



18 January 2023

Tēnā koe

On 12 September 2022, the Ministry of Social Development (the Ministry) received your request for information, under the Official Information Act 1982 (the Act), for the following information:

1. *Intensive Case Management – Number of IC Managers -Actual (say as at 30th June), Budgeted number of IC Managers for 2022/2023, Number of Clients for the last year, Performance statistics like the number of job placements for the previous year*
2. *Names of any Public Sector employers partnered with for job placements*
3. *Apprenticeships – According to your annual report, there were 30,000 apprentices in 2021. Can I get the comparative numbers prior to the introduction of the Apprenticeship Boost and any latest numbers available.*

On 13 September 2022, the Ministry received a second email from you requesting further information:

4. *The number of sanctions (page 3) dropped almost 90%, from approximately 170,000 for the year ending June 2018 to 20,000 for ye June 2021. Are the numbers correct? What is the main reason for the drop?*
5. *Many other trends, like the number on Jobseeker Benefits, have reversed from June 2018. Any policy changes or other reasons for this.*

On 16 September 2022, the Ministry received a third email from you requesting further information:

6. *Advice on whether the decision to end intensive case management from early entrants to unemployment was actioned and from what date. "The expansion of ICMS to those for whom the services worked (entrenched unemployed) and ending the service for those whom it made no difference (early entrants to unemployment)"*

*"Evaluation of cost-effectiveness of intensive case management services (October 2012 to July 2017)" <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/evaluation/intensive-case-management-services/index.html.html>*

7. *The number of external Intensive Case Managers (ICM) as at 30<sup>th</sup> June 2022 (or the latest date available).*

On 6 October 2022 the Ministry advised you that a response to all your requests above will be responded to in one response. Under section 15(1AA) of the Official Information Act, your last request received by the Ministry on 16 September 2022 leads to a new start of the 20-working day response period.

On 20 September 2022, the Ministry received a fourth email from you, which unfortunately was not identified until after the Ministry had confirmed your requests for information on 6 October 2022. This request was for the following information:

8. *Do you have any detailed statistics relating to the long-term unemployed on Jobseeker Benefit (e.g. age, sex, ethnicity)? Preferably with the split between JS-Work Ready and JS-With Disability.*

On 17 October 2022, the Ministry wrote to you to advise you that more time was required to respond to your request. The reason for the extension is that consultations necessary to make a decision on the request are such that a proper response to the request could not reasonably be made within the original time limit.

On 14 December 2022, the Ministry wrote to you to advise of the decision to grant your request in part.

For clarity the Ministry will respond to each of your requests in turn.

1. *Intensive Case Management – Number of IC Managers -Actual (say as at 30<sup>th</sup> June), Budgeted number of IC Managers for 2022/2023, Number of Clients for the last year, Performance statistics like the number of job placements for the previous year.*

In 2019 the Ministry introduced integrated services case managers (ISCMs) and contracted navigators to be a single, consistent point of contact and one-on-one support for people living in emergency housing.

ISCMs are employed by the Ministry and take a holistic approach to people's needs and wellbeing. Where more intensive support is needed, navigators from local community organisations co-ordinate with community, health and government services to ensure people get the wrap-around support and services they need.

Please see **Table One** below which shows the number of ISCM and ICSMs employed by the Ministry as at 30 June 2022, broken down by the actual number and budgeted numbers.

**Table One: Total number of ISCM and ICSM as at 30 June 2022, broken down by the actual number and budgeted numbers**

<b>Total ISCM &amp; ICSM</b>	<b>Actual June 2022</b>	<b>Budget 2022/2023</b>
<b>Integrated Service Case Manager</b>	103.5	76.8
<b>Intensive Client Support Manager</b>	16	25
<b>Total</b>	<b>119.5</b>	<b>101.8</b>

**Note for Table One:**

- This table includes Supporting Offending into Employment (SOE) of 18.0 in Actual June 2022 and 25.0 in Budget 2022/2023

The Ministry has interpreted your request as the number of clients in Intensive Case Management with a service outcome. You may find helpful information in the following link: [www.msd.govt.nz/about-msd-and-our-work/publications-resources/research/intensive-client-support/index.html](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/research/intensive-client-support/index.html).

Please see below **Table Two** shows the number of clients under Intensive Case Management whose working age main benefit had cancellations in the period July 2020 to June 2022, broken down by cancellation reasons. The cancellation reasons explain why a client exited Intensive Case Management, including the reason 'Obtained Work'.

**Table Two: The number of working age main benefit cancellations under Intensive Case Management in the period July 2020 to June 2022, broken down by cancellation reasons.**

Cancellation Reasons	Number of Cancellations	
	July 2020 - June 2021	July 2021 - June 2022
Change in Marital Status	3	0
Died	3	3
Excess Income/Assets	3	3
In Prison	6	0
Left NZ	3	0
Non-Renewal of Declaration/Renewal	3	3
Obtained Work	39	6
Other	6	3
Transferred to Another Benefit	3	3
<b>Total Number of Cancellations</b>	<b>63</b>	<b>15</b>

**Notes for Table Two:**

- This is a count of cancellations, not a count of clients.
- A client may have more than one cancellation in the period.
- The table includes working age only (18 to 64 years).
- Main Benefits exclude NZ Superannuation, Veteran's Pension, Non-Beneficiary assistance, Orphan's Benefit and Unsupported Child's Benefit.
- To protect confidentiality the Ministry uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- Random rounding does not round down to zero, a value of one or two will be rounded to three.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.

2. *Names of any Public Sector employers partnered with for job placements.*

During our conversation on 4 November 2022 regarding your request for information you refined this part of your request to:

2. *The names of the top 5 job placements of our client into the biggest public sector companies.*

I am unable to provide you with this information as, if we did have this information, it would be held in notes on individual case files. The Ministry does not centrally record this information.

In order to provide you with this information, Ministry staff would have to manually review a substantial number of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

3. *Apprenticeships – According to your annual report, there were 30,000 apprentices in 2021. Can I get the comparative numbers prior to the introduction of the Apprenticeship Boost and any latest numbers available.*

Please refer to the following link to see the Ministry's Annual Reports, including the most recent report for 2021/2022 which was published on 20 October 2022: [www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/). Each annual report explains the relevant information for each reporting year, which can be compared. Please let us know if you have any difficulties accessing or comparing this information.

4. *The number of sanctions (page 3) dropped almost 90%, from approximately 170,000 for the year ending June 2018 to 20,000 for ye June 2021. Are the numbers correct? What is the main reason for the drop?*

The number of approximately 170,000 sanctions for the year ending June 2018 you reference in your question is not correct. The Ministry's benefit sanctions data as at June 2022 can be found in the Latest Benefit Fact Sheets release, you will also find previous data for the sanction over pasts year at the following link: [www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html).

A client in receipt of a main benefit must meet certain on-going work obligations to continue to be entitled to that benefit or payment. Obligations relating to each of the main benefit types can be found here: [www.workandincome.govt.nz/on-a-benefit/obligations/index.html](http://www.workandincome.govt.nz/on-a-benefit/obligations/index.html).

When a client fails to meet one of their obligations (e.g. missing an appointment or failing to attend a training course), they are notified by letter and given five working days to provide a "good and sufficient" reason for why the obligation failure has occurred. If a sufficient reason is provided, then the obligation failure is overturned, and no sanction will be imposed. In most cases, a decision is made in the client's favour and the obligation failure is

overturned. However, the obligation failure will be recorded on the client's file, whether a sanction was imposed or not.

Sanctions can affect benefit recipients in several ways depending on the client's circumstances and the number of times they have had a sanction imposed over the last 12 months. Not everyone who does not meet their benefit obligations will be sanctioned. For example, benefit protections exist for clients with children. Furthermore, a sanction can be withdrawn if a client later provides a legitimate reason as to why they could not meet their benefit obligation, and a large majority of clients will re-comply before their benefit is impacted.

You may be interested to know that, in response to the COVID-19 pandemic, a number of temporary processes were introduced to make things easier for clients. As part of this approach, that employment-related obligation failures were paused and no longer initiated as part of the Ministry's COVID-19 response in the Auckland region from 17 August 2020 to 30 August 2020, 15 February 2021 to 17 February 2021 and 28 February 2021 to 7 March 2021. This was a temporary measure to allow staff to focus on the immediate response to COVID-19.

The Government also removed the subsequent child policy from the Social Security Act 2018 in November 2021. The policy meant that eligibility for Sole Parent Support and work or work preparation obligations for parents on a main benefit would only be based on the age of their additional dependent child until they turned one. The policy's removal means the Ministry now always considers the age of the youngest dependent child in a person's care when determining eligibility for Sole Parent Support and when setting work or work preparation obligations for Sole Parent Support clients and partners of people on a main benefit. This initiative increases flexibility for affected parents to spend more time with their children in their critical early years and improves equity and simplicity in the welfare system. Approximately 11,400 clients were directly impacted by the policy's removal.

5. *Many other trends, like the number on Jobseeker Benefits, have reversed from June 2018. Any policy changes or other reasons for this.*
8. *Do you have any detailed statistics relating to the long-term unemployed on Jobseeker Benefit (e.g. age, sex, ethnicity)? Preferably with the split between JS-Work Ready and JS-With Disability.*

Please find below the link to all of the Ministry's Annual Reports where you will find policy changes the Ministry has made in relation to numbers of beneficiaries on Jobseeker Support since 2018: [www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/).

In terms of Jobseeker Support, the publicly available benefit factsheets show slight increases to Jobseeker Support numbers between 2017 and 2019, before a sharp increase in 2020 due to COVID-19 pandemic. Since then, the proportion has dropped as people began to return to work. Please find the

Benefit Fact sheets at the following link, which you may find helpful:  
[www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html).

6. *Advice on whether the decision to end intensive case management from early entrants to unemployment was actioned and from what date. "The expansion of ICMS to those for whom the services worked (entrenched unemployed) and ending the service for those whom it made no difference (early entrants to unemployment)"*

*"Evaluation of cost-effectiveness of intensive case management services (October 2012 to July 2017)" <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/evaluation/intensive-case-management-services/index.html.html>*

There is one Ministerial Memo, Publications of the report on the cost effectiveness of intensive case management services is in scope of this question, and only a small portion of this report is relevant to your request. I am therefore providing you with a summary of that part of the document (section 16 of the Act refers). Ensuring sufficient information is provided to address any transparency and accountability reasons favouring release of the information.

The above report from 2019 notes changes to the ICMs was based on the Ministry's analysis and advised that the Intensive Work Focused Case Management (WFCM), for those considered to be entrenched was expanded in the 2017 Budget. The Intensive Client Support (ICS-X) programme was expanded to 21 sites and extended to include Jobseekers with a Health Condition or Disability in March 2018.

This also advised that Intensive WFCM for those which were early entrants would cease. Based on the evaluation of ICS, the eligibility criteria changed to target older jobseekers in March 2017.

The ICS-X trial had been running since 2015. From 31 March 2021, 25 ICSM roles were transitioned and absorbed into Regional Service Delivery work. Please find the following internal document attached, which advised staff members of the intention to end the ICS-X trial by absorbing the current work being done into the regions:

- Intensive Client Support Extension Trial

You will note that the information regarding some individuals is 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.

7. *The number of external Intensive Case Managers (ICM) as at 30<sup>th</sup> June 2022 (or the latest date available).*

The Ministry has interpreted your request as external ICMs the Ministry has contract to other agencies. ICMs are employee of the Ministry. The Ministry is refusing this aspect of your request under section 18(e) of the Act as information regarding 'external' ICMs does not exist.

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 and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry'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, 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



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