ERN USA
Employer Resource Network®

OHIO ERN
Employer Resource Network®

2025



OHIO 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

ERN USA
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2025 KPI

Ohio State

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Key Performance Indicators

Return on Investment

1,189%

Employer ROI

Distinct Employees Served

2,145

And their families

68

Employers

Workforce Utilization

21.8%

14,641

Collective Workforce

Delivered Cases

3,656

Average Case Time Spent

50 MINUTES

Industry Sectors

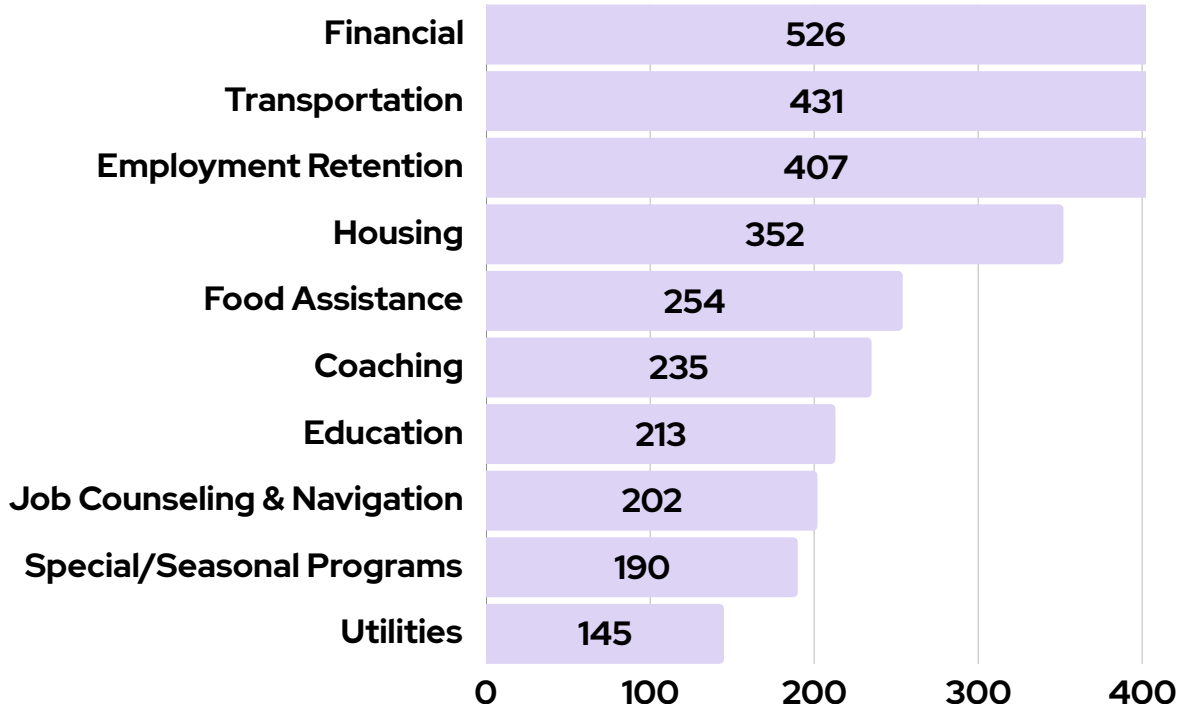
Education	Healthcare	Hospitality	Manufacturing	Services
6	51	2	7	2
Employers	Employers	Employer	Employers	Employers

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2025 KPI

Ohio State

Top Ten Case Needs



*Number of cases

Group Training Participants

207

Resource Values

$237,045

ERN Loan Total: $199,700

Savings Component Total: $7,960

Community, State & Federal Resources Total: $137,345

* Resource values documented when known

"The ERN has fit perfectly as part of a formula for success that involves not only fiscal capital, but human capital. Like many employers have found, just throwing money at problems can solve some of your issues, but it does not completely solve the problem with regard to barriers to employment."

James Craig, Deputy Warden
North Central Correctional Complex
Management
& Training Corporation

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The Ohio ERN® Network

Ohio State ERN® Development



James Vander Hulst
Ohio State ERN Co-Lead

ERN USA, President & CDO

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Stephen MacDonald
Ohio State ERN Co-Lead

Program Manager, Lucas County Families and Children First Council

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Natalie Longmeier
Ohio State ERN Co-Lead

Marion Matters
Executive Director

coordinator@marionmatters.org



Lisa Smith
Ohio State ERN Admin Support

Program Coordinator, Lucas County Families and Children First Council

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Ohio State ERNs®

EaRNed SUCCESS Employer Resource Network®

Shared Success Member of NW Ohio Employer Resource Network®

UDC ERN UNION DELAWARE COUNTY EMPLOYER RESOURCE NETWORK®

NORTHEAST OHIO EMPLOYER RESOURCE NETWORK®

NORTH CENTRAL OHIO EMPLOYER RESOURCE NETWORK®

EaRNed SUCCESS Employer Resource Network®

SOARING TO SUCCESS member of Southwest Ohio Employer Resource Network®

ROSS COUNTY EMPLOYER RESOURCE NETWORK®

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The Ohio ERN® Network

OHIO ERN
Employer Resource Network®

Employer Members

ActiveDay
Anne Grady
Bethany Village
Graceworks Lutheran Services
BITTERSWEET
BLOSSOM HILL
Graceworks
Lutheran Services
Catholic Charities
Diocese of Toledo
CCL
CHOICES IN COMMUNITY LIVING
CLI
DECI
Empowering People with disABILITIES for Over 40 Years
THE EPILEPSY CENTER OF NORTHWEST OHIO
Serving People with Seizure Disorders and Those with Developmental Disabilities
Filling Homes
Friends for Life
RESIDENTIAL CARE, LLC
Graceworks
Enhanced Living
Graphic Packaging
INTERNATIONAL
Butler County
Educational Service Center
HELP
·LIVE·WORK·LEARN·
HelpingHands
OF OHIO
Hilton
Garden Inn
boundless
inspiring the potential of people
Jennings
JFSA
CLEVELAND
Luther Home of Mercy
A Ministry Enriching Lives and Individual Abilities
L'ARCHE
USA
MACC
Marion Area Counseling Center, Inc.
Enriching Lives / Enhancing The Community
Marion
Technical College
MARION CITY SCHOOLS
PRESIDENTS
MARCA
MAXIMIZING ABILITIES
REDEFINING COMMUNITY AWARENESS
The Meadows of Marion
Health and Rehabilitation
PINNACLE
TREATMENT CENTERS
Mill Creek
NURSING & REHAB
NCC SOLUTIONS
LIMITLESS. OPPORTUNITY. TOGETHER.
NEW AVENUES TO
INDEPENDENCE, INC.
MTC
Management
& Training
Corporation
A Leader in Social Impact
OHIO
UNIVERSITY
CHILLICOTHE
PARTNERS IN COMMUNITY
PGW
EVERYTHING
AUTOGLASS
PICKAWAY-ROSS
CAREER & TECHNOLOGY CENTER
Reign
RENAISSANCE
TOLEDO DOWNTOWN HOTEL
renaissance house, inc.
"Endeavoring to create and safeguard valued social roles for people."
RHAM
Residential Home Association of Marion, Inc.
RNI
INC.

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The Ohio ERN® Network

Employer Members

Strategic Partners

Our Work Supports

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Employers

Engaging & supporting employees for company growth and social impact

"The ERN has fit perfectly as part of a formula for success that involves not only fiscal capital, but human capital. Like many employers have found, just throwing money at problems can solve some of your issues, but it does not completely solve the problem with regard to barriers to employment."

James Craig, Deputy Warden
NC Correctional Complex Mgt & Training Corp

"I look at all of my employees like they are my own family and hold them all near and dear to my heart. This is why what our Success Coach offers is so important."

ERN® Employer Member
Country View of Sunbury





"While we have a strong internal team and culture, NEO helps us support employees in ways we couldn't do alone. 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

Our Work Supports

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Employees

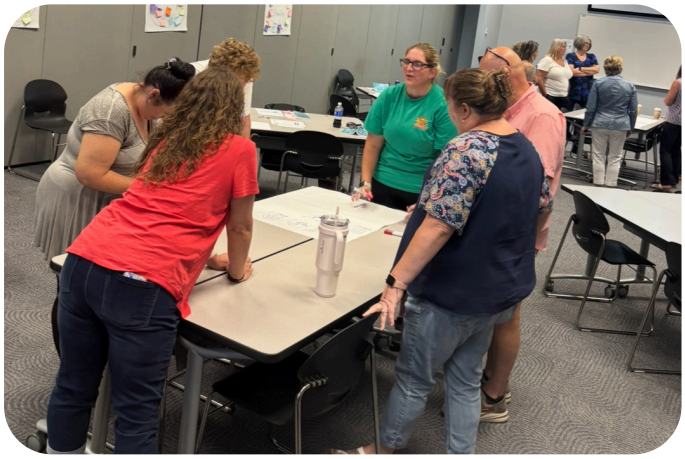
Engaging & supporting employees for company growth and social impact

There were several employees at one company that took Getting Ahead classes to help equip them with tools to build a life of stability. The Success Coach has been meeting with the employees to review their goals and put plans together to achieve them. After following up with one employee, the SC noted that they had completed 90% of the goals they had set and decided to add some new goals to move forward. This employee has also received a job promotion and is living a life of more stability.

"When an employee needed mental health counseling, our Success Coach (SC) stepped in. By researching local options, they found two counseling centers that could see the employee right away, eliminating a potential 8-week wait. The employee was incredibly grateful for the timely support and connection to care."

Employer Member
Union Delaware County ERN®





"I love being a Success Coach because I really enjoy helping people. I know, from experience, that it can be scary and isolating when dealing with issues in and out of work. Being someone that these employees can turn to for resources, or even someone to talk to, is very rewarding."

Amanda Mobley, Success Coach
Soaring to Success ERN®

Our Work Supports

ERN USA
Employer Resource Network®

OHIO ERN
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Communities

Equipping and training to administer ERNs for company and community change

"We support NCO ERN® because workforce initiatives such as these ensure businesses have access to a skilled, prepared labor force, which drives regional economic growth. Workforce programs that include work and life support are critical, as they reduce employment barriers, improve retention, and promote a more inclusive, resilient workforce."

Heidi J. Jones, President
Marion Area Community Foundation

"The impact of the ERN® 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





"I've witnessed firsthand the impact and support SOERN provides to employers by making sure their employees have the tools and resources needed to be successful on and off the job site. I truly feel that if employers knew the positive impact this program would have on their workforce, the decision to provide the support offered by SOERN would be an easy one."

Nate VanBuskirk, Founder
VanBuskirk Financial

ERN USA

Overview

Our Story

We first launched Employer Resource Networks®) with Michigan's Lakeshore ERN in 2006. ERNs have grown to a national network of 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

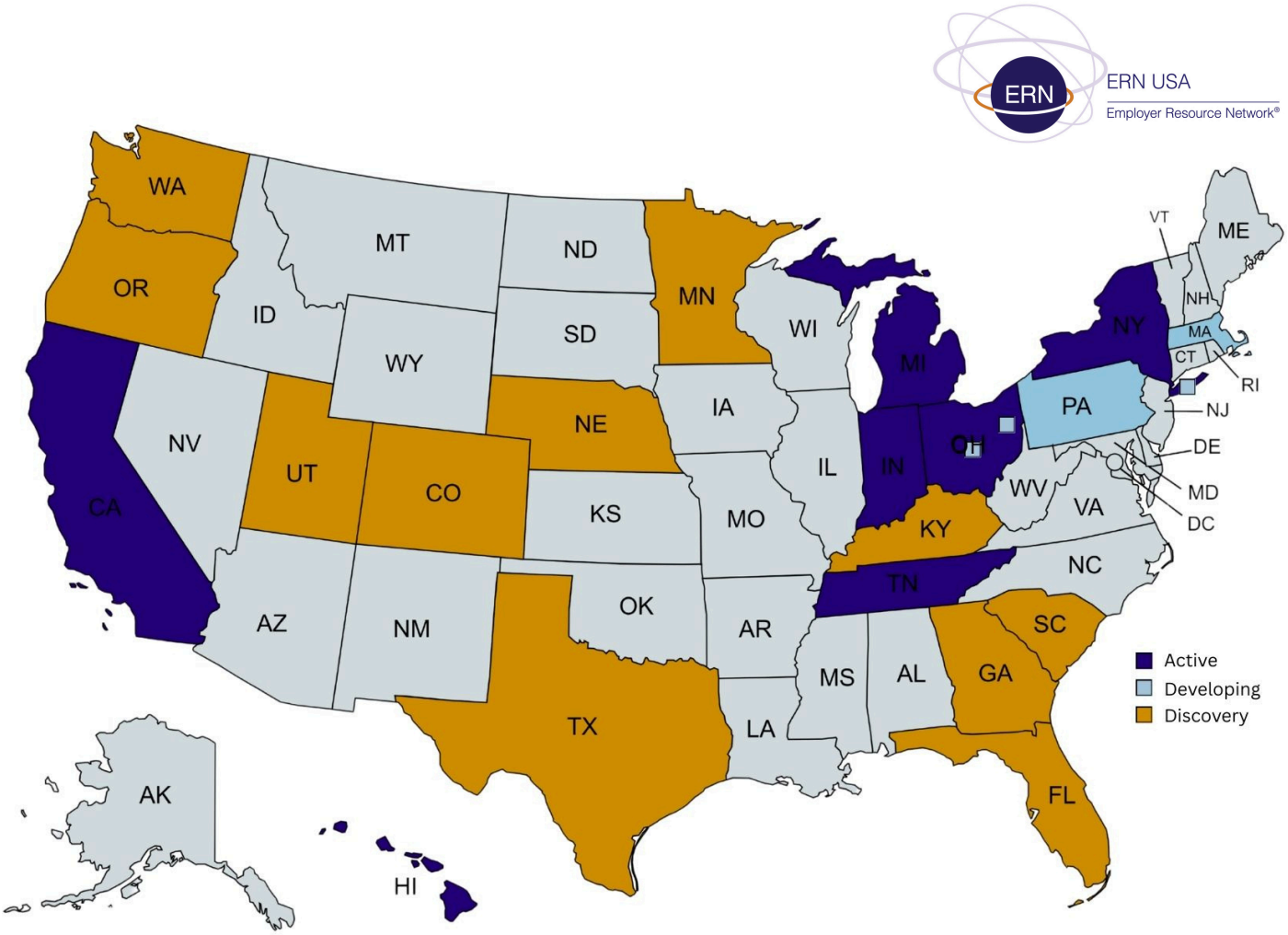
Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

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
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
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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

ern-usa.com
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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**

