



LAKESHORE  
EMPLOYER RESOURCE NETWORK

OCT 2017–SEPT 2018



MICHIGAN ERN  
Employer Resource Network®

## Success Coach, Christopher Way

### KEY PERFORMANCE INDICATORS

#### Return on Investment

Supportive Employment Saves Money

# 400% ROI

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

#### Distinct Employees Served



# 272

Plus their families



#### Total Employee Requests

# 358



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

#### Total Services

Supportive Employment Changes Lives



# 376

A request can have multiple needs (services)

## Top Ten Service Needs



54

Coaching



34

Govt. Agency Navigation



29

Auto Repair



48

Financial Literacy



31

Food (FAP/SNAP)



29

Housing



39

Health/Insurance



29

Auto Repair



24

Financial



13

Childcare

#### Emergency Loans



Loan Totals = **\$59,615**



Savings Component Total = **\$31,000**



Employees encouraged to reserve their saving component for future emergencies

#### Employee Utilization

Supportive Employment Transforms Companies

# 17.1%



ERN USA  
Employer Resource Network®

Learn more: [ern-mi.com](http://ern-mi.com)



[ern-usa.com](http://ern-usa.com)

