

Performance Management Jobcenters Germany - Matrix of Indicators and Measures

	Performance-Indicators			Quality-Indicators	
Objectives	Reduction of Dependency	Integration into Employment	Prevention of Longterm-Dependency	Quality of Results	Quality of Process
Measure	Expenditures for benefits (livelihood)	Integration-Rate	Stock of longterm-receivers of benefits (>23 month's)	Index of Customer-Satisfaction	Variety of Measures
Complementary Measures	Expenditures for housing assistance	Rate of transitions into marginal part-time employment (<15 hrs. per week)	Integration-Rate of Longterm Receivers	Questionnaire with 45 Items covering measures for clients satisfaction with various aspects of services; 2 surveys conducted each year (CATI)	Duration of Procession an Application for Benefits
	Stock of clients (jobseekers)	Rate of Transition into job-creation schemes	Acitvation-Rate of Longterm-Receivers		Time from first contact to intitial interview (under 25)
	Inflow-rate of clients (jobseekers)	Continuous employment after integration (measure of sustainability)	Average inflow-rate of longterm-receivers		Time from first contact to intitial interview (25 plus)
	Outflow-rate of clients (jobseekers)	Integration-rate of lone-parents	Average outflow-rate of longterm-receivers		Frequeny of contacts to client
Additional Measures	Clients with working income	Stock of longterm-receivers (>4 years)			Rate of appeals and court-appeals against decisions
	Rate of completed certified training				Time for processing appeals
	Rate of youths not in apprenticeship				Rate of accepted appeals
	Average costs of training and support-schemes per participant				Management of cases after completion of training measures