

## Summary

The Federal Social Insurance Office (FSIO) commissioned Büro Bass (a private research institute) to evaluate the job placement services of the Swiss Invalidity Insurance system (IV). This also included an analysis of the implementation and impact of occupational measures on recipients and final beneficiaries under the general legal provisions of the 4<sup>th</sup> IV revision. The evaluation therefore does *not* focus on the new professional integration instruments contained in the 5<sup>th</sup> IV revision or on broader entitlement to rehabilitation measures. Finally, it provides an overview of the status of IV offices in terms of professional integration efforts before the 5<sup>th</sup> IV revision came into force.

The study is divided into four sections. In the *first section* an empirical model is developed to explain by means of statistics the reasons behind the successful professional integration efforts of IV offices. The *second section* focuses on the actual organisational structures, processes, resources and instruments of the placement service within each IV office. We also interviewed the heads of five IV offices, professional integration managers, and the specialist placement staff. Our in-depth qualitative analyses concentrate less on “competition” between IV offices and more on “best practices” and “learning from others”. The *third section* deals with the findings of a survey we carried out among companies already in contact with the placement service of their local (cantonal) IV office; these reveal how the former rate the quality of invalidity insurance services. *The fourth and final section* contains the key findings of our evaluation and draws a series of conclusions based on these results.

Below is a brief overview of the most important findings and conclusions we reached. Each section comprises a summary of the relevant findings and conclusions. The last chapter of the present report contains comments on the following findings and conclusions.

### ***Background: Changing times for invalidity insurance***

- Invalidity insurance wishes to move away from being seen as a traditional type of insurance scheme based on regular pension provision and risk cover towards one that is underpinned by the principle of rehabilitation and based on a service culture. The 5<sup>th</sup> IV revision has been instrumental in driving this reform. This shift in direction is reflected in the organisational changes made to IV offices in recent years. However, the rate at which these changes are implemented varies from one office to the next.

### ***IV offices can boost the success of integration efforts***

- IV offices located in areas which could have a negative effect on their placement efforts (high unemployment, high share of foreign nationals, urban areas etc.) are no less successful than IV offices in areas which are potentially more advantageous. It appears that internal factors largely determine the success of the professional integration efforts undertaken by individual IV offices.
- Individual IV offices can boost the effectiveness of occupational measures by ensuring that their internal structures and processes systematically focus on professional integration requirements and that the development and expansion of their employer network is goal-driven.

### ***Success factor: trained staff***

- All in all, IV office personnel are well trained. Suitably qualified staff are key to the success of professional integration efforts.