ERN USA
Employer Resource Network®

CAPITAL REGION
Employer Resource Network®

2025



# CAPITAL REGION 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

## Capital Region ERN®

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## Key Performance Indicators

### Return on Investment

**567%**

**Employer ROI**

### Distinct Employees Served

**735**

And their families

**18**

**Employers**

### Workforce Utilization

**7.9%**

**9,305**

**Collective Workforce**

### Delivered Cases

**907**

### Average Case Time Spent

**47 MINUTES**

## Industry Sectors

| Education | Healthcare | Manufacturing | Services |
|---|---|---|---|
| 3 | 7 | 1 | 7 |
| Employers | Employers | Employers | Employers |


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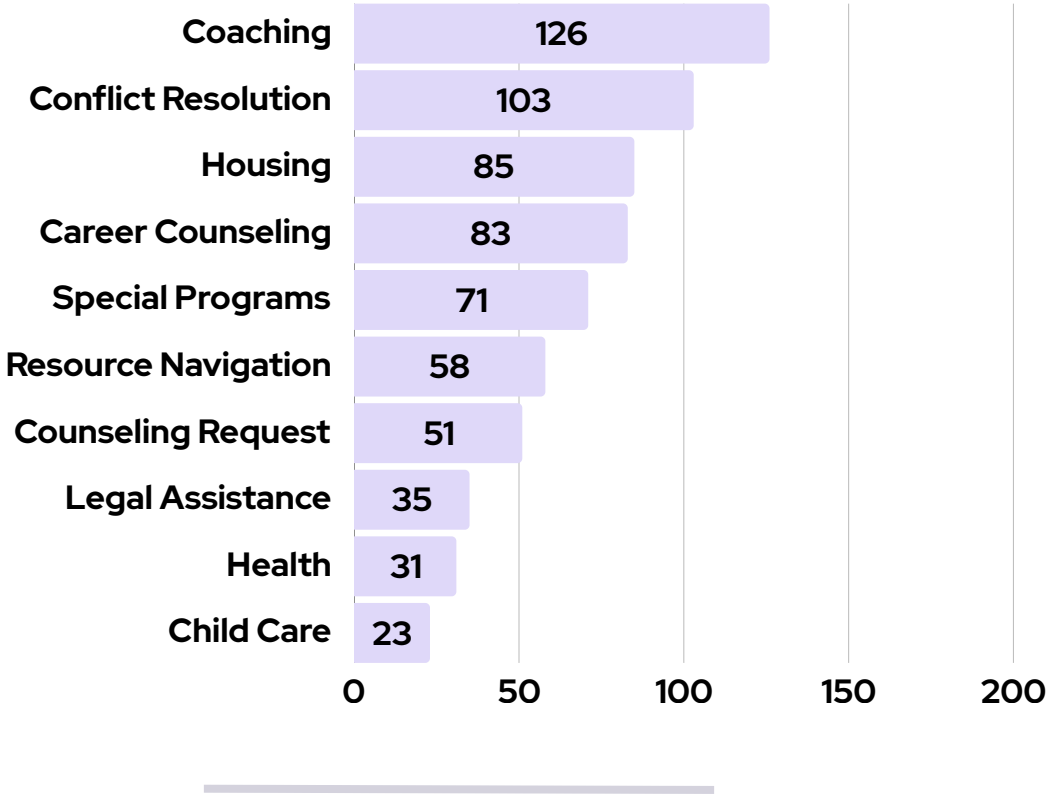
# 2025 KPI

## Capital Region ERN®

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## Top Seven Case Needs




### Employee Success

"Thank you for helping me when I had almost given up."

*Member Employee*
*Capital Region ERN®*

### Employer Satisfaction

"The Success Coaching (ERN) program is exactly what many of our coworkers need to overcome challenges that disrupt their work attendance and/or performance. I am eager to share with our colleagues"

*HR Representative*
*Capital Region ERN® Member Employer*

# ERN® Overview

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## Employer Members

## Strategic Partners

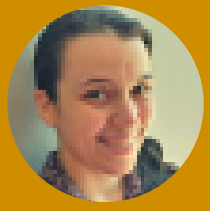
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# ERN® Admin Organization

## Liberty ARC

### Our Story

Liberty ARC is a 501 (c)3, non-profit organization founded in 1957 by parents of children with developmental disabilities. Liberty ARC has served as Administrator for the Capital Region ERN® (founded 2015) since 2024.

### Our Mission

Together we support people with disabilities to achieve a quality of life each person values.

## Director's Message

2024 was an exceptional year for Liberty ARC, and we're proud to celebrate twelve outstanding months of growth, progress, and meaningful achievements for all the people we support. From personal milestones to transformative, agency-wide changes, every success—big or small—held deep significance.

One of the year's most exciting highlights was welcoming new colleagues and individuals supported through the unification with Schenectady County programs, including the Capital Region Employer Resource Network® (ERN). This expansion has strengthened our organization, broadened our reach, opened new opportunities, and furthered our mission to create a more inclusive and welcoming society for people across the Capital Region of New York.

As we look ahead, we remain grounded in our purpose: supporting each person in achieving their own goals and dreams. These quiet but powerful victories happen every day—thanks to the dedication of our staff and the strength of our community.

*Erin Abele, Director of Employment Services & Industrial Operations, Liberty ARC*

"For years our college has provided affordable, transitional housing to our employees. This year, a decision was made to close the housing which has placed a great deal of burden, fear and uncertainty on our workforce. Melissa, our Success Coach, and the entire Capital Region ERN team have helped tremendously. Melissa has been working one on one with employees and created a resource document that is readily available to all of the employees impacted. This transition is expected to be a difficult one for all but having the support of a success coach and a dedicated resource to our employees has been invaluable."

*Member Employer, Capital Region ERN®*



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# Our Work Supports

## Employees, Employers & Communities

### Engaging & supporting employees for company growth and social impact

"I'm still of the mindset that hard work pays off and if the payoff is that I am proud of who I am, then I WIN. It's taken me 10 months to get here, a little longer than I would have liked, but I'm here. How's that for progress from the first day you met me?"

*Member Employee*
*Captial Region ERN®*



### Solving barriers and achieving goals for employee personal & career stability

### Equipping and training to administer ERNs for company and community change

"The goal of the Capital Region Workforce Development Board (WDB) is to share the benefits of community resources and partnerships to ensure that all of our regional human resource professionals are aware of avenues for them to find and retain a skilled workforce. The Capital Region ERN and value of success coaches as a benefit tool that all should know about."

*Community Partner*
*Capital Region WDB*


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# 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

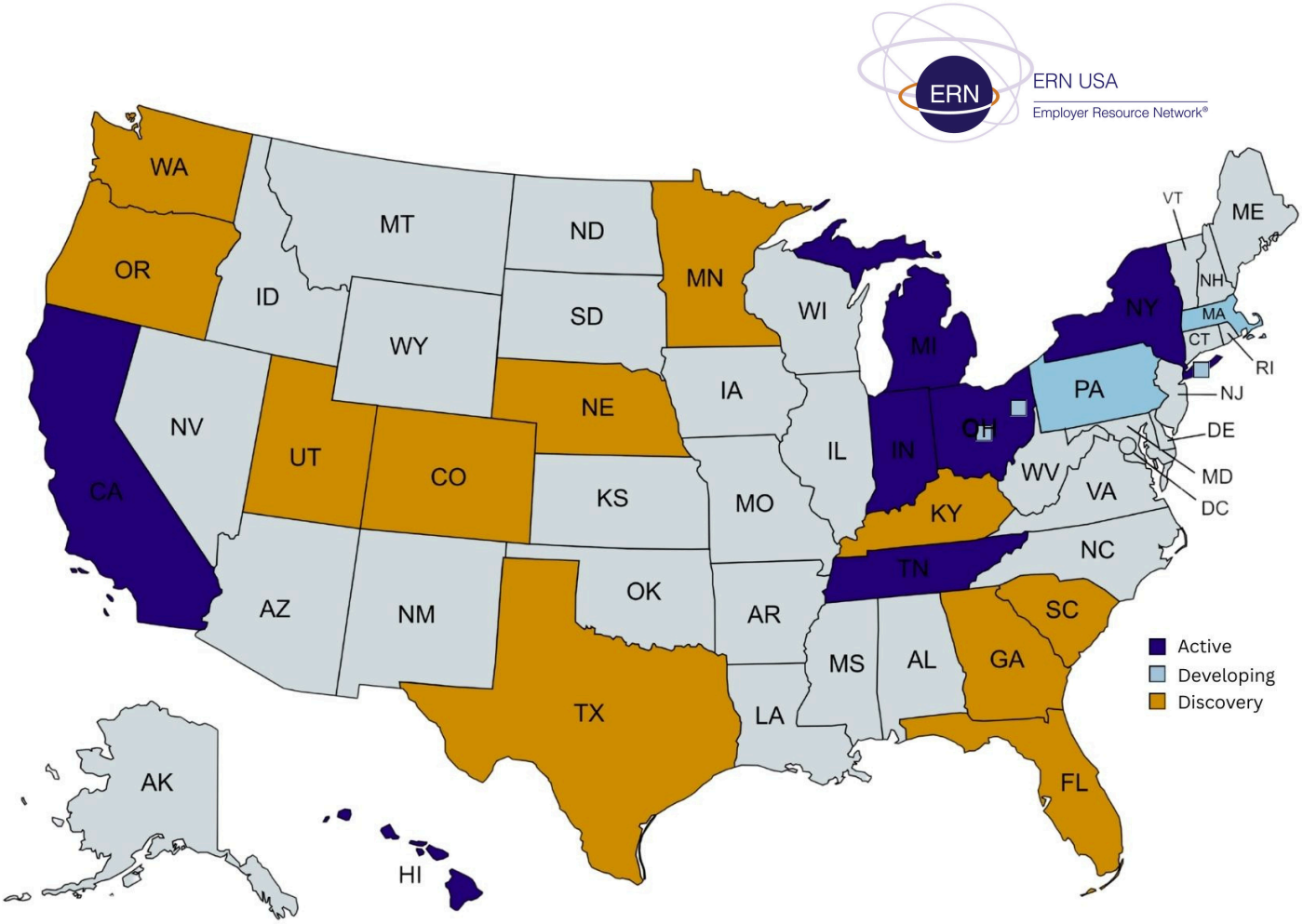
Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

**Employer Growth**

**Employee Stability**

**Community Change**

# Expanding for Impact




## 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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# ERN USA

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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®

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# ERN USA

## 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

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## National Support Team



### James Vander Hulst

**President & CDO**

ERN® Collaborative Development
ERN USA Network Administration

**ern-usa.com**
**james@ern-usa.com**



### Angela Vander Hulst

**Chief Operating Officer**

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

**ern-usa.com**
**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**

