

## KEY PERFORMANCE INDICATORS

### Return on Investment

Supportive Employment Saves Money

**767% ROI**

Based on retention; turnover costs = \$5,200 per employee  
2016 Society for Human Resource Management Survey

### Distinct Employees Served



**335**

Plus their families



### Total Employee Requests

**444**



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

### Total Services

Supportive Employment Changes Lives







**630**

A request can have multiple needs (services)

## Top Ten Service Needs

	<b>86</b>	Coaching		<b>45</b>	Housing		<b>30</b>	Health/Insurance
	<b>85</b>	Financial Literacy		<b>40</b>	Counseling Request		<b>20</b>	Employment Retention
	<b>60</b>	Gov't Agency Navigation		<b>38</b>	Legal		<b>20</b>	Community Food Resource
							<b>15</b>	Utilities

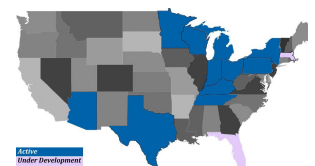
### Financial Support Leveraged

-  **Hardship Loans = \$2,000**
-  **Hardship Savings Component = \$1,040**
-  **Community Resources = \$3,218**
-  Success coaches assist employees in achieving financial stability = **\$Priceless**

### Employee Utilization

Supportive Employment Transforms Companies

**9.5%**





OCT 2021-SEPT 2022  
**Southwest Michigan ERN**  
 Battle Creek

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## EMPLOYER MEMBERS



## STRATEGIC PARTNERS



## THE ERN USA NETWORK



**Collaborative Development Process**



**Employer Led Model**



**Shared Success Coach**



**Resources**



**Skill Building**



**Outreach Tools**



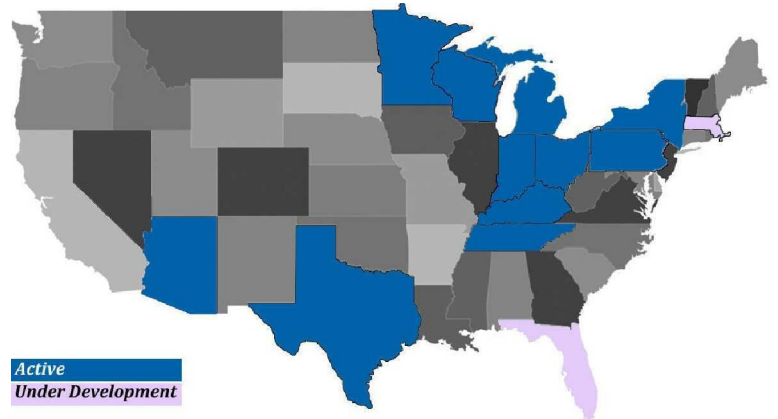
**Data and Process Driven CMS**



**Peer Learning Events**



**500+% ROI**



States & Counties

**8 Michigan ERNs:** Branch, Calhoun, Kalamazoo, Kent, Muskegon, Oceana, Ottawa, Saginaw, St Joseph

**4 New York ERNs:** Albany, Columbia, Fulton, Montgomery, Rochester, Rensselaer, Schenectady

**8 Ohio ERNs:** Ashland, Cuyahoga, Jackson, Lucas, Marion, Mahoning, Montgomery, Richmond, Ross, Vinton

**1 Indiana ERN:** Johnson

**1 Kentucky ERN:** Hazard, Gallatin, Laurel, Rowan, Scott

**1 Minnesota ERN:** Southwest

**1 Pennsylvania ERN:** Lancaster

**1 Tennessee ERN:** Shelby

**1 Texas ERN:** McLennan

**1 Wisconsin:** Green, Rock

**Under Development:** FL, IN, KY, OH, OR, PA, MN, NB, NY