

## 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



**201**

Plus their families



### Total Employee Requests

**326** 

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

### Total Services

Supportive Employment Changes Lives

**498** 

A request can have multiple needs (services)

## Top Ten Service Needs



**91**

Financial  
Literacy



**41**

Gov't Agency  
Navigation



**29**

Transportation



**60**

Coaching



**37**

Financial



**27**

Counseling Referral



**51**

Housing



**29**

Other



**24**

Legal Assistance



**31**

Health/Insurance

### Emergency Loans



**Loan Totals = \$33,500**



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



**Savings Component Total = \$17,420**

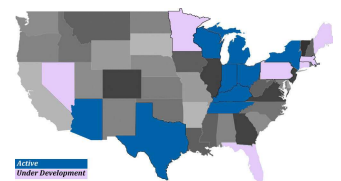


Employees encouraged to reserve savings for  
future emergencies = greater stability

### Employee Utilization

Supportive Employment Transforms Companies

**20.5%**



OCT 2018-SEPT 2019

## Southwest Michigan ERN

St. Joseph

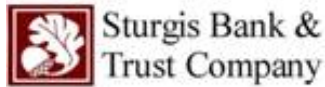
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### EMPLOYER MEMBERS

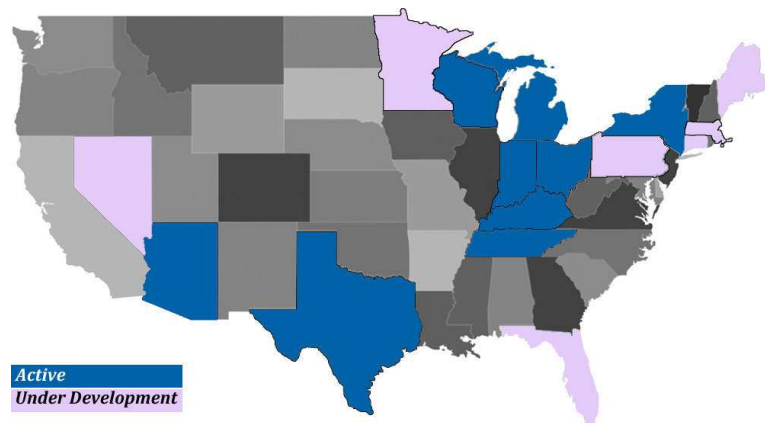


### STRATEGIC PARTNERS



### 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



#### 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

Join the Network: [ern-usa.com](http://ern-usa.com)

