

OCT 2017–SEPT 2018

Michigan ERN

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

518% ROI

Based on retention; turnover costs = \$4,129 per employee  
 2016 Society for Human Resource Management Survey

Distinct Employees Served



3512

And their families



Total Employee Requests

5320



Includes return users; multiple interactions  
 on a service in the same month excluded

Total Services

Supportive Employment Changes Lives



7894

A request can have multiple needs (services)

Top Ten Service Needs



858 Financial Literacy



471 Financial



390 Transportation



705 Housing



436 Govt. Agency Nav.



278 Soft Training



663 Coaching



433 Health/Insurance



278 Education



235 Hard Training

Emergency Loans



Loan Totals = \$351,001



Savings Component Total = \$185,679



Employees encouraged to reserve their  
 saving component for future emergencies

Employee Utilization

Supportive Employment Transforms Companies

15.6%

