

Customer letter to the customer of the local government pilot on employment of Porvoo

# You are now a customer of the employment services of Porvoo

**Dear customer,**

Your customer relationship has been transferred from the TE Office to the City of Porvoo. From now on, you will be provided with jobseeking services by the employment services of Porvoo. This letter includes instructions for and information about the services and important contact details. For more information, please visit <https://www.porvoo.fi/en/employment-services/>

## **TE Office will transfer your customer information to the City of Porvoo**

The information transfer is automatic. No action is required on your part.

## **Your personal career coach provides help with jobseeking**

You will be assigned a personal career coach who will help you with jobseeking. They will prepare an employment plan with you, review different options for finding employment and provide advice on how to use public services. Your personal career coach will maintain regular contact with you. If you need to contact your personal career coach, you can submit a contact request via e-services.

## **If you need help with jobseeking, we are here for you**

We offer a wide range of services:

- TE Office services, such as pay subsidies, jobseeking and career coaching, vocational labour market training, work try-outs and independent study with unemployment benefits
- integration services in accordance with the Act on the Promotion of Immigrant Integration
- rehabilitative services
- social and health care services
- training courses
- recruitment events.

We engage in cooperation with educational institutions, service providers and companies. Our goal is to help you find employment or education and training.

## **Please favour e-services and telephone services**

You can manage nearly everything related to jobseeking via e-services, such as:

- submitting notifications about finding a job or planning studies
- reporting the completion of employment plan activities
- submitting forms and reports.

If you have any questions, please call the TE Office's national telephone service or the telephone advice line of the employment services of the City of Porvoo. You can find the phone numbers at the end of this letter.

If you cannot use e-services or call, you can visit our service point on Linnankoskenkatu 32, 3<sup>rd</sup> floor, Tuesdays and Thursdays between 9-12 am and 1-3 pm. Please note corona recommendations.

## **The local government pilot on employment of Porvoo 1 March 2021–30 June 2023**

Porvoo is participating in the nationwide local government pilots on employment. In the local government pilot, some jobseekers will be transferred to the City of Porvoo while others will remain customers of the TE Office.

The following jobseeker-customers living in Porvoo will be transferred to the City's employment services:

- those under the age of 30
- those whose native language is something other than Finnish or Swedish or those who do not have Finnish citizenship
- those receiving a labour market subsidy or basic unemployment allowance from Kela.

In other words, pilot customers will be provided with the following from a single source:

- TE services and
- the services of the City of Porvoo.

The aim is to improve the access of jobseekers living in Porvoo to the employment market and develop a service model that facilitates the consideration of each jobseeker's individual situation and service needs.

## The employment services of Porvoo

### Contact information

Telephone advice line Mon–Fri 9 am–3 pm: +358 (0)40 525 8035

General e-mail: [tyollisyys@porvoo.fi](mailto:tyollisyys@porvoo.fi).

Contact details of job coaches: <https://www.porvoo.fi/tyo-ja-yrittaminen/tyollisyyspalvelut/tyollisyyden-kuntakokeilu/omavalmentajien-yhteystiedot/>

E-services: <https://tyomarkkinatori.fi/> You can manage nearly everything related to jobseeking online via e-services.

We use the same e-services as the TE Office.

Please report any changes in your situation via e-services, such as finding a job, planning studies or requests for services.

Website: <https://www.porvoo.fi/en/employment-services/>

More information on services, jobseeking tips and contact details.

### City of Porvoo service locations:

Ohjaamo (for under-30-year-olds) Mannerheiminkatu 20 E, 06100 Porvoo

Employment service point Linnankoskenkatu 32, 06100 Porvoo

Porvoo TE Office Mannerheiminkatu 20 D, 06100 Porvoo

Postal address: Porvoon kuntakokeilu, PL 23, 06101 Porvoo

## The TE Office's national telephone service provides general advice Mon–Fri 9 am–4:15 pm

- Telephone service for personal customers in Finnish +358 (0)295 025 500, in Swedish +358 (0)295 025 510, in English +358 (0)295 020 713, in Russian +358 (0)295 020 715.
- Unemployment security advice +358 (0)295 020 701
- Advice on education and training +358 (0)295 020 702
- Career guidance Mon–Thu 12 noon–4 pm, career guidance psychologist +358 (0)295 020 720

## Useful links

- E-services You can manage nearly everything related to jobseeking online 24/7. We use the same e-services as the TE Office. Contact requests, employment plan activities, reports, documents, etc.
- TE Services/Information on TE Services/Local government trials on employment You can find more information on the local government pilots on employment on the TE Office's website.
- [www.kuntaliitto.fi/tyollisyyskokeilut](http://www.kuntaliitto.fi/tyollisyyskokeilut)  
You can find more information on the local government pilots of other municipalities on the website of the Association of Finnish Municipalities (in Finnish).
- [www.kela.fi](http://www.kela.fi) Unemployment and other benefits for Kela customers.
- [www.tyj.fi](http://www.tyj.fi) Unemployment benefits for the customers of unemployment funds.