ERN USA
Employer Resource Network®

MICHIGAN ERN
Employer Resource Network®

2025



MICHIGAN STATE 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

Michigan ERN®

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Key Performance Indicators

Return on Investment

579.1%

Employer ROI

Distinct Employees Served

1,264

And their families

42

Employers

Workforce Utilization

7.0%

18,382

Collective Workforce

Delivered Cases

3,207

Average Case Time Spent

46 MINUTES

Industry Sectors

Education	Healthcare	Hospitality	Manufacturing	Services
3	6	2	28	3
Employers	Employers	Employers	Employers	Employers

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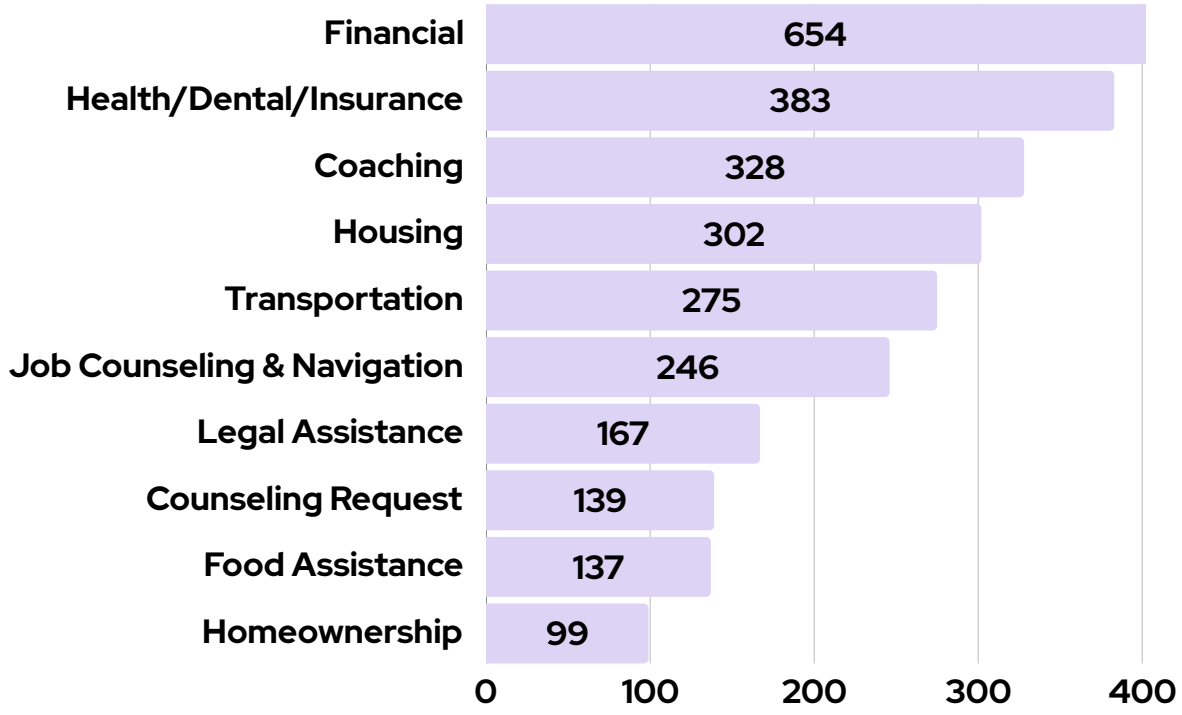
2025 KPI

Michigan ERN®

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Top Ten Case Needs



*Number of cases

Group Training Participants

1,891

Resource Values

$174,606

ERN Loan Total: $40,700

Savings Component Total: $17,582

Community, State & Federal Resources Total: $133,906

"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

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Michigan ERN® Development



James Vander Hulst
MI State ERN Co-Lead

ERN USA, President & CDO

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Kelli Adams
MI State ERN Co-Lead

Southwest Michigan ERN Director

kelli@ernsuccesscoach.com

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

almond products

ASPC75 AUTOMATIC SPRING PRODUCTS CORPORATION 75 YEARS OF EXCELLENCE

Aspen Surgical

BELL'S Inspired Brewing®

Communities In Schools Kalamazoo

Country Dairy

DUNCAN AVIATION

EBW Electronics

EDISON CHRISTIAN LIFE SERVICES

Edwards® EST. 1867

FIBRE CONVERTERS

FIREKEEPERS CASINO · HOTEL BATTLE CREEK

flex

GREENLEAF HOSPITALITY GROUP

HERITAGE COMMUNITY OF KALAMAZOO
Local Roots. Vibrant Senior Living.

Holland Home™

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Employer Members

Irwin.

KC Ready4s

Kalamazoo RESA
inspiring educational excellence

LACKS ENTERPRISES, INC.

landscapeforms®

MEC MARSHALLEXCELSIOR
innovation made simple

MELLING
ENGINEERED ALUMINUM CASTINGS

NISSHA
Nissha Eimo Technologies

novolex

OCEANA COUNTY
Medical Care Facility

ODL
Building Value
Into Building Products®

Outerwears
Performance Products

Perrigo
Oral Care

roi
residential opportunities inc.

RIVERS

ACE

Schupan

Senior Care
Partners P.A.C.E.

SSB | Shelby State Bank

Shoreline Restoration
& CONSTRUCTION

SW
SNACKWERKS

stryker

SPI Summit Polymers

TENNANT

55 TH plastics
Est. 1974

Our Work Supports

ERN USA
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MICHIGAN ERN
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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

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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®

mySUCCESS
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®

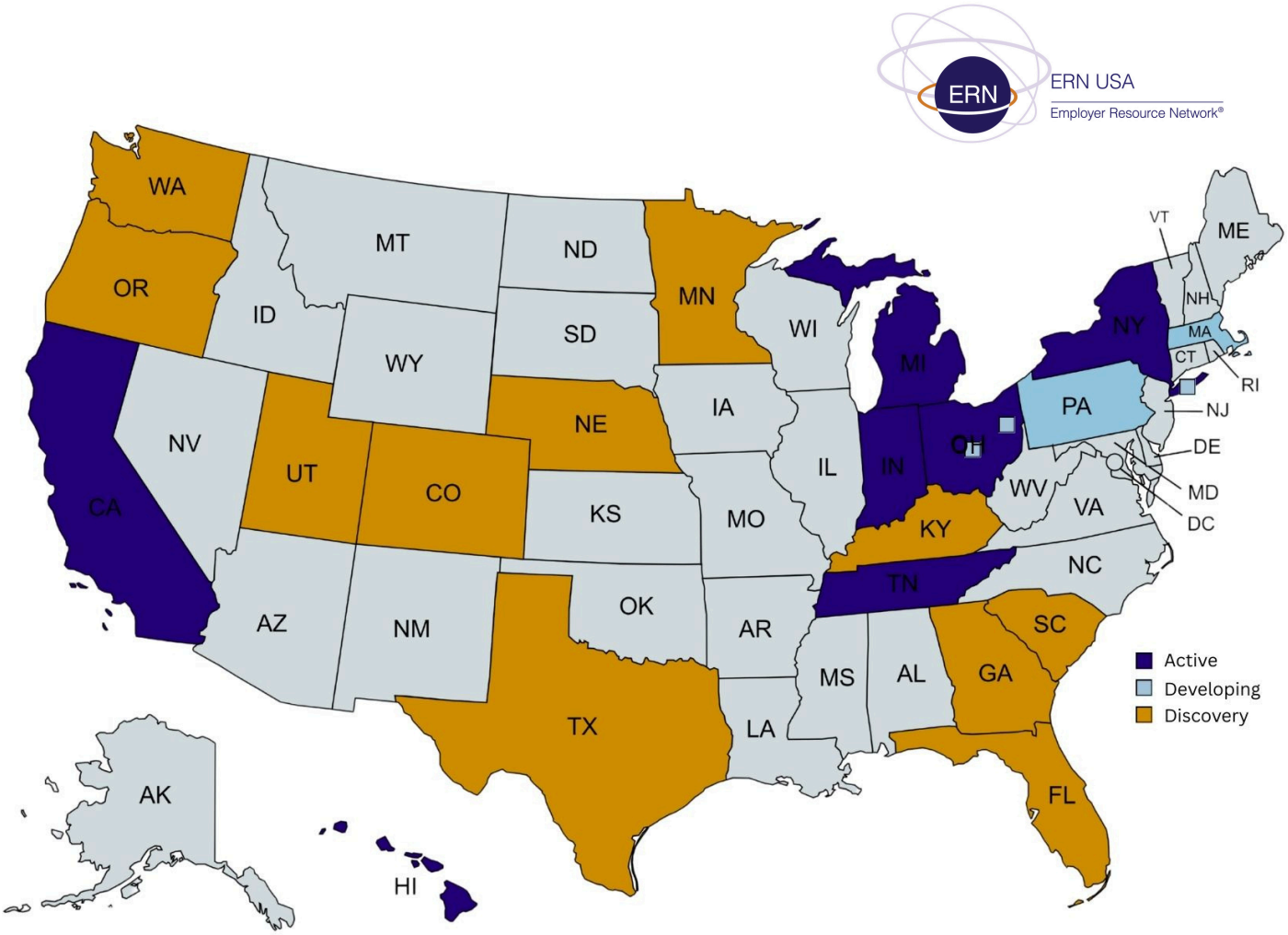
TOMPKINS CHAMBER
TOMPKINS COUNTY EMPLOYER RESOURCE NETWORK®

ERN
ROCHESTER
Employer Resource Network®

ERN
CAPITAL REGION
Employer Resource Network®

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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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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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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**

