ERN USA
Employer Resource Network®

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

2025



Battle Creek, Kalamazoo, St. Joseph

SOUTHWEST MICHIGAN ERN®

KPI REPORT

MARCH 2026

Employer Resource Networks®

Key Performance Indicators

An Employee Retention Solution With Real Social Impact

President's Message

Innovative Workforce Solutions: Collaboration for Impact

Reflecting on our 20th anniversary with the development and sustainability of Employer Resource Networks® through the 2008 crash and Covid pandemic, there has been no better time for ERNs®. The ever-changing world brings opportunities to achieve solutions we have only dreamed of in strategic employer and community partnerships driven by cutting edge technology. Funding cuts force a re-thinking of how we alleviate poverty, improve lives, grow companies, and strengthen communities.

Our focus is on leveraging resources, sharing best practices, and creating solutions on a large scale for real social impact. This year, we will grow the ERN USA Network with special attention in healthcare, hospitality, and manufacturing industries utilizing structures and customizable integration based on employer needs. Projects center around benchmarking, model integrity; cliff benefit transitions; employer recruitment; funding collaboration; and a community solutions framework incorporating data trends.

We continue to expand our use of technology around process, content, engagement, and data analysis. Integrating AI into onboarding, research, service delivery, and reporting will not replace onsite success coaching, but provide efficiencies for increased face-to-face employee time and success coach wellness. Nothing compares to the human perspective and touch in supporting employees through crisis prevention or intervention, goal setting, resource connection, training, and advancement.

With the completion of the ERN USA 2025 KPI Report, we congratulate and thank each employer member, ERN Admin Organization, and Success Coach for their remarkable dedication and success. Among 26 ERNs, employer ROI averaged 804.1% with 167 employers and a collective workforce of 56,542 employees. ERN® Success Coaches served 5,394 unique employees and their families, delivering 10,489 case need solutions with 15.3% workforce utilization. Extended aspects of return on investment include HR support and burn-out prevention, workforce advancement, and company culture improvement.

Recent studies highlight a workforce crisis across industries with turnover tied to employee struggles and support needs. "Personal and work pressures can reduce productivity, increase absenteeism, and lead to higher turnover, especially when employees feel unsupported," said James Vander Hulst, CDO, ERN USA. "With childcare costs averaging $10,500 annually for one child, and the broader financial strain showing up in mental health concerns – it's no surprise one in four employees consider quitting due to these pressures. Collectively, we can change that."

ERN USA is at the forefront of collaborative workforce investment with the development of cutting-edge technologies that connect us in our shared vision. We invite employers, organizations, and researchers with regional, state, and national partnerships to collaborate with ERNs® in wide-sweeping change for employees, companies, and communities. We look forward to creating greater impact together in the years ahead.

James Vander Hulst, Chief Disruptive Officer, ERN USA

ERN USA
Employer Resource Network®

2025 KPI

Regional

ERN USA
Employer Resource Network®

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

Key Performance Indicators

Return on Investment

427.3%

Employer ROI

Distinct Employees Served

841

And their families

25

Employers

Workforce Utilization

8.0%

11,390

Collective Workforce

Delivered Cases

1,938

Average Case Time Spent

18 MINUTES

Industry Sectors

Education	Healthcare	Hospitality	Manufacturing	Services
3	3	2	16	1
Employers	Employers	Employers	Employers	Employers

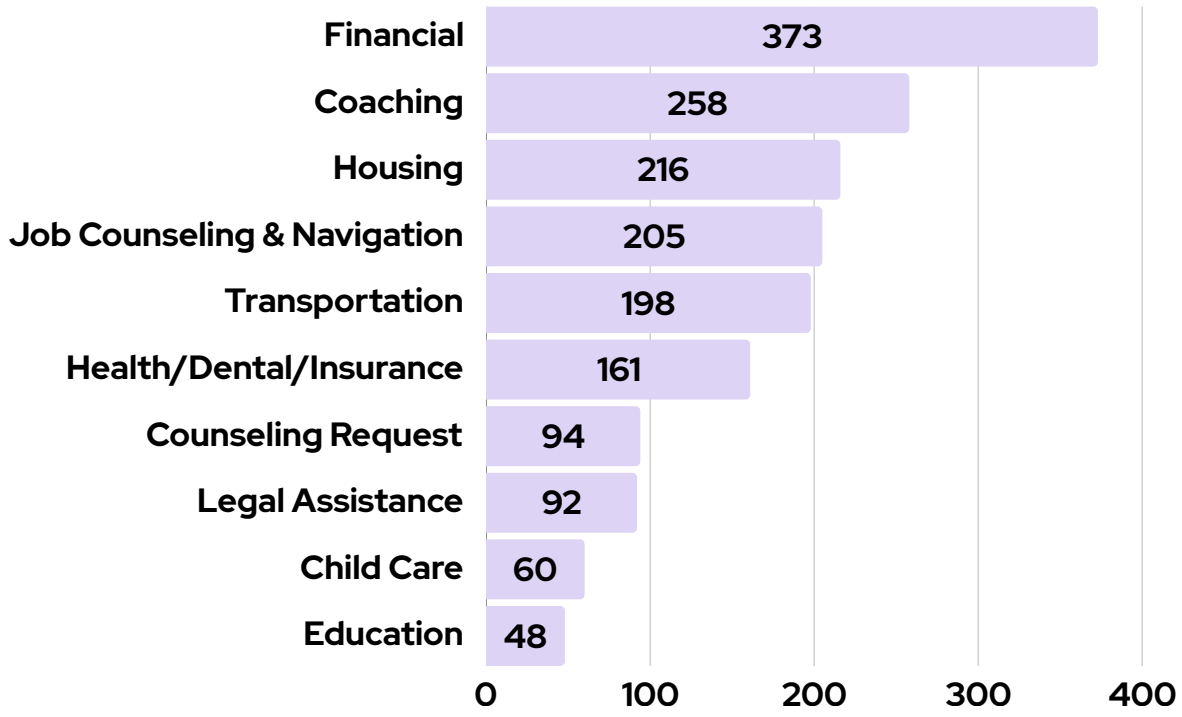
Employer Resource Network® USA© 2026

2025 KPI
Regional

ERN USA
Employer Resource Network®

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

Top Ten Case Needs



*Number of cases

Group Training Participants

1,215

Resource Values

$65,100

ERN Loan Total: $7,500

Savings Component Total: $3,690

Community, State & Federal Resources Total: $57,600

"We've been proud partners with the Employer Resource Network for over a decade through the ERN Hardship Loan program. When I joined Kalsee Credit Union in 2019, the ERN team warmly welcomed me and helped champion the idea of introducing our financial wellness initiative—the Kalsee Employee Empowerment Program (KEEP)—to their member companies. This partnership has been invaluable, positively impacting hundreds of employees through one-on-one referrals, financial wellness classes, and onsite events."

Matt Duguid, Director of Financial Wellness
Kalsee Credit Union

Employer Resource Network® USA© 2026

ERN® Overview

Regional

ERN USA
Employer Resource Network®

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



Kelli Adams
ERN® Administrator
269-385-0404
kelli@ernsuccesscoach.com



Barb Wise
ERN® Success Coach
269-716-0612
barb@ernsuccesscoach.com



April Gordon
ERN® Success Coach
269-251-3027
April@ERNSuccessCoach.com



Betsy Sanchez
ERN® Lead Success Coach
269-270-2038
Betsy@ERNSuccessCoach.com



Tamara Angle
ERN® Success Coach
269-338-1974
tamara@ernsuccesscoach.com

ern-mi.com

facebook.com/SouthwestMIERN

Strategic Partners

ERN USA
Employer Resource Network®

W.E. UPJOHN INSTITUTE FOR EMPLOYMENT RESEARCH

UPJOHN INSTITUTE CWIS CENTER FOR WORKFORCE INNOVATION & SOLUTIONS

MICHIGAN ERN
Employer Resource Network®

MICHIGAN WORKS!® Southwest
Branch, Calhoun, Kalamazoo & St. Joseph Counties

Sturgis Bank & Trust Company

KALSEE Credit Union

INTEGRATED Services of Kalamazoo
Community • Independence • Empowerment

Employer Resource Network® USA© 2026

ERN® Overview

Regional

ERN USA
Employer Resource Network®

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

Employer Members

BELL'S Inspired Brewing®

Communities In Schools Kalamazoo

DUNCAN AVIATION

Edwards EST. 1867

FIBRE CONVERTERS

FIREKEEPERS CASINO • HOTEL BATTLE CREEK

GREENLEAF HOSPITALITY GROUP

HERITAGE COMMUNITY OF KALAMAZOO
Local Roots. Vibrant Senior Living.

KC Ready4s

Kalamazoo RESA
inspiring educational excellence

landscapeforms®

MEC MARSHALLEXCELSIOR
innovation made simple

MELLING
ENGINEERED ALUMINUM CASTINGS

NISSHA
Nissha Eimo Technologies

Outerwears
Performance Products

novolex

roi
residential opportunities inc.

Schupan

Senior Care Partners P.A.C.E.

stryker

Summit Polymers

55th plastics
Est. 1974

SW SNACKWERKS

Employer Resource Network® USA© 2026

ERN® Admin Organization

ERN USA
Employer Resource Network®

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

Upjohn Institute for Employment Research

Our Story

The W.E. Upjohn Institute for Employment Research, a private, not-for-profit, nonpartisan, independent research organization, has studied policy-related issues of employment and unemployment since its founding in 1945. The Institute has served as Administrator for the Southwest Michigan ERN® (founded 2011) since 2018.

Our Mission

To conduct research into the causes and effects of unemployment and to study and investigate the feasibility and methods of insuring against unemployment and to devise ways and means of preventing and alleviating the distress and hardship caused by unemployment, and to create, experiment with and put into effect any plan or device that the Board of Trustees may determine feasible to accomplish said purposes.

ERN® Director's Message

"The Southwest Michigan ERN® team is honored to serve as a support system for thousands of individuals facing various challenges, thereby fostering positive outcomes within their lives and the broader community. Witnessing our employees overcome barriers and achieve stability is the driving force behind our dedicated and compassionate efforts."

Kelli Adams, ERN® Director
Southwest Michigan ERN®

upjohn.org

facebook.com/Upjohn.Institute

W.E. UPJOHN INSTITUTE FOR EMPLOYMENT RESEARCH

Our Work Supports

ERN USA
Employer Resource Network®

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

Employees, Employers & Communities

Engaging & supporting employees for company growth and social impact

"At Bell's Brewery, 'we look out for each other' is a core value. Our ERN Success Coach embodies this by being accessible and confidential, supporting coworkers with complex challenges like counseling, budgeting, housing, and transportation. Having this resource helps us prioritize health, safety, and wellbeing."

Carmen Johnson, Bell's Brewery/New Belgium Brewing Company

"Tamara's support through Greenleaf Hospitality's ERN program was life-changing for me. She helped me navigate tough times with housing and transportation struggles, going above and beyond to explain options and follow up. Her devotion helped me get a new car, reducing stress and increasing independence. Her support meant everything, especially during a tough personal time including my mom's 2-year memorial. I'll never forget being asked how I'm REALLY doing - it made all the difference."

Member Employee Daniel, Greenleaf Hospitality

Solving barriers and achieving goals for employee personal & career stability

Equipping and training to administer ERNs for company and community change

"The ERN® leads with love and empathy, and it is these key ingredients along with relationships that lead us to success. When an individual succeeds, the company succeeds as well as the community. Responding to emergencies with compassion and leaning into the supportive relationships we have drives our mission as an ERN and as a Team!"

Barb Wise, Success Coach
Southwest Michigan ERN

Employer Resource Network® USA© 2026

ERN USA

ERN USA
Employer Resource Network®

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

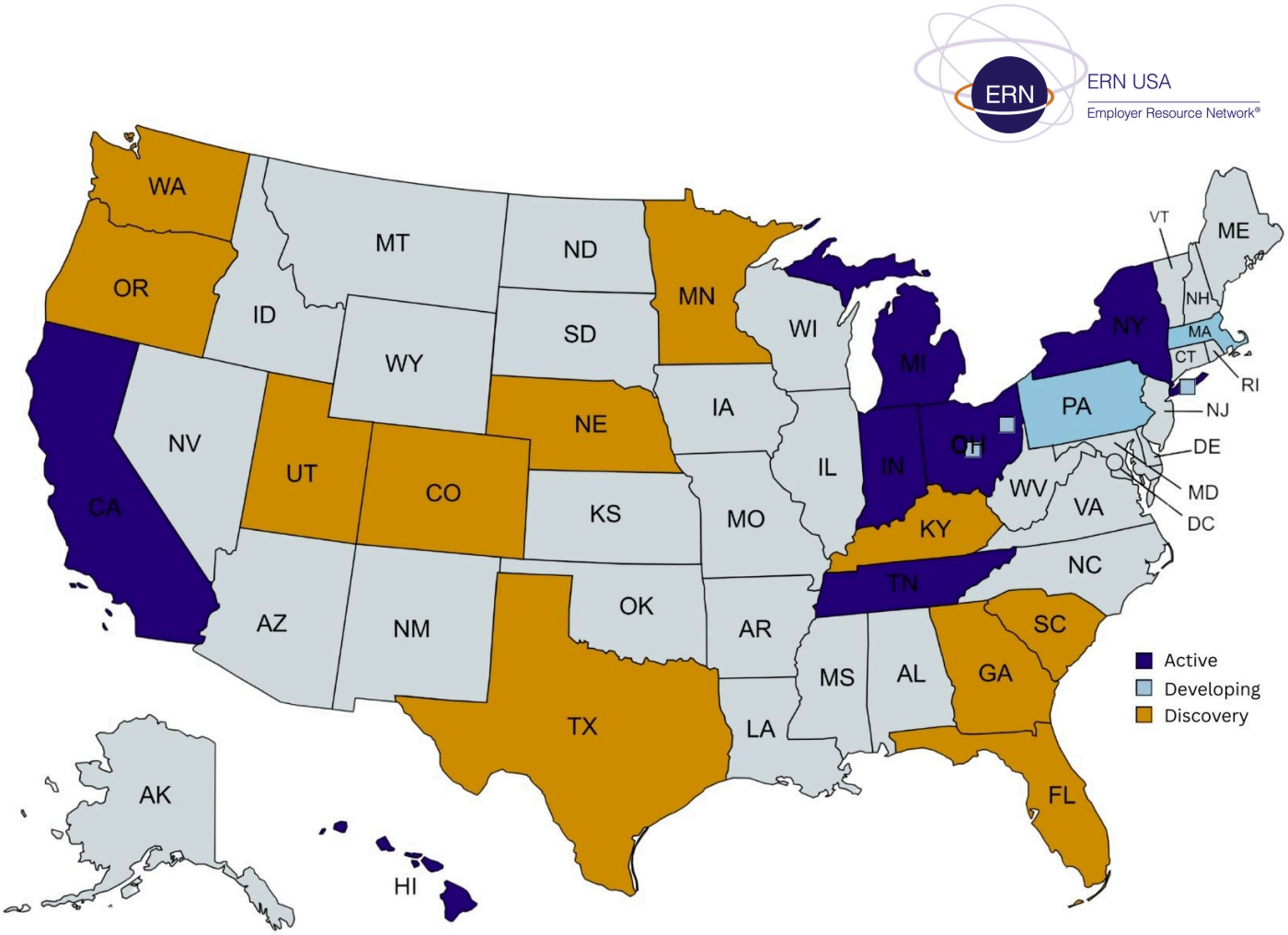
Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

Employer Growth

Employee Stability

Community Change

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, Honolulu, 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

Employer Resource Network® USA© 2025

ERN USA

ERN USA
Employer Resource Network®

State ERN® Networks

NEW YORK ERN
Employer Resource Network®

MICHIGAN ERN
Employer Resource Network®

OHIO ERN
Employer Resource Network®

KENTUCKY ERN
Employer Resource Network®

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®

CLEARWATER 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®

NORTHEAST OHIO EMPLOYER RESOURCE NETWORK®

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

Pacific Northwest ERN
Employer Resource Network®

SOLANO COUNTY
Employer Resource Network®
a Program of the Workforce Development Board of Solano County

Mid-South Employer Resource Network®

TOMPKINS CHAMBER
TOMPKINS COUNTY EMPLOYER RESOURCE NETWORK®

ERN
ROCHESTER
Employer Resource Network®

ERN
CAPITAL REGION
Employer Resource Network®

Employer Resource Network® USA© 2026

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%+

Employer Resource Network® USA© 2026

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

Chief Operating Officer

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**

