



Sozialagentur






Jobcenter Mülheim an der Ruhr

# Step-by-step instructions to your benefits


*Information brochure for our clients*



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## About us

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## Welcome!

*Dear readers,  
Dear citizens,*

*Welcome to the Sozialagentur (Social Agency) at the Job Centre in Mülheim an der Ruhr. This brochure contains everything you need to know in terms of our offers and services. You will be able to see how we can support you as a jobseeker – for example, by optimising your application documents, providing application training or a qualified job search.*

*Furthermore, we will explain to you under which circumstances you will be entitled to financial assistance in accordance with social security code II (SGB II) and what you have to do in order to receive these services. The SGB II services also include the basic security benefits for jobseekers, the so-called unemployment benefit II (ALG II), but also social assistance, which is paid to assist with the establishment of new businesses or for starting work in jobs which are subject to social insurance contribution regulations.*

*The Sozialagentur (Social Agency) is of course pleased to answer any personal questions or concerns you may have. We wish you all the best and a successful start to your new career and hope that you will find this document informative.*



*Yours,*

*Klaus Konietzka  
Head of the Sozialagentur (Social Agency)*



## The Sozialagentur (Social Agency)

*It is your job to find work.  
We will support you with this!*

The Sozialagentur (Social Agency) in Mülheim an der Ruhr is part of the social welfare office and looks after approximately four fifths of Mülheim's citizens who are registered as unemployed. Around 200 employees make sure that you can all return to regular working life as quickly as possible and that you receive the financial benefits to which you are entitled.

Our most important aim: we want to make sure that you find new work, that you are able to stand on your own two feet and that you will no longer have to rely on financial support from the state. In order to achieve this, we have a number of services on offer for you: all of our clients are assigned a personal case manager who advises and guides them on all jobseeking matters. At Zielpunkt. Job, clients are prepared for the job market. Furthermore, we do of course also look after your ALG II applications and ensure that our clients receive their benefits quickly and regularly.

### **We are there for you!**

- We advise you on all job-seeking and ALG II matters.
- We provide you with specific support in your search for work by assigning you a personal case manager and by offering an extensive range of services.
- We process your ALG II applications, thereby securing your benefits for you accordingly.

*It is your job to find work.*

*We will support you with this!*





## ALG II

*What is ALG II  
and who is entitled to claim it?*

According to § 7 of the social security code (SGB II), you may only receive ALG II if you meet specific **requirements**:

- You are at least 15 years old and have not yet reached the age limit in accordance with § 7a of the social security code (SGB II) (normally between the ages of 65 and 67).
- You are able to work, which means that you are able to work in gainful employment for at least three hours a day.
- You are entitled to benefits, meaning that you are not able to make a living – or not able to support yourself financially to a sufficient extent – through your own means.
- Your main residential address is in the Federal Republic of Germany.

ALG II is intended to fundamentally safeguard your livelihood. This includes

- standard requirements: food, clothes, personal hygiene, household goods
- additional requirements, including for single parents (among others)
- adequate benefits for accommodation and heating
- mandatory social security contributions: health and nursing care insurance

### Community of members of a household requiring benefits

You are also entitled to benefits if you are part of a community of members of a household requiring benefits and are not able to secure the community's subsistence through your income. A community of members of a household requiring benefits is understood to mean a group of persons who live together in the same household and who manage the household together in economic terms. In general, a family is to be considered a community of members of a household requiring benefits.

## The guiding principle: demanding and supporting

Unemployment benefit II is granted in accordance with the principles of demanding and supporting, which are stipulated by the law and are of equal importance. Demanding means that it is mainly your own responsibility to take actual steps towards addressing your dependency on benefits. You have to independently try to end your unemployment and actively participate in all measures which support this aim.

Demanding also means that breaches of your obligations in the context of receiving ALG II may lead to sanctions, i.e. a reduction or the cancellation of unemployment benefit II if, for example, you fail to show up to appointments without a justified reason or if you fail to adhere to your obligations in accordance with the integration agreement.

Supporting means that the Sozialagentur (Social Agency) will support you in terms of taking up or maintaining gainful employment and that it will secure your subsistence. Here, the support provided to those entitled to benefits upon starting or maintaining gainful employment is based on the principle of reasonableness in accordance with § 10 of the social security code (SGB II).

The Sozialagentur (Social Agency) offers support opportunities to help you find employment. Your assigned case manager will provide individual advice in order to determine whether you require support and what measures would be suitable for you. With respect to the required benefits he or she will conclude an integration agreement with you in order to re-integrate you into the job market. This is a written and binding agreement.



## 1. The education package. Enabling children to participate!

Since January 2011, low-income families have been able to claim education and participation benefits. With the so-called education package, children up to the age of 18 or 25 may participate in excursions and holiday camps, make use of sport and music offers and benefit from tutoring, where required, or take part in meals together at the care facilities.

- You may request additional information directly from the Sozialagentur (Social Agency), where you can also obtain our detailed brochure on the Education Pact. You can also download the brochure online in Turkish, English, Russian and French at:  
<http://sozialagentur.muelheim-ruhr.de>



## 2. Radio and television licence (formerly “GEZ exemption”)

Should you be entitled to ALG II, you may also request exemption from paying the radio and television licence, which each household is required to pay to the Contribution Collection Service for Public Broadcasting. You will receive the application directly when making your request. All employees at the Sozialagentur (Social Agency) will be happy to assist you in completing the respective application.

- You will receive additional information and application forms during your first consultation with the Sozialagentur (Social Agency).



## 3. Social Ticket for public transport (VRR)

With the Social Ticket you will be able to use all buses, suburban railway trains, RB and RE routes as well as tram and underground trains around the clock. The ticket is valid for price class A within the Mülheim tariff area, zone 34. The Social Ticket will be issued to you personally and may not be transferred. You will be able to travel by bus and rail with up to three children under 15 years of age from Monday to Friday from 7 p.m., all day on weekends and public holidays, as well as on 24<sup>th</sup> December and 31<sup>st</sup> December. The monthly cost for this currently amounts to € 29.90.

In order to receive the Social Ticket, anyone who is interested will have to do the following:

- 1) Have authorisation ID issued by a Sozialagentur (Social Agency) office.
  - 2) Take this authorisation to an MVG sales office and buy the token.
- You will receive additional information and application forms during your first consultation with the Sozialagentur (Social Agency).



## 4. MülheimPass

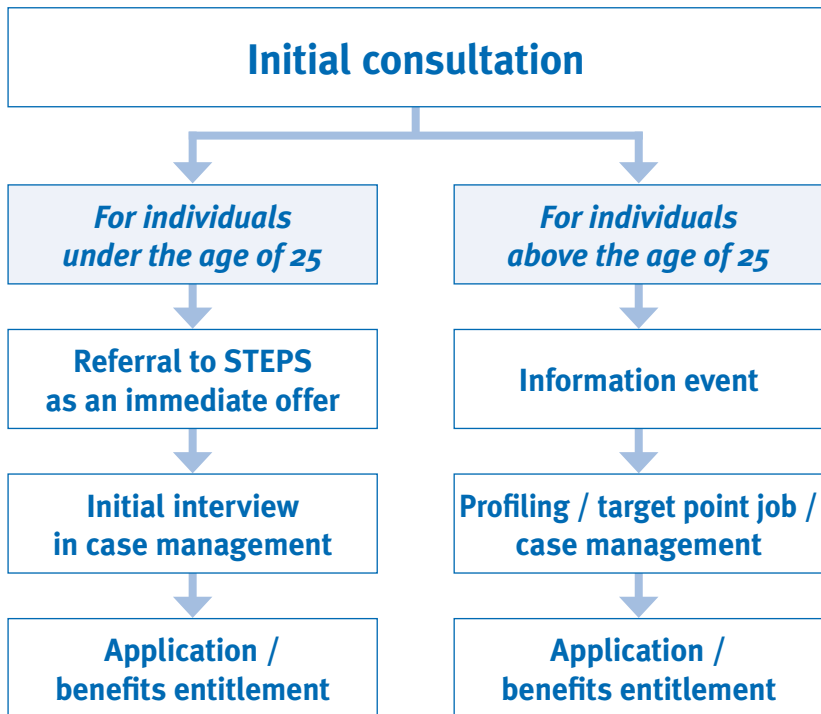
With the Mülheim pass, you will be able to enjoy a number of benefits and reductions. For example, you will not have to make parental contributions to child day-care facilities and full-time state schools. You will automatically receive the Mülheim Pass by post at the beginning of the year; during the year the passes are issued on paper by all offices of the social security office.

- You will receive additional information and application forms during your first consultation with the Sozialagentur (Social Agency).



# At a glance

Offers for our clients



## We will help you – please also help us!

In order that we can provide you with optimum support in your search for a job, we also need assistance from you. We will only be able to reach the target together if you make an active contribution. It must be possible for us to reach you. It is also extremely important that you do not miss any appointments. You will have to provide evidence accordingly of why you have missed appointments, for example by presenting a doctor's certificate confirming your incapacity for work. Should you miss appointments without having a substantiated reason, you face a reduction in your benefits.

## The new start for new clients! The U25 Initiative



WIR MACHEN WAS!

Young people need special support so that they can start their careers successfully from the beginning. The Sozialagentur (Social Agency) in Mülheim therefore offers a special service for those seeking apprenticeships and jobs who are under 25 years old and receiving benefits in accordance with the social security code (SGB II).

Your application for benefits is linked to very specific support, which is made available immediately: those under 25 years of age receive the binding offer of a full-time measure on the following day and start with extensive profiling for the job placement procedure. Further offers include trials in workshops, the promotion of a general education, expert knowledge and key qualifications as well as company internships. One special offer from the U25-Haus (U25 House) is the "Business Promotion Office." This establishes contacts with companies offering apprenticeships in Mülheim and ensures that each young person who is able to enter the job market also receives an apprenticeship immediately. The support through U25 only stops once the person has entered professional life!

The services provided by the U25 Initiative:

- Immediate programme for the mediation of jobs – from full-time, through part-time to minor jobs
- Search for and placement of apprenticeships through the "Mülheimer Ausbildungsservice" (Business Promotion Office)
- Application training specifically for those starting out on a career
- Apprenticeship and job preparation measures, such as internships, the acquisition of general knowledge and key qualifications

Take advantage of our offer: [www.u25er.de](http://www.u25er.de)



# Checklist

*Step-by-step instructions to your benefits*

Here you will find an overview of what you have to do in order to receive your benefits. You will find detailed explanations about the individual steps on the following pages.

## □ Go to your first consultation

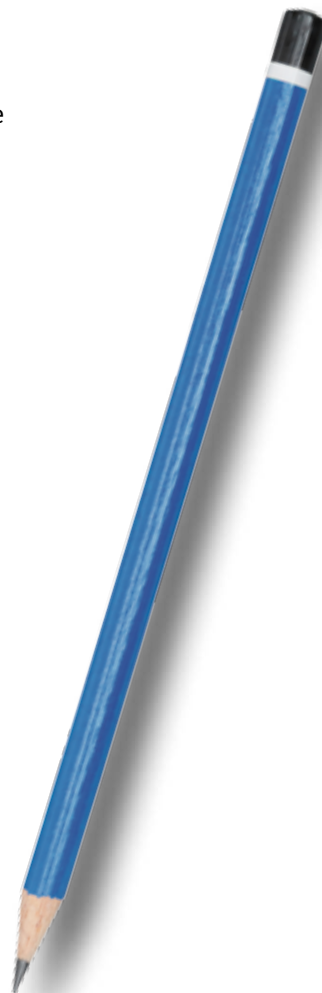
- at the Sozialagentur (Social Agency) reception point
- Monday to Thursday 8 a.m. – 4 p.m., Friday 8 a.m. – 2 p.m.
- Receipt of all important documents (information leaflets, profiling sheets)
- Arrangement of important appointments: information event at Zielpunkt.job, case management, granting of benefits

## □ Attend profiling appointment at Zielpunkt.Job

- Duration approximately one and a half hours
- Take the completed profiling sheet and current application documents to the first appointment with the case manager
- Complete the form carefully, since it serves as a basis for all job placement activities
- Arrange further appointments with the case manager to make further progress
- Case manager is your personal contact for the entire period during which you receive benefits

## □ Attend modules at Zielpunkt.job (“Destination.Job”)

- Offensive for entering the job market
- Nine modules in total over a period of six weeks
- Two appointments a week
- One appointment lasts approximately three hours
- Participation is mandatory and a requirement for being granted benefits
- Any absences will have to be excused (for example doctor’s note)
- Non-participation without a justified reason may lead to a reduction in benefits



## □ Attend information event

- Takes place three times a week
- Provides explanations of all important Sozialagentur (Social Agency) processes
- Lasts for approximately one hour
- Participation is mandatory and a requirement for being granted benefits

## □ Submit an application for benefits

- to your personal granter of the benefits
- Attend the appointment to submit the application
- Take along all important documents (you will be told what you need to bring during your first consultation)

## And do not forget!

- Appointments with the case manager and benefits granter have to be arranged in advance, either by telephone or in person at reception.
- Do attend all of your appointments, and if you are unable to attend, do provide sufficient proof, for example, a doctor’s note.
- You will receive the benefits immediately – provided that you contribute actively, take all of the required documents with you and do not miss any of your appointments.
- You will have to make a new application for jobseeker’s allowances every six months.



## Contact / Directions

How to find us



### **Sozialagentur (Social Agency) – Job Centre Mülheim an der Ruhr**

Eppinghofer Straße 50, 45468 Mülheim an der Ruhr  
Haltestelle “Hauptbahnhof”

Phone: 02 08 – 455 29 00, Fax: 02 08 – 455 35 71

Opening hours: Monday to Thursday 8 a.m. – 4 p.m.,  
Friday 8 a.m. – 2 p.m.



### **Sozialagentur (Social Agency) Styrum– Job Centre Mülheim an der Ruhr**

Kaiser-Wilhelm-Straße 27, 45476 Mülheim an der Ruhr  
Haltestelle “Sültenfuß”, Linie 112

Phone: 02 08 – 455 54 00, Fax: 02 08 – 455 54 19

Opening hours: Monday to Thursday 8 a.m. – 4 p.m.,  
Friday 8 a.m. – 2 p.m.



### **Zielpunkt.Job**

Eppinghofer Straße 50, 45468 Mülheim an der Ruhr  
Haltestelle “Hauptbahnhof”

Phone: 02 08 – 455 28 00, Fax: 02 08 – 455 58 28 00

Opening hours: Monday to Friday 8 a.m. – 4 p.m.



### **Sozialagentur (Social Agency) Mülheim an der Ruhr – U25-Haus (U25 House)**

Viktoriastraße 26–28, 45468 Mülheim an der Ruhr  
Haltestelle “Hauptbahnhof”

Phone: 02 08 – 455 54 70, Fax: 02 08 – 455 54 79

Opening hours: Monday to Friday 8 a.m. – 4 p.m.

***www.muelheim-ruhr.de***

***http://sozialagentur.muelheim-ruhr.de***

Kartengrundlage: Amt für Geodatenmanagement, Vermessung, Kataster und Wohnbauförderung; carola.hartung@muelheim-ruhr.de





Sozialagentur

Jobcenter Mülheim an der Ruhr