

Southwest Michigan ERN

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

620% ROI

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

Distinct Employees Served



1406

Plus their families



Total Employee Requests

2301



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

Total Services

Supportive Employment Changes Lives



3294

A request can have multiple needs (services)

Top Ten Service Needs



400 Coaching



301 Financial Literacy



149 Hard Training



353 Govt. Agency Navigation



223 Financial



130 Other



318 Housing



198 Health/ Insurance



97 Counseling Referral



88 Child Care

Emergency Loans



Loan Totals = **\$48,500**



Savings Component Total = **\$25,657**



Employees encouraged to reserve their saving component for future emergencies

Employee Utilization

Supportive Employment Transforms Companies

21.4%

