

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

394% ROI

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

Distinct Employees Served



865

Plus their families



Total Employee Requests

1432 

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

Total Services

Supportive Employment Changes Lives





 **2431**

A request can have multiple needs (services)

Top Ten Service Needs

 410 Coaching	 239 Gov't Agency Navigation	 115 Other
 344 Financial Literacy	 175 Financial	 114 Transportation
 260 Housing	 120 Counseling Referral	 103 Health/Dental/Medical Ins.
		 102 Legal Assistance

Emergency Loans

-  **Loan Totals = \$56,000**
-  Success coaches help employees create a workable budget = higher loan compliance
-  **Savings Component Total = \$29,120**
-  Employees encouraged to reserve savings for future emergencies = greater stability

Employee Utilization

Supportive Employment Transforms Companies

14.8%



EMPLOYER MEMBERS

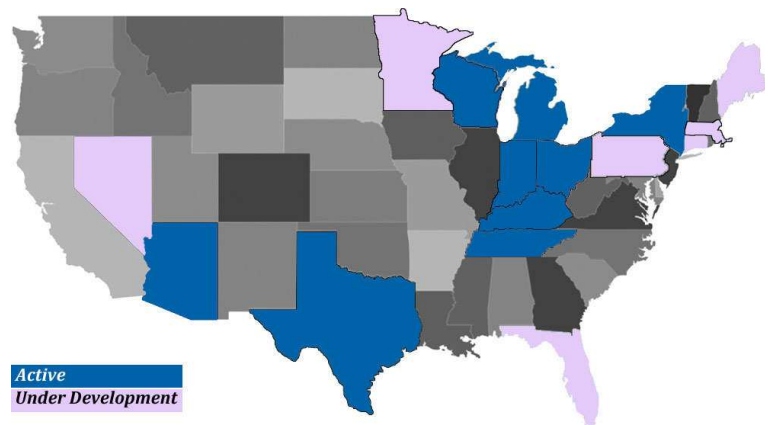


STRATEGIC PARTNERS



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

