

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

764% ROI

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

Distinct Employees Served



216

Plus their families



Total Employee Requests

351



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

Total Services

Supportive Employment Changes Lives



466

A request can have multiple needs (services)

Top Ten Service Needs



77

Gov't Agency
Navigation



47

Housing



24

Health/Insurance



72

Financial
Literacy



36

Counseling
Request



21

Transportation



48

Coaching



26

Legal
Assistance



20

Child Care



12

Financial

Financial Support Leveraged



Hardship Loans = **\$2,000**



Hardship Savings Component = **\$1,040**



Community Financial Resources = **\$13,832.21**



Success coaches help employees create a
workable budget = **\$Priceless**

Employee Utilization

Supportive Employment Transforms Companies

20.1%





OCT 2019-SEPT 2020
Southwest Michigan ERN

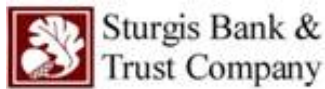
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EMPLOYER MEMBERS

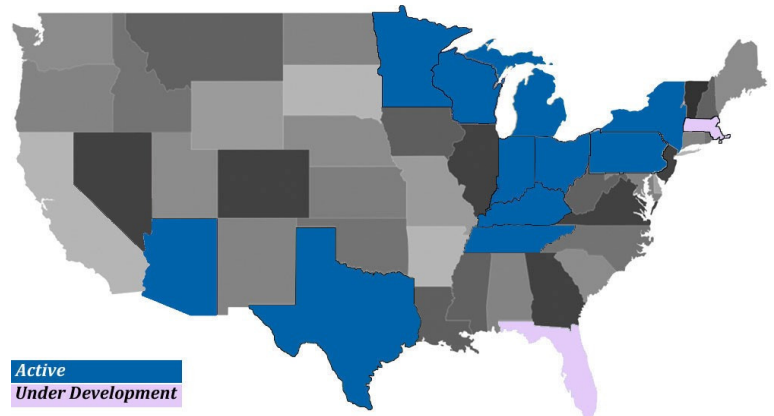


STRATEGIC PARTNERS



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

- 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 Kentucky ERN:** Hazard, Gallatin, Laurel, Rowan, Scott
- 1 Minnesota ERN:** Southwest
- 1 Pennsylvania ERN:** Lanchaster
- 1 Tennessee ERN:** Shelby
- 1 Texas ERN:** McLennan
- 1 Wisconsin:** Green, Rock
- Under Development:** Florida & Nebraska

Join the Network: ern-usa.com

