2024 KPI

MICHIGAN ERN
Employer Resource Network®

Michigan State ERN® Report

An Employee Retention Solution With Real Social Impact






AUGUST 2025

Employer Resource Networks®

Key Performance Indicators

ERN USA
Employer Resource Network®

President's Message

Weathering the Economic Storm Together

If the past decade has taught us anything, it's that workers are the backbone of every organization. Whether it was the 2008 crash or the COVID-19 pandemic, Employer Resource Networks® have experienced how crucial it is to support employees when situations get difficult. In the past, federal support helped buffer the blow, but that safety net is now shrinking. The pressure is on, not just for workers, but for those who rely on them, to bridge the gap.

In 2024, Employer Resource Networks® served 5,547 employees at 160 employer member companies with 11,600 supportive employment solutions, achieving 19% average utilization and 656.7% average employer ROI *(ERN USA 2024 KPI Report*). Lack of resources and skills stretch workers thin financially, emotionally, and mentally affecting company productivity.

As economic times grow tougher, employee basic needs for job retention and financial stability are expected to increase. Worker retention is no longer just an HR talking point - it's a company survival strategy. Employee performance and longevity are business gains that come from workforce investment and are key to business and community sustainability.

More and more, states and foundations are stepping up where federal aid has backed off. Nonprofits are tapping into the resilience they are known for, leveraging creative funding and partnerships to keep people afloat. Employers can do the same - and must.

The good news: onsite employee assistance doesn't have to break the bank. Employer Resource Networks® (ERNs®) provide onsite success coach employee retention and advancement solutions that coordinate and make the most of funds and partnerships. ERN® Data Solutions Salesforce and SharePoint platforms provide shared templates, employee outreach and advancement training, peer learning, and metrics that drive the impact of the network. Employee need trends reveal referrals around critical issues such as mental health, childcare, and housing.

When that strain gets too heavy, workers leave, and when they leave, organizations lose more than just a warm body. Companies lose training, trust, and talent a large investment. Businesses can't afford not to support their workforce - not now.

Tough times are ahead. The question is: will employers stand out as businesses that stand with their people? If not, workers will notice - and it may be the best workers that notice first. Let's stand together to support families, companies, and communities - growing the ERN USA Network for even greater impact and success!

James Vander Hulst, Chief Disruptive Officer, ERN USA

ERN USA
Employer Resource Network®

2024 KPI

Michigan ERN®

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MICHIGAN ERN
Employer Resource Network®

Key Performance Indicators

Return on Investment

508%

Employer ROI

Distinct Employees Served

1,514

And their families

47

Employers

Workforce Utilization

12%

18,542

Collective Workforce

Delivered Cases

3,791

Average Case Time Spent

42 MINUTES

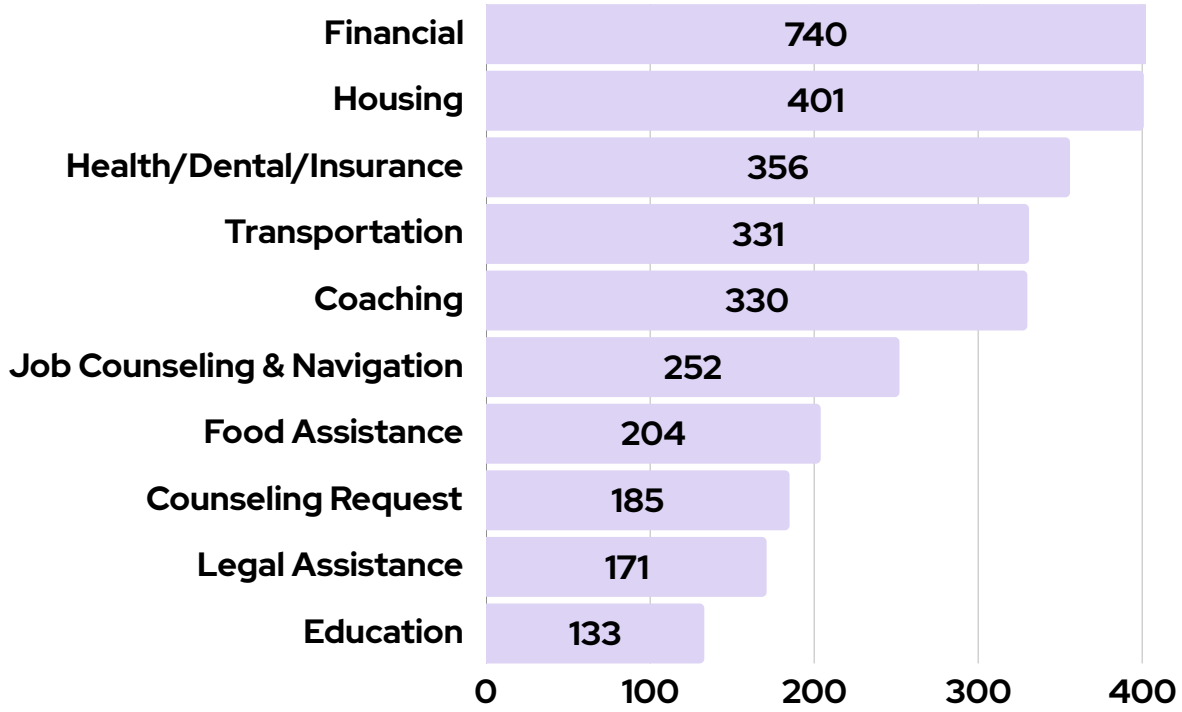
Industry Sectors

Education	Healthcare	Hospitality	Manufacturing	Services
3	6	3	31	4
Employers	Employers	Employer	Employers	Employers

2024 KPI

Michigan ERN®

Top Ten Case Needs



*Number of cases

Group Training Participants

1,137

Resource Values

$186,097

ERN Loan Total: $55,497

Savings Component Total: $28,020

Community, State & Federal Resources: $130,600

"Having an ERN® Success Coach on site has been transformative for our company. Investing in ERN USA provides a way for Holland Home to be socially responsible, making a positive impact in stabilizing our employees at both work and home, while also increasing our retention and productivity."

Doug Himmelein, Executive Vice President
Holland Home

Michigan ERN® Network

Michigan ERN® Development



James Vander Hulst
MI State ERN Co-Lead

ERN USA, President & CDO

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MI State ERN Co-Lead

Southwest Michigan ERN Director

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Michigan ERNs®

LAKESHORE EMPLOYER RESOURCE NETWORK®

Lighting a Path for Your Success
SOUTHWEST MICHIGAN EMPLOYER RESOURCE NETWORK®

my SUCCESS
WEST MICHIGAN EMPLOYER RESOURCE NETWORK®

Employer Members

Automatic Spring Products Corp.

Eagle Group
AN EMPLOYEE OWNED COMPANY

almond products

EBW Electronics

pliant Talent. Technology. Trusted.

TENNANT

LIGHTCORP

ODL Building Value Into Building Products®

flex

Country Dairy

OCEANA COUNTY Medical Care Facility

SSB | Shelby State Bank

RIVERS

ACE

Employer Resource Network® USA© 2025

Michigan ERN® Network

MICHIGAN ERN
Employer Resource Network®

Employer Members

Bell's Inspired Brewing®
Choose Marshall
Duncan Aviation
Edwards® Est. 1867
FireKeepers Casino · Hotel Battle Creek
Fibre Converters
Greenleaf Hospitality Group
Gryphon Place 211 988
Getman
Heritage Community of Kalamazoo — Local Roots. Vibrant Senior Living.
KC Ready4s
Kalamazoo RESA — inspiring educational excellence
landscapeforms®
Tenneco
Nissha — Nissha Eimo Technologies
Melling — Engineered Aluminum Castings
Outerwears — Performance Products
pactiv evergreen
roi — residential opportunities inc.
Schupan
Senior Care Partners P.A.C.E.
stryker
MEC MarshallExcelsior — innovation made simple
Perrigo — Oral Care
SPI Summit Polymers
SW SnackWerks
5TH plastics Est. 1974
Edison Christian Life Services
Aspen Surgical®
Holland Home
Lacks Enterprises, Inc.

Our Work Supports

ERN USA
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MICHIGAN ERN
Employer Resource Network®

Employees, Employers & Communities

Engaging & supporting employees for company growth and social impact

"We partnered with the ERN® in 2019 and saw immediate changes with our team. Our Success Coach connected employees with resources and support, addressing attendance, performance, and attitude issues, which led to increased retention. The ERN has been an extension of HR, providing valuable workshops, leadership development, and support –a partnership we look forward to continuing."

Jackie Murray, Director of Human Resources
Marshall Excelsior

"People don't ask for help because they are ashamed, you need to put your pride aside. I couldn't have done this without the help of my Success Coach; I would have been evicted and staying in a hotel again. This program has already changed my life for the better."

Dominque McGee, Employee
Schupan & Sons, Inc.

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Solving barriers and achieving goals for employee personal & career stability

Equipping and training to administer ERNs for company and community change

"I've worked with ERN® Success Coaches for six years and seen the incredible support they provide to employees. They offer a confidential, non-judgmental space to address challenges like housing, childcare, and financial wellness. We've collaborated with ERN to offer additional Financial Wellness opportunities and support their Hardship Loan program – because life happens."

Matt Duguid, Director of Financial Wellness
Kalsee Credit Union

ERN USA

Overview

Our Story

We first launched Employer Resource Networks® with Michigan's Lakeshore ERN® in 2006. The ERN USA national network has grown to over 30 existing and developing ERNs®.

Our Mission

ERN USA assists member companies in supporting working families to gain self-sufficiency while driving business growth and community change.

Our Work Supports

Employers	Employees	Administrators
Engage and support employees for company growth and social impact	Solve barriers and achieve goals for personal, family, and career stability	Equip and train to administer ERNs for company and community change

Customized ERN® Structures Diverse Business & Community Needs



Multi-Member

Nonprofit Administrator supports employer-led collaborative of small to mid-sized companies

Single Member

Large employer leads across its locations with a turnkey HR solution for barrier solutions and employee advancement

Micro Member

Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

Employer Growth

Employee Stability

Community Change

ERN USA

ERN USA
Employer Resource Network®

State ERN® Networks

MICHIGAN ERN
Employer Resource Network®

NEW YORK ERN
Employer Resource Network®

KENTUCKY ERN
Employer Resource Network®

OHIO ERN
Employer Resource Network®

Active Employer Resource Networks®

Lighting a Path for Your Success
SOUTHWEST MICHIGAN EMPLOYER RESOURCE NETWORK®

LAKESHORE EMPLOYER RESOURCE NETWORK®

my SUCCESS
WEST MICHIGAN EMPLOYER RESOURCE NETWORK®

JOHNSON COUNTY EMPLOYER RESOURCE NETWORK®

FOOTHILLS EMPLOYER RESOURCE NETWORK®

CUMBERLANDS EMPLOYER RESOURCE NETWORK®

BLUEGRASS EMPLOYER RESOURCE NETWORK®

UDC ERN
UNION DELAWARE COUNTY EMPLOYER RESOURCE NETWORK®

SOARING TO SUCCESS
member of Southwest Ohio Employer Resource Network®

SOUTHERN OHIO EMPLOYER RESOURCE NETWORK®

Shared Success
Member of NW Ohio Employer Resource Network®

EaRNed SUCCESS
Employer Resource Network®

NORTH CENTRAL OHIO EMPLOYER RESOURCE NETWORK®

CLEARWATER EMPLOYER RESOURCE NETWORK®

NORTHEAST OHIO EMPLOYER RESOURCE NETWORK®

Strengthening, guiding, and empowering Hawaii's workforce
HAWAII EMPLOYER RESOURCE NETWORK®

SOLANO COUNTY EMPLOYER RESOURCE NETWORK®

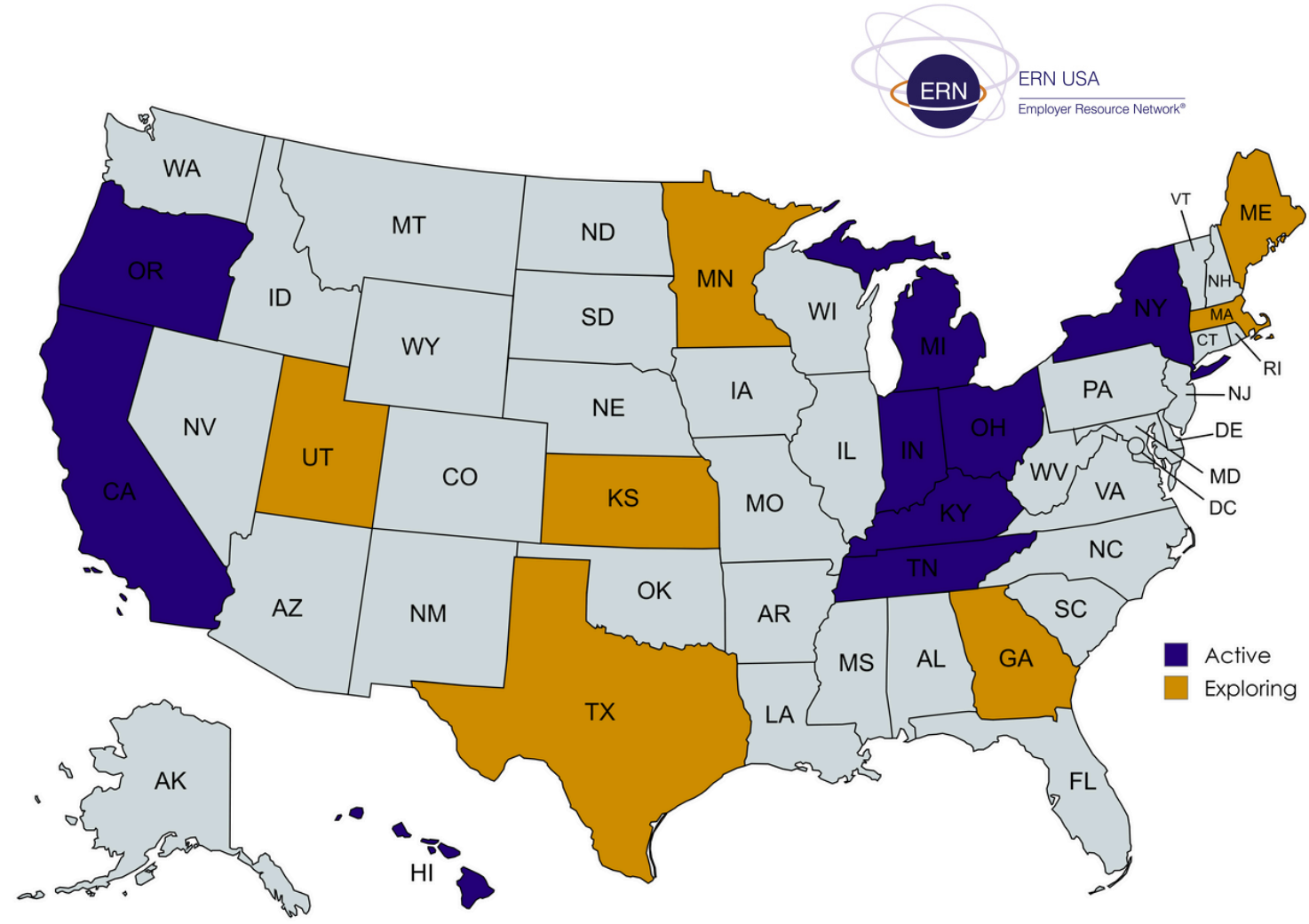
Mid-South Employer Resource Network®

TOMPKINS CHAMBER
TOMPKINS COUNTY EMPLOYER RESOURCE NETWORK®

ERN
ROCHESTER
Employer Resource Network®

ERN
CAPITAL REGION
Employer Resource Network®

Expanding for Impact



26 ERNs® Serving 70 Counties

1 California ERN: Solano

3 Kentucky ERNs: Anderson, Hardin, Lee, Montgomery, Morgan, Wolfe

1 Hawaii ERN: Hawaii, Honnolulu, Kalawao, Kauai, Maui

1 Indiana ERN: Johnson

6 Michigan ERNs: Calhoun, Kalamazoo, Kent, Muskegon, Oceana, Ottawa, St. Joseph

4 New York ERNs: Albany, Columbia, Fulton, Montgomery, Ontario, Rensselaer, Rochester, Saratoga, Schenectady, Thompkins

8 Ohio ERNs: Allen, Ashland, Auglaize, Butler, Crawford, Cuyahoga, Defiance, Erie, Fulton, Hamilton, Hancock, Hardin, Henry, Huron, Jackson, Lorain, Lucas, Marion, Mercer, Montgomery, Morrow, Ottawa, Paulding, Putnam, Richland, Ross, Sandusky, Seneca, Shelby, Van Wert, Vinton, Williams, Wood, Wyandot

1 Oregon ERN: Clackamas, Multnomah, Washington, Yamhill

1 Tennessee ERN: Shelby

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ERN USA

ERN USA
Employer Resource Network®

Five Phase Development Process

1	2	3	4	5
EXPLORE	DEVELOP	IMPLEMENT	SUSTAIN	NETWORK
Exploring the ERN Model	Developing the ERN Strategy	Implementing the ERN Model	Maintaining & Growing the ERN	Partnering in Best Practice Sharing

Model Cornerstones

- Employer-led
- Onsite Success Coach
- Resources
- Skill Building
- Outreach & Marketing Tools
- Data and Process Driven CMS
- Fund Collaboration
- Transformation Framework
- Network Peer Learning Calls
- Customized HR Integration - Support

Employer Benefits

- Retention
- Reduced Absenteeism
- Company Culture
- Employer of Choice
- Employee Advancement
- HR Relief
- Workforce Stability
- Productivity
- Employer ROI 500%+

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ERN USA

ERN USA
Employer Resource Network®

National Support Team



James Vander Hulst

President & CDO

ERN® Collaborative Development
ERN USA Network Administration

ern-usa.com
james@ern-usa.com



Angela Vander Hulst

Director of Operations

ERN® Data Solutions Administration
ERN® Development
ERN® Training & Marketing

ern-usa.com
angela@ern-usa.com



Luis Quezada

Engagement Specialist

SharePoint Administration
Employee Outreach
Communications



Prashant Gupta

Salesforce Developer

Database Configuration

ERN USA Peer Learning

- **Peer Learning Calls**
- **InfoConnect Calls**
- **National Conferences**
- **Webinars**

Network Tools

- **ERN® Data Solutions**
- **ERN USA SharePoint**
- **Network Directory**
- **Salesforce Chatter**





Supportive HR Framework

Training Employees for Advancement

- **Presentation Templates**
- **Supplemental Exercises**
- **Certificates**

