



OCT 2018-SEPT 2019

Lakeshore ERN

Muskegon & Ottawa Counties



KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

401% ROI

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

Distinct Employees Served



275

Plus their families



Total Employee Requests

376



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

Total Services

Supportive Employment Changes Lives



545

A request can have multiple needs (services)

Top Ten Service Needs



86

Financial Literacy



56

Employment/ Retention



31

Health/ Insurance



70

Gov't Agency Navigation



45

Coaching



26

Other



61

Financial



40

Housing



25

Food Assistance



23

Counseling Request

Emergency Loans



Loan Totals = \$62,170



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



Savings Component Total = \$32,328

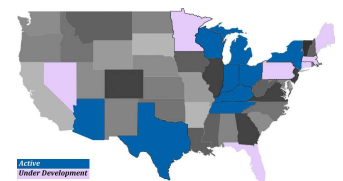


Employees encouraged to reserve savings for future emergencies = greater stability

Employee Utilization

Supportive Employment Transforms Companies

9.8%



Learn more: ern-mi.com



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Active Under Development



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EMPLOYER MEMBERS

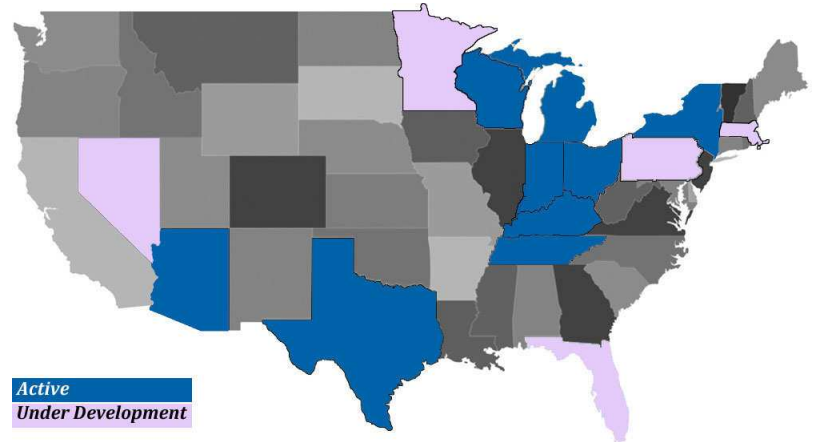


STRATEGIC PARTNERS



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

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