

JAN 2020-DEC 2020



Shared Success ERN



Toledo

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

432% ROI

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

Distinct Employees Served



202

Plus their families



Total Employee Requests

362

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

Total Services

Supportive Employment Changes Lives

619

A request can have multiple needs (services)

Top Ten Service Needs

126 Coaching	50 Other	36 Counseling Request
69 Gov't Agency Navigation	44 Homeless Prevention	23 Utilities
54 Housing	44 Community Food Resource	23 Legal Assistance
		20 Career Counseling

Onsite Success Coaching



Latanya Ridley
Success Coach
lridley@lssnw.org
416-243-9178

Employee Utilization

Supportive Employment Transforms Companies

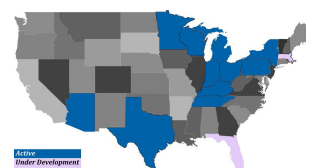
17.2%



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Active Under Development

JAN 2020-DEC 2020

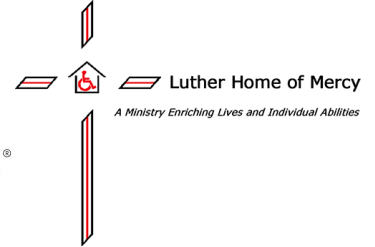


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Toledo

EMPLOYER MEMBERS



STRATEGIC PARTNERS



LUCAS COUNTY FAMILY AND CHILDREN FIRST COUNCIL



LUTHERAN SOCIAL SERVICES of Northwestern Ohio



THE ERN USA NETWORK



Collaborative Development Process



Employer Led Model



Shared Success Coach



Resources



Skill Building



Outreach Tools



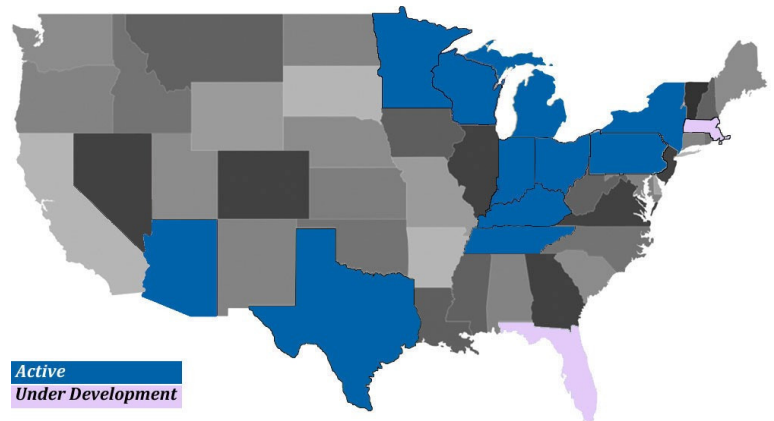
Data and Process Driven CMS



Peer Learning Events



500+% ROI



States & Counties

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 Tennessee ERN: Shelby

1 Indiana ERN: Johnson

1 Texas ERN: McLennan

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

1 Wisconsin: Green, Rock

1 Minnesota ERN: Southwest

Under Development: Florida & Nebraska

1 Pennsylvania ERN: Lanchester

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