



OCT 2020-SEPT 2021

Lakeshore ERN®



Muskegon & Ottawa Counties

Helping transform companies one employee at a time

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

169% ROI

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

Distinct Employees Served



230

Plus their families



Total Employee Requests

327



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

Total Services

Supportive Employment Changes Lives



464

A request can have multiple needs (services)

Top Ten Service Needs



78

Coaching



37

Health/
Insurance



26

Employment
Retention



48

Gov't Agency
Navigation



32

Housing



24

Food Assistance



38

Financial
Literacy



29

Counseling
Referral



22

Financial



19

Childcare

Resources Leveraged



ERN Loan Total = **\$5,000**



ERN Savings Component Total = **\$2,600**



State Public Assistance = **\$15,803**



Community Food = **\$600**



Total Resources Leveraged = **\$21,404**

Employee Utilization

Supportive Employment Transforms Companies

7.7%



Learn more: ern-mi.com



Join the Network: ern-usa.com





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Christopher Way, Success Coach
Lakeshore ERN (Ottawa)
chris@ernsuccesscoach.com

Kristen Wilson, Success Coach
Lakeshore ERN (Muskegon)
kristen@ernsuccesscoach.com

EMPLOYER MEMBERS

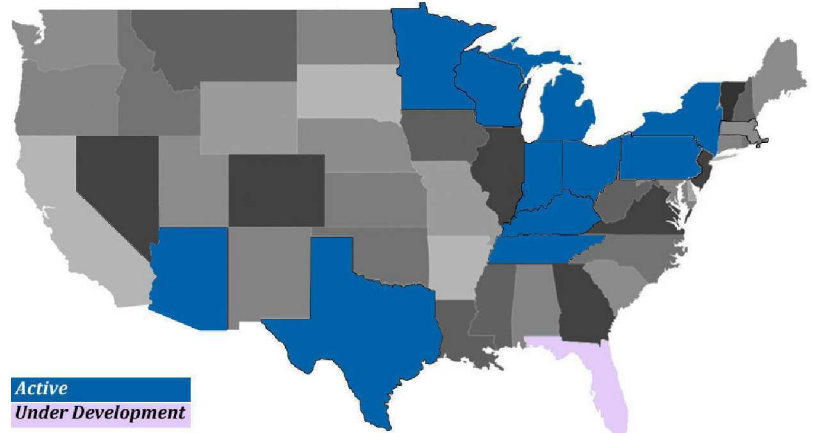


STRATEGIC PARTNERS



THE ERN USA NETWORK

- Collaborative Development Process
- Employer Led Model
- Shared Success Coach
- Resources Skill Building
- Outreach Tools
- Data and Process Driven CMS
- Peer Learning Events
- 500+% ROI



States & Counties

9 Michigan ERNs: Calhoun, Kalamazoo, Kent, Muskegon, Oceana, Ottawa, Saginaw, St Joseph

4 New York ERNs: Albany, Columbia, Fulton, Montgomery, Rochester, Rensselaer, Schenectady

5 Ohio ERNs: Ashland, Lucas, Marion, Mahoning, Montgomery, Richmond

1 Arizona ERN: Pima

1 Indiana ERN: Johnson

1 Tennessee ERN: Shelby

1 Kentucky ERN: Hazard, Gallatin, Laurel, Rowan, Scott

1 Texas ERN: McLennan

1 Minnesota ERN: Southwest

1 Wisconsin: Green, Rock

1 Pennsylvania ERN: Lanchester

Under Development: FL, IN, OH, KY, MI, MN, NY, TN, WI