



26 JUL 2019

Dear [REDACTED]

On 19 June 2019, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *Please supply the data source and current percentage relating to the following claim: "In June 2014, employment-focused case managers engaged proactively with 50% of their clients every month to support them into employment. This has fallen to an all-time low of 19%, and, over the past year, has continued to drop by an average of one percentage point per month."*
- *Please supply statistical evidence for the following claim: "Over 50% of Maori children are growing up in households receiving a main benefit."*

The Welfare Expert Advisory Group (WEAG) was an independent body established by the Minister for Social Development. It was made up of eleven members with a range of experience and expertise in the welfare system. The WEAG was supported by a Secretariat of officials. It was able to request advice, information and data from the Ministry of Social Development and other agencies.

Please find attached a table showing Case Managers' proactive engagement with clients, between June 2014 and May 2019, by quarter. This provides the information and current percentage in relation to the statement, "In June 2014, employment-focused case managers engaged proactively with 50% of their clients every month to support them into employment. This has fallen to an all-time low of 19%, and, over the past year, has continued to drop by an average of one percentage point per month."

You will note that various service changes within the Ministry have influenced the fluctuation of client numbers at different periods of time. However, the volume of engagements highlight a constant decline since June 2014.

The information in the fact sheet is taken from the group's report *Whakamana Tāngata*. As noted above, the Ministry has kept a record of information provided to the WEAG. This information has been reviewed, and we have not been able to locate any data that was provided that might support the statement "Over 50% of Maori children are growing up in households receiving a main benefit". Therefore I am unable to provide this information under section 18(g) of the Official Information Act. The information you have requested is not held by the Ministry, and I have no

grounds to believe that the information is held by another department, Minister of the Crown, or organisation.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'Fiona Carter-Giddings', written in a cursive style.

Fiona Carter-Giddings  
**General Manager Employment and Income Support**

**Table One: Case Managers' Proactive Engagement with Clients, June 2014-May 2019, by quarter.**

<b>Month</b>	<b>Proactive Engagements</b>	<b>Clients in Service</b>	<b>Proactive Engagement %</b>
Jun-14	49,191	103,307	47.6%
Jul-14	46,874	103,328	45.4%
Aug-14	47,887	102,819	46.6%
Sep-14	44,673	102,148	43.7%
Oct-14	42,941	103,451	41.5%
Nov-14	43,106	101,201	42.6%
Dec-14	25,827	100,996	25.6%
Jan-15	32,971	101,245	32.6%
Feb-15	40,542	97,349	41.6%
Mar-15	42,237	96,417	43.8%
Apr-15	38,741	97,767	39.6%
May-15	43,973	97,265	45.2%
Jun-15	41,275	97,409	42.4%
Jul-15	40,576	98,254	41.3%
Aug-15	40,816	115,407	35.4%
Sep-15	44,067	117,865	37.4%
Oct-15	43,846	116,968	37.5%
Nov-15	46,120	116,380	39.6%
Dec-15	33,792	117,993	28.6%
Jan-16	36,148	119,739	30.2%
Feb-16	37,744	117,543	32.1%
Apr-16	29,511	105,153	28.1%
Mar-16	25,438	109,018	23.3%
May-16	35,657	111,077	32.1%
Jun-16	33,866	113,241	29.9%
Jul-16	32,801	112,159	29.2%
Aug-16	31,926	115,498	27.6%
Sep-16	32,785	116,023	28.3%
Oct-16	31,337	112,778	27.8%
Nov-16	33,241	115,213	28.9%
Dec-16	27,390	114,753	23.9%
Jan-17	29,854	115,632	25.8%
Feb-17	31,639	113,610	27.8%
Mar-17	32,715	112,105	29.2%
Apr-17	27,509	112,370	24.5%
May-17	33,034	112,907	29.3%
Jun-17	26,387	90,756	29.1%

<b>Month</b>	<b>Proactive Engagements</b>	<b>Clients in Service</b>	<b>Proactive Engagement %</b>
Jul-17	26,682	87,171	30.6%
Aug-17	29,717	101,458	29.3%
Sep-17	31,806	100,926	31.5%
Oct-17	29,746	100,842	29.5%
Nov-17	30,730	100,788	30.5%
Dec-17	26,918	102,901	26.2%
Jan-18	27,849	105,433	26.4%
Feb-18	28,817	102,812	28.0%
Mar-18	27,998	102,808	27.2%
Apr-18	22,565	102,862	21.9%
May-18	25,409	103,035	24.7%
Jun-18	20,946	100,526	20.8%
Jul-18	17,356	85,707	20.3%
Aug-18	13,838	72,054	19.2%
Sep-18	15,218	76,527	19.9%
Oct-18	16,105	75,327	21.4%
Nov-18	16,975	74,864	22.7%
Dec-18	13,541	75,463	17.9%
Jan-19	14,009	74,469	18.8%
Feb-19	15,643	72,456	21.6%
Mar-19	16,290	72,697	22.4%
Apr-19	13,210	73,103	18.1%
May-19	15,749	72,982	21.6%