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The director of  
State Employment Agency of Latvia  
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July 10, 2017

**THE REPUBLIC OF LATVIA  
MINISTRY OF WELFARE**



**STATE EMPLOYMENT AGENCY**

**PUBLIC REPORT OF  
THE YEAR 2016**

**Riga**

Dear reader,

Hereby we present to you the public report of the State Employment Agency (hereinafter – SEA) activities of the year 2016.

The past year was full of intensive year and challenges: we improved on the existing employment promotional measures for employers, job seekers, unemployed, youth, students, employed and other clients as well as developed and introduced new services. For promotion of employment in regions to be effective, we paid special attention to cooperation with employers, industry associations, municipalities, social services, non-governmental organisations and educational institutions: organised consultation discussions, seminars, discussions performed surveys. When planning our activities and implementing active employment measures, we took into account the opinions and suggestions of cooperation partners as well as customers.

To promote the inclusion of unemployed in the job market, a large role was played by the SEA implemented individual approach to each SEA customer, exploring the individual needs of each unemployed person, developing and individual job seeking plan and offering the SEA support measures and services necessary for the person in question, which promote competitiveness in the job market and finding of a permanent job. The contribution of each SEA employee was important in improvement of operation of SEA and decrease of unemployment.

During the year, unemployment indicators decreased in all regions of the country. The level of registered unemployment in the country in the beginning of January 2016 was 8.7%, but in the end of December – 8.4%. During the first months of the year, the unemployment indicators increased a bit to 9%, but starting from March, they started to gradually decrease, reaching 7.9% in September and reaching the lowest indicator since 2009. The highest level of unemployment was traditionally observed in Latgale, but the lowest – in Riga and Riga region, where the largest amount of employers is concentrated. If there were 81 780 unemployed accounted by the SEA in the beginning of 2016, then the number at the end of the year was 78 357. The number of unemployed people registered with the SEA had decreased by 3.4 thousand people during the year overall.

SEA offered its services in all the regions of Latvia – 28 branches and 22 remote working locations for servicing customers. The opportunity to receive information on SEA services was also provided in all State and local government customer service centres (SLGCSC).

In the 12 months of 2016, 72 286 unemployed persons had found work, 20 857 of which found work after completing one of the SEA active employment measures. The active employment measures and preventive unemployment reduction measures of the SEA were attended by a total of 113 192 customers last year, thereby using the chance to increase their competitiveness in the labour market, to receive career consultations, knowledge, skills and abilities necessary in the labour market, or to work in subsidized workplaces.

When compared to 2015, the number of vacancies registered with SEA increased by 10% last year. In 2016, 5 355 employers registered 56 328 vacancies with the SEA. The increase of the number of vacancies was achieved thanks to the active cooperation with employers, organisations of entrepreneurs and industry associations.

For the improvement of SEA CV and vacancy portal, as well as due to the changes in legislation, because since 1 January 2016 the state and municipality institutions have the obligation to register all their vacancies with the SEA.

Last year, we continued to implement the projects of European Social Fund (ESF) 2014-2020 planning period. With the co-funding from the European Union (EU) we provided support for education of the unemployed, establishment of subsidized jobs, measures for decreasing long-term unemployment, short term job market forecasts, promotion of youth employment and operation of European Employment Services network (EURES) in Latvia. In 2016, we started working on a new ESF project "Supporting longer working lives" development, which we will implement in cooperation with the Latvian Employers Confederation (LDDK) and Free Trade Union Confederation of Latvia (LBAS).

Decrease of long-term unemployment, promotion of employment of unemployed youth, support for the unemployed with disabilities and for people over the age of 50 are our priority operational directions. Last year, the number of long-term unemployed decreased by 8%, unemployed youth – by 11%, unemployed over the age of 50 – by 3%.

There are services of occupational therapist, sign language interpreter, support staff and other specialists offered so more job seekers with disabilities could receive the support from SEA. Unemployed persons with disabilities, which take part in SEA training events, can use the help of occupational therapist and sign language interpreter during the studies, but if necessary, the place of learning is adapted to the needs of the certain individual. We started cooperation with non-governmental organisations representing the interests of persons with disabilities, within the ESF project "Subsidized jobs for unemployed", there was an agreement signed with the cooperation organisation of the Latvian Special needs people "SUSTENTO" for consulting employers regarding issues of employing unemployed persons with disabilities. SEA also organised training of its employees on working with the unemployed of this target group.

One of the strategic operational directions of the SEA is a purposeful and effective cooperation with employers and municipalities, without the active participation of which, it is not possible to promote the employment in the local level – cities, municipalities and districts. By understanding the importance of provision of workforce for development of companies, last year SEA developed a new strategy for cooperation with employers, but before the preparation of this document, together with entrepreneurs, industry associations, employers' associations and municipality representatives organised a regional discussion circuit "Goals and objectives for cooperation with employers for the State Employment Agency".

To develop and strengthen the cooperation with the employers and promote the engagement of job seekers and employers, in April 2016 there were European Employer day events organised in all regions of the country: meetings with employers, discussions, seminars, job fairs. However, to provide support to the industry of agriculture, there was a vacancy event "Be employed in the country!" organised in several cities in cooperation with the "Farmers association", Latvian municipality association and Farmers organisation cooperation council.

In the municipalities, where there is no active entrepreneurial activities, the regional mobility support offered by the SEA was important, so the employees

without changing the residency, would be able to work remotely and receive compensation during the first four months of employment from SEA for transport or rent of residency expenses. Now we provide regional mobility support not only for persons employed by entrepreneurs, but also for those employees, which are working for state or municipality positions, as well as unemployed persons, which are participating in SEA training measures or are employed in the subsidized workplaces.

One of our new services in 2016 was providing support to refugees and individuals with alternative status. Reacting to the global events and the necessity to integrate refugees in the Latvian job market, in cooperation with the involved state institutions, non-governmental organisations and European Union institutions, we started the implementation of the project “Integration of refugees and persons with alternative status in the Latvian labour market”.

In 2016, we continued to develop and improve the range of SEA electronic services. Based on the SEA CV and vacancy portal, there was an SEA self service portal created, where there are all the e-services of SEA available to the unemployed and job seekers as well as employers and cooperation partners, as well as other interested parties. The functionality of the SEA CV and vacancy portal was improved. The new system provides automated alignment of vacancies and job seekers CV data on-line, provided finding of the most suitable vacancies to the customer profile and selection of CV's, which are most suitable for the requirements of the vacancy for the employers. The portal currently provides communication between employers and job seekers by sending suitable job offers or application for the vacancy.

On 1 January 2016, the Voluntary Work Law became effective, where the record of voluntary work are assigned to be performed by the SEA. The Section 10 of the Voluntary Work Law provides that the Voluntary work information system is under the supervision of SEA as a part of Unemployed recording and registered vacancy information system. The purpose of the Voluntary work performer information system is to develop the opportunities for voluntary work, provide and coordinate information exchange between persons, which want to perform voluntary work and organisers of voluntary work, as well as provide application of persons to the voluntary work. In the new SEA information system, organisers of voluntary work from whole Latvia can now offer their vacancies, and all the applicants can apply for the voluntary work. In the website [www.brivpratigie.lv](http://www.brivpratigie.lv), there are also news, statistics, examples of good practice and other materials related to voluntary work published.

Also in 2016, we organised summer employment of students' measure, because it is very important to prepare youth to the employment life during school, provide a practical insight to them on the legal work relationship, work duties and work environment. In 2016, in SEA branches throughout Latvia, 421 employer offered 4 215 jobs for students during the summer holidays.

You can find out more information and detail on our work in 2016 in this report!

Yours sincerely,  
The director of the State Employment Agency of Latvia Evita Simsons

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## **Abbreviations and symbols used**

- AIB** – European Social Fund project No. 9.1.1.2/15/I/001 „Support for the long-term unemployed”
- ABI** – European Social Fund project “Support for Unemployed Training” (No. 7.1.1.0/15/I/001)
- ANP** – Active employment measures and preventive unemployment reduction measures:
- PTPW** – Paid temporary public works
- Unemployed** – a person who, according to the Law on Supporting the unemployed and the job seekers, has gained the status of being unemployed after registering in the SEA
- BURVIS** – Information system of the unemployed and registered vacancies
- CV** - *curriculum vitae*
- ERDF** – European Regional Development Fund. Its objective is to support development and reduce differences in living standards in the regions
- EU** – the European Union
- ESF** – European Social Fund. Its aim is to promote employment, reduce discrimination and inequality in the labour market, to support the development of human resources and to promote the development of an information society
- EURES** – European Employment Services network
- ICT** – Information and communication technology
- MES** – Ministry of Education and Science
- YG** – ESF project “Youth Guarantees”
- CIM** – Competitiveness-increasing measures
- QMSM** – Quality Management System Handbook, document that describes the quality management system of the organisation
- QMS** – Quality Management System
- MW** – Ministry of Welfare
- MK** – Cabinet of Ministers
- NEVIS** – Evaluation electronic forms information system
- SEA** – State Employment Agency
- NGO** – Non-governmental organisations
- MCGP** – Measures for certain groups of persons
- PRD** – Public Relations Division
- SDB** – ESF project “„Subsidized jobs for the unemployed”
- SD** – Supervision department

# 1. General information

## 1.1. Legal status

According to the regulations No. 876 of the Cabinet of Ministers of 18 December 2012 “Regulations of the State Employment Agency”, the SEA is a direct regulatory authority operating under the supervision of the Minister of Welfare. The Minister of Welfare implements the supervision of the SEA via the Ministry of Welfare. The objective of the SEA is to implement the national policy in reducing unemployment, as well as supporting the unemployed, the job seekers and the people facing the risk of unemployment.

On 1 September 2016, the SEA Internal regulation No. 25 of 12 August 2016 “Amendments to the State Employment Agency 24 November 2015 internal regulation No 48” “Regulation of the State Employment Agency” comes into effect, according to which, the structure of SEA comprises 28 branches and the following management structural units – five departments (Department of EU fund projects, Finance and Development Department, Accounting Department, Legal Department and Services Department) and seven permanent divisions (Information Systems Management and Development Division, Customer Service Management Division, Human Resource Division, Resource Management Division, Risk Management and Internal Control Division, Public Relations Division and Supervision Division). SEA also implements the project “Integration of refugees and persons with the alternative status into the labour market of Latvia”, which is under the direct supervision of the SEA director.

## 1.2. Functions as responsibilities of the SEA

The SEA regulations stipulate that the **SEA has the following functions:**

- According to the needs, abilities and desire of the unemployed, the job seekers and the people facing the risk of unemployment, to provide rapid and high quality assistance in order to enhance their competitiveness in the labour market;
- to organize or to implement active employment measures (AEM) and preventive measures for reducing unemployment;
- to prepare proposals for the development and implementation of a national policy, and to prepare proposals in the field of unemployment reduction and support to the unemployed, job seekers and people facing the risk of unemployment;
- to license and supervise merchants who provide work placement services (except manning of ships);
- to fulfil the functions of the second-level intermediary institution or the co-operation institution under the management of the European Union funds.

### **1.3. Operational directions of the SEA**

In order to provide the fulfilment of functions, the **SEA shall perform the following tasks:**

- evaluate the implementation of active employment measures and unemployment reduction preventive measures, carry out a cost analysis, submit proposals for improvement of measures, as well as contribute to the diversification of these activities in accordance with labour market demands;
- forecast labour market developments in the short term, including employers' survey;
- record and account for the unemployed and job seekers, inform them of their rights and obligations, regularly update and improve their registration and accounting systems, and develop and improve the classification system of the unemployed persons' register;
- improve individual work with the unemployed, it is important to ensure the most rapid return to the labour market;
- organize co-operation between the SEA and the employer and mutual exchange of information, regularly update and improve accounting of the employers' vacancies;
- account the employers' vacancies and provide information on them;
- provide career consultations for the unemployed, job seekers, unemployed persons of high-risk, and other persons, as well as regularly develop informative methodological basis for career consultation services;
- ensure preparation of information on the unemployment situation in the country relevant to the laws and regulations and present of it;
- cooperate with foreign and international institutions for reduction of unemployment, promotion of employment and career consultations, as well as take measures to ensure the exchange of information on labour issues;
- ensure that the SEA disposal of personal data and other information is protected in accordance with the statutory requirements;
- ensure the development and implementation of innovative methods and solutions in SEA assistance to the unemployed, job seekers, people at risk of unemployment, and affiliates;
- maintain and systematically update the databases required for performing the functions of SEA;
- ensure the participation of the Republic of Latvia in the European Employment Service network (EURES).



#### **1.4. Main objectives of the reporting year**

During the reporting period, the SEA acted in accordance with its business strategy of 2015-2016. For achieving the SEA activity's "Provision of services to customers" objective "Increase the Agency's activities impact on the unemployment situation in Latvian solution" the following tasks had to be fulfilled:

- To provide customer-centric, comfortable and high-quality services to the SEA clients in equally high quality in every customer service centre;
- To expand the accessibility of electronic services;
- To ensure appropriate services for each young person (15-29 years) not later than four months of becoming unemployed (the Youth Guarantee);
- To improve the management of resources available and services of the SEA;
- Improve the services basket according to customer needs;
- To improve the long-term unemployed transition to employment and participation in events;
- To improve public information on the SEA services provided to employers and on the results of co-operation with employers;
- To ensure the implementation of the EURES reform;
- Improve the displaying of labour market demand short-term forecasts in the e-environment.

For achieving the activity's "Functions of the cooperation body at the end of the ESF planning period of 2007-2013" objective "Effective mastering of ESF financial resources, achievement of planned performance indicators and provision of the co-operation institution's activity up to 2016" the task provided for completion was to provide the necessary resources for the fulfilment of the performance of functions of the Cooperation body.

In general, performance of indicators is ensured. Give more attention to the improvement of e-services in the future as well. The recording/planning process of e-services requires for improvements (which are planned in accordance with the approval of Cabinet of Ministers (MK) regulation of state authority e-service recording), as well as more active popularisation of the e-services range.

## 2. Financial resources and operational results

### 2.1. State budget funding and its spending

Table 1

Budget-funded subprograms (EUR)

No.	Financial indicators	Year 2014 (actual performance)	Year 2016		
			Approved by law	Amended	Actual performance
1.	Financial resources for Covering expenditures (total)	29 926 038	32 900 782	36 116 502	36 115 811
1.1.	Grants	29 901 194	32 900 782	36 113 202	36 113 202
2.	Expenditures (total)	28 421 120	32 900 782	36 116 502	35 815 006
2.1.	Maintenance expenses (total)	28 044 499	32 665 498	35 638 127	35 347 490
2.1.1.	Current expenditures	9 788 569	11 733 534	12 042 312	11 922 080
2.1.2.	Interest expenditures	0	0	0	0
2.1.3.	Subsidies, grants and Social benefits	13 773 501	19 123 196	22 703 286	22 592 540
2.1.4.	Current payments to the European Community Budget and international cooperation	516	0	0	0
2.1.5.	Transfers of Maintenance expenses	4 481 913	1 808 768	892 443	832 870
2.2.	Capital expenditures	376 621	235 284	478 375	467 515
2.3.	Financial balance	1 504 918	0	0	300 806

Table 2

## 04.02.00 subprogram „Special budget of employment” (EUR)

No.	Financial indicators	Year 2014 (actual performance)	Year 2016		
			Approved By law	Amended	Actual performance
1.	Financial resources For covering Expenditures (total)	8 581 780	7 333 047	7 333 047	7 321 638
1.1.	Revenues to the state Special budget from The state social contributions section	8 581 780	7 333 047	7 333 047	7 321 638
1.1.1	State social insurance Contributions for Social insurance in case of unemployment	8 581 780	7 333 047	7 333 047	7 321 638
2.	Expenditures (total)	8 581 780	7 333 047	7 333 047	7 321 638
2.1.	Maintenance expenses (total)	8 581 780	7 333 047	7 333 047	7 321 638
2.1.1.	Current expenditures	167 916	3 579	7 352	7 350
2.1.2.	Subsidies, grants and Social benefits	4 308 296	2 243 317	2 212 278	2 201 118
2.1.3.	Transfers of Maintenance expenses	4 105 568	5 086 151	5 113 417	5 113 170
2.2.	Capital expenditures	0	0	0	0
2.3.	Financial balance	0	0	0	0

## 2.2. Main financial activities within the budget programs and subprograms, their objectives, operational results, as well as analysis of result performance and assessment of state budget funding efficiency

### 2.2.1. SEA budget spending (EUR)

Table 3

Code of The Program(subprogram)	Title Of the program (subprogram)	Execution 2015 thsd.	Plan for. 2016 thsd.	Plan of 2016 In accordance With the law and CM regulations On project funding of EU Funds (ESF and ERDF)	Execution on 2016 thsd.	Execution of 2016 vs execution of 2015 thsd.	Changes of execution 2016 vs execution of 2015, %
	<b>State employment agency (SEA) – total</b>	<b>37 002,9</b>	<b>40 233,8</b>	<b>43 449,5</b>	<b>43 136,6</b>	<b>6 133,7</b>	<b>16,6</b>
<b>04.00.00</b>	<b>State support for social insurance</b>	<b>231,1</b>	<b>410,5</b>	<b>410,5</b>	<b>379,8</b>	<b>148,7</b>	<b>64,3</b>
04.00.00	Support for persons who perform paid temporary public works (pension insurance)	231,1	410,5	410,5	379,8	148,7	64,3
<b>07.00.00</b>	<b>Development of labour market</b>	<b>6 392,5</b>	<b>7 113,3</b>	<b>7 017,9</b>	<b>7 010,2</b>	<b>617,7</b>	<b>9,7</b>
07.01.00	Operation of the SEA	6 392,5	7 113,3	7 017,9	7 010,2	617,7	9,7
<b>62.00.00</b>	<b>Implementation of European Regional Development Fund (ERDF) projects and measures</b>	<b>0</b>	<b>0</b>	<b>63,8</b>	<b>63,8</b>	<b>63,8</b>	<b>0</b>
62.20.00	Technical support for ERDF implementation	0	0	63,8	63,0	63,8	0
<b>63.00.00</b>	<b>Implementation of European Social Fund (ESF) projects and measures</b>	<b>21 250,3</b>	<b>25 377,0</b>	<b>28 523,8</b>	<b>28 263,2</b>	<b>7013,0</b>	<b>33</b>
63.02.00	Repayment of the state budget for the ESF funding (2007 - 2013).	3 957,3	0	0	0	-3 957,3	0
63.06.00	Implementation of ESF projects (2007 - 2013)	765,9	0	0	0	-765,9	0
63.07.00	Implementation of ESF projects (2014 - 2020)	16 527,0	25 377,0	28 523,8	28 263,2	11 736,2	71

<b>70.00.00</b>	<b><i>European Union (EU) policy in the implementation of EU tool projects and measures</i></b>	<b>380,8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-380,9</b>	<b>0</b>
70.05.00	Technical assistance for the implementation of ERDF and ESF projects (2007 - 2013).	361,5	0	0	0	-361,6	0
70.20.00	Projects and activities for providing Latvian Presidency of the Council of the European Union in 2015	19,3	0	0	0	-19,3	0
<b>73.00.00</b>	<b><i>Other foreign financial assistance co-financed projects</i></b>	<b>51,0</b>	<b>0</b>	<b>6,8</b>	<b>4,3</b>	<b>-46,7</b>	<b>-91,6</b>
73.06.00	Implementation of foreign financial assistance co-financed projects	51,0	0	6,8	4,3	-46,7	-91,6
<b>96.00.00</b>	<b><i>Provision of Latvian Presidency of the Council of the European Union in 2015</i></b>	<b>22,1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-22,1</b>	<b>0</b>
<b>97.00.00</b>	<b><i>Sectorial management and policy planning</i></b>	<b>93,3</b>	<b>0</b>	<b>93,7</b>	<b>93,7</b>	<b>0,4</b>	<b>0,4</b>
<b>04.02.00</b>	<b><i>Employment special budget</i></b>	<b>8 581,8</b>	<b>7 333, 0</b>	<b>7 333, 0</b>	<b>7 321,6</b>	<b>-1260,2</b>	<b>-14,7</b>

## **2.2.2. Main financial activities within the budget programs and subprograms, their objectives and operational results**

### **07.00.00 Development of labour market**

Main objectives of operation:

To implement active labour market policy measures.

### **07.01.00 Functioning of the State Employment Agency**

Main objectives of operation:

implement the policy for reducing unemployment and supporting the unemployed and job seekers, by providing quality services.

Sub-program expenditure in 2016 was 7 010.2 thsd. euro, which is 99.9% of the target.

Operating results:

- serviced customers on average per month - 68 281 ;

- The serviced customers average per month per one person employed in the customer service (employment agent, employment organiser, career consultant, coordinating expert, specialised consultant) –114;
- rate of the unemployed and the job seekers, which have been involved in the active employment measures or have been recruited within six months after obtaining the status of an unemployed or a job seeker (%) – 52.3%.

#### Main activities and performers:

##### SEA activity funded within the sub-program:

- record and account for the unemployed and job-seekers;
- inform about the employer's vacancies, as well as the unemployed and job seekers' rights and responsibilities;
- organizes co-operation and mutual exchange of information between the SEA and the employer, as well as accounts for the employer's vacancies;
- organizes and implements the active employment measures and preventive unemployment reduction measures according to the law of Support for the unemployed and job seekers;
- carries out short-term forecasting of the labour market (including an employer survey);
- inform the public about the situation of unemployment;
- organizes a dialogue between the unemployed, job seekers and employers in order to reduce unemployment;
- provides career consultations for the unemployed, job seekers and other persons;
- gathers information necessary for career consultations to develop new and improve existing career consultation methods;
- provides the fulfilment of delegated functions for implementing measures financed by the European Social Fund (ESF);
- issues licenses and supervises merchants who provide work placement services (except manning of ships).

### **62.00.00 European Regional Development Fund. (ERDF) project and measure implementation**

#### **62.20.00 Technical support for the recovery of ERDF**

Name of the project: “Administration of European Union funds in the Ministry of Welfare in the 2014-2020 planning period (stage 1)”.

#### Main activities:

- Two certificates prepared for approval of declaration of expenditures;
- Information prepared for the report on implementation of measures and activities co-funded by EU funds and report for implementation of horizontal priorities within the measures and activities co-funded by EU funds;
- Update of the current project data under administration and review of EU structural funds and Cohesion Fund management information system;
- Review of insolvency cases;
- Bookkeeping of the cooperation institution provided;
- Archive procedure of project cases provided.

### **63.00.00 Implementation of ESF projects and measures**

#### **Main objectives of operation:**

To provide and improve services of the well-being industry (in active labour market policy measures, social and professional rehabilitation, social care, disability expertise, etc.), involving ESF funds, and to make repayment to the State budget for the ESF projects.

#### **Main activities and performers:**

Within the program, the “Human Resources and Employment” projects of the EU Structural fund’s and projects “Growth and Employment” of the EU Investment funds are implemented, as well as the repayment to the state budget for the ESF projects implemented in 2014 to 2020 is carried out.

### **63.07.00 ESF implemented projects in the field of welfare (2014–2020)**

#### **Main objectives of operation:**

To provide and improve welfare services in the field of employment and social inclusion, by attracting ESF funds.

Sub-program expenditure of the SEA in 2016 was 28 263.2 thsd. euro, which is 99.1% of the target.

#### **Main activities and performers:**

Within the sub-program, the following projects of the EU Structural fund program “Growth and Employment” were implemented:

- “*Youth Guarantee*” (2014-2018) – Project objective – to promote the transition of 19 000 unemployed young people to employment, particularly in the implementation of the labour market requirements of relevant skills and skills improvement measures and to acquire practical experience in the workplace.
- “*Support to the education of the unemployed*” (2015-2021) – The project aims to encourage the unemployed and job seekers in the labour market, by providing support 80,640 unemployed and job seekers to increase competitiveness, vocational training, retraining, improvement of professional skills, non-formal education and professional competence in acquiring at least.
- „*Subsidized jobs for the unemployed*” (2015-2022) – The project aims to promote the social inclusion of 4554 disadvantaged unemployed people, including long-term unemployed people, and facilitating them to find a regular work.
- „*EURES network activities in Latvia*” (2015-2020) – The project aims to improve access to informational support measures for workers, the unemployed, job seekers and employers, by providing support for job-search assistance and legal employment relations (EU/EEA), by organizing and implementing at least 600 informative EURES measures.
- „*Support for the long-term unemployed*” (2015-2021) – The project aims to promote the involvement of long-term unemployed into the society and facilitate them finding a suitable permanent job or a suitable education/training, reducing the risks of social exclusion.

- „*Development of the labour market forecasting system*” (2016-2021) – The project aims to create a labour market transformations pre-emptive system on order to take informed decisions that are appropriate for the economics’ needs for policy development and implementation. The labour market transformation pre-emptive system will provide easy and transparent information on skills and professions demanded in both short, as well as and medium and long-term, as well as information on learning opportunities, which will facilitate future career choices of users.

## **73.00.00 Other foreign financial assistance co-financed projects**

### **73.06.00 Implementation of project co-funded by foreign financial assistance in the welfare sector**

#### **Main objectives of operation:**

To provide implementation of projects co-financed by other foreign financial support.

Sub-program expenditure of the SEA in 2016 was 4.3 thsd. euro, which is 63.2 % of the target.

#### **Main activities and performers:**

Three employees of SEA (two from the project “Integration of refugees and persons with the alternative status into the labour market of Latvia” and one from the Customer Service Management Department) took part in experience exchange trips within the Nordic – Baltic mobility program “State administration” (Nordic Council of Ministers mobility program project No. PA-NET-862 “Exchange of experience and good practice on integration of refugees in labour market and performing reforms in provision of employment services”).

SEA employees took part in experience exchange trip on 27.09.-30.09.2016. In Helsinki, Finland, which was organised by the Finnish Ministry of Economics and Employment and experience exchange trip, on 07.-09.11.2016. in Copenhagen, Denmark, which was organised by the Danish Employment Ministry and Labour Market and Recruitment Agency.

Within the project, there were introductory visits with the Danish and Finnish institutions, which are working on refugee integration in the labour market – with policy makers and policy implementers as well as service providers. As a result of these visits, there were contacts established, which promote cooperation with Danish and Finnish organisations involved in refugee integration. The obtained knowledge on refugee integration and good practice examples and experience in Denmark and Finland are used to develop a new service for integration of refugees and persons with alternative status in the Latvian labour market.

## **97.00.00 Sectorial management and policy planning**

#### **Main objectives of operation:**

Implement state policy for stable and sustainable operation of social protection system, to provide the opportunity to protect the socially economic rights of every person,



as well as fulfilment of minimum social guarantees, for employees of the institutions of the field.

Sub-program expenditure of the SEA in 2016 was 93.7 thsd. euro, which is 100% of the target.

Main activities and performers:

Within the program, in 2016 health insurance was provided to 459 people employed by the SEA.

**04.00.00 Social insurance**

Main objectives of operation:

Ensure the social insurance services to socially insured persons in cases of social risks.

Operating results:

Provision of paying of mandatory state social insurance for about 12 411 people (VSAA data) who took paid temporary public works has been provided.

**04.02.00 Employment Special Budget**

Main objectives of operation:

To implement active labour market policy measures.

Operating results:

Number of the unemployed and job seekers supported in the active labour market policy measures – 15,567.

Sub-program expenditure of the SEA in 2016 was 28 263.2 thsd. euro, which is 99.8% of the target.

Main activities and performers:

The sub-program finances active labour market policy measures:

- active employment measures intended for unemployed and job-seekers: “Measures of business or self-employment start-up”, “Measures for certain groups of persons”, measure “Promotion of employed persons’ regional mobility”, “Employment measures during summer holidays for persons acquiring education in general, special or vocational education institutions”, and measure “Paid temporary public works”.

**2.3. Studies made and studies commissioned**

In 2016, the Ministry of Finance announced a tender “Evaluation of the unemployed persons registered with the State Employment Agency profiling method impact on the unemployed person being hired”, as a result of which, on 26 September 26, there was a service agreement signed with SIA Ernst & Young Baltics, for performing the assessment, purpose of which – the assessment of the impact of the profiling method to the unemployed person being hired and improvement of efficiency of the method for suggested support measures to the unemployed. The assessment was implemented, so SEA could

provide a effective use of profiling method for customer service and determination of support measures, providing involvement of each profiling group of unemployed in active employment measures, which are the most effective for hiring of relevant unemployed group, as well as planning processes and effective implementation of EU fund projects, providing a more suitable support measure, which are funded from the ESF funds. On 27 December 2016 SIA Ernst & Young Baltic submitted the assessment report, its conclusions indicate the training and active employment measures, which had a positive or negative impact, by assessing how the involvement in the measure has impacted the hiring of the unemployed person.

### **Most essential services, involvement in assurance of service availability and quality**

The law of Support of the unemployed and the job seekers determines main tasks of the SEA in providing services. According to the law, employees of the SEA, while carrying out their main objectives, register job-seekers and the unemployed, make decisions on granting and losing the status of an unemployed, register the free workplaces, and inform the SEA customers about the rights and obligations of the unemployed, the free workplaces and licenced companies that are engaged in the recruitment of the inhabitants.

The SEA uses an individual approach to customer service. Based on the application of a person, within one working day, the SEA shall decide on the unemployment status with the day of receiving the submission (in 2016 the status of unemployed was granted to 102 298 unemployed, which is 2 259 less than in 2015) and take unemployment profiling to determine the opportunities of the unemployed to finding work and suitable services of the SEA. With a decrease in number of unemployed (see Figure 1), the customer service is provided in a more personified way. After evaluating the results of profiling and conducting individual interviews with the client, the employment agent prepares an individual job search plan including tasks and activities for the client to carry out individually and in cooperation with the SEA in order to find suitable employment. If the client refuses the offer of suitable employment twice, the unemployment status is lost. At least once every two months, the client is set to re-visit an agent to receive individual support.

To promote the hiring or participation in the necessary active employment measures of the customers in the first six months from the registration of the customer, in 2016, there were guidelines developed and and staff trainings organised for support of job seeking, graphically representing the cooperation of unemployed person with the employment agent from granting of status to moment of loosing it, determining checkpoints and intensity of cooperation:

- as a recommendation cooperation intensity of no less than once a month is set for unemployed with social exclusion risks, before the registration for long term unemployed, unemployed, for which the appropriateness of unemployment benefit shall be supervised;

- as mandatory intensity of no less than once month is set for all registered unemployed persons, from fourth to sixth months since the moment of registration.

The above approach will provide the achievement of the previously planned goals – more intensive work with customers with higher risk of social exclusion and all customers at the beginning of the cooperation, incl. performing more regular supervisions on the opportunities of the customer to retain the status and be eligible to the granted unemployment benefits.

The cooperation scheme will be allocated to unemployed, which will be granted the unemployed status from 1 January 2017.

Involvement of registered unemployed in active labour market policy measures takes place in accordance with the results of profiling (electronic survey on level of education, official language skills, residence, etc., which is filled out in the website by the unemployed person, to understand the opportunities to find a job and find suitable SEA measures). Therefore before the engagement, evaluation of each unemployed person's motivation to improve their situation for cooperation with the SEA is performed, which is followed by an individual job search plan preparation, in which active employment measures and preventive unemployment measures, which can contribute to the return of the unemployed to the labour market, are fixed in a certain order. The Latvian unemployed activation system (preparation of an individual job search plan – fulfilment of job search duties by the unemployed party) complies with the EU generally accepted good practice and is built on the basis of the experience of Germany and other countries. The involvement in measures has specific criteria (for example, persons, which have skills unsuitable for labour market can be involved in training) and interval with which it is suitable to involve unemployed in the active employment measure (cannot learn a new profession more than once every two years).

On 27 September 2016, in the second half of the year, SIA Ernst & Young Baltic submitted the assessment on SEA registered unemployed person profiling method and hiring of unemployed persons. According to the conclusions and suggestions of the assessment, it is necessary to review or improve the unemployed person profiling system for a more targeted and useful involvement of unemployed in measures:

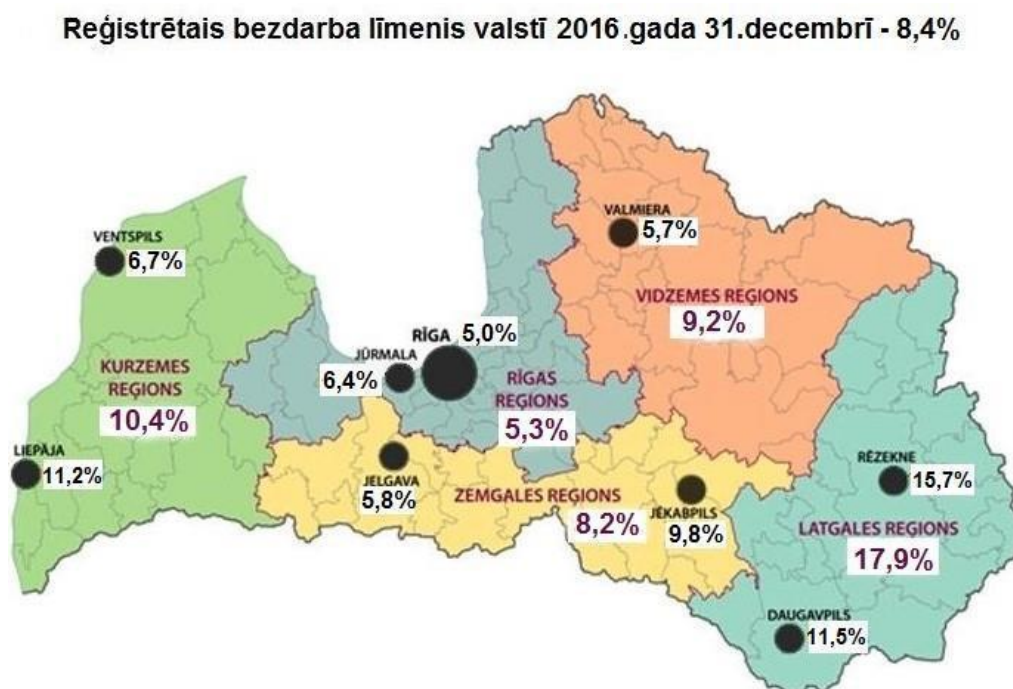
- 1) making changes in the profiling matrix;
- 2) Intensify the awareness and involvement of employers in measures, which are closer to the labour market by design and recognised as mores successful in re-establishment of employment (for example: Subsidised employment, Training at the employer, Job for the youth, etc.);
- 3) By using the results of the profiling for planning the resultant indicators of active employment measures and preventive unemployment decreasing measures;
- 4) Employment agents and career consultants, by using work profiling method, maximally guiding customers to the effective measures identified by the assessment in the short term and assessing the participation in less effective measures more critically.

From 1 November 2016, the customers servicing in SEA Riga regional branch in F. Sadovņikova Street 20 was ceased, instead providing customer servicing in E. Smiļģa Street, which is more accessible to customers in Pārdaugava. Assessing the SEA employment workload, use of services and their availability to customers, for more effective provision of SEA work, customer service was ceased in 3 remote work places. For providing a full service basket for the customers, on September 2016, positions were transferred from Priekule and Aizpute to Liepāja Branch, but in October 2016, Skrunda position was transferred to Kuldīga branch.

The operation of informative phone 80200206 was improved by providing the availability of the SEA call centre service to the customers in whole Latvia since 1 August 2016. In SEA call centre, every interested person has the opportunity to receive the necessary information and consultation on the operation and services of all structural units of SEA. Since the beginning of operation of the Call centre, there is an average of 170 calls per day received. There are also changes made in voice messages to callers – caller is informed on the waiting time of the connection, if all SEA operators are busy and on the opportunity to send the question electronically, if it is more convenient for them. It is planned to offer the opportunity for the Customers to record a voice message as well as provide direct connection with the employee needed to the caller.

Since 28 December, 2015, the new self-service portal of the SEA is publicly available, and consultations on the available e-services are provided to clients. In 2016, there were 19 412 natural persons and 2 338 legal entities authorised in the CV and vacancy self-service portal.

Figure 1.

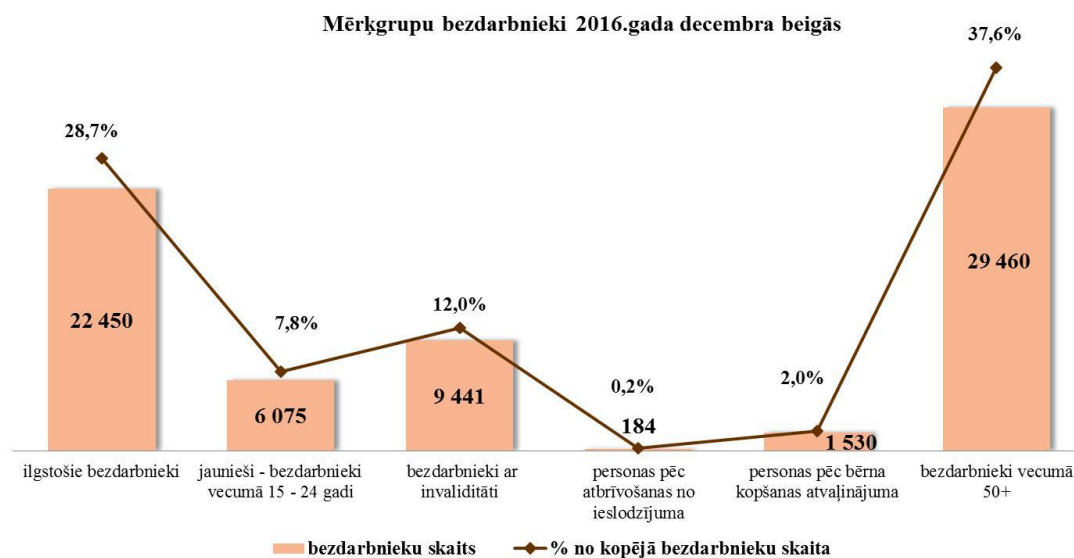


Average statistical portrait of an unemployed person at the end of 2016:

- Women – 53%
- Aged 45 years and older – 49%
- Average duration of unemployment of 183 days or 6 months
- With professional (37%) or low<sup>1</sup> (46%) educational level
- With a last employment in simple professions (19%)

Target group unemployed persons in the end of the December 2016 (Figure 2).

Figure 2












In 2016, 72 286 unemployed people got employed, 20 474 (28.9%) of which were recruited after completing an active measure (excluding informative days<sup>2</sup>). By assessing the hiring in scope of measures implemented by SEA (Figure 3) the highest results are observed in: Practical training with the employer (97%), Measure of business or self-employment start-up (92%) and First work experience for the youth (90%). There are very high employment indicators (83%) after participation in subsidized employment. When evaluating training activities, the highest job placement rates are following the completion of vocational training programs (41%) and by participation in non-formal education programs (33%). The impact of public work programs on the job placement is relatively low (8%).

Figure 3: Rate of unemployed that have been hired within the first six months after the completion of the measure (data for the unemployed, who completed participation in the event from 01.10.2015 to 30.09.2016 and got hired within the first 6 months after completion of the measure during the period of up to 31.03.2017).

<sup>1</sup> General secondary, with/without basic education.  
<sup>2</sup> Informative days are organized by SEA within the framework of the CTM.

Figure 3

Vocational training		41%
Informal education		33%
Measure for certain groups of persons, subsidized work places		83%
Measures to facilitate start-up of business activities and self-employment		92%
Practical training with the employer		97%
Development of skills required by the work in non-governmental sector		33%
First work experience for the youth		90%
Support for the unemployed with addiction problems		24%
Paid temporary public work		8%

### 2.4.1. SEA services for the unemployed, job seekers and persons at risk of unemployment

The SEA offers various training and temporary employment opportunities to the unemployed and job seekers, as well as the opportunity registering their CV / job vacancies online and looking at the currently available vacancies. Services offered by the SEA are divided into active employment measures and preventive unemployment reduction measures. The main objective of active employment measures is to support the people in a situation of unemployment, encouraging individuals to increase their competitiveness and provide faster personal involvement in the labour market.

#### 2.4.1.1. Preventive unemployment reduction measures:

##### *Career services:*

SEA career services (in person and remotely) are available to all interested persons. On site services – career consulting, remote services include informative e-consultations and information in the SEA website section “Career”.

Career consultations aim to provide support for professional suitability, retraining and career planning issues for the unemployed, job seekers and other people according to the Unemployed and Job Seekers Support Act.

Career consultant promotes the integration of the customer in the labour market, providing supported for career choice and planning, determination of professional suitability, incl. before customer involvement in training and employment activities. .

##### **Career consultation types offered by SEA:**

- individual career consultation;
- individual diagnostic career consultation;
- group career consultation;
- informative career consultation for groups.

To increase the career consultant and customer awareness on training areas and professions, which SEA offers for training of unemployed persons,

requalification and improvement of qualification, in 2016, there were profession descriptions for continued professional education programs (1-3 professional qualification level, total 38 descriptions) and professional development education programs (14 sets of programs) prepared and placed in the SEA website. The information included in the descriptions (basic objectives of professional activity, working conditions, professionally significant characteristics and skills) helps to determine the most suitable line of professional activity for the customer. This service was used by 6 703 customers.

There is a work group of leading career consultants and experts for improvement and further development of informative methodical base, which regularly performs surveys of career consultants and aggregates suggestions for development of new methods and methodical suggestions as well as updating the current ones.

To improve the effectiveness of SEA target group customer consultations, in 2016 the work group gave special attention to the target groups most exposed to social exclusion. The methodology “Determination of job seeking skills” (intended for working with long-term unemployed), as well as methodical recommendations were developed: 1) “Consulting people with mental disabilities”; 2) “Consulting of incarcerated persons” (in the end of 2016, SEA started the participation in the Prison authority (hereinafter IeVP) project “Integration of former inmates in society and labour market”).

To increase the integration of former inmates in the labour market, providing career consulting regarding issues of professional suitability and job seeking, in 2016, there was the cooperation started with IeVP the cooperation agreement No. 1.1-10.3/102 of 10.08.2016 “On European Union Structural funds and Cohesion fund 2014-2020 operational program “Growth and Employment” 9.1.2 specific support goal “Increase the former inmate integration in society and labour market” project implementation”: SEA representatives took part in the project presentation in the Ministry of Justice, there have been preparation works initiated for participation of career consultants for implementation of the project goals.

In cooperation with the Latvian Employers Confederation (LDDK) career consultants are provided with the relevant informative methodical materials for actual activities (industry description, development trends, core professions in the industry, opportunities for education and work, demand in the labour market) in such economic industries as tourism, trade, textile manufacturing, metal works, chemistry, wood manufacturing, energy, information and communication technology, construction, machinery, chemistry. To provide in depth knowledge for career consultants on trends in economic industries, in the end of 2016 there were industry experts invited from LDDK as well, which prepared presentations on career opportunities in economic industries.

In 2016, the career services were received by 34 249 people, 31 158 of which – unemployed and job seekers.

Within the “Youth Guarantee” project career consultations were received by 29 500 young unemployed people.

### 2.4.1.2. Active employment measures:

#### *Competitiveness-improvement measures (CIM)*

Competitiveness-increasing measures are aimed at the unemployed, job seekers and people at risk of unemployment in promoting their competitiveness in the labour market.

CIM includes individual consultations and group sessions (courses, seminars, lectures), job search methods, learning, psychological support and training of basic skills necessary for labour market.

CIM offers:

- **Courses** on the following themes: Development of state language skills; Business writing skills; Removal of psychological barriers of foreigners by acquiring the state language; Use of e-services; Building a website yourself; The art of bargaining and reasoning; Public speaking skills; Raising self-confidence and self-awareness; Self-serving; Basics of business (LLCs, micro-enterprises, self-employment, etc.); Business Accounting and Taxes; Project Management Fundamentals; Basics of business plan establishment, Computer Literacy and Internet basics; basics of Information and Communication Technologies (ICT) to the support of business; Document preparation and organization of the proceedings; Data analysis and report generation by using tables, graphs and calculations; Tables, calculations and graphs; Computerized accounting; Presentation techniques and methods; Internet facilities to support business and development; Communication with customers and partners; E - commerce and internet marketing; Project Management Fundamentals (practical work in computer classes).
- **Seminars** on the following themes: Household and family budgeting, information on stocking; The role of learning motivation; Rights and opportunities of disabled people in the labour market of Latvia; Preparation of CV and cover letters, use of vacancy websites (including preparation of a vide CV); Job search in sparsely populated areas, including activation of social networking during the job search process; Ability to work in changing conditions; Impact of long-term impact on the competitiveness in the labour market and the amount of state-guaranteed pensions; Development of communication skills and solving communication problems; Emotional intelligence; Work rights; Basics of the administrative procedure; Opportunities of the youth in the labour market; Workshop of objectives or setting correct goals and their achievement; Labour relations in an intercultural environment.
- **Lectures** on the following themes: Social rights; Safety in the workplace; State and local government functions, their operational objectives, individuals' rights and scope of obligations; Stress and its management; Culture of business relations.
- **Individual consultations:** consultation of a psychologist, a lawyer, a business plan consultant, credit and tax advisor.



In 2016, measures to raise competition (including information days) involved 68 197, including informative days by 42 960 – unemployed people, job seekers and people at risk of unemployment;

### ***A measure of business or self-employment start-up***

The aim the measure is to provide consultative and financial support measures helping unemployed persons with the appropriate skills and motivation to start business activities or self-employment and successfully work in the chosen field at least 2 years.

In 2016, consultations on business plan preparation and development were received by unemployed (with replacements).

164 150 business plans have been submitted to experts for evaluation including 15 business plans that were drawn up without consultations. According to expert opinions, the SEA has provided financial support for 50 business plans (50 contracts have been concluded).

### ***Measures for certain groups of persons\****

The measure aims to employ people in the subsidized workplaces to help them to understand the labour market, encourage their involvement into the society and facilitate finding regular work.

In 2016, 979 people have initiated their participation in the measure, most often in such professions: handyman, agricultural auxiliary worker, data entry operator, retail store clerk, farm worker, assistant accountant, salesman consultant.

### ***Vocational training, retraining or qualification-improvement \****

Unemployed people can receive training vouchers and participate in:

- Acquiring professional continuing education programs, leading to a professional qualification. After the acquisition of the program, the unemployed take an aptitude exam. An unemployed person who has passed the professional qualification examination receives a professional qualification certificate;
- professional development education programs, which give the opportunity to improve their professional skills and master the systematic professional knowledge and skills required by the changing labour market requirements. An unemployed person who has completed the development program receives a professional development educational certificate.

In 2016, 5,316 unemployed people were re-engaged in vocational training, re-training or qualification-improvement measures. Most of the training was carried out in the following programs: Social services (883 unemployed involved), Clerk (509), Project management (399), metal arc welding with mechanized equipment in active gas environment (MAG) (392), Sewer (289), Security work (251), Small business management (242), Tailor (229), Warehouse supervisor (224).

### ***Acquisition of non-formal education\****

The measure aims to provide the unemployed and job seekers with the opportunity to improve their competitiveness, ability to adapt to changing labour market demands, and to increase the opportunity of the unemployed and job seekers to integrate into the labour market.

In 2016, 13 786 unemployed people and job seekers were newly engaged in the acquisition of: non-formal education program "Acquisition of state language" – 2 215. Most training was conducted in the following programs: Computer proficiency (without knowledge) – 2 080, Computer proficiency (with prior knowledge) – 1 357, English (without knowledge) – 1 245, State language acquisition according to the average proficiency level – 1 003, English (with prior knowledge) (Elementary) – 891, driver's licence of category "C" (with 1st aid) after the "B" category has been acquired – 868, acquisition of the state language in accordance with the basic proficiency level – 732.

### ***Training at the employer\****

The measure aims to organize practical training for a position necessary for the employer (except medical institution, as well as educational institutions, whose main task is the implementation of educational programs, and political parties), by organizing training at the employer.

In 2016, this practical training involved 178 unemployed persons.

### ***Paid temporary public work***

Paid temporary public works - active employment measures for the unemployed to acquire and maintain job skills through a socially beneficial work. Paid temporary works are implemented in municipalities, associations or foundations with no intention of profit making.

The measure aims to give the unemployed the opportunity to acquire or maintain skills; promote the activity of the unemployed in the public interest.

In 2016, 2 936 jobs were created and 10 937 unemployed were involved.

This service was most actively used in Latgale region, where there are 1 415 temporary public jobs or 48.19% of the total established temporary public works positions in the country and there are 5 221 unemployed people involved in this work, or 47.74% of the total number of unemployed people involved in this measure in the country;

Kurzeme region – 473 jobs (16.11%), 1 726 unemployed (15.78%);

Riga region – 405 (13.79%), 1 507 (13.78%)

Vidzeme region – 329 (11.21%), 1 310 (11.98%);

Zemgale region – 314 (10.69%), 1 173 (10.73%).

### ***Promotion of regional mobility of persons employed by merchants***

The measure aims to promote regional mobility of persons employed by merchants by providing financial compensation to cover transport and residential tenancy costs for the first four months after the commencement of labour relationship.

The measure is implemented in workplaces within the administrative territory of the Republic of Latvia, except Riga, where there is an adequate demand for the education and professional

experience acquired by the person. The exclusion of Riga does not apply in cases when an employer offers entry into employment legal relationship to at least 10 SEA registered unemployed persons at the same time, or when the acquisition of unemployed person status pertains to terminating employment legal relationship due to urgent economic, managerial, technological or similar undertakings that have affected or could have significantly affected the employment situation in the respective region.

In the measure of 2016, 161 people were involved.

### ***Employment measures during summer holidays for persons acquiring education in general, special or vocational education institutions***

The measure aims to encourage students aged between 15 and 20 years (including), who obtain education in general, special and vocational educational institutions, for temporary employment during summer holidays in state co-financed workplaces, thereby giving them the opportunity to gain work basic skills and work experience.

The measure was implemented in cooperation with 425 employers, 130 of which (31%) were local governments, national and local companies and who involved 1 896 students, or 45% of the total number of students, as well as 295 (69%) businesses that involved 2 343 students. During the measure, from 1 June 2016 to 31 August, there were a total of 4 239 students involved

### ***The Youth Guarantee\****

The measure aims to contribute the transition of unemployed young people to employment, in particular by the implementation of measures for developing proper skills and abilities appropriate for the labour market and by the acquisition of practical experience in the workplace.

The SEA helps young people to integrate into the modern labour market by offering opportunities of developing abilities and skills necessary for the labour market, as well as practical work experience with employers. It is envisaged that appropriate training or employment services is received by the young person within four months of registering of being unemployed.

The Youth Guarantee support measures are implemented by the SEA in cooperation with the Ministry of Education, educational institutions, local authorities, social services, youth organizations and employers.

The events of 2016 involved 16 336 young unemployed people, out of which: 962 - Support for regional mobility of young people; 1,143 - Development of skills necessary for the work in non-governmental sector; 649 - Workshops for young people; 10 383 - Competitiveness improvement measures (with info days) (without Info days - 9 902); 2 363 - Non-formal education with a coupon method, including 398 - acquiring state language; 534 - Subsidized jobs; 110 - first working experience; 134 - Support for self-employment and business start-ups; 1 480 - Vocational training programs with the coupon method.

Career consultations have been received by 29 500 unemployed youth.

### ***Support for the long term unemployment***

The project aims to promote the involvement of long-term unemployed into the society and facilitate them finding a suitable permanent job or a suitable education/training, therefore reducing the risks of social exclusion.

To promote the increase in confidence and motivation to integrate in the labour market for the long-term unemployed, during the project, there are career, psychologist and psychic therapist consultations, as well as motivation program for job seeking and social mentor services.

However, to provide the integration in the society and finding a suitable work or education/training for long-term unemployed with disabilities or forecast disabilities as well as long-term unemployed with mental disabilities, in cooperation with the State Social Integration Agency, SEA implements determination of professional suitability, providing recommendations on job suitable for unemployed and active employment measures in accordance to the health condition of the unemployed. Also in cooperation with healthcare institutions, long-term unemployed are provided with health checks with occupational physician, receiving a certificate from a narcologist, as well as Minnesota 12 step program and emotional stress therapy (coding).

The events of 2016 involved 2 594 long term unemployed people, out of which: Minnesota 12 step program – 241, Psychotherapy consultations – 478, Psychology consultations – 1 459, Health check-ups – 192, as well as 29 205 long-term unemployed have received Career consulting.

\* Within the active employment measures, an unemployed person is available to receive support to regional mobility. The measure aims to promote regional mobility of the unemployed by providing financial compensation for transport and residential tenancy costs, by engaging in one of the active employment measures. In 2016, support was received by 2 459 persons.

#### **2.4.2. SEA support for refugees and persons with alternative status**

On 2 December 2015 with the Cabinet of Ministers regulation No. 759, there was an action plan for persons, which need international protection, transfer and acceptance in Latvia (hereinafter – Action plan), the purpose of which is a development of a system suitable for Latvian conditions for acceptance of refugees, as well as socially economic inclusion of refugees and persons with alternative status.

With the 4 January 2016 in SEA there was the implementation of the project “Integration of refugees and persons with alternative status in the Latvian labour market”, the implementation and performance of measures set out by the Action plan for the SEA for socially economic integration of refugees and persons with alternative status with the help of employment.

In total the status of unemployed person or job seeker was granted to 37 persons with the refugee or alternative status and three persons were hired for a job with the support of SEA, The unemployment status was lost by not fulfilling the obligations of the status by



17 persons. As at 31 December 2016, there were 17 unemployed persons and job seekers with refugee or alternative status. The low number of registered persons can be explained with the fact that the registration with the SEA is voluntary. It is done by people, who wish to receive support in finding a job. Part of persons, which have received the refugee or alternative status, choose to leave Latvia without looking for a job. Some are leaving the country after registration with SEA.

During 2016, four unemployed with refugee or alternative status were involved in program “Latvian without intermediary language” (100 hours); six unemployed and job seekers with refugee or alternative status – in program “Latvian without intermediary language in accordance to the basic level of knowledge” (A1 language skill level, 120 hours); two unemployed with refugee or alternative status – in programs “State language in accordance with the basic proficiency level” (150 hours) and State language acquisition according to the average proficiency level (150 hours); one unemployed person with refugee status was involved in the further professional development education program (level 2 qualification) and one unemployed with refugee status –in paid temporary public work.

In 2016, there were changes made to SEA informal education course “Latvian without intermediary language”, where each level is divided in two sub-levels, 120 hours each, therefore achieving compliance with the European Unified language skill level determination system.

In 2016, SEA organised 11 introduction lectures for refuge seekers “Employment opportunities in Latvia” in Arabic, Dari, English and Russian languages, where there were 88 refuge seekers participating.

To provide informative support for refugees and persons with alternative status for services provided by SEA, in 2016 there was a leaflet issued for refuge seekers and persons with refugee or alternative status “First steps to finding a job” in Latvian, English and Arabic languages.

The employees of the project “Integration of refugee and persons with alternative status in Latvian labour market” established a close cooperation during the first year with other state and non-governmental organisations set out in the Action plan, as well as regularly participated in educational and informative events on refugee integration organised by these cooperation partners, finding out more on current issues of the partners and telling cooperation partners from state, municipality and non-governmental organisation for SEA measures and support provided to refugees and persons with alternative status for integration in the labour market.

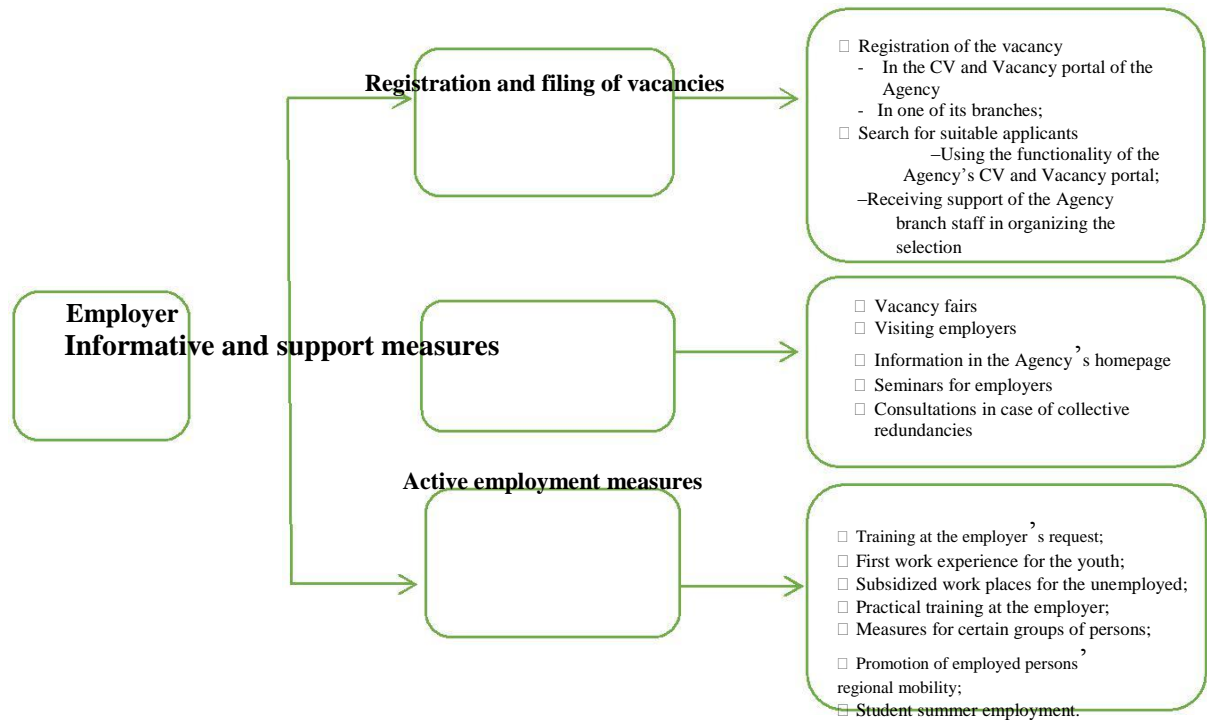
The information on integration of refugees and persons with alternative status in the labour market and SEA granted support to employers, the project employees gave to employers, participating in informative days for employers, vacancy fairs and other events, as well as contacting industry associations and Latvian Chamber of Commerce.

### 2.4.3. SEA services for employers

The most important partners and customers of SEA are employers who provide opportunities for the unemployed as soon as it is possible for them to return to the labour market. In 2016, there were 56 328 vacancies applied by the employers registered with SEA.

Path of employer in the SEA (see Figure 4).

Figure 4



In 2016, in cooperation with the “Farmers’ Association”, Latvian Municipality Association and Agricultural organisation cooperation council, SEA implemented the agricultural vacancies event “Be employed in the country!” In Bauska, Limbaži, Kuldīga, Madona, Preiļi, Saldus, Smiltene, Talsi and Vacancy fair – in Daugavpils, Jelgava, Jēkabpils and Riga. The purpose of the measure – to promote the employment and labour market development in regions and the dialogue between employer and job seeker. In total, there were 126 employers involved in vacancy fairs and agricultural vacancy events, there were 1 538 vacancies offered to job seekers. Within the EURES project, there were two international job fairs organised in Liepāja and Daugavpils. In total there were 48 employers participating, the job seekers were offered 1 433 vacancies, as well as more than 100 vacancies abroad.

In 2016, cooperation within the forum “Support to entrepreneurs” organized by the Ministry of Economics, where the SEA together with the Development financial institution “Altum”, Latvian Investment and Development Agency, the Central Finance and Contracting Agency, informed the entrepreneurs on the available and planned support to entrepreneurs during the EU planning period of 2014-2020. The forum “Support to entrepreneurs” took place in five cities – Riga, Līvāni, Kuldīga, Smiltene, Jelgava. About 550 visitors of the forum were informed on opportunities to train employees necessary for the company, getting involved in the measure “Training at the employer”, “Training at the employer’s request” for SEA implemented subsidized





Employment measures, for vacancy registration and selection of necessary employees, as well as possibilities of SEA CV/Vacancy portal for searching for employees.

### ***Registration of vacancies and recruitment***

The employer may register the vacancies in the SEA in several things:

- in the SEA branches in person, by telephone or electronically. For information about the topicality of SEA vacancies, SEA staff keeps contact with employers who approve or deny the topicality of the vacancy not less than once every two weeks;
- By self-registration in the section for CV/Vacancies portal (<http://cvvp.nva.gov.lv/>). In this case, the job can be viewed online, as well as information on the vacancy is given to the unemployed and job seekers who visit the SEA branches. Similarly, the employer who has registered to the CV/vacancy portal can look himself for employees, finding the Online CVs of jobseekers. In 2016, the number of active users of the CV/Vacancy portal was 59 781, 11 345 persons updated their CV's in the CV/Vacancy portal. In 2016, the Agency's CV/vacancy portal accounted to the total number of 3 452 539 views (97.85% view of Latvian and 74 195 views of the job-seekers from other countries. The highest interest in 2016, was from Great Britain, Germany, Norway, Sweden, Ireland, Netherlands).

When registering a vacancy in the SEA branch, the employer can to choose the type of vacancies:

- Open vacancy if the employer allows the candidate to contact the employer directly and agrees to publish the vacancy;
- Closed vacancy if the employer wishes to receive help from the SEA in selection of candidates but does not agree to publish information on the vacancy.

When adopting information on a vacancy, the employee offers the SEA support to the employer in selecting applicants and organizing meetings with them. At the employer's request the SEA staff selects the personnel from the unemployed and job seekers in two ways:

- The SEA staff select the most suitable employee (-s) and send them to the employer who makes a decision on hiring the unemployed person (-s);
- First, the SEA staff choose the most suitable candidate (s) from the basis of unemployed. Then, a meeting of the employer and the unemployed is organized and the next selection stage takes place.

In 2016, the selection of unemployed (both initial selecting and face-to-face meetings) was organized for approx. 25% of the vacancies to be filled. It is notable, that in 2016, the number of registered vacancies has increased. If there were 51 343 vacancies registered in 2015, then in 2016, there were 56 328 vacancies registered, which is on average of 10% more than 2015.

The employer also has a possibility:

- Submit the vacancy in the EURES data base. This information is then distributed to job seekers across the EUR, the European Economic Area countries and Switzerland;
- Use the EURES CV data base for selection and search of applicants;
- Receive direct support from a EURES consultant for attracting employees from other EU countries and countries of the European Economic Area.

### ***Training for the unemployed at the employer's request***

The employers can attract the necessary specialists among the unemployed with the help of the SEA. The employer chooses the training program, in which it is necessary to train the unemployed, the SEA organizes training on any licensed professional development program, continuing professional education program or non-formal training program. Thanks to the cooperation between the employer and the educational institution, a completely new, company-specific training program can be developed.

In 2016, there were trainings organised after 16 requests from employers, involving 79 persons in the training.

There were 52 unemployed persons involved in vocational training programs, 27 – in informal educational programs.

The most popular vocational educational programs: Locomotive service technician – 12 unemployed persons involved; Arc welder (TIG) – 11; Bricklayer – 10.

The most popular informal educational programs: car and tractor equipment drivers – 18, Swedish (without prior knowledge) – 9.

### **2.4.3. EURES services**

The measure aims to support the free movement of European workers. Advice and support is available to any interested person. Support within the measure:

- Provides consultation and information on employment opportunities, as well as living and working conditions in European countries to the job seekers;
- Helps employers to find the most suitable employees;
- provide information and consultations for cross-border region job seekers and employers.

In 2016, 10 352 EURES consultations were given, of which 2 061 were individual consultations to job seekers (including 1 108 consultations about labour issues and 953 consultations on the social security and tax issues, working and living conditions, etc.) and 533 individual consultation for employers. Within the ESF project “EURES network activities in Latvia” in 2016 there were 122 informative EURES events for the target groups of the project: – job seekers, employers and SEA employees. There was a Labour market seminar organised for Latvian nationals living in Ireland, where there was information provided on labour market situation in Latvia as well as information on practical aspects regarding returning to Latvia and looking for a job. There was also provided the participation in 10 international job fairs, where there was information and consultations on living and working conditions, SEA services and open vacancies provided in Latvia.

## **2.5. Review of the SEA management and performance improvement systems for ensuring effective operation as well as information on the structural reforms and reorganisations**

On 1 September 2016, the SEA Internal regulation No. 25 of 12 August 2016 “Amendments to the State Employment Agency 24 November 2015 internal regulation No 48” “Regulation of the State Employment Agency” comes into effect, according to which, the structure of SEA comprises 28 branches and the following management structural units – five departments (Department of EU fund projects, Finance and Development Department, Accounting Department, Legal Department and Services Department) and seven permanent divisions (Information Systems Management and Development Division, Customer Service Management Division, Human Resource Division, Resource Management Division, Risk Management and Internal Control Division, Public Relations Division and Supervision Division). SEA also implements the project “Integration of refugees and persons with the alternative status into the labour market of Latvia”, which is under the direct supervision of the SEA director.

In 2016, the SEA Quality Management System was maintained and improved, providing the compliance of SEA services to the legislative requirements according to the interests of the state and SEA customers. For the SEA resources to be used as effectively and usefully as possible for implementation of basic operational functions and achievement of strategic goals, in 2016 there were several new management and support processes on “Strategic and operational goals achievement and supervision”, “Internal control system SEA supervision”, “Measure implementation control and supervision”, “Statistical processing, aggregation, quality provision of data”, “Stock take procedure in SEA”.

During the reporting period there are a number of core operational processes developed, which provide the conditions and procedure for provision of SEA services for unemployed, integration of refugees and persons with alternative status in the Latvian labour market and developed a process, which provides the implementation conditions for planned cooperation pilot project “Administration of voluntary work information system content”.

Based on the European Union fund (hereinafter – ESF) Cooperation institution and Audit institution review suggestion to centralised the SEA performed review measures implementation locations with the purpose to provide effective use of resources, quality, objectivity and prevent the possible risk of conflict of interest, in 2016, there was a Supervision Department established in SEA (hereinafter – SD) with a purpose to perform reviews, as well as to provide the budget and ESF funded service, active employment measure and preventive unemployment reduction measure introduction and implementation supervision of measure and service review implementation locations and selectively in SEA branches to assess their effective, useful and economic activity and compliance of implementation to the legislation and signed agreements.

SD performs reviews of the active employment measures (hereinafter – AEM) on-site, ESF project “Support to the education of the unemployed” (hereinafter –ABI), “Support for the long-term unemployed” (hereinafter – AIB),

“Youth Guarantee” (hereinafter – YG), “Subsidized work places for the unemployed” (hereinafter –

SDB) and special budget (hereinafter – SB) active employment measures “Measures for certain groups of persons”, “Paid temporary public works”, “Measure of business or self-employment start-up” and “Measures during summer holidays for persons acquiring education in general, special or vocational education institutions”. AEM implementation supervision is taking place according to single method. The amount of reviews is determined based on AEM and SEA branch risk assessment, therefore providing objective and quality AEM supervision and control.

### 3. Personnel

#### 3.1. General information

Human resources are the most important resource of SEA, which promotes the completion of the SEA goals. In total, there are 862 employees employed by the SEA, 649 of them in branches and 393 in ESF projects.

Table 5

**SEA personnel statistical data in 2016**

Indicator	Quantity
<b>Average number of work loads</b>	<b>849</b>
including number of civil servant positions	365
Including number of staff work loads	484
<b>Actual number of positions</b>	<b>784</b>
including number of officials	356
including number of employees	428

The largest number of employees is aged 40 to 59

Table 6

**SEA staff age and gender structure**

Age/gender (Quantity)	Women	Men
20 - 24 years	9	2
25 - 39 years	335	35
40 - 59 years	462	20
60+ years	93	2

98% of SEA employees have higher education.

Table 7

**Educational level of the SEA staff**

Educational level	Number of employees	% of total
Higher education	797	98
Secondary education	12	2

SEA staff turnover rate in 2015 was 11%<sup>3</sup>, while the rotation ratio - 34%<sup>4</sup>.

In the SEA, annual evaluation of the servants' and employees' activities takes places, the results of which are used when making structural changes and improvements to the quality of daily work, when planning career development, complementing job descriptions and identifying training needs. 56.2% of the SEA staff are evaluated as "good", which means that the work they have carried out fully complies with the requirements over the evaluation period, while 40.6% - rated as "very good", meaning that the requirements are partially exceeded in certain evaluation period stages or some performance aspects; 1.8% are rated as excellent meaning that the execution of work exceeds the requirements throughout the whole evaluation period, 1.4%

The quality of work of the SEA employees was awarded with the Prime Minister's articles of gratitude. Articles of gratitude for responsiveness and professionalism for servicing state authority customers were received by SEA employees from Riga regional, Madona and Preiļi branches.

### **3.2. Personnel training and development of qualification**

Each year, the SEA staff continues to increase their skills, by improving their knowledge in higher education institutions, the State Chancellery, training organized by the SEA and the National School of Administration, seminars organized by the Ministry of Welfare, and other educational programs, in accordance with the training plan for 2016 approved by the Director of the SEA.

SEA staff training needs are determined by taking into account the already acquired education and knowledge of the employees and the additional knowledge necessary for carrying out the objectives, as well as recommendations/proposals of the Head of the structural unit, and training wishes submitted by the staff in the evaluation electronic forms information system (NEVIS), that has been approved by the line manager's during the annual work evaluation. The acquired training skills and competences substantially improve the fulfilment of the SEA functions and tasks, and the employees are able to understand and to combine their individual objectives with the SEA objectives.

In 2016, the emphasis was put on internal staff training, by attracting SEA specialists of specific fields as lecturers. In 2016, seminars on the ESF project developments were held, thereby informing employees about all the latest developments and changes in the project. In 2016, a total of 65 internal and external trainings was carried out.

Training programs in 2016 were mostly oriented to improvement of professional knowledge and skills of the employees, including for public tenders and their planning, prevention of conflicts of interest and corruption, issues related to recruitment and mobility, coaching methods, development of customer service skills, information technology, as well as changes in legislation.

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<sup>3</sup> Released employees / average number of employees in 2016

<sup>4</sup> Personnel rotation ratio = (number of employees hired + number of employees released) / average number of employees in 2016

For supplementing the knowledge and improving experience, qualification increasing opportunities were used by participating in an experience exchange trips, seminars, study visits and conferences. During 2016, the SEA branch as well as management staff participated in 50 foreign events related to further education and exchange of experience. The capabilities of SEA employees are increased every year in the Baltic cooperation service cooperation agreement organised Baltic state employment service conference, which took place in Rēzekne in 2016. In the conference, each employment agency introduce with topical lines of operation if their institution, there were joint discussion on EURES topic, benchlearning results and recommendations, as well as solutions for the long-term unemployment issue.

## **4. Communication with the society**

### **4.1. Information and educational activities for the society**

Raising the public awareness is an important function of SEA, as there is an understanding created on SEA and its services, objectives of SEA are explained as well as its role in implementation of the policy, the involvement of various target groups customers and cooperation partners is promoted, also providing feedback from the public.

In 2016, SEA continued to implement active communication with the society, organising public awareness events on issues related to SEA operations, services, active employment measures, projects and examples of good practice. Information is spread with central and regional newspapers, magazines and portals, in radio and television and communicating with cooperation partners – municipalities, employers, industry associations, non-governmental organisations, educational facilities and organising or taking part in informative events –vacancy fairs, seminars, entrepreneurs days, exhibitions, etc. special attention was given by the SEA to information of customers and cooperation partners in regions, increasing the role of branch managers in operative communication with media in the territory of each branch.

In 2016, there are prepared and published 135 news on SEA activities and services, including 53 press releases and 37 notifications on SEA current offering to employers. Once a month, media, cooperation partners and other interested parties were informed about the unemployment situation and current vacancies registered in the SEA. This information is available on the SEA website, newspaper, news portals, social networks and other media in the whole country.

In 2016, a total of more than 4 000 publications on the SEA activities, current employment and unemployment situation in the country were placed in the central and regional newspapers, radio and television, the Internet sites. The society was informed about the SEA services and their availability, by organizing interviews and comments of SEA managers and specialists in newspapers such as „Diena”, „Dienas Bizness”, „Latvijas Avīze”, „Neatkarīgā Rīta Avīze”, „Ir”, „MK-Latvija”, „Latvijskije Vesti”, web sites delfi.lv, tvnet.lv, diena.lv, nra.lv, etc. news agencies BNS and LETA, as well as regional newspapers and web sites.



There were SEA specialist interviews, comments provided as well as topical information to television and radio: LTV 1, LTV 7, LNT, TV3, LRT, ReTV, TV Rīga 24, PBK, Latvijas radio 1, Latvijas radio 4, Radio Baltcom etc. in cooperation with Latgales reģionālā televīzija (LRT) there were regular good practice stories created on SEA services and trending topics, which were aired on LRT and LTV1. In cooperation with LNT, there were prepared and aired stories on Practical training with the employer and Voluntary work performers information system.

Current information on the SEA services was not only regularly regularly sent to the central and regional media, but also Latvian authorities, employers' organizations, industry associations, educational institutions, NGOs, the Latvian diaspora portals in Ireland and the UK.

Information on all SEA measures and activities important for the public and was published in the social media as well. There was regular communication with the society provided in the social networks: Twitter, draugiem.lv and facebook.com. The number of followers in social media Draugiem.lv reached 586, Facebook – 1 629 and Twitter – 3 777 followers. The SEA communication in the social networks was improved – there were banners with the topical information developed and regularly published in accordance with the state authority graphical standards.

In 2016, in the SEA website and Youtube channel, there were 5 video stories placed for viewing. Training at the employer's request, Development of voluntary work information system, Vacancy fair in Jēkabpils, Agricultural vacancy events in Latvian cities, as well as interview with the SEA director E. Simsons. In total the video stories on SEA services were viewed in the Youtube channel 160 300 times.

In 2016, there were informative campaigns organised on European employer days in Latvia, Student employment measure during summer holidays, SEA services for persons with disabilities and Voluntary work information system and website *brivpratigie.lv*. In order to inform citizens about the proposed e-services and opportunities, Weeks of E-skills were organized in the SEA branches. From 19 to 23 September, SEA participated in the Ministry of Environmental Protection and Regional Development (VARAM) organised e-service consultation campaign “Days without queues”, providing the informative support for the campaign. On improvements of SEA electronic services and new e-services, including SEA developed electronic self-service portal, the public was informed throughout the year. The information on SEA services was regularly updated and amended in the portal [www.latvija.lv](http://www.latvija.lv).

The number of unique visits to the SEA website in 2-16 was 2 266 537. In 2016, there were new sections created in the main website of SEA – “For disabled persons”, “For refugees and persons with alternative status” as well as updated electronic labour market short-term forecast visualisation tool. The improvement of the SEA website, content restructuring and optimisation continued. The websites of all 28 SEA branches were visually and functionally remade. For the convenience of customers, the design and structure of the SEA website was changed, there were improvements made to the SEA website mobile version, including SEA



Website mobile version contact section was synchronised with the main SEA website. Also in 2016, by upgrading the software, in the SEA website there was the opportunity provided for the students to electronically register for participation in the summer employment measure.

In 2016, there was raising of awareness provided for the SEA free info number 80200206 operation, SEA call centre services are now available to customers in all of Latvia.

In 2016, there was the Voluntary work performers information system, which is now available on the website [www.brivpratigie.lv](http://www.brivpratigie.lv) With the help of new information platform, there was provided and coordinated information exchange between people, who wish to perform voluntary work and for organisers of voluntary work – non-governmental organisations and municipalities.

On 7 October 2017, there was a press conference organised on the establishment of Voluntary work information system, and on 3 December 2016, there was the ceremony organised for honouring the Latvian voluntary work performers and organisers “Volunteer of the year 2016”. Last year, there were also 5 informative events organised for cooperation partners within the pilot project “Administration of voluntary work information system content”, providing information on the concept of the pilot project and the opportunities offered by the website [www.brivpratigie.lv](http://www.brivpratigie.lv) for promotion of voluntary work.

In accordance with the Cabinet of Ministers regulation No. 759 “Action plan for transferring and acceptance of persons, which are in need of international protection in Latvia” within the SEA project “Integration of refugees and persons with alternative status in the Latvian labour market” there was an informative leaflet developed, published in website and sent to cooperation partners to refugees and persons with alternative status “First steps to finding a job” in Latvian, English and Arabian languages.

SEA operatively informed the employees of “KVS Liepājas metalurģis” and “Nienhaus&Lotz Lettland” which were subject to unemployment risk, as well as local municipalities on SEA support and services in cases of unemployment and collective redundancy. There were publications prepared and the informative page on SEA services in case of collective redundancy was updated.

The public was informed on SEA involvement in the Ministry of Justice implemented ESF project “Integration of the former inmates in society and labour market”, which helps to promote inmates and former inmates to integrate with the society and being involved in the labour market.

SEA participated and provided informative support for the event “Entrepreneur days in Latgale 2016” in Rēzekne and Ministry of Economic forum “Support for entrepreneurs” in Riga, Līvāni, Kuldīga, Smiltene and Jelgava, development financial institution ALTUM and Ministry of Economics measure “Support fair for business start-ups”, introducing the participants of this events to the SEA service offering for employers. There was informative support provided for the event “European employer days in Latvia”, vacancy fairs in Daugavpils, Jelgava, Jēkabpils, Liepāja and Riga, event “Be employed in the country!” In Bauska, Kuldīga, Limbaži, Madona, Preiļi, Saldus, Smiltene and Talsi, as well as SEA and Estonian



Unemployment insurance fund vacancy event “Livonia job fair 2016”. SEA participated in Jēkabpils and Jūrmala municipality organised vacancy fair events and provided informative support.

SEA regularly informed the public on SEA international activities and participation in the European Union employment service network PES, as well as PES network management board meetings in Amsterdam and Bratislava. There was informative support provided to the Baltic states employment agency conference, which took place in 18 and 19 May in Latgale embassy “Gors” in Rēzekne.

### **Measures for studying the public opinion on the satisfaction with the SEA quality of work and its results**

To assess the satisfaction of unemployed and job seekers with SEA services, there is a survey done every year. The electronic customer survey also took place in 2016 from 8 to 17 of November. There were 70 841 customers invited to take part in the survey, 5 789 of them filled out the survey. Therefore, there was an 8% responsiveness. In 2017, the method will be amended to more successfully address the necessary target groups.

In 2016, the survey selection was extended – the questionnaire was also sent to the respondents, which are no longer under the unemployed status, but have been with unemployed or job seeker status during the time from 1 May 2016 to 1 November 2016.

By analysing the answers of the respondents, it is identified, that the most active responses are from customers, which are in the status of unemployment or job seeker for the time period of up to 1 year – 57%, 21% of the respondents providing answers are no longer unemployed, but are employed, 6% are no longer unemployed/ job seeker, but are not employed. 11% of the respondents are in unemployed or job seeker status for a time of 1 to 3 years.

There were 69% women and 31% men participating in the survey. 52% of the respondents had higher education, 41% – secondary and 7% – basic education.

The respondents were asked to evaluate the consultation skills of the SEA employees on the situation in the labour market and vacancies. 32% answered that these skills were high, 49% – average, 19% – low. The skills of the SEA employees to provide the information on rights and obligations of unemployed and job seekers have received a high grade from 50% of the respondents, 40% believe, that these skills are average, but 11% – low. The survey data indicate, that overall, the respondents are satisfied with the information provided by the SEA branch employees regarding SEA services. 47% of the participants have valued the SEA employee skills as high, 42% – as average and 12% – as low. 79% of the surveyed expressed, that SEA employee was polite, but 3% valued the service as impolite, 18% of the respondents chose the option, “depends”.

To promote the SEA e-service usage, in 2016 survey, there was a block of questions asked, where we wanted to find out if the customers used the SEA e-services, if they are not – the n why, and what would be necessary for the e-service usage to be more intensified.

First, we asked if the respondents used the SEA e-services. 57% of the respondents answered that they are using the e-services, 43% – not using. After, there was a question asked on what SEA services the costumers use on-line. By analysing the results, it was identified that the most demanded SEA e-service is vacancy search, this opportunity was used by 84% of the respondents, 28% of the surveyed had registered CV, 26% applied to the unemployed or job seeker status, 22% filled out tests for finding out the career opportunities, 16% determined job finding opportunities on-line and applied for visit in SEA branch. The educational facilities list was viewed by 14% of the surveyed, 11% of the respondents remotely determined their level of English knowledge, filling out a test, but with the presentation of the informative day, where there was information summarised on SEA services, rights and obligations of unemployed persons, in the SEA website was explored by 10% of the respondents.

As limiting factors for using e-services, 44% of the respondents mentioned not knowing about the possibilities of e-services, 32% mentioned, that they are not using e-services because they like the face to face contact with SEA employees better, 22% have difficulty to express what limits the use of e-services. The question was amended with the free form answer field as well, where we asked to mention what else limits the use of e-services. Respondents explain that it is easier to solve all in person, it is possible to ask additional question, the environment and the website structure is hard to understand for the user, if it is needed to make a visit anyway then there is no point of using the services electronically as well, did not find the service needed, there was no necessity.

There are also one question express surveys made in the SEA website.

During the time period from 19 April to 3 June 2016, there was a survey made for the question “*How do you value the operation of the State Employment Agency phone number No. 80200206?*”. There were 4 148 respondents, who answered the question grading the operation of the informative number as very good in 5% of the cases; good – 36%; satisfactory – 24%; unsatisfactory – 28%; 8% of the respondents answered that they do not use the informative phone number. There were 28 comments received, 22 of which were on difficulties to reach (long waiting times, no answers).

During the time period from 3 June 2016 to 4 October 2016, using the express survey form in the SEA website, there was a customer opinion requested on service. To the question “*Your opinion on the SEA customer service*” there were a total of 435 answers. 42% chose the answer The service is competent and polite; 15% answered that the service has an individual approach; 40% were not satisfied by the service; 4% chose the option Other.

From 21 November 2016 to 25 November 2016, there was an electronic employers survey on satisfaction with the services of the Agency. 51% of the respondents were generally satisfied with their cooperation with the Agency, 34% are fully satisfied, 11% are more satisfied, 2% respondents are not quite satisfied and 2% are not satisfied with the cooperation.

The evaluation of the Employers, which have used the services of the Agency on the services received by the Agency is positive overall – 23% of respondents are fully satisfied with the services provided by the Agency, 24% are satisfied, 8% of respondents are mostly satisfied, 3% are not quite satisfied and unsatisfied with the services of the Agency.



97% value the employees of the agency as professional and competent employees, which can successfully communicate and cooperate with customers.  
- 55% of the respondents are fully satisfied with the performance of the employees of the Agency, 33% are satisfied, 9% are mostly satisfied, 2% are not quite satisfied and 1% are not satisfied with the work of the employees of the Agency.

The survey questionnaires were sent to 3 570 email addresses. There were 432 respondents or 12% of the employers, who were addressed.

During the time period from 4 October 2016 to 19 January 2017, we asked for the customer opinions on career consulting. 43% of the respondents expressed the opinion in the SEA website express survey, that career consulting is not useful and unsatisfactory, 9% – moderately useful, partially satisfied 11% – useful, 19% – very useful, fully satisfied. 17% answered that they have not participated in career consulting. A total of 2 056 respondents answered the express question on career consulting.

### **4.3. Cooperation with the non-governmental sector**

The SEA shall cooperate with the non-governmental sector in achieving common goals; by promoting public understanding and awareness of the SEA services. SEA actively cooperates with associations and establishments, implementing active employment measures “Measures for certain groups of persons” and “First work experience for the youth”, “Development of skills required by the work in non-governmental sector”, as well as support within measure “Motivation program for job seeking and social mentoring services” for promotion of involvement of long-term unemployed. Associations and foundations, provides support for people with disabilities, long term unemployed, disadvantaged people and unemployed young people in the implementation of these measures; moreover, by the work of the unemployed of the target groups, statutory objectives of the associations and foundations are fulfilled.

Twice a year, information on living and working conditions in Latvia, on the movement of free labour, goods and capital, on the recognition of diplomas and qualifications, vocational training and social security and labour market situation in Latvia is collected and prepared for the European Commission.

In 2016, there was a Voluntary work performers information system, which is now available in the website [www.brivpratigie.lv](http://www.brivpratigie.lv). With the help of the established platform, there was provided and coordinated information exchange between the people, which wish to perform voluntary work and organisers of voluntary work – non-governmental organisations and municipalities. On 3 December 2016, there was a Latvian voluntary worker and organiser honouring ceremony organised “Volunteer of the year 2016”.



## **5. Plan for the upcoming year**

### **5.1. Measures started in the previous year that will be continued**

Active employment measures and preventive unemployment reduction measures:

- training measures for the unemployed and job seekers - vocational training, re-training and skill development, training at the employer, training at the employer's request, informal training, competitiveness improvement measures;
- employment measures - measures for certain groups of people, measures for business or self-employment start-ups, paid temporary public works;
- promotion of regional mobility of the persons employed by merchants;
- career consultations and informative days;
- support measures for the unemployed with addiction problems;
- The Youth Guarantee;
- summer employment of students.

In 2017, the work will be continued to provide the European national employment service comparative learning recommendation implementation. SEA had the recommendation to provide strategic cooperation with employers, increase the involvement of branches in the work of SEA (especially when developing new services for the customers), as well as develop a channel strategy. During 2016, SEA assessed the services provided to customers, to improve their suitability to the labour market requirements, as well as improved quality management processes.

### **5.2. Main objectives and measures of the upcoming year**

**Establish a more active cooperation with customers, providing suitable, operative and quality customer service in a similarly high quality in every customer service location:**

- To increase the effectiveness of SEA administrative and human resources management to the regional model;
- To improve SEA employee knowledge on customer service (incl., on e-services);
- Combine in a single process all training measures, which are implemented with coupon method, unified the process attachments.

**Improve the services basket according to customer needs:**

- Improve the effectiveness of the SEA provided services for integration of unemployed persons with disabilities in the labour market;
- Establish a system for integration of refugees in the labour market;
- Improve the labour market demand short-term forecast system and promote its usage;

- To improve transition of the long-term unemployed to employment or their engagement in measures;
- Provide the support measures for older employed persons and assessment of work environment and human resource potential assessment.
- Provide support for youth target groups after the end of YG project.

**Implement the Strategy for cooperation with employers, implementing proactive informative measures:**

- Implement the objectives of the Strategy for cooperation with employers, protectively informing on SEA services, visiting employers and increasing the number of registered vacancies relative to the same period last year.

**Improve SEA ICT resource management (operational lines set out in the 2017 Action plan):**

- Update the SEA ICT resource management and development planed for 2017-2019;
- Prepare for development of updates for BURVIS, to provide expansion of the employment barometer in the SEA self-service portal.

**Promote the awareness of the public on the work of SEA:**

- Provide the awareness of customers and public on SEA provided services and results;
- Provide the popularisation of voluntary work;
- Promote the understanding of the public on activation measures of long-term unemployed;
- Provide awareness of older employed and employers on measures for retaining the working abilities of older persons;
- Actively inform employers on trainings at the employer's request; and implementation opportunities and conditions of the measure "Training at the employer".

**Implement the EURES Regulation:**

- Initiate the work on SEA Information technology platform improvements, providing a single channel for data on vacancies and exchange of job seeker CV's with the EURES work mobility portal.
- Develop EURES member and partner (which are not employment agencies) acceptance system, in accordance with the Section 11 of the EURES Regulation.

**Promote international cooperation:**

- Provide the implementation of the second cycle of comparative measurement (benchmarking);
- Implement international cooperation projects;
- Provide international cooperation within the state cooperation agreement.

### **Improve the work environment and work organisation system:**

- Improve the work organisation system;
- Prevent the risks of work environment, providing work protection measures;
- Perform improvement of facilities;
- Provide the observing of fire safety requirements.

### **5.3. Next year's planned co-operation projects and researches (information will be amended)**

- In cooperation with the Estonian Unemployment Insurance fund, Valga city and Valka District council, SEA, within the international cooperation program INTERREG EST-LAT developed and on 7 October 7 2016 submitted the application of the project "Cross-border labour market integration and employment promotion". The planned duration of the project is 2 years (beginning in 2017) and total indicative funding – EUR 423 684;
- It is planned to perform SEA customer surveys in 2017;
- ESF project „Development of the labour market forecasting system” (2016- 2021)

### **5.4. Financial statement and obligations of the SEA**

Table 8

Financial statements and liabilities of the Agency as of  
31.12.2016 (EUR)

<b>Indicator</b>	<b>Financial liabilities (EUR)</b>
Long-term investments	2 481 973
Intangible assets	1 244 780
Fixed assets	1 237 193
Current assets	496 841
Savings	4 659
Accounts receivable	17 138
Prepaid expenses and advances for services and projects	475 044
Money	0
<b>TOTAL</b>	<b>2 978 814</b>
Equity	972 879
Budget outturn of the previous year	1 402 692
Budget outturn of the reporting year	-429,813
Savings	200 986
Accounts payable	1 804 949
Current liabilities to suppliers and contractors (training for the unemployed, CIM, PTPW, MCGP, maintenance)	1 312 804
Short-term accrued liabilities	387 784

Taxes and social security contributions	99 635
Payments for wages and deductions (except taxes)	2 743
Other current liabilities	1 983
Deferred income	0
<b>TOTAL</b>	<b>2 978 814</b>
Leased assets	159 707
<b>Off-balance sheet assets</b>	<b>35 213</b>
Penalties and fines receivable	4 733
Requirements for an unlawful way of seizing the assets	3 029
Other off-balance sheet assets	27 451
<b>Off-balance sheet liabilities</b>	<b>160 679 722</b>
Future payments due under contracts concluded on foreign financial assistance and projects funded by EU policy instruments	160 665 359
Future commitments and payments under contracts and management decisions about buying goods and services, other than those concluded with foreign financial assistance and projects funded by EU policy instruments and leases	0
Received but not paid upfront supporting documents	14 363

### SEA STRUCTURAL CHART FOR 2016

