ERN USA
Employer Resource Network®

2019 Annual Report

USA ERN

James Vander Hulst
President & CEO
Michigan ERN & ERN USA
james@ern-usa.com
877-625-9564

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

510% ROI

Based on retention; turnover costs = $4,129 per employee
2016 Society for Human Resource Management Survey

Distinct Employees Served

6,156

Plus their families

Total Employee Requests

10,222

Includes return users; multiple interactions on a service in the same month excluded

Total Services

Supportive Employment Changes Lives

15,573

A request can have multiple needs (services)

Top Ten Service Needs

- **1,347** Coaching
- **1,062** Financial Literacy
- **945** Housing
- **855** Other
- **592** Financial
- **539** Gov't Agency Navigation
- **397** Health/Medical Dental Ins.
- **305** Utilities
- **271** Auto Repair
- **256** Counseling Referral

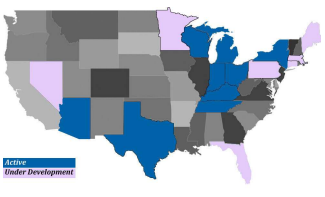
Emergency Loans

- **Loan Totals = $494,297**
- Success coaches help employees create a workable budget = higher loan compliance
- **Savings Component Total = $257,034**
- Employees encouraged to reserve savings for future emergencies = greater stability

Employee Utilization

Supportive Employment Transforms Companies

16.3%



Learn more about Employer Resource Networks® ern-usa.com

ERN USA
Employer Resource Network®

2019 Annual Report

USA ERN

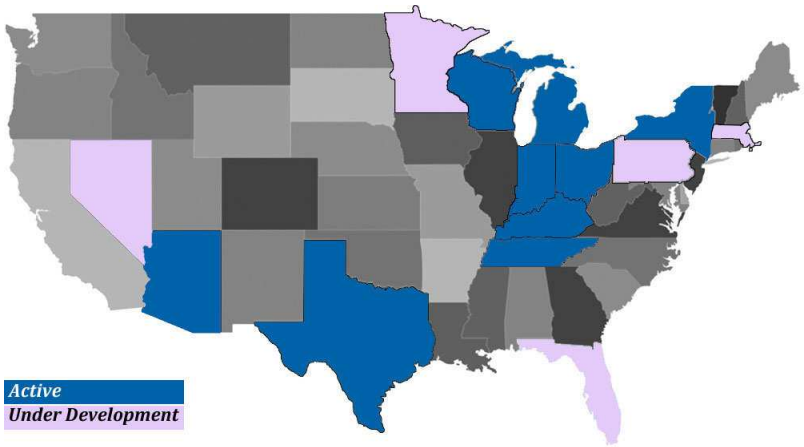
James Vander Hulst
President & CEO
Michigan ERN & ERN USA
james@ern-usa.com
877-625-9564

EMPLOYMENT RESOURCE NETWORKS INCLUDED

Marion Matters Inc — Together we make a difference! — Marion Area Employer Resource Network®
EaRNed SUCCESS — Northwest Ohio Employer Resource Network
Shared Success — Member of NW Ohio Employer Resource Network®
SOARING TO SUCCESS — member of Southwest Ohio Employer Resource Network
Mid-South ERN by HOPEWORKS
Lighting a Path for Your Success — SOUTHWEST MICHIGAN EMPLOYER RESOURCE NETWORK®
LAKESHORE EMPLOYER RESOURCE NETWORK®
mySUCCESS — WEST MICHIGAN EMPLOYER RESOURCE NETWORK®
SOAR — GREATER DETROIT EMPLOYER RESOURCE NETWORK
ERN MICHIGAN ERN — Great Lakes Bay Employer Resource Network®
WERN — waco employer resource network®
FORMULA FOR SUCCESS — MIDLAND COUNTY EMPLOYER RESOURCE NETWORK
MICHIANA BRIDGES ERN
L.E.R.N. — Lakeshore Employer Resource Network of Mason County
ERN ROCHESTER Employer Resource Network
ERN CAPITAL REGION Employer Resource Network

THE ERN USA NETWORK

- **Collaborative Development Process**
- **Employer Led Model**
- **Shared Success Coach**
- **Resources** **Skill Building**
- **Outreach Tools**
- **Data and Process Driven CMS**
- **Peer Learning Events**
- **500+% ROI**



Number & Counties

1 Arizona: Pima County **1 Indiana:** Elkhart & St. Joseph
11 Michigan: Branch, Calhoun, Kalamazoo, Kent, Mason, Midland, Muskegon, Oceana, Ottawa, Saginaw & St Joseph
1 Kentucky: Hazard (6 additional under development)
5 New York: Albany, Fulton, Jefferson, Monroe, Montgomery & Schenectady
6 Ohio: Ashland, Lucas, Marion, Montgomery, Richmond, Stark
1 Tennessee: Shelby **1 Texas:** McLennan **1 Wisconsin:** Green & Rock
Under Development: CT, FL, HI, IN, MA, MI, NE, NY, OH, PA

Join the Employer Resource Network® ern-usa.com