

OCT 2017–SEPT 2018

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

831% ROI

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

Distinct Employees Served



700

Plus their families



Total Employee Requests

1287



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

Total Services

Supportive Employment Changes Lives



2292

A request can have multiple needs (services)

Top Ten Service Needs



264

Financial Literacy



189

Coaching



114

Auto Repair



225

Transportation



152

Housing



85

Employment (Retention)



219

Soft Training



141

Financial



48

Childcare



47

Utilities

Referrals by Source



Self = 804

Other = 289

HR = 76

Supervisor = 22

Co-worker = 10

Employee Utilization

Supportive Employment Transforms Companies

14.7%

