

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

321% ROI

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

Distinct Employees Served



213

Plus their families



Total Employee Requests

364 

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

Total Services

Supportive Employment Changes Lives





817 

A request can have multiple needs (services)

Top Ten Service Needs

 177 Financial Literacy	 74 Coaching	 33 Transportation
 115 Housing	 71 Financial	 32 Legal Assistance
 77 Govt' Agency Navigation	 39 Health/ Insurance	 31 Counseling Referral
		 31 Education

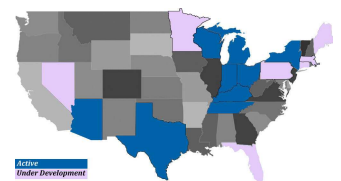
Emergency Loans

-  **Loan Totals = \$2,000**
-  Success coaches help employees create a workable budget = higher loan compliance
-  **Savings Component Total = \$1,040**
-  Employees encouraged to reserve savings for future emergencies = greater stability

Employee Utilization

Supportive Employment Transforms Companies

10.1%



EMPLOYER MEMBERS



STRATEGIC PARTNERS



THE ERN USA NETWORK



Collaborative Development Process



Employer Led Model



Shared Success Coach



Resources



Skill Building



Outreach Tools



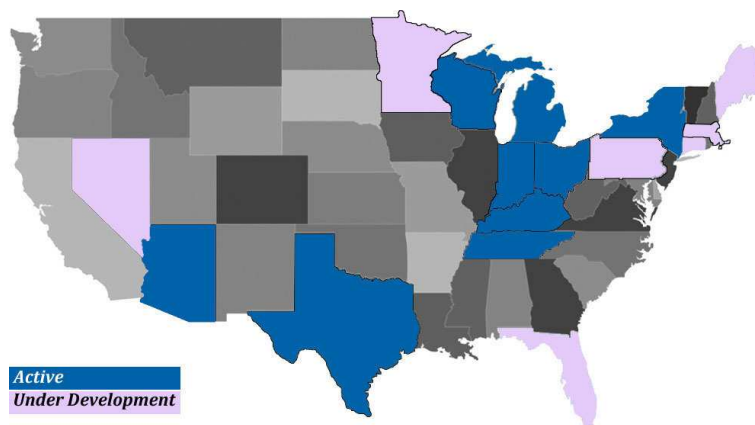
Data and Process Driven CMS



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