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Nota di contenuto	Acknowledgments; Table of Content; List of Abbreviations; 1. Introduction; 2. Benchmarking the policy-chain; 3. The three dimensions of work-based employment programs; 4. Performance indicators of work-based employment programs; 5. Summary and conclusions on social benchmarking; 6. Input Benchmark; 7. Process Benchmark; 8. Output Benchmark; 9. Impact benchmark; 10. External factors; 11. Benchmark synthesis; 12. Conclusions and recommendations; References; Appendix A Formulas and calculations; Summary in English; Nederlandse Samenvatting
Sommario/riassunto	Julie Castonguay develops a social benchmark model which can be used to assess the performance of active labour market policies in general, and work-based employment programs in specific