

## 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



**1,132**

Plus their families



### Total Employee Requests

**1,765** 

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

### Total Services

Supportive Employment Changes Lives

**2,942** 

A request can have multiple needs (services)

## Top Ten Service Needs



**574**

Financial  
Literacy



**297**

Coaching



**123**

Childcare



**318**

Housing



**259**

Counseling  
Request



**106**

Transportation



**299**

Gov't Agency  
Navigation



**198**

Health/Insurance



**101**

Childcare



**90**

Employment  
Retention

### Financial Support Leveraged



Hardship Loans = **\$21,100**



Hardship Savings Component = **\$10,920**



Community Resources = **\$27,616**



Success coaches assist employees in achieving  
financial stability = **\$Priceless**

### Employee Utilization

Supportive Employment Transforms Companies

**15.4%**



**Southwest Michigan**

**EMPLOYER MEMBERS**

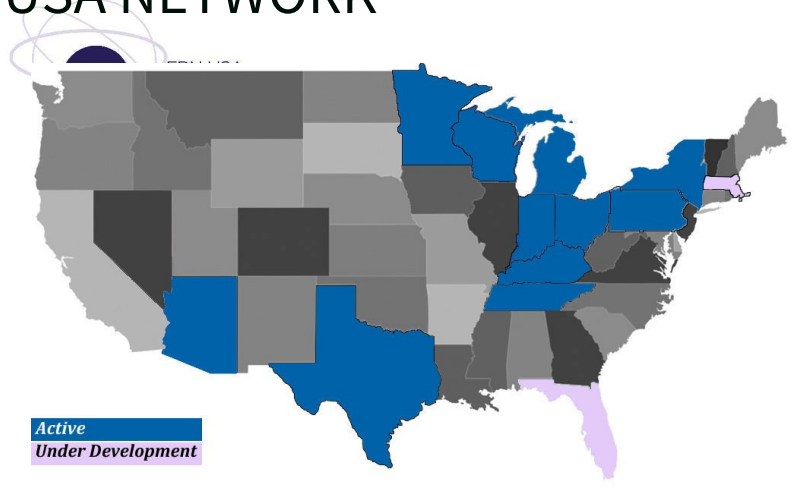


**STRATEGIC PARTNERS**



**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