

**KEY PERFORMANCE INDICATORS**

**Return on Investment**

Supportive Employment Saves Money

**557% ROI**

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

**Distinct Employees Served**



**198**

Plus their families



**Total Employee Requests**

**311**



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

**Total Services**

Supportive Employment Changes Lives



**450**

A request can have multiple needs (services)

**Top Ten Service Needs**



**81**

Financial Literacy



**39**

Financial



**25**

Utilities



**23**

Gov't Agency Navigation



**49**

Health/ Insurance



**26**

Clothing



**20**

Legal Assistance



**45**

Housing



**25**

Auto Repair



**20**

Other

**Emergency Loans**



**Loan Totals = \$51,280**



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



**Savings Component Total = \$26,665**

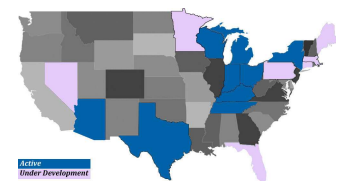


Employees encouraged to reserve savings for future emergencies = greater stability

**Employee Utilization**

Supportive Employment Transforms Companies

**7.8%**



**EMPLOYER MEMBERS**



**STRATEGIC PARTNERS**



**THE ERN USA NETWORK**



**Collaborative Development Process**



**Employer Led Model**



**Shared Success Coach**



**Resources**



**Skill Building**



**Outreach Tools**



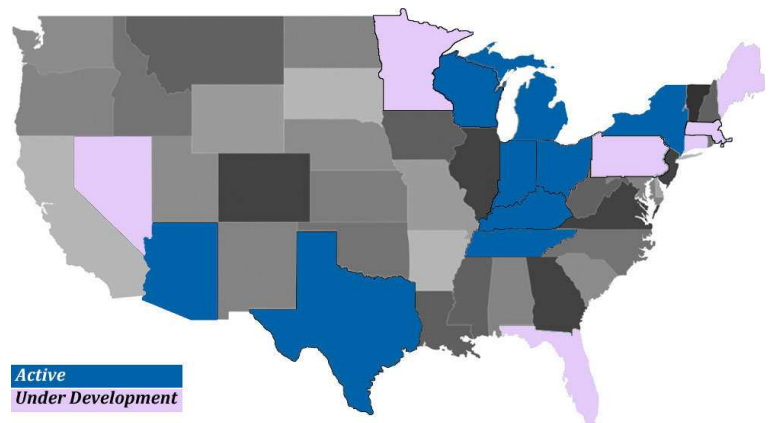
**Data and Process Driven CMS**



**Peer Learning Events**



**500+% ROI**



**Number & Counties**

**11 Michigan:** Calhoun, Kalamazoo, Kent, Mason, Midland, Muskegon, Oceana, Ottawa, Saginaw, St Joseph

**7 New York:** Jefferson, Montgomery, Fulton, Schenectady, Albany, Saratoga, Rensselaer, Washington, Warren

**7 Ohio:** Ashland, Lucas, Marion, Mahoning, Montgomery, Richmond, Stark, Trumbull

**1 Arizona:** Pima County

**1 Texas:** McLennan

**1 Indiana:** Elkhart, St. Joseph

**1 Wisconsin:** Green, Rock

**1 Kentucky:** Hazard (6 additional under development)

**Under Development:** FL, MA, MN, NV, PA

**1 Tennessee:** Shelby

