



# 2022 ANNUAL REPORT

## Firelands Forward ERN®

Erie, Huron & Ottawa Counties



### KEY PERFORMANCE INDICATORS

Supportive Employment Saves Money

# 875% ROI

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

Distinct Employees Served



# 92

Plus their families



Total Employee Requests

# 179



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

Total Services

Supportive Employment Changes Lives



# 394

A request can have multiple needs (services)

## Top Ten Service Needs



**133** Coaching



**23** Financial



**36** Education



**23** Community Food



**29** Counseling Request



**19** Gov't Agency Navigation



**19** Soft Training



**19** Transportation



**17** Financial Literacy



**10** Health/Insurance

Onsite Success Coach



**Luis R Quezada, Wellness Coach**  
luis@firelandforward.com

Employee Utilization

Supportive Employment Transforms Companies

# 22.5%





# 2022 ANNUAL REPORT

## Firelands Forward ERN®

Erie, Huron & Ottawa Counties

David White  
Director, Firelands Forward  
david@firelandsforward.com  
419-624-6866

## EMPLOYER MEMBERS

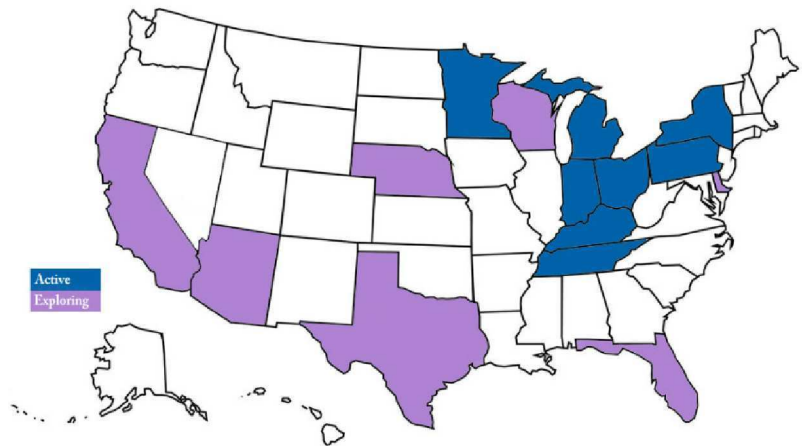


## STRATEGIC PARTNERS



## 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

Number & Counties

- 8 Michigan ERNs:** Branch, Calhoun, Kalamazoo, Kent, Muskegon, Oceana, Ottawa, Saginaw, St Joseph
- 8 Ohio ERNs:** Ashland, Cuyahoga, Jackson, Lucas, Marion, Mahoning, Montgomery, Richmond, Ross, Vinton
- 4 New York ERNs:** Albany, Columbia, Fulton, Montgomery, Rochester, Rensselaer, Schenectady
- 5 Kentucky ERNs:** Breathitt, Fayette, Hardin, Jackson, Laurel, Lee, Madison, Montgomery, Morgan, Pulaski, Rowan, Scott, Wayne, Wolfe
- 1 Tennessee:** Shelby
- 1 Indiana ERN:** Johnson
- 1 Minnesota ERN:** Southwest
- 1 Pennsylvania ERN:** Lancaster
- Under Development:** CA, DE, IN, KY, OH, PA, MN, NE, NY