

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

767% ROI

Based on retention; turnover costs = \$5,200 per employee
2016 Society for Human Resource Management Survey

Distinct Employees Served



625

Plus their families



Total Employee Requests

1,002 

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

Total Services

Supportive Employment Changes Lives





 **1,772**

A request can have multiple needs (services)

Top Ten Service Needs

 86 Coaching	 45 Housing	 30 Health/Insurance
 85 Financial Literacy	 40 Counseling Request	 20 Employment Retention
 60 Gov't Agency Navigation	 38 Legal	 20 Community Food Resource
		 15 Utilities

Financial Support Leveraged

-  **Hardship Loans = \$3,000**
-  **Hardship Savings Component = \$1,560**
-  **Community Resources = \$5,798**
-  Success coaches assist employees in achieving financial stability = **\$Priceless**

Employee Utilization

Supportive Employment Transforms Companies

20.6%





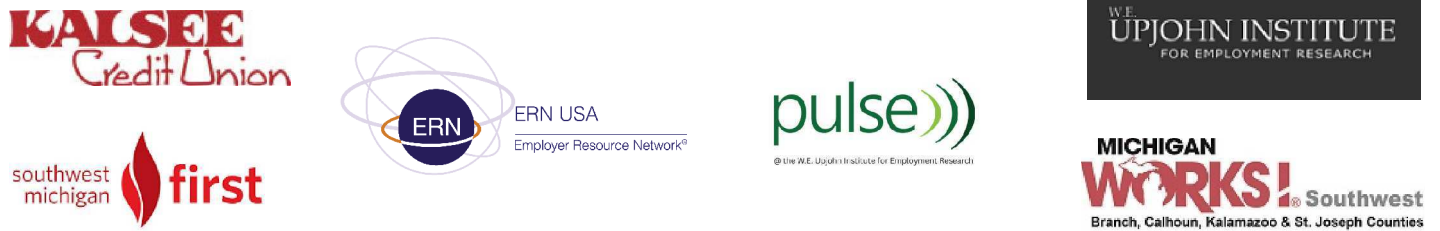
OCT 2021-SEPT 2022
Southwest Michigan ERN
 Kalamazoo

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 ERN Director
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EMPLOYER MEMBERS

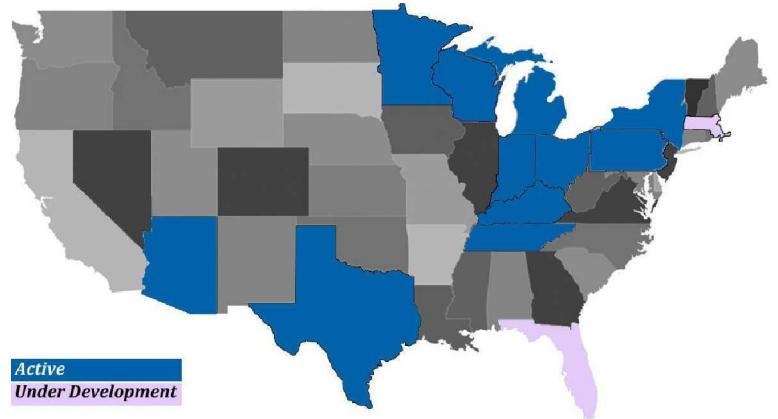


STRATEGIC PARTNERS



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

- 8 Michigan ERNs:** Branch, Calhoun, Kalamazoo, Kent, Muskegon, Oceana, Ottawa, Saginaw, St Joseph
- 4 New York ERNs:** Albany, Columbia, Fulton, Montgomery, Rochester, Rensselaer, Schenectady
- 8 Ohio ERNs:** Ashland, Cuyahoga, Jackson, Lucas, Marion, Mahoning, Montgomery, Richmond, Ross, Vinton
- 1 Indiana ERN:** Johnson
- 1 Kentucky ERN:** Hazard, Gallatin, Laurel, Rowan, Scott
- 1 Minnesota ERN:** Southwest
- 1 Pennsylvania ERN:** Lancaster
- 1 Tennessee ERN:** Shelby
- 1 Texas ERN:** McLennan
- 1 Wisconsin:** Green, Rock
- Under Development:** FL, IN, KY, OH, OR, PA, MN, NB, NY