ERN USA
Employer Resource Network®

NORTHEAST OHIO
EMPLOYER RESOURCE NETWORK®

2025



NORTH EAST OHIO 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

Northeast Ohio ERN®

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Key Performance Indicators

Return on Investment

901%

Employer ROI

Distinct Employees Served

281

And their families

17

Employers

Workforce Utilization

10.1%

2,901

Collective Workforce

Delivered Cases

465

Average Case Time Spent

45 MINUTES

Industry Sectors

Healthcare

15

Employer

Manufacturing

2

Employer

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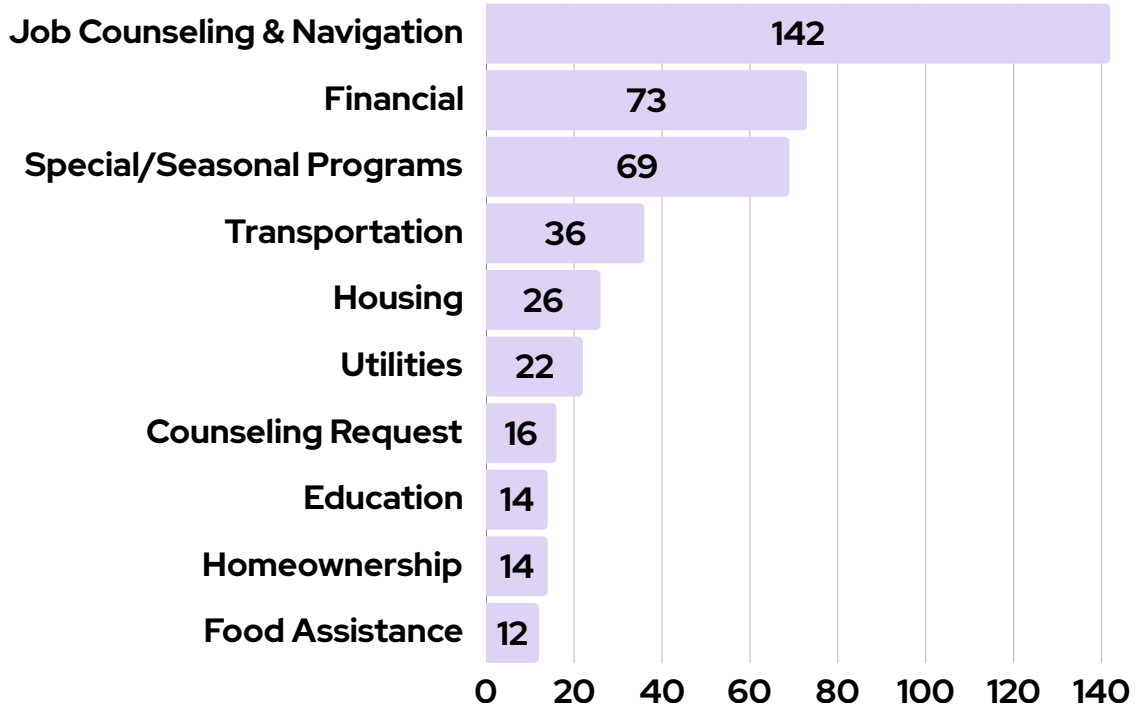
2025 KPI

Northeast Ohio ERN®

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Top Ten Case Needs



*Number of cases

Resource Values

$8,572

Community, State & Federal Resources Total: $8,572

* Resource values documented when known

"While we have a strong internal team and culture, NEO helps us support employees in ways we couldn't do alone—offering trusted, community-based assistance with budgeting, transportation, childcare, housing, and more. For many who are working to build stability in their lives, the ERN® has played a critical role in helping them stay employed and move forward. We're proud to have such a meaningful partnership."

Lindsey, HR Manager
Talan Products

ERN® Overview

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Employer Members

ActiveDay
BLOSSOM HILL
Catholic Charities
HELP
·LIVE·WORK·LEARN·
boundless
inspiring the potential of people
Jennings
JFSA CLEVELAND
L'ARCHE USA
NCC SOLUTIONS
LIMITLESS. OPPORTUNITY. TOGETHER.
NEW AVENUES TO INDEPENDENCE, INC.
ROSE-MARY
SAW
TALAN Products Inc.
UCP United Cerebral Palsy of Greater Cleveland
VGS
Welcome House
WLS



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Strategic Partners

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OHIO ERN
Employer Resource Network®

Towards Employment

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Our Work Supports

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Employees, Employers, and Communities

Engaging & supporting employees for company growth and social impact

"My Success Coach, Asia, was able to get my utilities turned back on again. I was behind on my bills and my gas was disconnected. I was able meet with Asia, create a spending plan, and receive supportive service dollars to help with the bills."

Member Employee
Northeast Ohio ERN®

"As Success Coach, I am here to help employees reach their highest potential by supporting work and personal life, through coaching, resource connections, and helping employees build their own personal toolkit"-

Colleen Smith-Yugulis, Success Coach
Northeast Ohio ERN®

Solving barriers and achieving goals for employee personal & career stability

Equipping and training to administer ERNs for company and community change

"The impact of the Employer Resource Network® in the community goes beyond the workplace. They act as bridges between corporations, societal norms, and underrepresented communities, fostering inclusion, driving social change, and promoting equity both inside and outside the organization."

Haidee Garcia, Director of Industry Partnerships, Towards Employment

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ERN® Admin Organization

NORTHEAST OHIO EMPLOYER RESOURCE NETWORK®

Towards Employment

Our Story

Toward Employment formed in 1976 as Manpower Supportive Services, a program of Neighborhood Centers Association, to provide supportive services for people starting a job. Services include bus tickets and transportation supports, childcare, tools, boots, uniforms, health exams and eyeglasses. Toward Employment launched and has administered the Northeast Ohio ERN® in 2023.

Our Mission

We champion the potential of every person to succeed in a rewarding career and work to strengthen policies that provide pathways to opportunity for all workers. we believe in a dynamic world of work where all people - regardless of race, justice system involvement, or where they live - have an opportunity to thrive.

Administrator's Message

"The NEO ERN meets workers where they are and addresses barriers that threaten employment, the ERN helps employers keep talent in place and productive. The outcomes are tangible: employees feel supported, and local economies benefit from a more stable and engaged workforce. For employers, this translates into less turnover, reduced hiring costs, and a stronger, more resilient workplace culture.

Joining the ERN positions your organization as an employer of choice — one that backs up its values with action. It signals to employees, stakeholders, and the community that you're committed to not only keeping people employed, but helping them thrive."

Staci Wampler, Chief Business Solutions Officer
Towards Employment

towardsemployment.org

facebook.com/towardsemployment

Towards Employment

ERN USA

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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

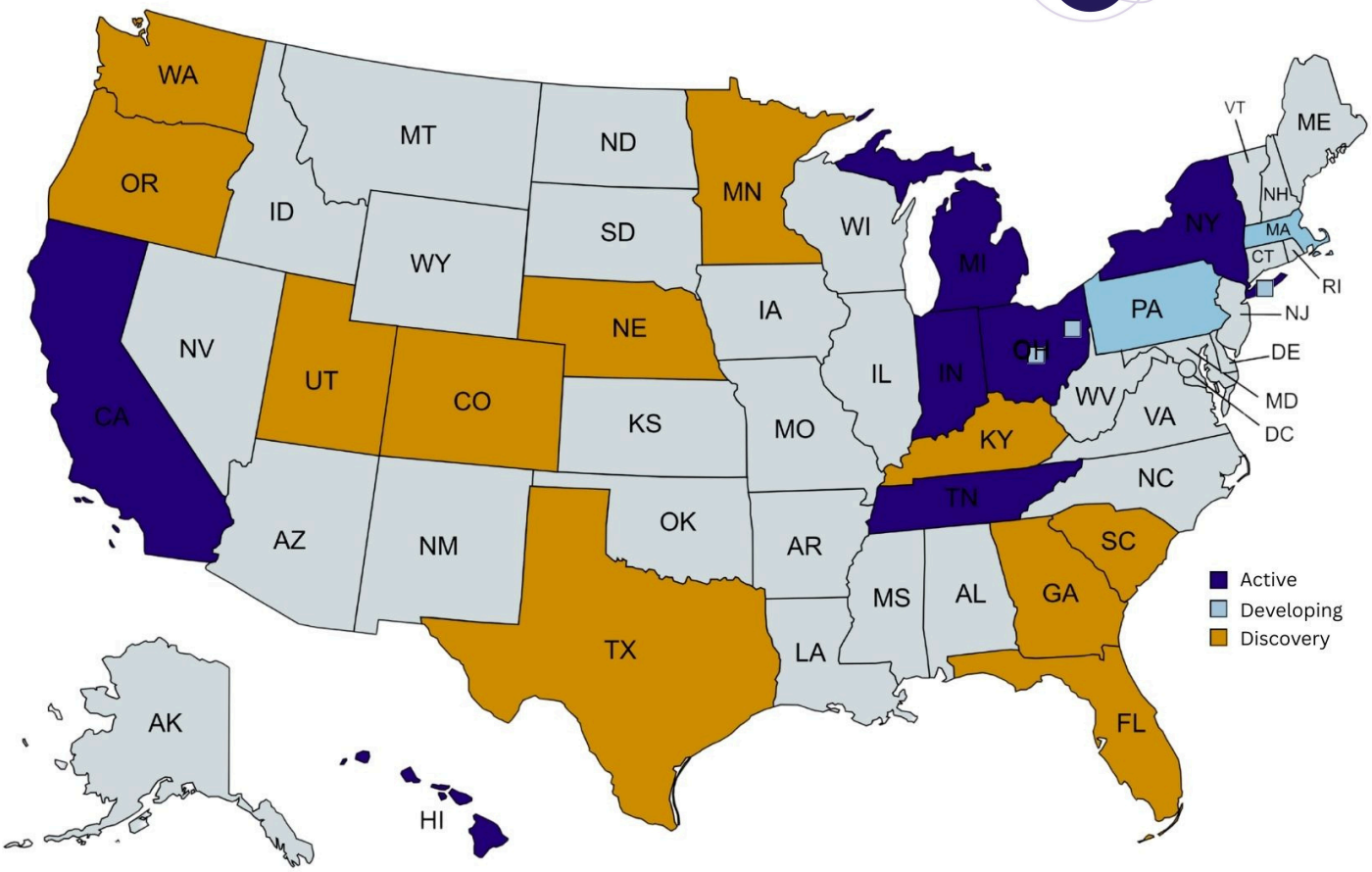
Employer Growth

Employee Stability

Community Change

Expanding for Impact

ERN USA
Employer Resource Network®



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
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
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ERN
CAPITAL REGION
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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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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**

