



LAKESHORE
EMPLOYER RESOURCE NETWORK

OCT 2017-SEPT 2018



MICHIGAN ERN
Employer Resource Network®

Lakeshore ERN

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

418% ROI

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

Distinct Employees Served



753

Plus their families



Total Employee Requests

1032



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

Total Services

Supportive Employment Changes Lives



1350

A request can have multiple needs (services)

Top Ten Service Needs



166

Financial Literacy



96

Food (FAP/SNAP)



77

Utilities



147

Health/Insurance



92

Auto Repair



61

Govt. Agency Navigation



103

Housing



81

Employment (Retention)



54

Coaching



51

Financial

Emergency Loans



Loan Totals = \$192,985



Savings Component Total = \$102,089



Employees encouraged to reserve their saving component for future emergencies

Employee Utilization

Supportive Employment Transforms Companies

13%



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