

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

310% ROI

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

Distinct Employees Served



179

Plus their families



Total Employee Requests

306



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

Total Services

Supportive Employment Changes Lives



515

A request can have multiple needs (services)

Top Ten Service Needs



92 Coaching



44 Financial Literacy



32 Legal Assistance



48 Housing



40 Other



31 Counseling Request



45 Financial



33 Career Counseling



30 Health/
Insurance



27 Gov't Agency
Navigation

Emergency Loans



Loan Totals = \$11,500



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



Savings Component Total = \$5,980

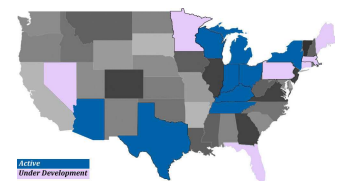


Employees encouraged to reserve savings for
future emergencies = greater stability

Employee Utilization

Supportive Employment Transforms Companies

13%



EMPLOYER MEMBERS



Summit Polymer



STRATEGIC PARTNERS



THE ERN USA NETWORK



Collaborative Development Process



Employer Led Model



Shared Success Coach



Resources



Skill Building



Outreach Tools



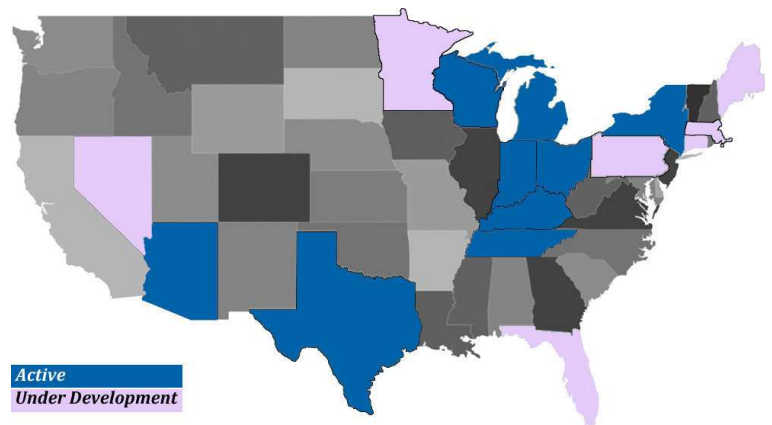
Data and Process Driven CMS



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

