ERN USA
Employer Resource Network®

TOMPKINS CHAMBER
TOMPKINS COUNTY EMPLOYER RESOURCE NETWORK®

2025



Tompkins County

TOMPKINS COUNTY 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

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2025 KPI

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Key Performance Indicators

Return on Investment

201%

Employer ROI

Distinct Employees Served

50

And their families

8

Employers

Workforce Utilization

16.8%

387

Collective Workforce

Delivered Cases

96

Average Case Time Spent

42 MINUTES

Industry Sectors

Hospitality

6

Employers

Industry Sectors

Services

2

Employers

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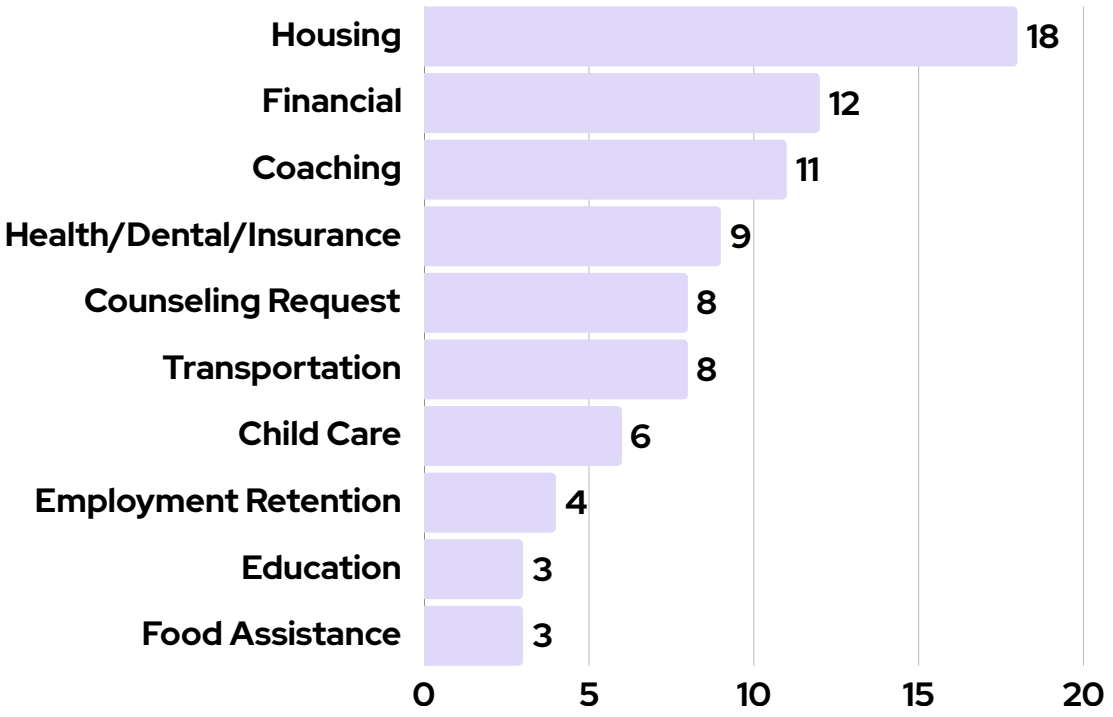
2025 KPI

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Top Ten Case Needs



*Number of cases

"Carrie [Success Coach] began her collaboration with Dos Amigos as the Chamber launched the Tompkins County ERN program and immediately rose to the occasion, fully embracing our mission to 'Make Life Better." Her commitment and diligence are evident in her meticulous follow-up, ensuring nothing falls through the cracks. Carrie's contagious enthusiasm and incredible energy have been instrumental in launching this program to great success. We are fortunate and thankful to have her as part of our Dos Amigos/Tres Leches team, where she provides invaluable support to our team members and the Ithaca community through her work with the Ithaca Chamber of Commerce. We love working with her!"

Lulu Bouras, Head of Talent and Development
Dos Amigos

Ready, On-site!



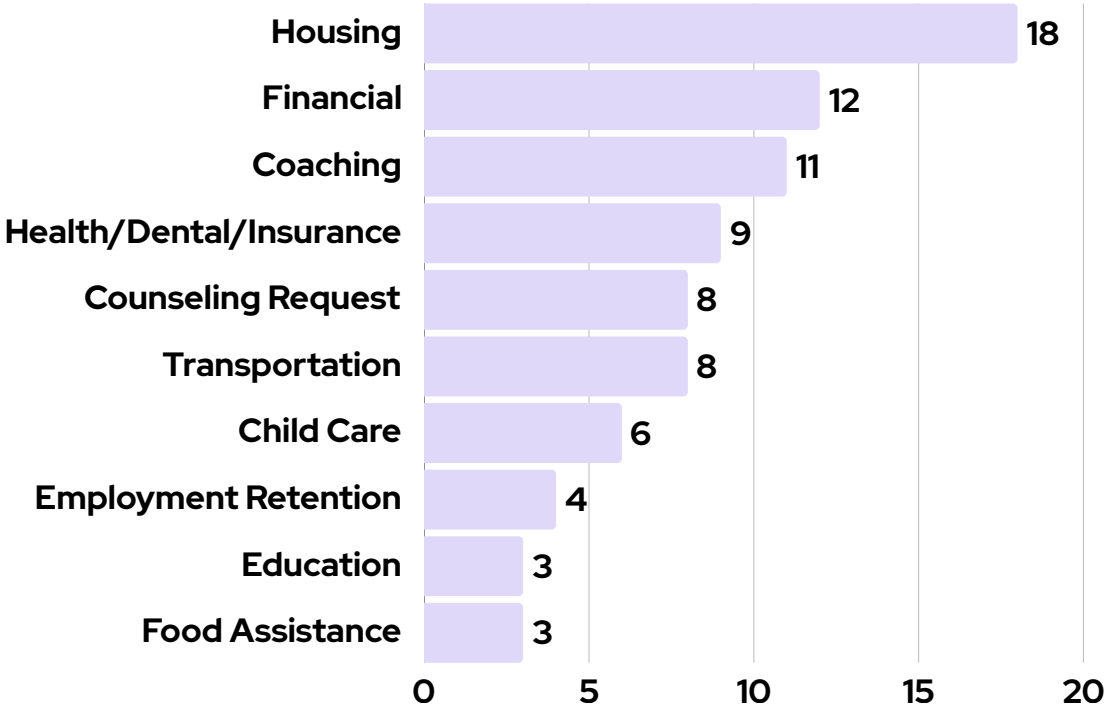
2025 KPI

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Lulu Bouras, Head of Talent and Development
Dos Amigos



ERN® Overview

ERN USA
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TOMPKINS CHAMBER
TOMPKINS COUNTY EMPLOYER RESOURCE NETWORK®

Employer Members

canopy BY HILTON

DOS AMIGOS

Fairfield BY MARRIOTT

Hampton by Hilton™

ITHACA DOWNTOWN CONFERENCE CENTER

THE HOTEL ITHACA

TOMPKINS CHAMBER

Visit ITHACA



Rob Montana
ERN® Administrator
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Carrie Bolton
ERN® Success Coach
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Strategic Partners

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TOMPKINS CHAMBER

TOMPKINS CHAMBER FOUNDATION

ITHACA DOWNTOWN CONFERENCE CENTER

ERN® Admin Organization

Tompkins Chamber of Commerce

Our Story

With nearly 700 members, the Tompkins County Chamber of Commerce is dedicated to making our county a great place to live, work, and play. We are a progressive, forward-thinking organization dedicated to promoting business in our region by being the community's nexus. The Tompkins Chamber works to forge links between and among business and government, community organizations, local residents, and institutions. From numerous professional development programs to great networking opportunities, the Chamber provides an important opportunity to meet new people and attract more potential customers and clients.

Our Mission

To foster a healthy economy, a vibrant destination, and improve quality of life in Tompkins County.

Administrator's Message

"The Tompkins County ERN program is an important addition to how the Tompkins Chamber is able to support its members' workforce development needs. Connecting employees with needed programs and services allows them to remain in their meaningful employment opportunities, and helps our employees retain their operations' most important resource – people."

Rob Montana, Vice President, Tompkins Chamber of Commerce

"We believe that a stable personal life creates a strong professional foundation. By helping employees resolve their immediate challenges, Success Coaching doesn't just address a crisis—it ignites the sustained personal growth necessary for significant career advancement and the realization of future dreams."

Carrie Bolton, ERN® Success Coach
Tompkins County ERN

tompkinschamber.org

facebook.com/TompkinsChamber/

Our Work Supports

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Employees, Employers & Communities

Engaging & supporting employees for company growth and social impact

"Carrie [Success Coach] has been invaluable to the Hotel Ithaca through the ERN program. We have multiple associates who have taken advantage of her guidance and have benefited from it. I am always learning new resources that are available to better serve our facility through the ERN and in the area. A big thank you to Carrie and everyone involved. We look forward to what the future hold as more entities join on board and help grow the network already established."

Greg Conard, General Manager, Hotel Ithaca

"Carrie [Success Coach] plays a large role by supporting our team, providing resources, and making sure our team is equipped to be successful in their roles. When a team member has spoken with Carrie, I can tell immediately as they look and act at ease. Carrie takes her time with each person, and I couldn't be happier with how Carrie interacts with all. Also, the time that Carrie spends with each person gives me time to focus on the entire team rather than an individual."

Kathy Taylor, General Manager
Canopy by Hilton Ithaca Downtown

Solving barriers and achieving goals for employee personal & career stability

Equipping and training to administer ERNs for company and community change

"Carrie [Success Coach] helped me navigate a stressful car-buying situation, by offering tips on how to go about my loan, what to look for in a reliable car, and how to not get pushed into unnecessary add-on fees/ She suggested who to contact for further guidance and sent me step by step instructions so I could make a very important decision. I now have a reliable car that I am able to drive to and from work! Thank you, Carrie!

Member Employee, Tompkins County ERN®

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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

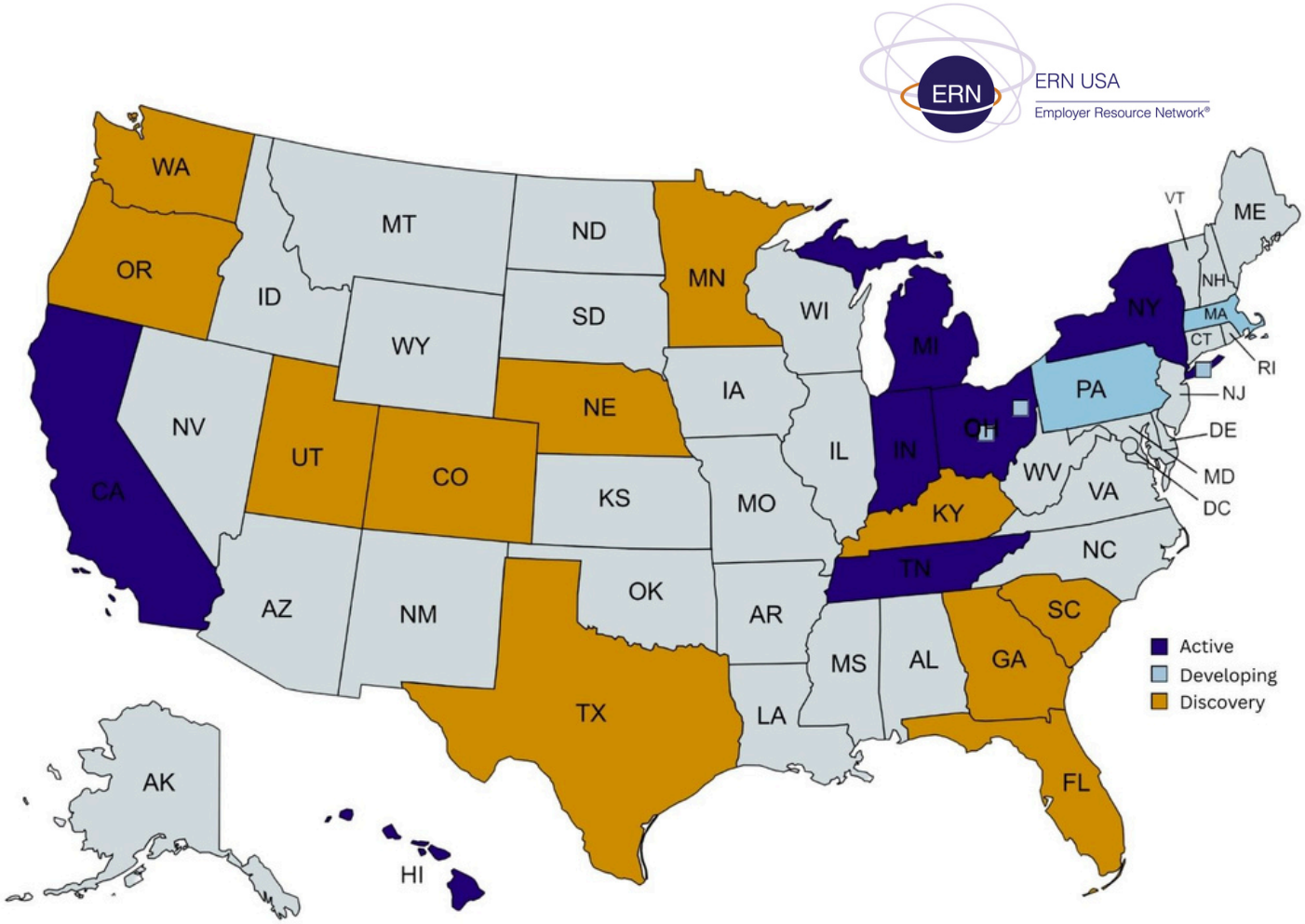
Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

Employer Growth

Employee Stability

Community Change

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

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State ERN® Networks

MICHIGAN ERN
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NEW YORK ERN
Employer Resource Network®

KENTUCKY ERN
Employer Resource Network®

OHIO 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®

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ERN
ROCHESTER
Employer Resource Network®

ERN
CAPITAL REGION
Employer Resource Network®

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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

National Support Team



James Vander Hulst

President & CDO

ERN® Collaborative Development
ERN USA Network Administration

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Angela Vander Hulst

Chief Operating Officer

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

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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**

