

## KEY PERFORMANCE INDICATORS

### Return on Investment

Supportive Employment Saves Money

**1575% ROI**

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

### Distinct Employees Served



**282**

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



**560**

A request can have multiple needs (services)

## Top Ten Service Needs



**80** Other



**43** Housing



**33** Clothing



**79** Coaching



**39** Counseling Request



**26** Career Counseling



**59** Gov't Agency Navigation



**38** Transportation



**24** Employment Retention



**23** Utilities

### Emergency Loans

Employer ROI Expands



**Private-Community = \$4,486**



**Community Food = \$840**



**Total Resources Leveraged = \$5,326**

### Employee Utilization

Supportive Employment Transforms Companies

**21.3%**





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Marion Area ERN®

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Natalie Longmeier, Success Coach

## EMPLOYER MEMBERS



## STRATEGIC PARTNERS



## THE ERN USA NETWORK



Collaborative Development Process



Employer Led Model



Shared Success Coach



Resources



Skill Building



Outreach Tools



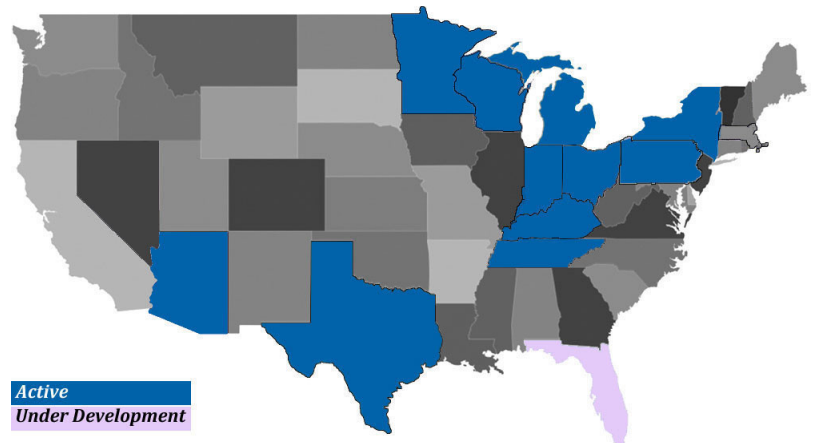
Data and Process Driven CMS



Peer Learning Events



500+% ROI



Active  
Under Development

States & Counties

Number & Counties

**9 Michigan ERNs:** Calhoun, Kalamazoo, Kent, Muskegon, Oceana, Ottawa, Saginaw, St Joseph

**4 New York ERNs:** Albany, Columbia, Fulton, Montgomery, Rochester, Rensselaer, Schenectady

**5 Ohio ERNs:** Ashland, Lucas, Marion, Mahoning, Montgomery, Richmond

**1 Arizona ERN:** Pima

**1 Indiana ERN:** Johnson

**1 Tennessee ERN:** Shelby

**1 Kentucky ERN:** Hazard, Gallatin, Laurel, Rowan, Scott

**1 Texas ERN:** McLennan

**1 Minnesota ERN:** Southwest

**1 Wisconsin:** Green, Rock

**1 Pennsylvania ERN:** Lanchester

**Under Development:** FL, IN, OH, KY, MI, MN, NY, TN, WI