

## KEY PERFORMANCE INDICATORS

### Return on Investment

Supportive Employment Saves Money

**514% ROI**

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

### Distinct Employees Served



**844**

Plus their families



### Total Employee Requests

**1,228** 

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

### Total Services

Supportive Employment Changes Lives





 **2,356**

A request can have multiple needs (services)

## Top Ten Service Needs

 <b>396</b> Coaching	 <b>214</b> Legal Assistance	 <b>131</b> Health/ Insurance
 <b>321</b> Financial Literacy	 <b>192</b> Counseling Request	 <b>118</b> Child Care
 <b>286</b> Gov't Agency Navigation	 <b>184</b> Housing	 <b>94</b> Career Counseling
		 <b>78</b> Transportation

### Resources Leveraged

-  **Hardship Loans = \$18,000**
-  **Hardship Savings Component = \$9,360**
-  **Private-Community/Community  
Food/Community Ventures = \$12,458**
-  **Total Resources Leveraged = \$30,458**

### Employee Utilization

Supportive Employment Transforms Companies

**10.8%** 

**EMPLOYER MEMBERS**

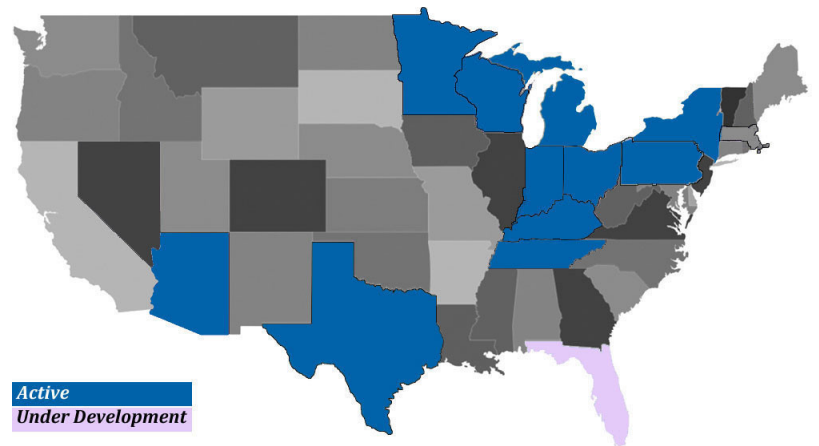


**STRATEGIC PARTNERS**



**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