

April Hall, Success Coach

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

758% ROI

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

Distinct Employees Served



429

Plus their families



Total Employee Requests

704



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

Total Services

Supportive Employment Changes Lives



873

A request can have multiple needs (services)

Top Ten Service Needs



141

Govt. Agency Navigation



43

Financial



124

Coaching



63

Housing



88

Childcare



62

Health/ Insurance



52

Transportation



45

Counseling Referral



43

Food (FAP/SNAP)



31

Utilities

Emergency Loans



Loan Totals = **\$11,500**



Savings Component Total = **\$6,083**



Employees encouraged to reserve their saving component for future emergencies

Employee Utilization

Supportive Employment Transforms Companies

17.8%

