

## KEY PERFORMANCE INDICATORS

### Return on Investment

Supportive Employment Saves Money

**473% ROI**

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

### Distinct Employees Served



**272**

Plus their families



### Total Employee Requests

**436**



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

### Total Services

Supportive Employment Changes Lives



**601**

A request can have multiple needs (services)

## Top Ten Service Needs



**184** Coaching



**44** Childcare



**31** Counseling Referral



**94** Gov't Agency Navigation



**44** Transportation



**22** Financial



**46** Housing



**32** Financial Literacy



**15** Other



**14** Legal Assistance

### Emergency Loans



**Loan Totals = \$9,000**



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



**Savings Component Total = \$4,680**

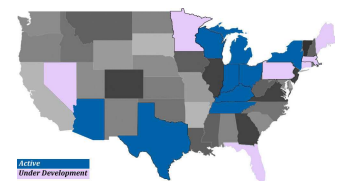


Employees encouraged to reserve savings for future emergencies = greater stability

### Employee Utilization

Supportive Employment Transforms Companies

**15.6%**



## EMPLOYER MEMBERS

**DENSO**



## STRATEGIC PARTNERS



## THE ERN USA NETWORK



**Collaborative Development Process**



**Employer Led Model**



**Shared Success Coach**



**Resources**



**Skill Building**



**Outreach Tools**



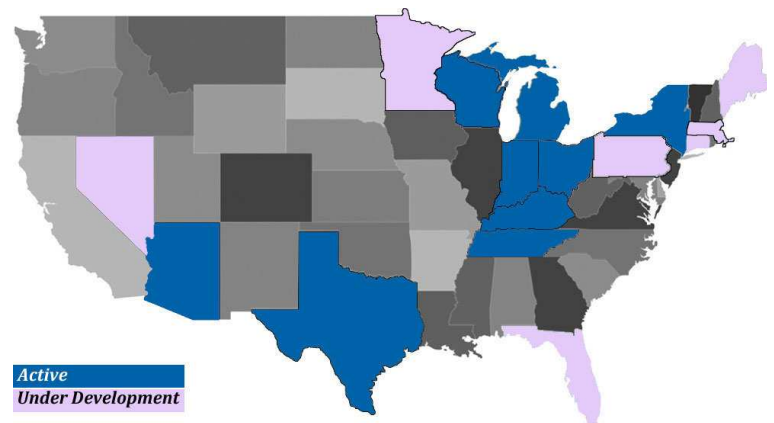
**Data and Process Driven CMS**



**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