



LAKESHORE
EMPLOYER RESOURCE NETWORK

OCT 2017–SEPT 2018



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KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

411% ROI

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

Distinct Employees Served



169

Plus their families



Total Employee Requests

218



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

Total Services

Supportive Employment Changes Lives



329

A request can have multiple needs (services)

Top Ten Service Needs



62

Financial Literacy



26

Financial



23

Auto Repair



33

Housing



26

Utilities



20

Health/Insurance



27

Govt. Agency Navigation



24

Education



16

Transportation



13

Immigration

Emergency Loans



Loan Totals = **\$76,800**



Savings Component Total = **\$39,936**



Employees encouraged to reserve their saving component for future emergencies

Employee Utilization

Supportive Employment Transforms Companies

9.5%



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