

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

452% ROI

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

Distinct Employees Served



827

Plus their families



Total Employee Requests

1261



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

Total Services

Supportive Employment Changes Lives



2,009

A request can have multiple needs (services)

Top Ten Service Needs



397 Coaching



146 Housing



83 Transportation



186 Gov't Agency Navigation



107 Counseling Request



82 Auto Repair



178 Other



97 Community Food Resource



73 Utilities



72 Financial Literacy

Emergency Loans



Loan Totals = \$25,520



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



Savings Component Total = \$13,270



Employees encouraged to reserve savings for future emergencies = greater stability

Employee Utilization

Supportive Employment Transforms Companies

14.2%





2020 Annual Report

Ohio ERN

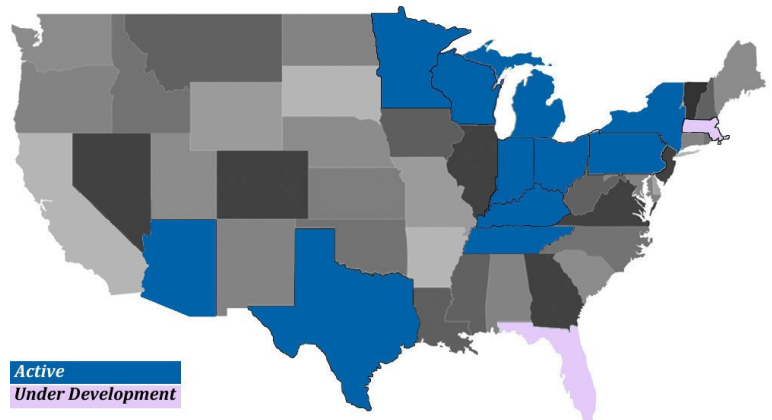
James Vander Hulst
 President & CEO
 Michigan ERN & ERN USA
 james@ern-usa.com
 877-625-9564

EMPLOYMENT RESOURCE NETWORKS



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 Indiana ERN:** Johnson
- 1 Kentucky ERN:** Hazard, Gallatin, Laurel, Rowan, Scott
- 1 Minnesota ERN:** Southwest
- 1 Pennsylvania ERN:** Lanchaster
- 1 Tennessee ERN:** Shelby
- 1 Texas ERN:** McLennan
- 1 Wisconsin:** Green, Rock
- Under Development:** Florida & Nebraska