

**Kelli Adams, Success Coach**

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

**405% ROI**

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

Distinct Employees Served



**259**

Plus their families



Total Employee Requests

**427**



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

Total Services

Supportive Employment Changes Lives



**646**

A request can have multiple needs (services)

Top Ten Service Needs



**134** Coaching



**43** Financial



**32** Housing



**87** Hard Training



**40** Health/ Insurance



**31** Financial Literacy



**55** Other



**33** Govt. Agency Navigation



**29** Counseling Referral



**27** Career Counseling

Emergency Loans



Loan Totals = **\$15,500**



Savings Component Total = **\$8,200**



Employees encouraged to reserve their saving component for future emergencies

Employee Utilization

Supportive Employment Transforms Companies

**15.1%**

