ERN USA
Employer Resource Network®

Shared Success
Member of NW Ohio Employer Resource Network®

2025



SHARED SUCCESS 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

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Key Performance Indicators

Return on Investment

264.2%

Employer ROI

Distinct Employees Served

228

And their families

7

Employers

Workforce Utilization

24%

950

Collective Workforce

Delivered Cases

407

Average Case Time Spent

20 MINUTES

Industry Sectors

Healthcare

3

Employers

Hospitality

2

Employers

Manufacturing

2

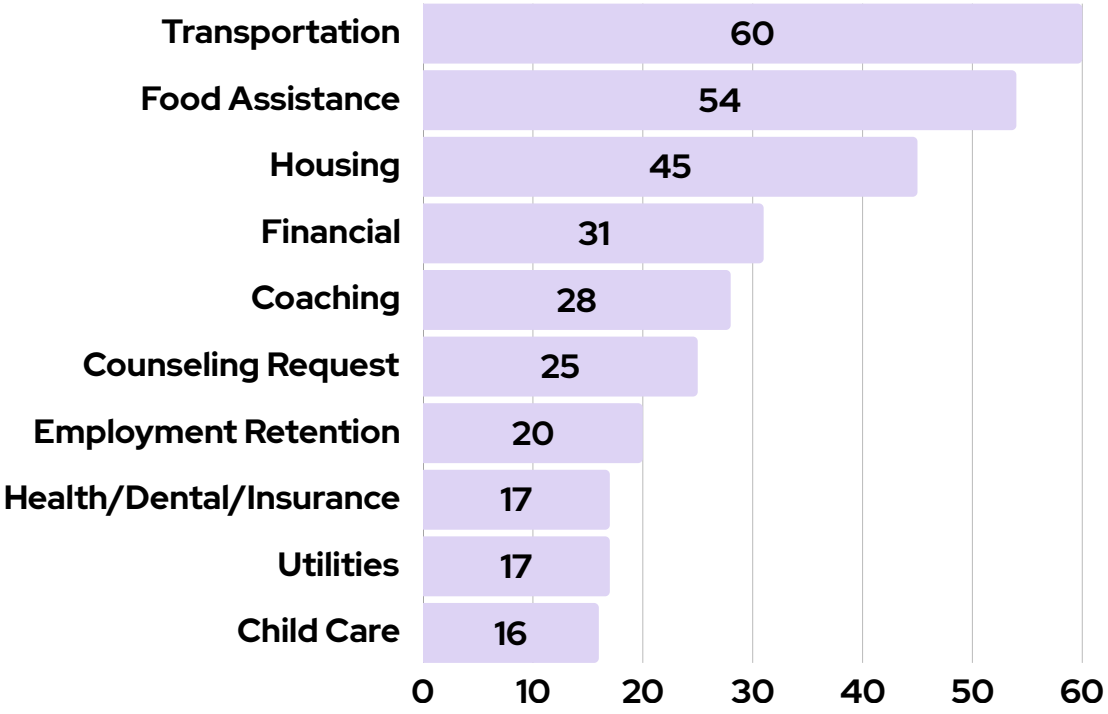
Employers

Employer Resource Network® USA© 2026

2025 KPI

Shared Success ERN®

Top Ten Case Needs



*Number of cases

Resource Values

$5,078

Community, State & Federal Resources Total: $5,078

* Resource values documented when known

"Having an ERN® Success Coach here at TH Plastics has been very helpful to our employees as well as to HR. Whitnee is a friendly face all can turn to for help. She is always willing to lend a hand and has valuable information when we need it. Thank you, Whitnee for being someone we can depend on when the need arises."

Tonia Beckford, Human Resources
THPlastics

ERN® Overview

Shared Success
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Employer Members

Filling Homes
Serving Persons with Developmental Disabilities

Hilton Garden Inn™

Luther Home of Mercy
A Ministry Enriching Lives and Individual Abilities

RENAISSANCE®
TOLEDO DOWNTOWN HOTEL

ROSENBOOM
Custom. Crafted. Cylinders.

T+H plastics, inc.



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Whitnee Smith
ERN® Success Coach
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ern-usa.com

Strategic Partners

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Employer Resource Network®

Shared Success
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IMPACT COALITION
BUILDING COMMUNITY PROSPERITY

LUCAS COUNTY
Today. Tomorrow. Together.

OHIO ERN
Employer Resource Network®

LUCAS COUNTY FAMILY AND CHILDREN FIRST COUNCIL

LUTHERAN SOCIAL SERVICES
of Northwestern Ohio
Strengthening People in Body, Mind and Spirit

Employer Resource Network® USA© 2026

Our Work Supports

Employees, Employers & Communities

Engaging & supporting employees for company growth and social impact

"Our Success Coach absorbs questions about services for our employees through county and governmental organizations. This saves us valuable time. Also, if there is employee assistance needed for anything - coaching, financial, mental stability, bereavement, car issues, housing issues, loan issues - she is on it and responds immediately."

Karen Hanna, HR Manager
THPlastics

"My Success Coach has been a tremendous help in both my personal and work life, in the many times that I have come to her in need of home assistance and or work assistance she has been prompt and diligent in assisting me. I will continue to recommend her to my coworkers."

Nicole Ross-Byr, Employee
TH Plastics

Solving barriers and achieving goals for employee personal & career stability

Equipping and training to administer ERNs for company and community change

"Lutheran Social Services (LSS) provides services to support individuals and families in helping to reduce barriers to stability. As the Lead Agency for Shared Success ERN®, LSS utilizes the power of the ERN® network to leverage change in the community and within member companies to assist individuals and to strengthen people of every race, creed and economic status."

Traci Jaksetic, Vice President
Lutheran Social Services of Northwestern Ohio

ERN® Admin Organization

Shared Success
Member of NW Ohio Employer Resource Network®

Lutheran Social Services of Northwest Ohio

Our Story

Founded in 1912, Lutheran Social Services of Northwest Ohio (LSS) is one of Central Ohio's largest nonprofits and takes a leadership role in responding to the challenges that face people experiencing poverty and/or homelessness, seniors, and victims/survivors of domestic violence. LSS launched and has administered the Northwest Ohio ERN® since 2017.

Our Mission

In response to God's love for all persons, Lutheran Social Services of Northwestern Ohio, Inc. provides human services that will enhance the mental, moral, physical, social and spiritual well-being of those who seek this agency's services.

Vice President's Message

"Lutheran Social Services of Northwest Ohio (LSS) is proud to be the Administrator of the Northwest Ohio ERN®. LSS provides services to support individuals and families in helping to reduce barriers(housing, transportation, childcare, etc.) to stability. As the Lead Agency for Shared Success ERN®, LSS utilizes the power of the ERN® network to leverage change in the community and within the member companies to assist individuals and to strengthen people of every race, creed and economic status."

Traci Jaksetic, Vice President
Lutheran Social Services of Northwestern Ohio



lssnwo.org

Lutheran Social Services of Northwestern Ohio
Strengthening People in Body, Mind and Spirit

ERN USA

ERN USA
Employer Resource Network®

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

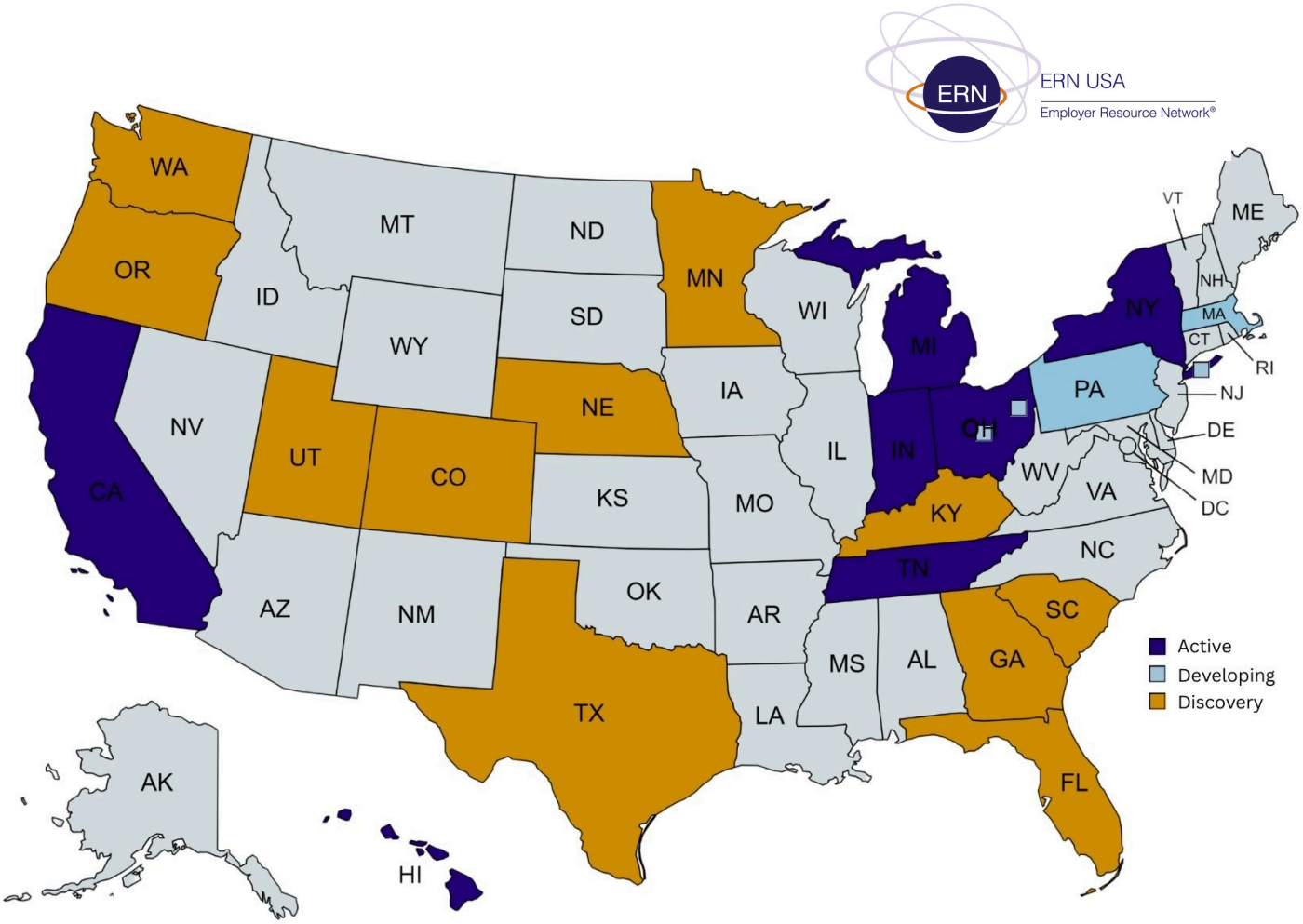
Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

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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Employer Resource Network®

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
Employer Resource Network®

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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

ERN USA
Employer Resource Network®

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**

