### Programme name:
Youth Employment Agency – Integrated employment support for young people

### Original title:
Jugendberufsagentur

### Organisation / Country:
Federal Employment Agency / Germany

### Website:
An example from [Berlin](#)

### Contact:
Available upon request.

### Summary:
Youth Employment Agencies are based on a cooperation between different organisations, namely the Federal Employment Agency, the Jobcentres, county districts, and public social services. Their cooperation has been developed to address youth employment through a model of integrated support. The target group for integrated employment support is young people up to 25 years of age.

**Services from the Youth Employment Agency**
Three operations are combined “under one roof” in the Youth Employment Agency:
- job coaching,
- career counselling, and
- social support.

These services are provided with a philosophy of self-activation (e.g. ‘Do something for yourself, we help you.’) and build on the individual responsibility of a young person.

**Staff structure and tasks**
Staff in Youth Employment Agencies are public sector employees. A job coach has between 70-80 cases. Job coaches strictly apply rules such as 10 percent benefit deductions on the occasion of a missed meeting or a 30 percent deduction in case of a rejected job offer.

**Cooperation with others sectors**
The Youth Employment Agencies cooperate with actors such as NGOs, schools, and social services. Outreach-oriented social services are particularly useful to identify disconnected young people who would benefit from extra support.

**Support to people with a migration background**
Immigrants are offered 900 hours of German language education up to level B1.

### Issues:
- Different legal logics of the different social security books impede the efficiency of support.
- Double provision of assistance can happen.
- Gaps in the provision of support may occur and can lead to waiting times.
- It can happen that young people do not take up available benefits.

**Resources:**
- Written agreements between municipalities, regions, and the Federal Employment Agency determine the scope of cooperation and the allocation of resources.

**Objectives:**
- Improving the quality of employment support for young people
- Reducing youth unemployment
- Creating integrated services with a strong network of support services
- Improving young people’s school-to-work transitions

**Outcomes:**
- Reduced waiting times for the individual young person and the involved professionals.
- Improved communication between professionals and between professionals and young people

**Evaluation:**
- n. a.

**Documents:**
- *Policy frameworks to tackle social inequalities experienced by young people in 10 cities across Europe, Citispyce, Work Package 3*
- *Transnet report from Hamburg “BASFI, Jugendberufsagentur, and Job Centre”*