2024 KPI

ERN USA
Employer Resource Network®

National KPI® Report

An Employee Retention Solution With Real Social Impact









Key Performance Indicators for Demonstrating Impact with Employer Resource Networks®



AUGUST 2025

President's Message

Weathering the Economic Storm Together

If the past decade has taught us anything, it's that workers are the backbone of every organization. Whether it was the 2008 crash or the COVID-19 pandemic, Employer Resource Networks® have experienced how crucial it is to support employees when situations get difficult. In the past, federal support helped buffer the blow, but that safety net is now shrinking. The pressure is on, not just for workers, but for those who rely on them, to bridge the gap.

In 2024, Employer Resource Networks® served 5,699 employees at 151 employer member companies with 11,600 supportive employment solutions, achieving 18% average utilization and 632.2% average employer ROI *(ERN USA 2024 KPI Report*). Lack of resources and skills stretch workers thin financially, emotionally, and mentally affecting company productivity.

As economic times grow tougher, employee basic needs for job retention and financial stability are expected to increase. Worker retention is no longer just an HR talking point - it's a company survival strategy. Employee performance and longevity are business gains that come from workforce investment and are key to business and community sustainability.

More and more, states and foundations are stepping up where federal aid has backed off. Nonprofits are tapping into the resilience they are known for, leveraging creative funding and partnerships to keep people afloat. Employers can do the same - and must.

The good news: onsite employee assistance doesn't have to break the bank. Employer Resource Networks® (ERNs®) provide onsite success coach employee retention and advancement solutions that coordinate and make the most of funds and partnerships. ERN® Data Solutions Salesforce and SharePoint platforms provide shared templates, employee outreach and advancement training, peer learning, and metrics that drive the impact of the network. Employee need trends reveal referrals around critical issues such as mental health, childcare, and housing.

When that strain gets too heavy, workers leave, and when they leave, organizations lose more than just a warm body. Companies lose training, trust, and talent a large investment. Businesses can't afford not to support their workforce - not now.

Tough times are ahead. The question is: will employers stand out as businesses that stand with their people? If not, workers will notice - and it may be the best workers that notice first. Let's stand together to support families, companies, and communities - growing the ERN USA Network for even greater impact and success!

James Vander Hulst, Chief Disruptive Officer, ERN USA

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Key Performance Indicators

Return on Investment

656.7%

Employer ROI

Distinct Employees Served

5,699

And their families

160

Employers

Workforce Utilization

19%

66,103

Collective Workforce

Delivered Cases

11,600

HR & Supervisor Referrals

1,956

Average Case Time Spent

37 MINUTES

Industry Sectors

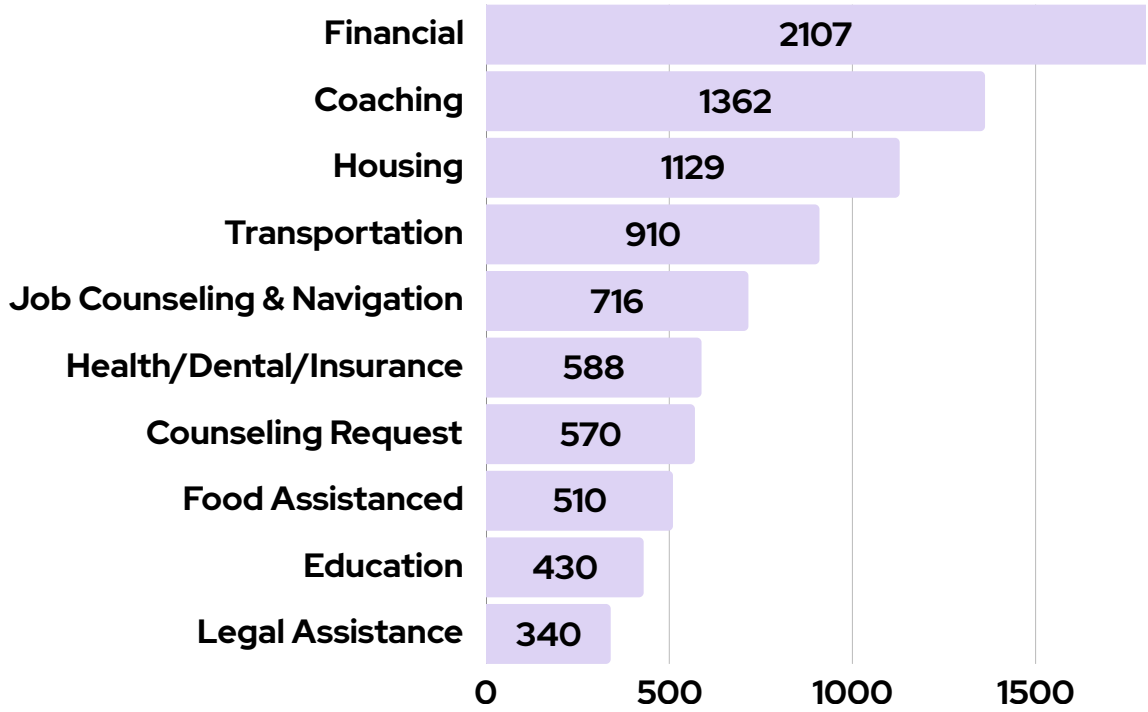
Education	Healthcare	Hospitality	Manufacturing	Services
11	46	8	62	33
Employers	Employers	Employers	Employers	Employers

2024 KPI

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Top Ten Case Needs



Group Training Participants

1,981

Resource Values

$509,973

ERN Loan Total: $275,975

Savings Component Total: $40,996

Community, State & Federal Resources: $233,998

"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
N. Central Correctional Complex Management & Training Corporation

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 supports employers and nonprofits in achieving employee stability and advancement 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

Our Work Supports

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Employers

Engaging & supporting employees for company growth and social impact

"Having a 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

"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. 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





"We first partnered with the ERN® in 2019 and saw immediate changes in our team. Our Success Coach connected employees with resources and support, addressing attendance, performance, and attitude issues, which led to increased retention. It has been an extension of HR, providing valuable workshops, leadership development, and support that we look forward to continuing."

Jackie Murray, Director of HR
Marshall Excelsior

Our Work Supports

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Employer Resource Network®

Employees

Engaging & supporting employees for company growth and social impact

A member company manger confided in their Success Coach about a difficult personal situation involving domestic issues. The Success Coach provided support, accompanying the employee to the police station and helping them access resources for safety and well-being, including counseling and financial planning assistance. Today, the employee remains employed and has found a safer living situation.

"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®





"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."

Member Employee
Schupan & Sons, Inc.

Our Work Supports

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Employer Resource Network®

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."

Hedi J. Jones, President
Marion Area Chamber of Commerce

"Worker retention is no longer just an HR talking point -it's a company survival strategy. Employee performance and longevity gains come from workforce investment and are key to business and community sustainability."

Amy Waters, Sr. Human Resources Manager
Irwin Seating





"I've worked with ERN® Success Coaches for six years, seeing 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 to offer additional Financial Wellness opportunities and support their Hardship Loan program – because life happens."

Matt Duguid, Director of Financial Wellness
Kalsee Credit Union

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Employer Members

Automatic Spring Products Corp.
Eagle Group — An Employee Owned Company
almond products
Tennant
flex
EBW Electronics
pliant — Talent. Technology. Trusted.
LIGHTCORP
ODL — Building Value Into Building Produc
Oceana County Medical Care Facility
Country Dairy
Clark-Pleasant 1965
GMI — An Employee-Owned Company
Indiana 811
ULTA Beauty
RIVERS
ACE
Endress+Hauser
Trezevant
interstate warehousing — a Tippmann Group Company
National Economy Plumbers — Established 1938
Johnson Memorial Health
National Trade Supply
Celebrating Dillard 75 Years
Door & Entrance Control
Security Services
Trace Electric
Tri-State Glass
Gateman of Tupelo
Dillard Gulf Coast
Owens Corning
uhs — Unified Health Services — Your Trusted Specialist in Workers' Compensation RCM
Semmes Murphey — Leaders in Brain & Spine Care
ServiceMaster by Stratos
Delta Metals Co., Inc.
CS CR
Walker SCM
Bear Precision Coatings
Horizon P·A·C·E — All Inclusive Care for the Elderly
Logan Corporation — Supplies Manufacturing Service Equipment
Adena Regional Medical Center
Scioto Trails — Making a Difference
Ohio University Chillicothe
TRG — The Royal Group
the Pioneer Center — Ross County Board of DD
PGW autoglass — More Than Glass

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State ERN® Networks

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OHIO ERN
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KENTUCKY ERN
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Lighting a Path for Your Success
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LAKESHORE EMPLOYER RESOURCE NETWORK®

my SUCCESS
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®

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®

CLEARWATER EMPLOYER RESOURCE NETWORK®

NORTHEAST OHIO EMPLOYER RESOURCE NETWORK®

Strengthening, guiding, and empowering Hawaii's workforce
HAWAII EMPLOYER RESOURCE NETWORK®

SOLANO COUNTY EMPLOYER RESOURCE NETWORK®

Mid-South Employer Resource Network®

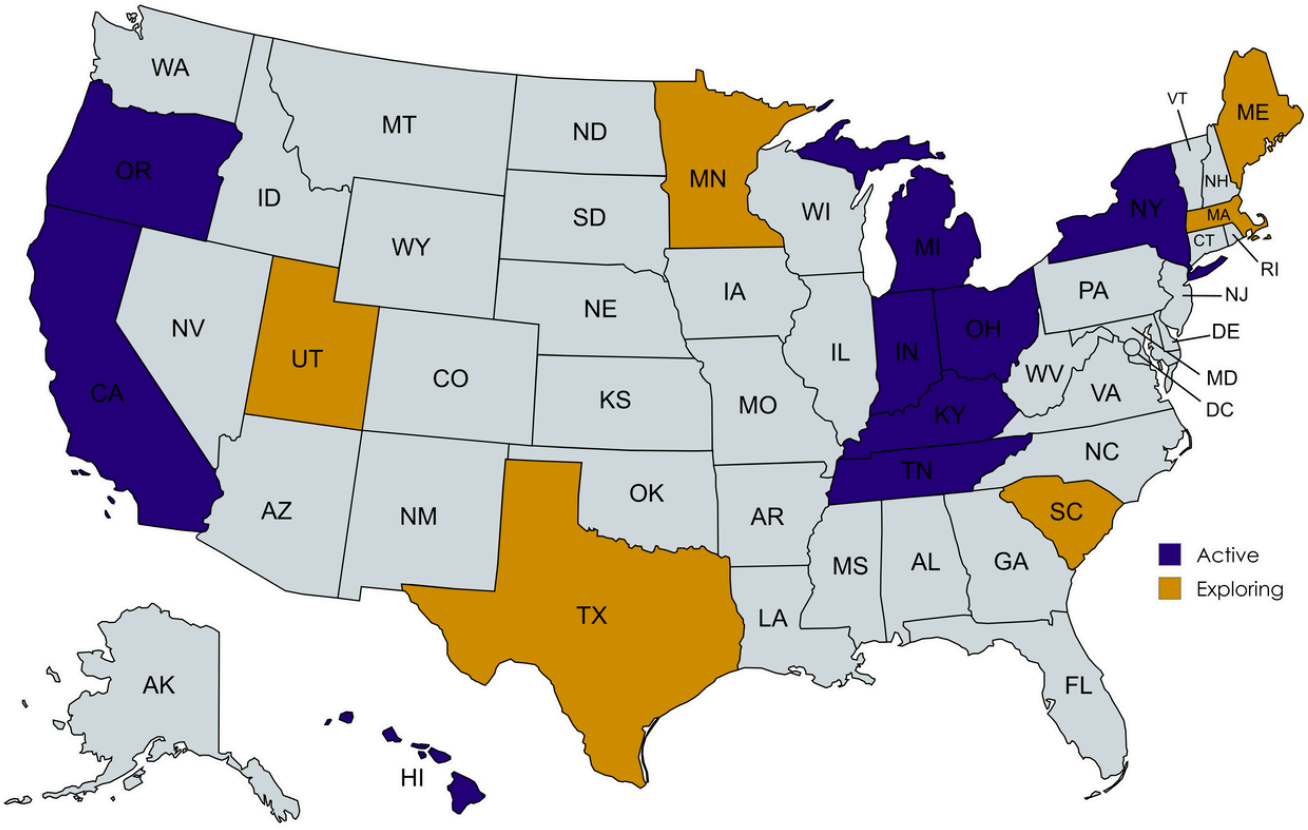
TOMPKINS CHAMBER
TOMPKINS COUNTY EMPLOYER RESOURCE NETWORK®

ERN
ROCHESTER
Employer Resource Network®

ERN
CAPITAL REGION
Employer Resource Network®

Expanding for Impact

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26 ERNs® Serving 70 Counties

1 California ERN: Solano

3 Kentucky ERNs: Anderson, Hardin, Lee, Montgomery, Morgan, Wolfe

1 Hawaii ERN: Hawaii, Honnolulu, 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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ERN USA

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

Director of Operations

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**

