



Sozialagentur






Jobcenter Mülheim an der Ruhr

Step-by-step to getting your benefits


Information brochure for our customers



Contents

Welcome!	3
 The Sozialagentur Mülheim an der Ruhr	4
<i>Your job is to find work. We will support you in doing so!</i>	
 The ALG II	6–9
<i>What is ALG II and who is entitled to it? What we also do for you: Other benefits</i>	
 At a glance	10 / 11
<i>The offers for our customers</i>	
 Checklist	12 / 13
<i>Step by step to getting your benefits</i>	
 Contact / directions	14 / 15
<i>How to find us</i>	

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Welcome!

Dear readers,

Dear citizens,

Welcome to the Sozialagentur – the Jobcenter der Stadt Mülheim an der Ruhr!

This booklet will provide you with detailed information regarding our offers and services. You will find out how we can support you in your search for training or work. We will explain the conditions under which you are eligible for financial aid in accordance with the Sozialgesetzbuch II (SGB II) and what you need to do in order to get these benefits – step by step.

Our goal is to help you find work again. This can only be achieved if we cooperate. And we will help you to do so!

If you have further questions, please feel free to contact the Sozialagentur.

All that now leaves us to do is wish you all the best, a successful start in a new working life and an informative read.



Kind regards,


*Anke Schürmann-Rupp
Director of the Sozialagentur*



The Sozialagentur

*Your job is to find work.
And we will help you to do so!*

The Sozialagentur Mülheim an der Ruhr is part of the social services department and serves the interests of around 80% of all Mülheim citizens registered as unemployed. Around 250 employees endeavour to help you start a steady working life again as quickly as possible and to help you get the financial benefits you are entitled to.

Our most important goal: We want you to find work again, stand on your own two feet and not be dependent on state support. In order to achieve this, we have a number of offers available to you: Each of our customers is assigned a personal case manager who will advise and guide them in all matters relating to the search for employment.

At the facility Zielpunkt.Job customers are made fit for the employment market.

In addition, we will of course sort out your applications for ALG II and ensure that you get your benefits quickly and regularly.

We are here for you!

- We advise you on all matters regarding your job search and ALG II.
- We provide you with specific support for your job search with a personal case manager and a comprehensive system of measures.
- We process your applications for ALG II and ensure that you get your benefits.

Your job is to find work. And we will help you to do so!





Unemployment benefit II (ALG II)

*What is ALG II
And who is entitled to it?*

In accordance with § 7 SGB II you can only receive ALG II if you meet certain **requirements**:

- You are at least 15 years old and have not yet reached the age limit according to § 7a SGB II (usually between 65 and 67).
- You are fit for work, i.e. you can pursue gainful employment for at least three hours per day.
- You are eligible for benefits, i.e. you cannot cover or cannot sufficiently cover your costs of living on your own.
- You have your primary residence in the Federal Republic of Germany.

ALG II is the **basic security benefit** with which you support yourself.

It includes

- The normal requirement: Food, clothing, personal hygiene, household
- Additional needs, e.g. for single parents
- Appropriate benefits for housing and heating
- Compulsory social insurance contributions:
Health and nursing care insurance

Communities of need

You are also entitled to benefits if you live in a community of need and cannot support this community with your income alone. A community of need means a group of persons who live together in a household and run the household together financially. A family is generally considered a community of need.

The guiding principle: supporting and demanding

Arbeitslosengeld II is granted in accordance with the principles of supporting and demanding derived from the law and are of equal importance. “Demanding” means that primarily you yourself are required to take concrete steps to resolve your need for help. You must make a constant effort to end your unemployment and actively participate in all measures that support this objective.

“Demanding” also means that, while in receipt of ALG II, any breaches of obligations can lead to sanctions, i.e. a reduction or discontinuation of Arbeitslosengeld II if for example you do not turn up for appointments without any particular reason or do not comply with obligations stipulated in the integration agreement (Eingliederungsvereinbarung).

“Supporting” means that the Sozialagentur will assist you in commencing or maintaining gainful employment and earning a living. The support given to beneficiaries in commencing or maintaining gainful employment is based on a reasonableness pursuant to § 10 SGB II.

The Sozialagentur offers support options to assist you in finding work. Your responsible case manager will advise you individually whether you need support and which measures are appropriate for you. S/he will sign an integration agreement with you regarding the necessary benefits for integration into work, i.e. a written and binding agreement.



Unemployment benefit II (ALG II)

What we also do for you:
Other benefits



1. The education package. So that children can participate!

Families with a lower own income are entitled to education and participation benefits. The “education package” allows children up to the age of 18 (or 25) to go on excursions and holiday camps, take advantage of sports and music offers, get extra help with school work where necessary or have lunch at the childcare facility.

→ More information can be obtained directly from the Sozialagentur, where you will also find our extensive brochure on the education package. The brochure can be downloaded in Turkish, English, Russian and French and is also available on the internet at: <http://sozialagentur.muelheim-ruhr.de>



2. TV and radio licensing fee (formerly “GEZ”) exemption

If you are eligible for ALG II, you can also be exempted from the TV and radio licensing fee, which every household has to pay to the fee collection service. You will be given an application form when making your application.

All employees of the Sozialagentur will be happy to assist you in filling out the corresponding application.

→ You will be given more information and application forms when you have your first advisory appointment at the Sozialagentur.



3. SozialTicket in the VRR

With the SozialTicket you can use all public service buses, S-Bahnen, RB- und RE-Linien as well as trams and underground trains around the clock.

The ticket is valid in Preisstufe A in the Mülheim tariff area, Wabe 34. The SozialTicket is issued in your name and is non-transferable.

You can travel from Monday to Friday from 7 p.m., all day on weekends, public holidays and on 24.12. and 31.12. on all buses and trains together with up to three children under the age of 15. Please ask at a Ruhrbahn point of sale for the current monthly price.

If you are interested in getting the SozialTicket, you must do the following:

- 1) Have an entitlement card issued at an office of the Sozialagentur.
 - 2) Go to a point-of-sale with the entitlement card and purchase a token.
- You will be given more information and application forms when you have your first advisory appointment at the Sozialagentur.



4. MülheimPass

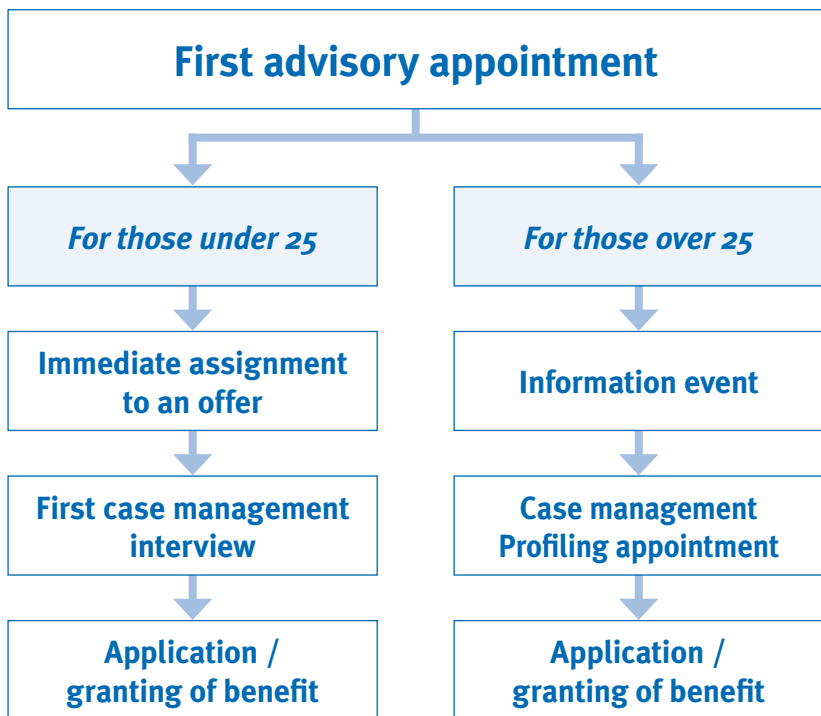
With the MülheimPass, you can take advantage of many benefits and discounts, e.g. no parent contributions for nursery schools and open all-day schools. Your first MülheimPass of the year will be automatically sent to you by post, and in the course of the year the passes will be issued on paper at all offices of the social services department (Sozialamt).

→ You will be given more information and application forms when you have your first advisory appointment at the Sozialagentur.



At a glance

Offers for our clients



Help us to help you!

So that we can best accompany you on your way into a job, we need your help. Only if you actively participate can we work together to achieve the goal. We must be able to contact you, and it is also important that you strictly adhere to deadlines. You must provide evidence for appointments you have missed, e.g. sick note from your doctor. If you do not attend appointments without an important reason, you risk your benefits being reduced.

The starting point for applicants under 25 years!



WIR MACHEN WAS!

The U25-Haus

Young people need special support to help them get off to a good start in working life. For this reason, the Sozialagentur Mülheim has a special offer for persons in search of work and training who are younger than 25 and are in receipt of benefits in accordance with SGB II.

The advantage of the U25-Haus is that, alongside the core areas of case management and transition support at schools, other services are offered there too. This means that almost all questions young people have can be answered swiftly and directly in the U25-Haus. The acquisition and placement service for training builds a bridge between potential trainees and training companies. It provides support in all matters relating to application, training and/or Einstiegsqualifizierung. A special offer in the U25-Haus is the regular consultation hours of the careers advisory service and of the employer service of the Agentur für Arbeit as well as advisory services of the Jugendhilfe (youth welfare services). This means almost all questions can be quickly and directly answered in the U25-Haus.

The application for benefits goes hand in hand with very specific support which is available immediately: Those under 25 will be bindingly offered a full-time programme the very next day and will start with a comprehensive Profiling for the purpose of finding work.

Together with the jobseekers, the staff in the U25 Haus work out appropriate ways to achieve the goal of training or work and make binding agreements with the jobseekers in order to do so.

The advisory service offer is rounded off by PC workstations to search the internet for training and job opportunities and create application documents.

The support from U25 ends only once entry into working life has been achieved!

Take advantage of our offer: www.u25er.de



Checklist

Step by step to getting your benefits

Here is a quick summary of what you need to do in order to get your benefits.

□ Go to your first advisory appointment

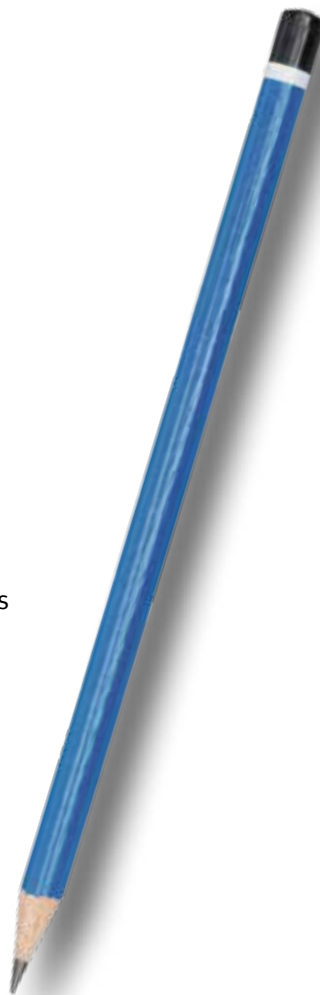
- at the reception of the Sozialagentur
- Monday, Tuesday, Thursday 8 a.m. – 4 p.m., Wednesday 8 a.m. – 1 p.m. and Friday 8 a.m. – 2 p.m.
- Obtain all relevant documentation (pamphlets, Profiling sheet)
- Arrange important appointments: Information event at Zielpunkt.Job, case management, benefit granting

□ Attend a Profiling appointment

- Duration approx. one and a half hours
- Bring completed Profiling sheet and current application documents to the first appointment with the case manager
- Fill out sheet carefully; it will serve as a basis for all job-finding activities
- Arrange further appointments with the case manager in order to make further progress
- Case manager is your personal point of contact for the entire duration of benefit receipt

□ Attend modules at Zielpunkt.Job

- Intensive jobfinding offer (“Einstiegsoffensive”)
- A total of 12 sessions spread over six weeks
- Two sessions per week
- A session lasts approximately three hours
- Participation is mandatory
- Absences must be excused (e.g. medical certificate)
- Non-participation without an important reason can lead to reduced benefits



□ Attend information event

- Takes place three times a week
- Explains everything important regarding the procedures at the Sozialagentur
- Duration approx. one hour
- Participation is mandatory

□ Make an application for benefits

- To your personal granter of benefits
- Attend appointment for submission of your application
- Bring all the important documents with you (you will find out which in your first advisory appointment)

And don't forget:

- Always make appointments with the case manager and the granter of benefits in advance by phone or in person at the front desk.
- Always keep your appointments, and for appointments that you cannot attend, provide appropriate evidence (e.g. a doctor's certificate).
- You will get your benefits immediately – provided you actively cooperate, bring all the necessary documents and do not miss any appointments.
- Make a new application for benefits every twelve months.



Contact / directions

How to find us



Sozialagentur – Jobcenter Mülheim an der Ruhr und Zielpunkt.Job

Eppinghofer Straße 50, 45468 Mülheim an der Ruhr
Station „Hauptbahnhof“

Tel.: 02 08 – 455 29 00, Fax: 02 08 – 455 35 71

Office hours: Montag bis Donnerstag 8.00 – 16.00 Uhr,
Freitag 8.00 – 14.00 Uhr



Sozialagentur Styrum – Jobcenter Mülheim an der Ruhr

Kaiser-Wilhelm-Straße 27, 45476 Mülheim an der Ruhr
Stop „Sülfenfuß“, Linie 112

Tel.: 02 08 – 455 54 00, Fax: 02 08 – 455 54 19

Office hours: Montag bis Donnerstag 8.00 – 16.00 Uhr,
Freitag 8.00 – 14.00 Uhr



Sozialagentur Mülheim an der Ruhr – U25-Haus

Viktoriastraße 26–28, 45468 Mülheim an der Ruhr
Stop „Hauptbahnhof“

Tel.: 02 08 – 455 54 70, Fax: 02 08 – 455 54 79

Office hours: Montag bis Freitag 8.00 – 16.00 Uhr



Sozialagentur – Jobcenter Mülheim an der Ruhr

Ruhrstraße 1, 45468 Mülheim an der Ruhr
Stop „Stadtmitte“

Tel.: 02 08 – 455 59 00 / - 59 01

Office hours: Montag bis Donnerstag 8.00 – 16.00 Uhr,
Freitag 8.00 – 14.00 Uhr

www.muelheim-ruhr.de

<http://sozialagentur.muelheim-ruhr.de>

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



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