

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

245% ROI

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

Distinct Employees Served



188

Plus their families



Total Employee Requests

267 

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

Total Services

Supportive Employment Changes Lives

423 

A request can have multiple needs (services)

Top Ten Service Needs



60

Gov't Agency Navigation



41

Financial Literacy



58

Coaching



36

Food Assistance



48

Health/ Insurance



26

Childcare



22

Utilities



22

Housing



15

Counseling Request



15

Employment Retention

Emergency Loans



Loan Totals = \$10,010



Success coaches help employees create a workable budget = higher loan compliance



Savings Component Total = \$5,205

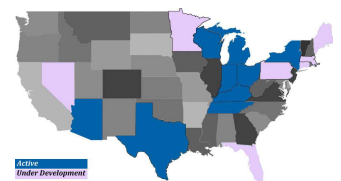


Employees encouraged to reserve savings for future emergencies = greater stability

Employee Utilization

Supportive Employment Transforms Companies

9.8%





OCT 2019-SEPT 2020

Lakeshore ERN

Ottawa & Allegan Counties

Christopher Way
Success Coach
Lakeshore 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



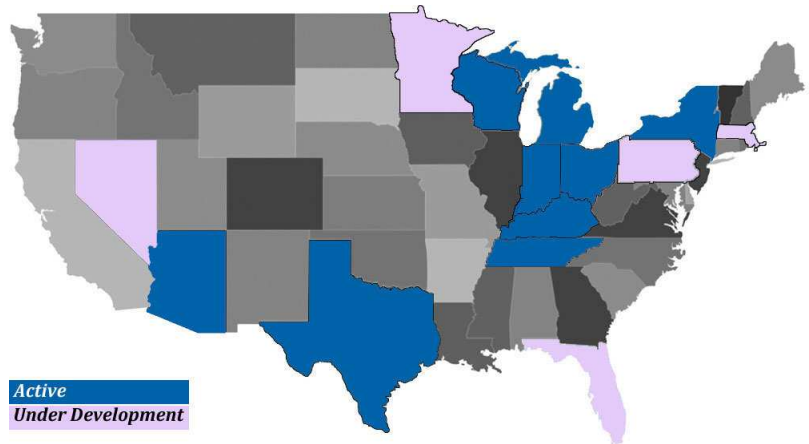
Data and Process Driven CMS



Peer Learning Events



500+% ROI



Active
Under Development

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 (additional under development)

1 Tennessee ERN: Shelby

1 Texas ERN: McLennan

1 Wisconsin ERN: Green, Rock

Under Development: FL, MA, MN, PA

Join the Network: ern-usa.com

