

**KEY PERFORMANCE INDICATORS**

**Return on Investment**

Supportive Employment Saves Money

**793% ROI**

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

**Distinct Employees Served**



**285**

Plus their families



**Total Employee Requests**

**641**



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

**Total Services**

Supportive Employment Changes Lives



**1,067**

A request can have multiple needs (services)

**Top Ten Service Needs**



**151**

Gov't Agency Navigation



**85**

Housing



**77**

Food Assistance



**141**

Health/Insurance



**84**

Financial Literacy



**41**

Counseling Request



**95**

Utilities



**82**

Financial



**34**

Homelessness Prevention

**Resources Leveraged**



ERN Loan Total = **\$14,000**



ERN Savings Component Total = **\$7,280**



State Public Assistance = **\$76,004**



Private-Community/Community Ventures/Rental Assistance = **\$117,957**



Total Resources Leveraged = **\$193,961**

**Employee Utilization**

Supportive Employment Transforms Companies

**21.0%**





OCT 2021-SEPT 2022

West Michigan ERN®

Grand Rapids & Wixom

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EMPLOYER MEMBERS

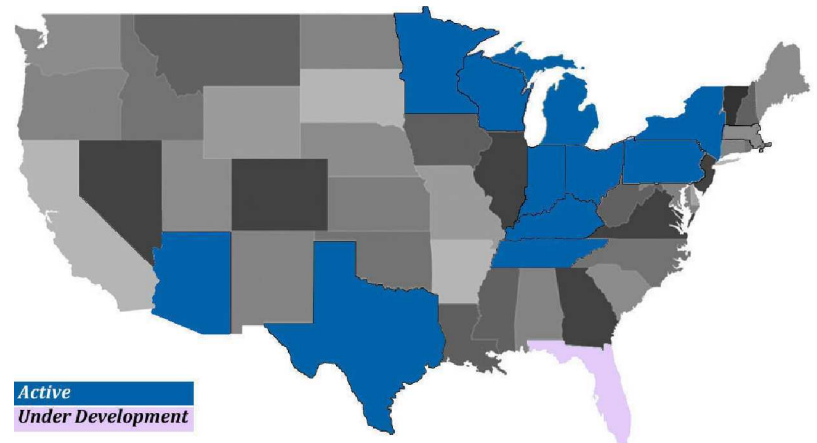


STRATEGIC PARTNERS



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