



Pathways to Work/Intreo

The new 'Intreo' process consists of five main elements

An integrated 'one-stop-shop' reception service

- This replaces the three previously separate services from FÁS, DSP and the Community Welfare Service (HSE).
- In practice this means that the client receives complete information on a more timely basis, in one location and all follow-on appointments can be scheduled at the same time.

A single decisions process

- Previously clients submitting claims for social welfare payments might have to wait some time to have their claim awarded as details of their employment status and income were investigated.
- While awaiting this payment clients were entitled, by submitting a separate claim to the Community Welfare Service, to an emergency supplementary welfare allowance payment.
- The new process significantly reduces the time taken to decide a claim (down to 1 day in most cases) and those clients who might still require a supplementary payment can have this decision made as part of the single process rather than having to submit a separate claim.
- As part of the decisions process a personal profile (known as PEX) is captured for each individual and this profile informs the approach taken at the next stage in the process – activation.

An integrated activation/employment service process

- Previously clients had to wait at least three months before an appointment could be made with an employment services officer and in some cases this appointment had to be triggered by the client themselves.
- Now, under the new process, all clients must attend a Group Engagement session – typically within a week or two of registering for jobseekers payments. Depending on their personal profile, they are subsequently scheduled for follow-on one-to-one meetings with an experienced employment services officer.

- The Group Engagement session is designed to give clients basic information on their entitlements and the services that are available to them in order to help them return to work. – A DIY kit in preparation for and in advance of the one-to-one meeting.
- At the one-to-one meeting the employment services officer/case worker will go into greater detail as to the employment and training supports available and help the client to prepare a Personal Progression Plan (PPP).
- Follow-up meetings are then scheduled to monitor progress against the plan and to adjust it as circumstances dictate. Clients may also be contacted in the periods between one-to-one meetings to check if the client is following the actions agreed under the PPP.
- Ultimately clients, who despite the assistance of their Case Officer, cannot make progress on the pathway into employment/further education, may be directed to, and required to take-up, a place on a State employment or training scheme.

Social Contract – Rights and Responsibilities

- This “contract” underpins the Intreo approach.
- It is a record of the commitments being made by the Intreo service and also of the commitments expected of clients who avail of that service. – In other words a record of mutual commitments.
- The commitments expected of clients are that they will
 - Co-operate with the Intreo service in developing a Personal Progression Plan
 - Using this plan strive to secure employment
 - Attend all meetings requested by the Department
 - Provide all information requested by the Department
- Clients who register for the service will be expected to sign and honour this Record of Mutual Commitments
- Failure to honour this commitment can lead to a reduction in, and ultimately a cessation of, payments

Employer Engagement

- Ultimately the success of the Intreo approach will be determined by the progression of clients back into employment.
- The Department already offers a suite of services that can assist employers in recruiting staff from the register of those who are unemployed these include
 - Job advertising and job matching services (jobsireland.ie)
 - An internship scheme - Jobbridge
 - Financial supports for recruiting long term unemployed people – the PRSI exemption and the revenue job assist schemes
 - In-work supports to employees – Part time job incentive and Family Income Supplement
 - WorkAbility services, including wage subsidies and grants, for employing people with disabilities.

- The success of Jobbridge shows that if employers are well informed of the services available they will take them up and use them
- The Department is launching a promotional campaign to inform the business community of the range of services available to them – commencing with an employer road-show over the next two months which starts this Friday (19/10) in Limerick and moving on to Sligo, Galway, Athlone, Waterford, Cork and Dublin.
- In parallel the Department is appointing employer relations managers in each of its regional divisions and their role, on an on-going basis, will be to promote the take-up of these services among the business community.

Progress to Date and Timeline

- The roll-out requires significant logistical, process, system and staff changes in a live operating environment.
- So-far the full Pathways to Work/Intreo Process has rolled out in Sligo, Tallaght, Kings Inn/Parnell St (Dublin) and Arklow.
- It is currently being rolled out to Buncrana, Ballymun, Finglas, Coolock, Killarney and Dundalk.
- It will be rolled out to all offices by the end of 2014.
- Sligo is today (15/10/2012) the first office to apply the Social Contract/Record of Mutual Commitments and to adopt the new service name.
- The process of customer profiling and Group Engagement is being rolled out to all offices this year in advance of the roll-out of all service features.
- The Social Contract will be rolled out to all offices in the next week.
- Experience in the first four ‘full’ offices has been very positive.
 - The current average waiting days for an appointment with a deciding officer for an application for jobseeker’s benefit or allowance is 1 – 2 days – down 56% on the pre-Intreo process
 - The average time to award Jobseeker Allowance claims has improved from 3 weeks to c 4 days at present (77% reduction in waiting time)
 - The number of Jobseeker’s claimants requiring interim supplementary welfare allowance payment has dropped by 70%
 - The time taken to enter the activation process has reduced from 3 months to c two weeks. (An 84% reduction in waiting times)
 - Attendance at activation meetings/Group engagements is up from c 60% to over 95%

The Sligo Intreo Centre

- Address: Government Offices, Cranmore Road, Sligo
- Areas of Sligo Covered: Carney, Drumcliffe, Ballinfull, Grange, Cliffoney, Mullaghmore, Ballintrillick, Drumfin, Riverstown, Dromard, Soeey, Beltra, Collooney, Coolaney, Ballymote, Rosses Point, Strandhill, Ballintogher, Moneygold, Ballisodare, Ballygawley, Ballinacarrow, Hazelwood, Templeboy, Glencar, Rathcormack, Skreen, Sligo town
- There is a current claim-load of 6,659

- 4,374 of these are on the Live Register
- A number of new initiatives were introduced in the Sligo office over the past few years – e.g. an appointments system, computer enhancements, Public Service Card – all of which paved the way for the re-structuring of the service
- Since the new service stressing activation went into operation in Sligo on 3 July 2012, a total of 522 people have been scheduled for Group Engagement.
- A total of 106 of these exited the live register before the Group Engagement for a variety of reasons including taking up employment or further education
- 18 people did not turn up for Group Engagement and sanctions were applied.
- The remaining 398 attended for group engagement and of these, 371 have attended for one to one interviews. A total of 350 Personal Progression Plans have been agreed.
- Of the people who attended 1:2:1 interviews, 234 have received follow-up contact and 33 have review meetings scheduled.
- Of the 350 who have had a Personal Progression Plan agreed, a total of 69 of these who attended for 1:2:1 interviews have progressed on to other things:
 - 26 have gone to work
 - 22 into further education
 - 9 on to FAS training/VEC courses
 - 2 to Community Employment
 - 2 into internships
 - 1 to self-employment
 - 3 payment transferred
 - 3 gone abroad
 - 1 gone onto another Department of Social Protection payment.