



OCT 2021-SEPT 2022

Lakeshore ERN®

Muskegon & Ottawa Counties



Helping transform companies
one employee at a time

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

480% ROI

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

Distinct Employees Served



431

Plus their families



Total Employee Requests

551



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

Total Services

Supportive Employment Changes Lives



838

A request can have multiple needs (services)

Top Ten Service Needs



67 Coaching



37 Housing



55 Soft Training



31 Counseling Referral



44 Financial Literacy



26 Gov't Agency Navigation



18 Transportation



9 Community Food Resource



9 Childcare



8 Substance Abuse/Addictions

Resources Leveraged



ERN Loan Total = **\$14,150**



ERN Savings Component Total = **\$7,280**



State Public Assistance = **\$20,124**



Community Food = **\$1,680**



Total Resources Leveraged = **\$21,804**

Employee Utilization

Supportive Employment Transforms Companies

14.0%



Learn more: ern-mi.com



Join the Network: ern-usa.com





OCT 2021-SEPT 2022

Lakeshore ERN®

Muskegon & Ottawa Counties

Christopher Way, Success Coach
Lakeshore ERN (Ottawa)
chris@ernsuccesscoach.com

Kristen Wilson, Success Coach
Lakeshore ERN (Muskegon)
kristen@ernsuccesscoach.com

EMPLOYER MEMBERS

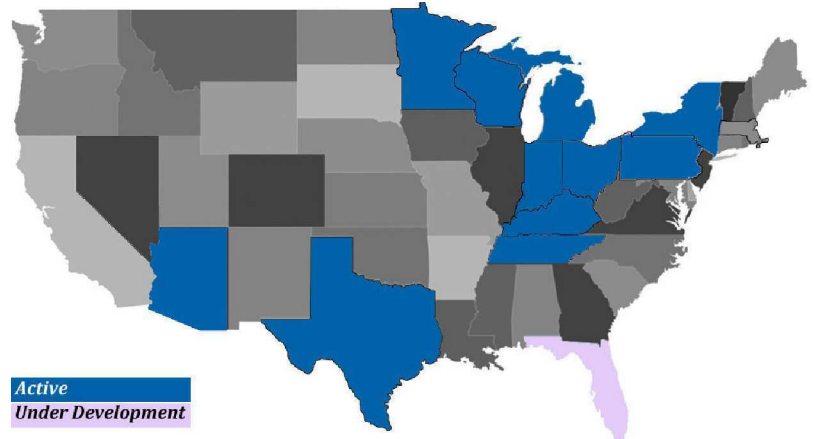


STRATEGIC PARTNERS



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