



LAKESHORE  
EMPLOYER RESOURCE NETWORK®

# 2023 ANNUAL REPORT

## Lakeshore ERN®

Musk-Ottawa Counties



Helping transform companies  
one employee at a time

## KEY PERFORMANCE INDICATORS

### Return on Investment

Supportive Employment Saves Money

# 853% ROI

Member contributions, exploratory visit totals & \$7,800 per employee turnover cost (SHRM calculation)

### Distinct Employees Served



# 528

Plus their families



### Company Members

# 14 5,760

14 employer members with 5,760 employees

### Delivered Case Needs

Supportive Employment Changes Lives



# 863

A request can have multiple needs (services)

## Top Ten Service Needs



**146** Coaching



**78** Employment Retention



**61** Housing



**87** Financial



**70** Public Assistance (general)



**46** Counseling Request



**79** Skills Training



**68** Health/Dental/Insurance



**46** Legal Assistance



**30** Food Assistance

### Onsite Success Coach



**Christopher Way, Success Coach**  
chris@ernsuccesscoach.com

### Employee Utilization

Supportive Employment Transforms Companies

# 15.8%





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## Lakeshore ERN®

Christopher Way, Success Coach  
Lakeshore ERN  
chris@ernsuccesscoach.com  
616-215-9152

Musk-Ottawa Counties

## EMPLOYER MEMBERS



## STRATEGIC PARTNERS



United Way  
of the Lakeshore

## THE ERN USA NETWORK



Collaborative Development Process



Employer Led Model



Shared Onsite Success Coach



Resources



Skill Building



Outreach Tools



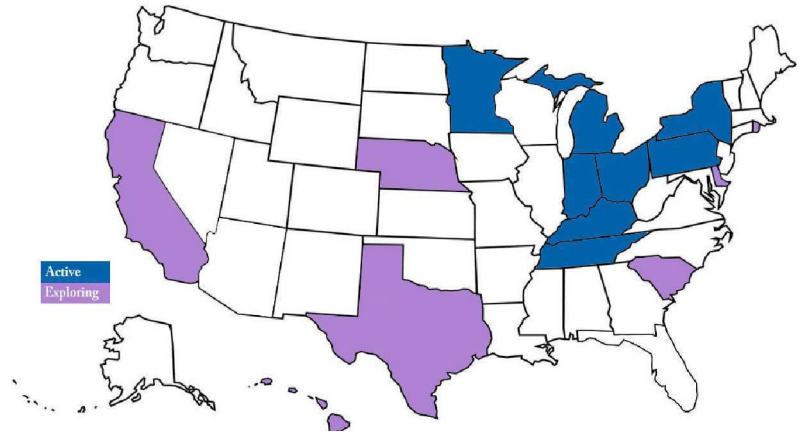
Data and Process Driven CMS



Peer Learning Events



125%-900+% ROI



May 2024 States & Counties

**8 Ohio ERNs:** Allen, Ashland, Auglaize, Butler, Crawford, Cuyahoga, Defiance, Erie, Fulton, Hamilton, Hancock, Hardin, Henry, Huron, Lorain, Lucas, Marion, Mercer, Montgomery, Morrow, Ottawa, Paulding, Putnam, Richland, Ross, Sandusky, Seneca, Shelby, Van Wert, Williams, Wood, Wyandot

**6 Michigan ERNs:** Calhoun, Kalamazoo, Kent, Muskegon, Oceana, Ottawa, St Joseph

**5 Kentucky ERNs:** Anderson, Hardin, Lee, Montgomery, Morgan and Wolfe

**2 New York ERNs:** Albany, Columbia, Fulton, Montgomery, Ontario, Rensselaer, Saratoga, Schenectady

**1 Tennessee ERN:** Shelby

**1 Minnesota ERN:** Southwest region

**1 Indiana ERN:** Johnson

**1 Pennsylvania ERN:** Lancaster

**Exploring or Under Development:** CA DE, HI, IN, KY, MA, MI, NY, OH, PA, SC, TX