD summarises its evidence on the cost-effectiveness of its expenditure on employment assistance (EA) programmes and services and case management (CM) services. The results are used by MSD to inform its decisions on design and funding of employment programmes and uses. The current report covers EA and CM expenditure up to the end of the 2016/2017 financial year.

### Recommended actions

It is recommended that you:

- 1 **note** the EA cost-effectiveness report is an annual report that summarises the evidence on the effectiveness of MSD's employment programmes and services
- 2 **note** that we are publishing this report in February
- 3 **note** we have developed a web app that includes more detail on the findings in this report and plan to have a public version of the app available by April 2019.
- 4 **forward** the attached report to Ministers Grant Robertson (Minister of Finance) and Ron Mark (Minister of Defence), for their information prior to the publication of the report.

Fleur McLaren  
Manager  
Research and Evaluation, Insights MSD

Hon Carmel Sepuloni  
Minister for Social Development

Forward / Do not forward

15/1/19

Date

31/1/19

Date

**Rated:** we have rated the intervention for effectiveness.

- **Effective:** significant positive overall impact,
- **Promising:** expected to have an overall positive impact,
- **Mixed:** intervention has both positive and negative impacts,
- **No difference:** makes no significant difference,
- **Likely negative:** expected to have an overall negative impact,
- **Negative:** significantly negative overall impact.

Expenditure is in nominal dollars and includes indirect costs.

*Of rated EA interventions, 72% of expenditure was on promising or effective interventions*

- We based effectiveness ratings on whether EA interventions improve participants' outcomes across one or more of the following outcome domains: income, employment, justice, education qualifications and independence from welfare. From Figure 1, we can see that, of evaluated expenditure (\$206 million), \$149 million (72%) went on effective or promising employment assistance, \$32 million (16%) went on EA interventions with mixed effectiveness, and \$25 million (12%) went on interventions that either made no difference or had a negative effect.
- Table 1 shows effectiveness ratings for specific EA interventions funded in the 2016/2017 financial year. Interventions of note are:
  - **Limited Service Volunteer (LSV)** is now rated as effective and represents an improvement in the programme's performance for people who had started LSV after 2011.
  - **Training Incentive Allowance** is currently rated as promising, but size of the programme has decreased substantially since 2010 when eligibility was restricted to NQF<sup>2</sup> 3 courses or below.

**Table 1: EA interventions by effectiveness rating in 2016/2017**

Effective/Promising	Mixed/No difference/Negative
<b>Effective (\$125m)</b> Employment Placement or Assistance Initiative (\$30m) Flexi-wage (Basic/Plus) (\$29m) Skills for Industry (\$20m) Training for Work (\$17m) Job Seeker Work Ready 52 week benefit reapplication (\$11m) WRK4U (\$5.9m) Limited Services Volunteer (\$5.5m) Youth Service (YPP) (\$4.6m) Sole Parent Employment Service Trial (\$1.7m)	<b>Mixed (\$32m)</b> Vocational Services Employment (\$31m) Health Interventions (\$1.2m) Outward Bound (\$0.2m)
<b>Promising (\$24m)</b> Youth Service (YP) (\$11m) Vacancy Placement Full time (\$6.7m) Course Participation Grant (\$2.6m) Vacancy Placement Part-time (\$2.3m) Training Incentive Allowance (\$1.8m)	<b>No difference (\$9.0m)</b> Job Search Initiatives (\$4.5m) New Initiative (\$2.1m) Work Confidence (\$1.3m) Youth Seminar (\$0.6m) Careers Guidance and Counselling (\$0.3m) Activity in the Community (\$0.3m)
	<b>Negative (\$16m)</b> Youth Service (NEET) (\$16m)

Note: Expenditure is in nominal dollars and includes indirect costs.

<sup>2</sup> National Qualifications Framework, level 3 is equivalent to the qualifications level achieved in the last year of school (year 13).

15.3 **Effectiveness:** where possible, we provide estimates of the impact of individual interventions on one or more outcome domains. These domains currently include: income, employment, justice, education and income support assistance.

15.4 **Reports:** references to previous research and evaluation reports on each EA intervention.

- 16 The purpose of the EA app is to enable MSD staff to quickly access the current evidence base on EA interventions to support decisions about their design and operation. A prototype of the EA app was released to all MSD staff in June 2018 and we demonstrated this to you on the 23 July 2018 at the Strategic Priorities meeting. The internal version of the EA app went into production on the 20<sup>th</sup> of December 2018.
- 17 We are currently preparing a public version of the EA app. The purpose of the public EA app is to improve our transparency about how MSD delivers employment interventions. We plan to have the public version of the EA app available in April 2019.

## Communications approach

*MSD proposes to publish this report in February 2019 as a proactive release*

- 18 This annual report is used to inform decision-making by Service Delivery and MSD policy. A proactive release provides greater transparency of MSD's decision-making around employment assistance. Releasing the report also provides greater credibility that MSD is actively evaluating its programmes to get the best possible outcomes for New Zealanders we support.
- 19 We will work with your office to prepare key messages and the appropriate material to support the publication of the report.
- 20 At the time of the hosting of the public EA app, we will work with your office on the communication of its launch.

## Next steps

- 21 Our next steps are to:
- Release the external version of the App. We will update you on progress and when the app is ready for launch.
  - Develop a cost-benefit analysis that aligns with the wellbeing approach to budget decision making. This will begin to value the benefits of employment assistance from a broader society perspective, rather than just on fiscal savings.
  - Evaluate the impact of CM services on wider outcomes such as employment and income
  - Prepare the 2017/2018 annual report in a new format that is supported by the EA app.

## Appendices

Cost-effectiveness of MSD employment assistance: Summary report for 2016/2017 financial year

File ref: REP/18/11/1532

Cost-effectiveness of MSD employment assistance: Technical report for 2016/2017 financial year

File ref: REP/18/11/1533

Author: Marc de Boer, Principal Analyst, Research and Evaluation, Insights MSD.





# Report

**Date:** 20 May 2019

**Security Level:**

IN CONFIDENCE

**To:** Hon Carmel Sepuloni, Minister for Social Development

## Publication of the report on the cost-effectiveness of intensive case management services

### Purpose of the report

- 1 This report provides information about MSD's evaluation of the cost-effectiveness of 10 different intensive case management services, ahead of publishing the evaluation reports on the MSD website.

### Recommended actions

It is recommended that you:

- 1 **note** the purpose of the evaluation was to estimate whether a range of intensive case management services, introduced since 2012, has reduced the amount of income support participants received, and whether this exceeded the cost to MSD of delivering each service. The income support measure was used as a proxy for employment.
- 2 **note** the evaluation found most, but not all, case management services were cost-effective from the perspective above.
- 3 **note** the evaluation results are based on a randomised control trial (RCT) design.
- 4 **note** that the evaluation results informed the development and design of services and the prioritisation system for assigning people to services expected to help them most.
- 5 **note** that the second stage of this evaluation, expected in early 2020, will broaden the outcomes assessed and will estimate the impact of these same services on participants' employment and income using the Statistics New Zealand Integrated Data Infrastructure (IDI).
- 6 **note** a copy of this report was provided to the Welfare Expert Advisory Group.
- 7 **note** MSD's Communications and Engagement team will provide your office with a communications plan supporting this release, and will work with your office to confirm a release date.

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Manager Research and Evaluation, Insights,  
MSD

Date

Hon Carmel Sepuloni  
Minister for Social Development

Date

## Background

- 2 MSD has an on-going work programme to determine the cost-effectiveness of intensive case management services introduced from 2012.<sup>1</sup> The current report covers the first stage of this work using MSD administrative data to look at the cost-effectiveness of case management services operating between October 2012 and July 2017 from a welfare perspective. Namely, whether intensive case management reduced the time people remained on a benefit in the two to three years after starting a service and whether the resulting savings to income support costs outweighed the higher cost to MSD of providing more intensive case management.
- 3 To date, the research has helped to refine the design and application of some services, and to improve our prioritisation for clients entering intensive case management. Specifically, the findings of this evaluation supported:
  - the decision to end the Mental Health Employment Service and replace it with Work to Wellness
  - the expansion of the ICS service to those for whom the services worked (entrenched) and ending the service for those for whom it made no difference (early entrants)
  - the decision to end the Sole Parent Employment Service as the internal case management service (WFCM General) was found to be more cost-effective
  - development of the Service Effectiveness Model to place people into the service most likely to benefit them.
- 4 The next stage of the evaluation work is to determine whether intensive case management services improved participants' employment and overall income. We plan to report on these findings in early 2020, as we need to develop and supply the required datasets for case management services to the Statistics New Zealand IDI.

## What intensive case management services did we look at?

- 5 Intensive case management involves case managers having lower caseloads so they can spend more time working with people to help them prepare for and move into employment. From October 2012, Service Delivery introduced a centralised process that allocates people receiving income support to one of up to 10 different case management services (including some pilot and trial services). Each week, local offices receive a list of people assigned to each service and the case managers responsible for each service work with those people assigned to their service.
- 6 The services differ in the following ways:
  - **Caseload:** the number of people assigned to each case manager. The lower the caseload, the more time the case manager can spend with individual participants.
  - **Caseload make up:** how similar the people on the caseload are to each other (eg, do they all receive the same type of main benefit or are they in the same age group).

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<sup>1</sup> This work is in addition to the on-going evaluation of the effectiveness of employment assistance programmes and services where we can examine the impact on broader outcomes such as employment, income, education and justice. Findings for these programmes are in the annual [Employment Assistance Cost-effectiveness report](#).

- **In-house or contracted-out:** for two services, participants were case managed by an external provider.
- 7 See Appendix 1 for a description of the specific services covered in this report. Note these are the services up to July 2017 and we do not cover services introduced since then. We cannot currently report on the effectiveness of more recent services, such as Work focussed Case Management Intensive Client Support – Expanded (WFCM ICS-X), as it takes two to three years before we can identify the impact of these services on participants' outcomes. We are evaluating these services, and looking at a broader range of participant outcomes.
  - 8 The objective of allocating people to intensive case management services is to better target case management and employment assistance to those who are in higher need or who are more likely to benefit from this assistance. These changes were made in response to the Welfare Working Group (Rebstock, 2011) which found most employment assistance went to those unlikely to remain on welfare long term.

## Summary of key findings

- 9 The questions the evaluation aimed to answer were:
  - Have we seen a shift in investment in staff time and employment programmes and services towards people expected to remain on benefit long term?
  - Did we see a shift in investment towards people assigned to intensive case management services?
  - Were case management services cost-effective?
  - Are there particular groups who benefit more or less from case management services?
  - How long should participants spend on case management services?

### **Have we seen a shift in investment towards those people expected to remain on benefit long term?**

- 10 Between 2011 and 2017 we saw an increase in the level of employment and case management assistance for some groups (eg, sole parents as well as people at higher risk of long-term benefit receipt). However, there was no corresponding reduction in the intensity<sup>2</sup> of case management and employment assistance for groups which traditionally receive high levels of assistance (ie, work-ready jobseekers under the age of 25).

### **Did we see a shift in investment towards people assigned to intensive case management service?**

- 11 Service allocation had a moderate influence on which clients case managers worked with. When we examined the time MSD employees spent with clients, case managers spent a considerable amount of their time working with people outside their service caseload (from 46 percent for Work focussed case

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<sup>2</sup> The amount of case management and employment assistance a person receives over a specific period (eg, assistance for each week in a service).



management (WFCM) General case managers to 70 percent for Work Search Support case managers)<sup>3</sup>. Working with people outside of their caseload was often driven by other priorities, such as assessing and processing income support assistance or hardship assistance.

*Additional investment was higher, but not large in absolute terms*

- 12 For the main in-house services<sup>4</sup>, the additional expenditure on case management and employment assistance above baseline General Case Management (GCM) service was between \$3.32 and \$11.52 extra for each week a participant was in the service.<sup>5</sup> This is an increase in expenditure of between 19 percent and 69 percent above the GCM baseline, depending on the service.

*Within services, jobseekers and participants who were expected to spend less time on a main benefit continued to receive relatively more assistance*

- 13 Within each service, the intensity of case management and employment assistance was generally higher for people expected to have short periods on main benefit, eg younger work-ready jobseekers. The level of assistance was lower for those groups expected to spend more time on a main benefit, such as sole parents or people with health conditions or disabilities.
- 14 The above results can partly be explained by the tendency for case managers to work most intensively with people who have recently started the service. The level of case management and employment assistance an individual received decreased the longer they had been on the service.

## Were case management services cost-effective?

*Most services were cost-effective after two years*

- 15 Welfare Return on Investment, (wROI) is a cost-benefit measure that only includes welfare costs. It does not include wider fiscal or social costs or benefits. We express wROI as a ratio of Return divided by Investment; so that a wROI greater than 1.00 indicates the intervention's Return exceeds its Investment cost.

$$\frac{\begin{array}{l} \text{Return} \\ \text{amount (per person) saved by an} \\ \text{intensive case management service} \\ \text{in income support} \\ + \text{ avoided case management costs if} \\ \text{assigned to GCM instead} \end{array}}{\begin{array}{l} \text{Investment} \\ \text{amount (per person) invested in that} \\ \text{intensive case management service} \end{array}} = \text{wROI}$$

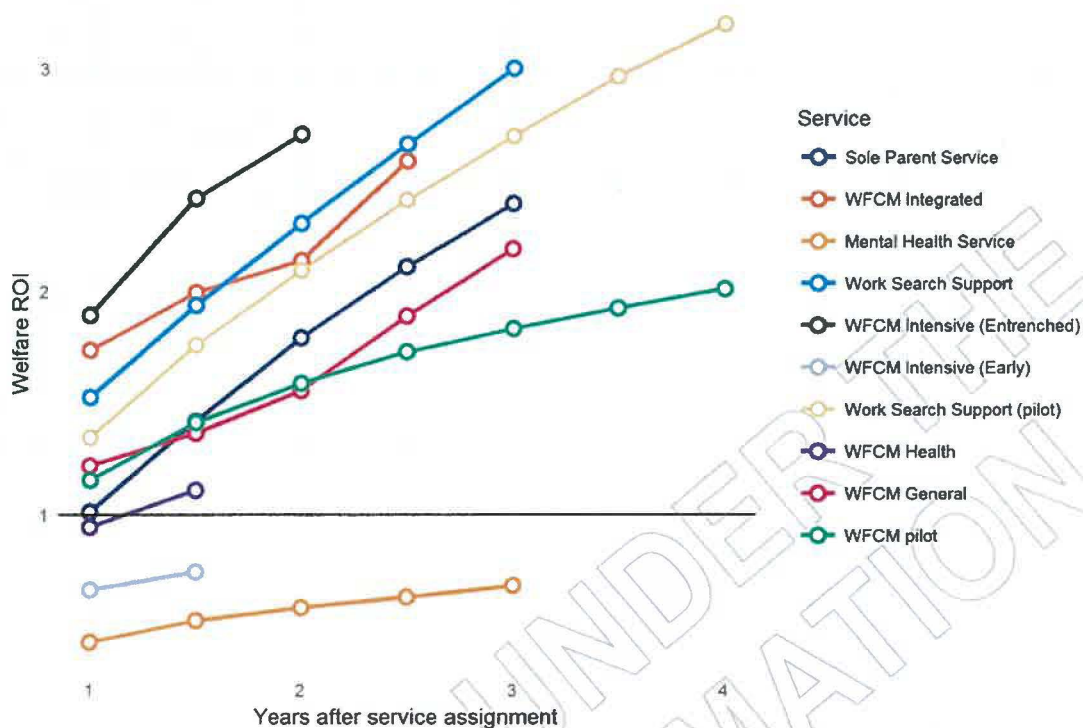
- 16 Looking only at welfare costs and benefit is a narrow lens by which to judge the social value of these interventions. We plan to expand the analysis to include other outcomes in subsequent updates to this evaluation.

<sup>3</sup> See Table 1 for a full description of all services evaluated.

<sup>4</sup> Excluding the trial services (Mental Health Service, Sole Parent Service and WFCM Intensive) and WFCM Integrated (Youth) where the baseline was WFCM General.

<sup>5</sup> These figures include staff costs, as well as contract and subsidy payments for employment interventions.

**Figure 1:** wROI for case management service by time after service start



Welfare ROI is a cumulative measure. In the above figure, the wROI at year 1 is the wROI as measured at the end of the first 12 months after starting the service; the result at year 2 is the wROI as measured over the 24 months since starting the service and so on. See Table 1 for details of service, current status and client group.

17 Figure 1 above shows wROI for the 10 intensive case management services included in this report. Each line shows how the wROI changes as we measure the costs and benefits of the service over progressively longer follow-up periods.

Main findings were:

- of the nine services with at least two years of results, seven are cost-effective.
- at this point, the two Work Search Support services (the turquoise and light orange lines) are showing the highest wROI.
- the two services at the bottom of the graph are unlikely to break even: Mental Health Service, and Work Focused Case Management (WFCM) Intensive (Early).

18 Note that wROI continues to rise with time because the costs of providing each service are highest in the first year when the majority of participants are still in the service. The returns are realised later, after participants have left a main benefit and have not yet returned (from years two to four). We have not observed the full return for any service to date, therefore the wROI in Figure 1 understates the long term benefits of each service for the participants.



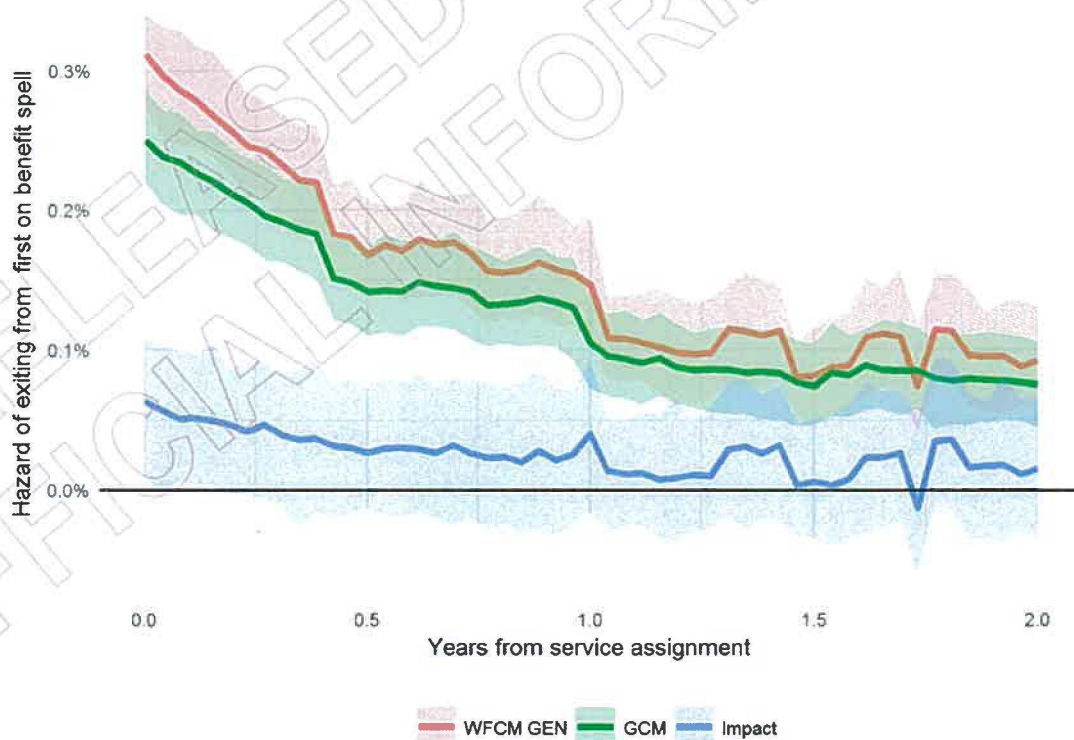
## Are there particular groups who benefit more or less from services?

- 19 Services targeted at sole parents show the highest wROI. This is especially true for sole parents with part-time or full-time work obligations. On the other hand, services targeted at jobseekers with a health condition or disability show a low wROI. The latter result is partly due to the relatively low additional assistance the jobseekers with a health condition or disability received when assigned to intensive case management service when compared to being in GCM.

## How long should participants spend on case management services?

- 20 Most people likely to respond to the service do so relatively soon after starting a service. Services are generally most effective at helping people to exit a benefit in the first six to 12 months after they start the service.
- 21 For most services there was no noticeable advantage from people staying in the service for more than one-and-a-half years. The exceptions were WFCM General (Figure 2) and WFCM Integrated where people were still more likely to exit from benefit than if they had been in the baseline service.

**Figure 2:** Impact on likelihood of exiting benefit while on WFCM General compared with GCM



**Hazard rate:** Probability of exiting benefit in each interval after starting the service. Shaded area indicates the 95% confidence interval for the estimate.



## MSD has made changes to the services covered in this analysis

- 22 Since completing this report, MSD has made a number of changes to the design and delivery of case management services as shown in Table 1 below.

**Table 1:** Current status of case management services included in the wROI case management report

Service	Status
WFCM General	<b>Active:</b> Temporarily operating with a reduced number of participants to increase case manager availability to assist with administration of income support entitlements. Case managers were given the opportunity to discuss with their clients who had been in service more than two years whether they would like to continue participating; this resulted in some clients exiting the service.
WSS	<b>Active:</b> Case managers were given the opportunity to discuss with their clients who had been in service more than a year whether they would like to continue participating; this resulted in some clients exiting the service.
WFCM Health	<b>Active:</b> Temporarily operating with a reduced number of participants to increase case manager availability to assist with administration of income support entitlements. Case managers were given the opportunity to discuss with their clients who had been in service more than two years whether they would like to continue participating; this resulted in some clients exiting the service.
WFCM Integrated WFCM Integrated (Youth)	<b>Active:</b> No change
WFCM Intensive (Early)	<b>Ceased:</b> Based on the evaluation of Intensive Client Support (ICS), the eligibility criteria were changed to target older jobseekers in March 2017.
WFCM Intensive (Entrenched)	<b>Expanded:</b> In the 2017 Budget the ICS-X programme was expanded to 21 sites and extended to include Jobseekers with a Health Condition or Disability in March 2018.
Sole Parent Employment Service	<b>Ceased:</b> Although the service was effective, the WFCM General service proved to be more cost-effective for the target group. The contracts for the service were not renewed and the service ended in June 2017.
Mental Health Employment Service	<b>Ceased:</b> Because of the lack of positive impacts from the service, the contracts for the service were not renewed. The service was replaced by the Work to Wellness programme in July 2016.
WSS pilot	<b>Replaced:</b> Replaced by Work Search Support in July 2013.
WFCM pilot	<b>Replaced:</b> WFCM pilot was replaced by WFCM General in July 2013.

## **Our results were based on a number of randomised control trials (RCTs)**

- 23 Our analysis was based on RCTs, where people in the control group continued to receive their current service, while the treatment group was assigned to the service being evaluated.
- 24 The decision to use RCTs to evaluate the effectiveness of case management services was made for the following reasons:
- Of the main case management services such as WSS and WFCM General, the large number of people participating in each service meant that there were relatively few eligible people participating in alternative services. Under these conditions, alternative methods such as propensity score matching are unable to provide reliable estimates of each service's effectiveness.
  - For the Investment Approach trials, we wanted to have the most robust results possible to determine whether the trialled service had a positive impact on participants' outcomes. For the two contracted-out case management services (Sole Parent Service, Mental Health Service, WFCM ICS) this involved assigning those who wanted to participate into a control and a treatment group. The control group remained in their current in-house case management service, while those in the treatment group were referred to the contracted provider.

## **Ethical considerations in implementing case management RCTs**

- 25 The establishment of the above RCTs occurred before MSD had fully implemented its ethics and PHRaE (Privacy, Human Rights and Ethics) processes. Nevertheless, we did consider the ethics of implementing the RCTs. The specific rationale for using RCTs was:
- For the in-house case management services, participation was compulsory (ie, people were assigned to services based on their characteristics and not whether they wanted to participate). The risk was that these services either made no difference or resulted in worse outcomes. Therefore we needed to have good evidence on the positive impacts of these services to justify such compulsory assignment. As noted in the previous section, for the large in-house case management services, RCTs were the only viable means to obtain this evidence.
  - For the Investment Approach trials, the RCT provided the most robust quantitative evidence on the impact of voluntary interventions such as contracted-out case management. The results of these trials provided a sound basis on which to either stop or continue each trial.
- 26 Within the RCTs themselves, those assigned to the control group were only restricted from participating in the service they were in the control group for. People in the control group continued to receive the same service as before and could be assigned to other services if they were eligible. Similarly, control group members continued to receive all assistance they were legally entitled to. In addition, the time people remained in the control group was limited to between one and three years, depending on the service being evaluated.

- 27 At this time, three case management services continue to have an RCT included in the allocation of people to the service. These are: Work Focused Case Management Health Condition or Disability, Work Focused Case Management Intensive Client Support (Expansion) and Work Focused Case Management Intensive Support.

## **Evidence of the effectiveness of case management services since June 2017**

- 28 The effectiveness of case management services, as reported in the evaluation, reflects the performance of these services between 2012 and June 2017. Since June 2017, we have found that front line case managers have not been able to maintain the level of employment engagement for people in intensive case management services. The reason for this reduction in employment-focused case management was due to increasing income support demand (mainly around hardship and housing). For this reason, we expect that the effectiveness of intensive case management services has been lower in the last two years than what is reported in this evaluation.
- 29 Having said this, the evidence presented in this report indicates intensive case management services are effective in reducing the time people receive main benefits. As such, the analysis supports the recent announcement of the increase in the number of front line staff and the current work on ensuring increased emphasis on employment-focused case management in response to the findings of the WEAG report.

## **Next steps**

- 30 We plan to extend the above analysis to include outcomes such as employment and overall income. In doing so we can test whether providing more intensive case management service improves wider outcomes for participants.
- 31 The Ministry will factor this evidence into our advice to you as we develop the work programme for the next steps of the welfare overhaul, particularly around proposals concerning MSD's service delivery model.

## **Appendices**

Report 2019 Welfare ROI of MSD intensive case management services Initial Results

File ref: REP/18/12/1682

Report 2019 Welfare ROI of MSD intensive case management services Technical Notes  
July 2018

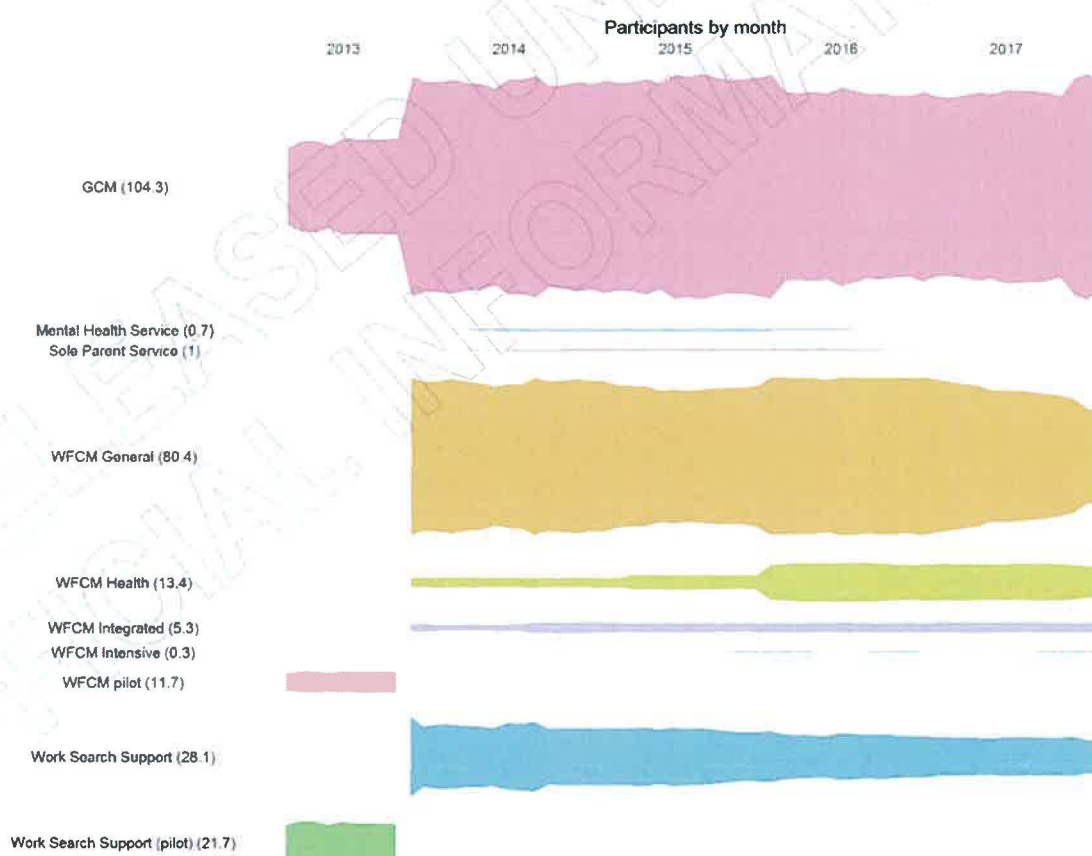
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## Appendix 1: Case management services

### Relative size of case management services

- 32 Figure 3 summarises the relative size of each case management service from the start of the pilots in September 2012 through to the end of the analysis period in 2017.
- 33 From Figure 3 we can see that GCM was the largest service overall. One reason for its size was that GCM included people ineligible for intensive case management services. For example, people on Supported Living Payment (SLP, previously called the Invalid's Benefit) were not eligible for the case management services included in this report.
- 34 Of the intensive case management services, WFCM General was the largest single service, followed by Work Search Support. By comparison, the two contracted-out trial services (Mental Health Service and Sole Parent Service) had relatively small numbers of participants and stopped operating in 2017.

**Figure 3:** Average number of people assigned to case management services by month ('000s)



**Note:** The ribbons in the chart above show the number of people in each service at the end of each calendar month. The purpose of the chart is to give a sense of the relative size of the case management services compared to each other and how numbers changed over the analysis period. To provide an idea of the absolute size of each service, the number in the brackets after the service name is the average number (in thousands) of people in the service over the entire period the service was operating.



## Case management service descriptions

### *General Case Management (GCM)*

**Caseload<sup>6</sup>:** Unlimited      **Type:** Individual      **Delivery:** In-house

<b>Description</b>	The service was primarily designed to meet the income support entitlements for people on main benefits. People were assigned to GCM if they had not been allocated to more intensive case management services such as WFCM General, and they can remain on this service indefinitely. The high caseload ratios meant case managers did not have much time to provide active case management for people assigned to GCM.
<b>Target group</b>	Anybody not in an intensive case management service. People in GCM are mainly those with no work obligations
<b>Type</b>	Individual where case managers work with people individually on how to help them prepare for, and find, employment.

### *Sole Parent Employment Service (Sole Parent Service) trial*

**Caseload:** ~      **Type:** Individual      **Delivery:** External

<b>Description</b>	The Sole Parent Employment Service (Sole Parent Service) trial was a voluntary contracted case management service to provide employment support to sole parents on a Jobseeker Support benefit for whom returning to full-time work was possible as their youngest dependent child was over 13 years old. Contracted case management providers delivered employment-related case management and assistance in overcoming barriers to securing full-time work, including employment placement and post-placement support. Providers were to tailor their case management activities to the individual needs of participants. Provider payments were linked to the outcomes achieved by participants.
<b>Target group</b>	People receiving a Jobseeker Support benefit with full-time work obligations, not in a relationship and with a youngest child aged 14-17.
<b>Type</b>	Individual where case managers work with people individually on how to help them prepare for and find employment.

### *Mental Health Employment Service (Mental Health Service) trial*

**Caseload:** ~      **Type:** Individual      **Delivery:** External

<b>Description</b>	The Mental Health Employment Service (Mental Health Service) trial was a voluntary contracted case management service to support participants with common mental health conditions to gain work and achieve sustainable employment. Providers were to achieve these aims through the provision of employment-related case management, placement and post-placement support, integrated with the participant's clinical support. The target group for the service were jobseekers who were willing to
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<sup>6</sup> Caseload: the maximum number of people assigned to a case manager in each service

undertake full-time employment but were limited in their capacity to look for, or be available to, work because of common mental health issues such as anxiety, stress or depression. Providers were to tailor their case management activities to the individual needs of participants. Provider payments were linked to the outcomes achieved by participants

<b>Target group</b>	People receiving Jobseeker Support benefit with part-time or deferred work obligations and any medical incapacity due to depression or stress.
<b>Type</b>	Individual where case managers work with people individually on how to help them prepare for and find employment.

#### *Work Focused Case Management General (WFCM General)*

**Caseload:** 121      **Type:** Individual      **Delivery:** In-house

<b>Description</b>	<p>A mandatory case management service where each case manager had a caseload of no more than 121 people who were the primary recipient of a main benefit. Case managers were responsible for proactively engaging with people who needed support to take steps towards gaining and sustaining employment. Case management included: (i) creating a plan to help people move towards employment, (ii) regular meetings to help make progress on the plan, (iii) providing income support administration (excluding benefit grants), and (iv) managing any other requirements from people on the case manager's caseload.</p> <p>Participants with work obligations had to attend meetings. If they were absent without good reason then their income support payments would be suspended, reduced and ultimately cancelled.</p>
<b>Target group</b>	WFCM General participants were mainly made up of sole parents, jobseekers and a small proportion of jobseekers with a health condition or disability (with part-time work obligations).
<b>Type</b>	Individual where case managers work with people individually to help them prepare for and find employment.

#### *Work Focused Case Management Health Condition or Disability (WFCM Health)*

**Caseload:** 100      **Type:** Individual      **Delivery:** In-house

<b>Description</b>	<p>An employment focused case management service for people with a health condition or disability. WFCM HCD involved specialised case management support for people with a health condition or disability to help them prepare for work and resolve any specific barriers to work they might have. WFCM: HCD caseloads were capped at 100 people who are the primary recipient of a main benefit for each case manager. Case managers were responsible for proactively engaging and providing case management to people who needed support to take steps towards employment, including: (i) creating a plan to help people move towards employment, (ii) regular meetings to help make progress, (iii) providing income support administration (excluding benefit grants), and (iv) managing any other requirements from people on the case manager's caseload.</p>
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<b>Target group</b>	Job seekers with a Health Condition or Disability.
<b>Type</b>	Individual where case managers work with people to help them prepare for and find employment.

### *Work Focused Case Management Intensive Client Support (WFCM Intensive)*

<b>Caseload:</b>	40	<b>Type:</b>	Individual	<b>Delivery:</b>	In-house
<b>Description</b>	<p>A mandatory internal case management service with a caseload of no more than 40 people for each case manager. WFCM ICS case managers worked with people who had complex issues or barriers to gaining employment.</p> <p>Case managers were responsible for proactively engaging with and providing case management to people who needed support to take steps towards employment, including: (i) creating a plan to help people move towards employment, (ii) regular meetings to help make progress, and (iii) managing any other requirements from people on the case manager's caseload. Apart from providing hardship assistance, ICS case managers did not undertake income support administration; this was done by GCM case managers.</p> <p>Participants with work obligations had to attend seminars and meetings. If they were absent without good reason then their income support payments would be suspended, reduced and ultimately cancelled.</p>				
<b>Target group</b>	<p>WFCM Intensive had two target groups:</p> <ul style="list-style-type: none"> <li>• Early entrants — people who first entered the benefit system aged 16 or 17, or as young parents, and were now aged between 18 and 29.</li> <li>• Entrenched — people who first entered the benefit system under the age of 20, have typically spent a significant time on a benefit and were now aged between 30 and 39.</li> </ul>				
<b>Type</b>	Individual where case managers work with people individually on how to help them prepare for and find employment.				

### *Work Focused Case Management Integrated Service (WFCM Integrated, WFCM Integrated (Youth))*

<b>Caseload:</b>	80	<b>Type:</b>	Individual	<b>Delivery:</b>	In-house
<b>Description</b>	<p>A mandatory one-to-one intensive case management service for up to 100 people on a main benefit as a primary recipient for each case manager. Eighty of these primary beneficiaries were allocated to case managers and were people who had left Young Parent Payment and Youth Payment benefits, followed by jobseekers under the age of 25. In addition, up to 20 primary beneficiaries and their families who had complex needs and were not eligible for WFCM IS could be referred or selected by case managers for inclusion into the WFCM IS service.</p> <p>Case managers were responsible for proactively engaging with and providing case management to people who needed support to take steps</p>				

towards employment, including: (i) creating a plan to help people move towards employment, (ii) regular meetings to help make progress, (iii) providing income support administration (excluding benefit grants), and (iv) managing any other requirements from people on the case manager's caseload.

Participants with work obligations had to attend meetings. If they were absent without good reason then their income support payments would be suspended, reduced, and ultimately cancelled.

**Target group**

People who were aged under the age of 25 and received a benefit before turning 19, but are not receiving a Health Condition or Disability (HCD) related benefit. Priority was given to people who received a Youth Payment or Young Parent Payment (WFCM Integrated (Youth)). In addition, up to 20 primary beneficiaries and their families who have complex needs and were not eligible for WFCM IS could be referred or selected by case managers for inclusion into the WFCM IS service.

**Type**

Individual where case managers work with people individually to help them prepare for and find employment.

*Work Focused Case Management pilot (WFCM pilot)*

**Caseload:** 121

**Type:** Individual

**Delivery:** In-house

**Description**

A mandatory case management service that ran in 24 selected sites. Each WFCM case manager had a caseload of no more than 121 people who were the primary recipient of a main benefit. Case managers were responsible for proactively engaging and providing case management to people who needed support to take steps towards employment, including: (i) creating a plan to help people move towards employment, (ii) regular meetings to help make progress, (iii) providing income support administration (excluding benefit grants), and (iv) managing any other requirements from people on the case manager's caseload.

Participants with work obligations had to attend meetings. If they were absent without good reason then their income support payments would be suspended, reduced and ultimately cancelled.

**Target group**

Full-time and part-time work-obligated jobseekers and sole parents.

**Type**

Individual where case managers work with people individually to help them prepare for and find employment.

*Work Search Support (WSS)*

**Caseload:** 217

**Type:** Seminar

**Delivery:** In-house

**Description**

A mandatory one-to-many case management service targeted at people likely to gain employment. WSS provided different levels of support based on benefit duration, with people under six weeks on a benefit undertaking self-directed job search, outbound calling contact between weeks 7 and 10. After week 11, participants attended a series of job search seminars. WSS case managers were also responsible for (i)



providing income support administration (excluding benefit grants), and  
(ii) managing any other requirements from participants.

Participants with work obligations had to attend the seminars and meetings. If they were absent without good reason then their income support payments would be suspended, reduced, and ultimately cancelled.

**Target group**

Full-time and part-time work-obligated jobseekers and sole parents.

**Type**

Participants attend a series of seminars covering job search and related issues.

*Work Search Support (WSS) pilot*

**Caseload:** 218

**Type:** Seminar

**Delivery:** In-house

**Description**

A mandatory one to many case management service, in which each case manager had a caseload of no more than 218 people who were the primary recipient of a main benefit. WSS involved a structured sequence of job search seminars with clients. In addition to job search assistance, people on WSS also participated in employment programmes and services. Participants on a main benefit for less than 7 weeks were left to manage their own job search. WSS case managers could also undertake income support administration when required.

Participants with work obligations had to attend the seminars and meetings. If they were absent without good reason then their income support payments would be suspended, reduced, and ultimately cancelled.

**Target group**

Full-time and part-time work-obligated jobseekers and sole parents.

**Type**

Participants attend a series of seminars covering job search and related issues.