

# What happens if you reward quality?

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# DES participants value

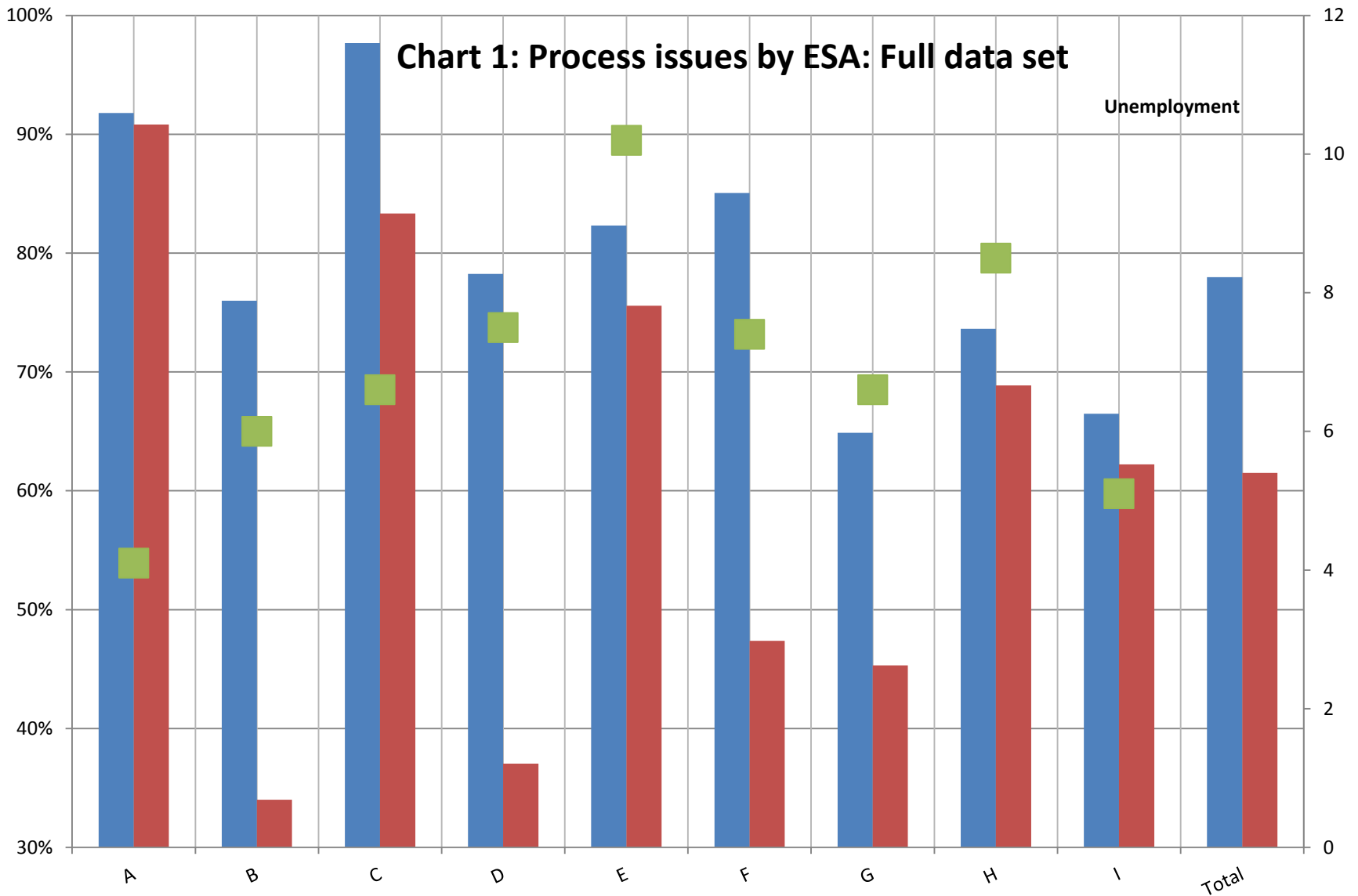
- Outcomes – 92% said they wanted a job
- Process – ie how outcomes are generated.
  - 86% valued having a choice
  - 78% valued ECs who helped them find the sort of work they wanted
  - 78% valued being listened to
  - 74% valued ECs who supported them to feel confident about their abilities

# What the literature says

- Employment assistance designed to enhance job seekers confidence in their own abilities will be more effective than programs which do not contain such elements.
- Therefore governments needs to reward quality service provision.

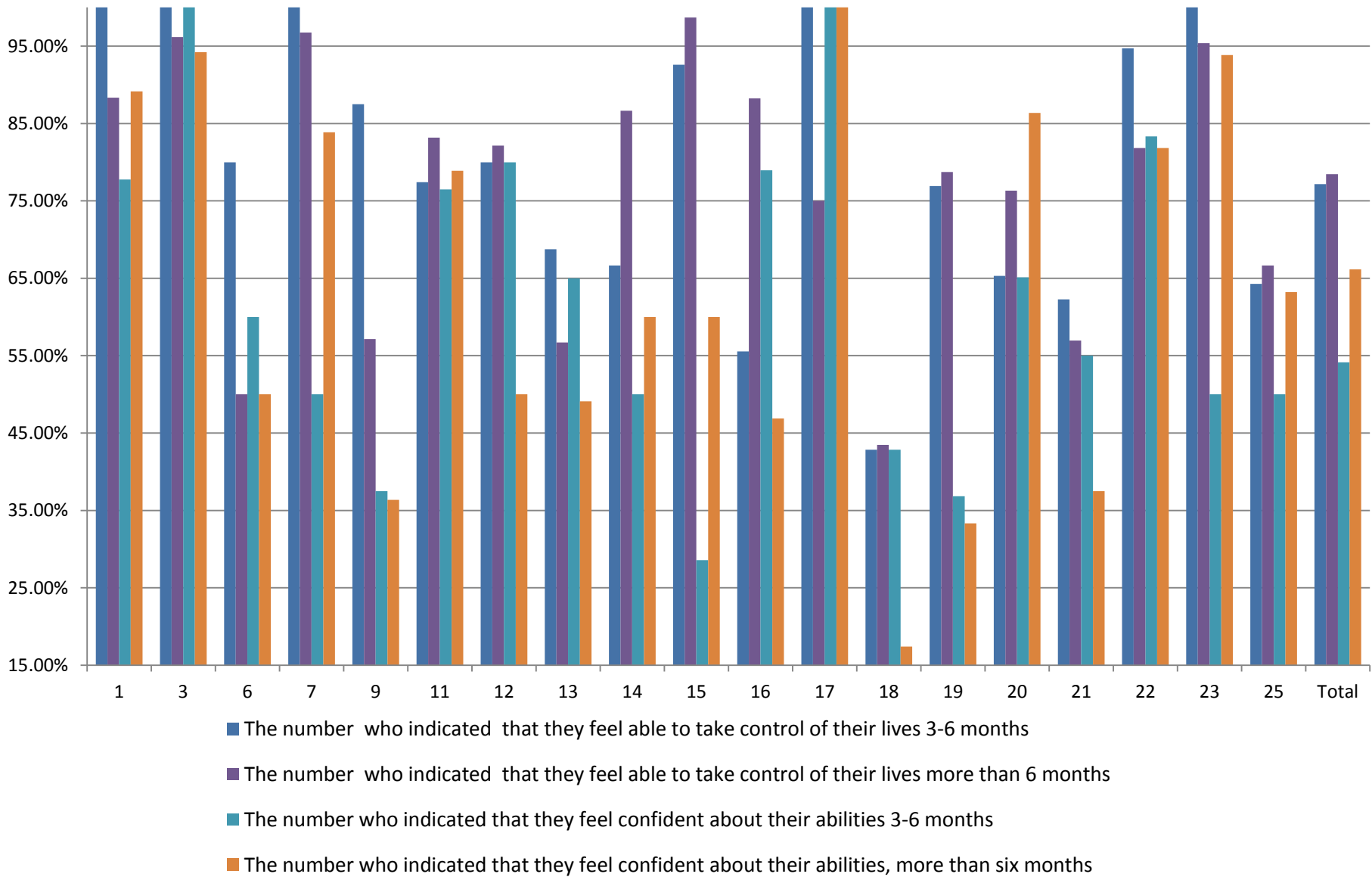
# Indicators of quality

- The percentage of DES-ESS participants who feel able to take control of their lives
- The percentage of DES-ESS participants who feel confident about their abilities



- The number who indicated that they feel able to take control of their lives
- The number who indicated that they feel confident about their abilities
- unemployment

### Chart 6: increase in process results over time

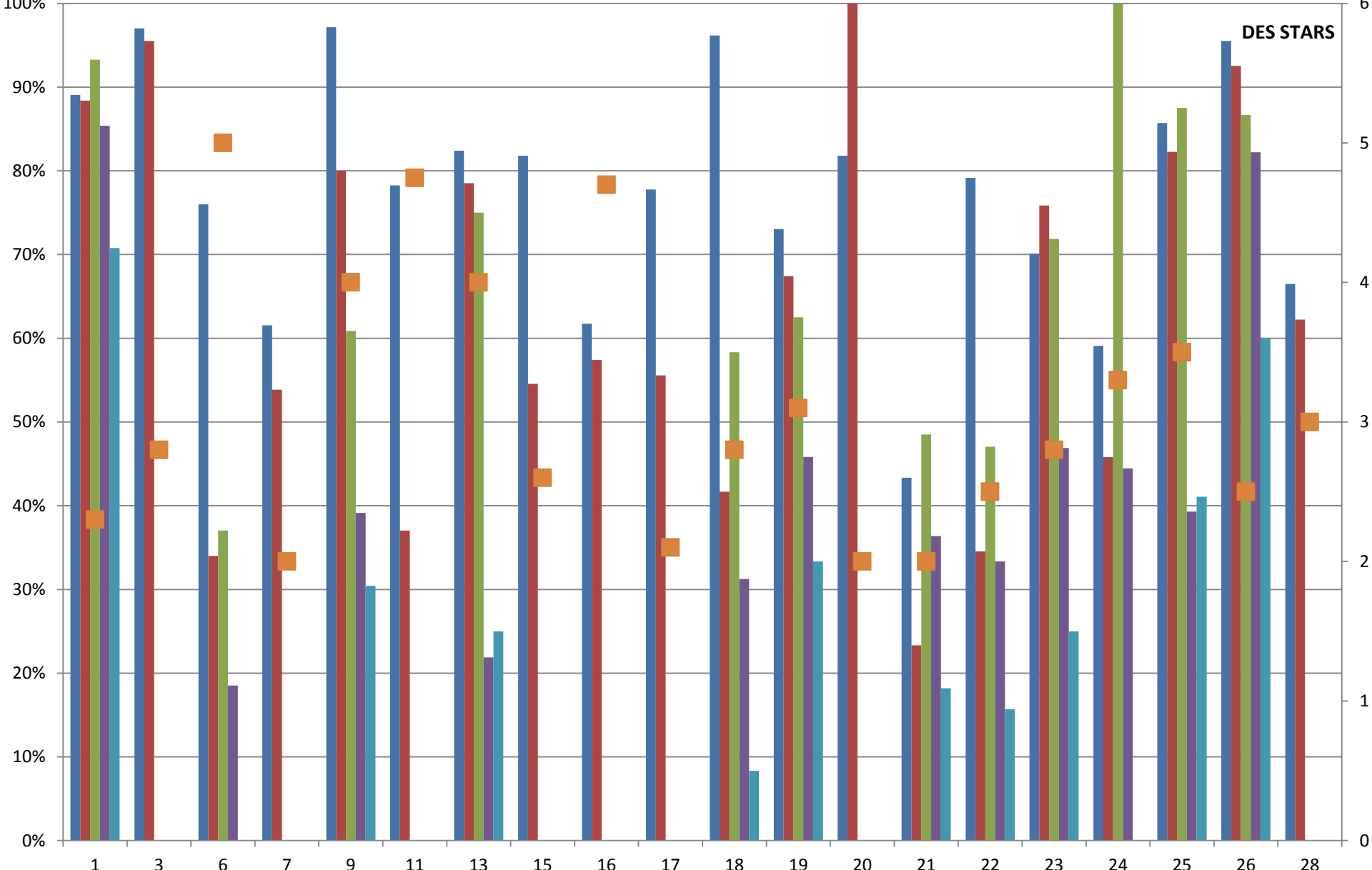


% of all PWD placed

### Chart 2: Outcome issues by ESA -restricted data set



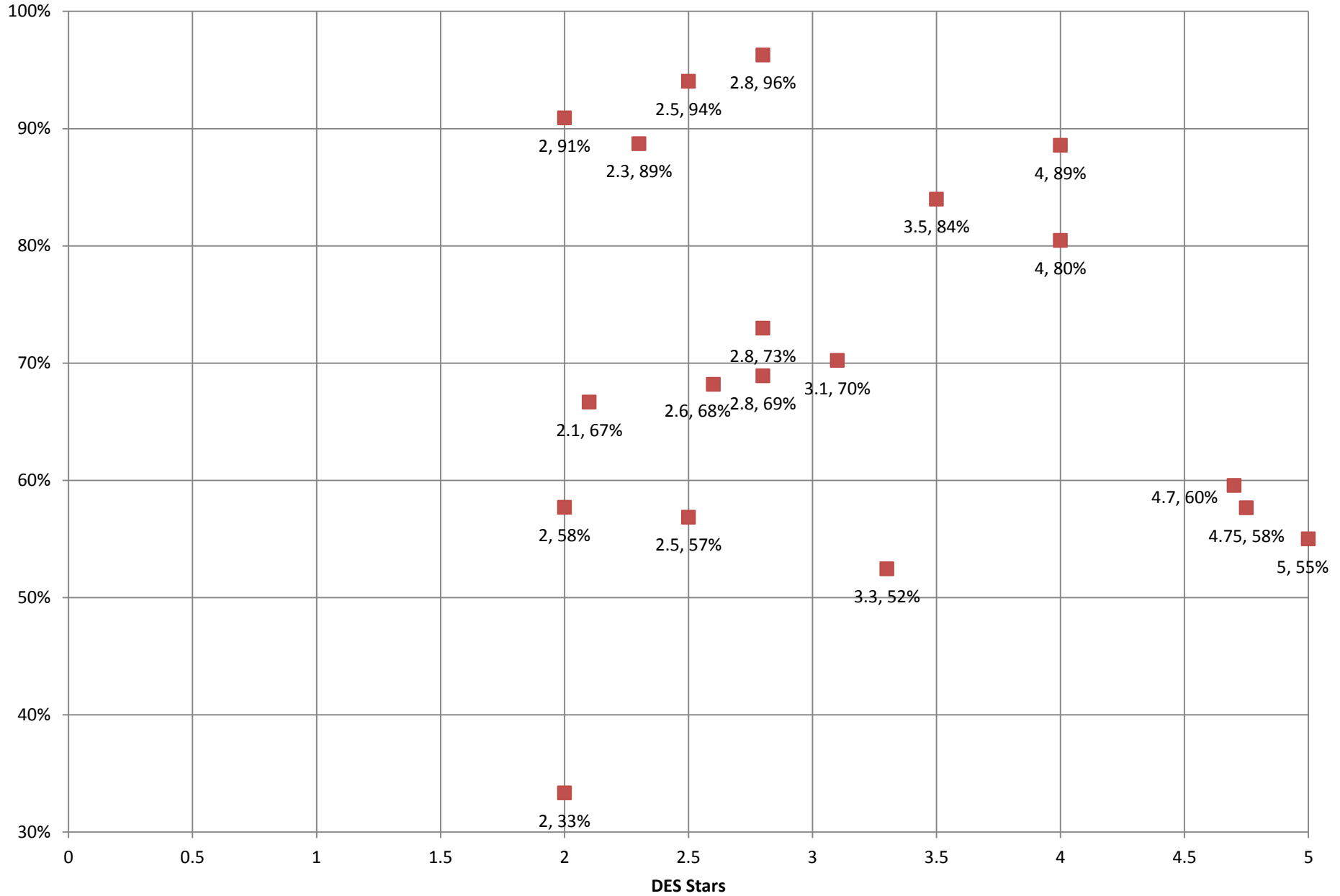
# Chart 3: Survey data measured against DES Stars First quarter 2015



- The number who indicated that they feel able to take control of their lives
- The number who indicated that they feel confident about their abilities
- The number who have been placed in a job and remained in that job for 13 weeks
- The number who have been placed in a job and remained in that job for 26 weeks
- The number who have been placed in a job and remained in that job for 52 weeks
- DES STARS



# Chart 4: Average of process scores



# Chart 5: Average of 3 outcome scores

