

### KEY PERFORMANCE INDICATORS

#### Return on Investment

Supportive Employment Saves Money

# 1054% ROI

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

#### Distinct Employees Served



# 1,206

Plus their families



#### Total Employee Requests

# 1,924



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

#### Total Services

Supportive Employment Changes Lives



# 2,980




A request can have multiple needs (services)

### Top Ten Service Needs

 <b>546</b> Coaching	 <b>200</b> Housing	 <b>130</b> Homelessness Prevention
 <b>421</b> Gov't Agency Navigation	 <b>185</b> Community Food Resource	 <b>124</b> Counseling Request
 <b>224</b> Other	 <b>134</b> Utilities	 <b>122</b> Financial Literacy
		 <b>108</b> Childcare

#### Resources Leveraged

Employer ROI Expands

-  **Hardship Loans = \$28,100**
-  **Private-Community = \$86,875**
-  **Total Resources Leveraged = \$114,975**

#### Employee Utilization

Supportive Employment Transforms Companies

# 19.9%





# 2021 Annual Report



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## EMPLOYMENT RESOURCE NETWORKS



## STRATEGIC PARTNERS



## THE ERN USA NETWORK



**Collaborative Development Process**



**Employer Led Model**



**Shared Success Coach**



**Resources**



**Skill Building**



**Outreach Tools**



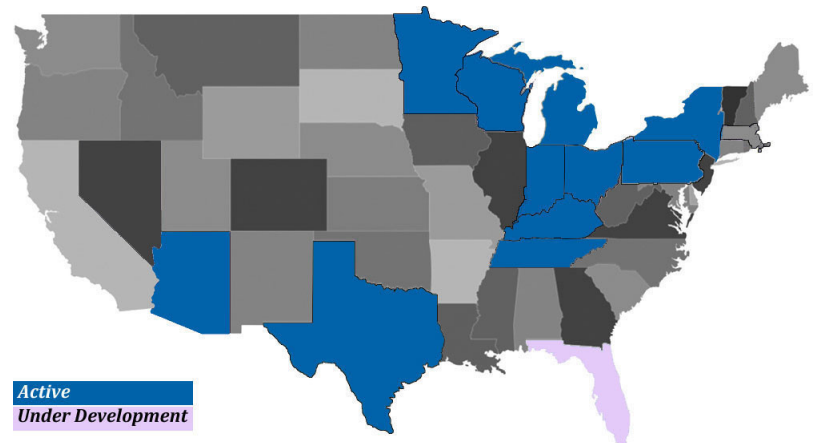
**Data and Process Driven CMS**



**Peer Learning Events**



**500+% ROI**



States & Counties

**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