ERN USA
Employer Resource Network®

SOUTHERN OHIO
EMPLOYER RESOURCE NETWORK®

2025



SOUTHERN OHIO 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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SOUTHERN OHIO EMPLOYER RESOURCE NETWORK®

Key Performance Indicators

Return on Investment

612.6%

Employer ROI

Distinct Employees Served

93

And their families

6

Employers

Workforce Utilization

27.6%

432

Collective Workforce

Delivered Cases

126

Average Case Time Spent

33 MINUTES

Industry Sectors

Education	Healthcare	Manufacturing	Services
2	2	1	1
Employers	Employers	Employer	Employer

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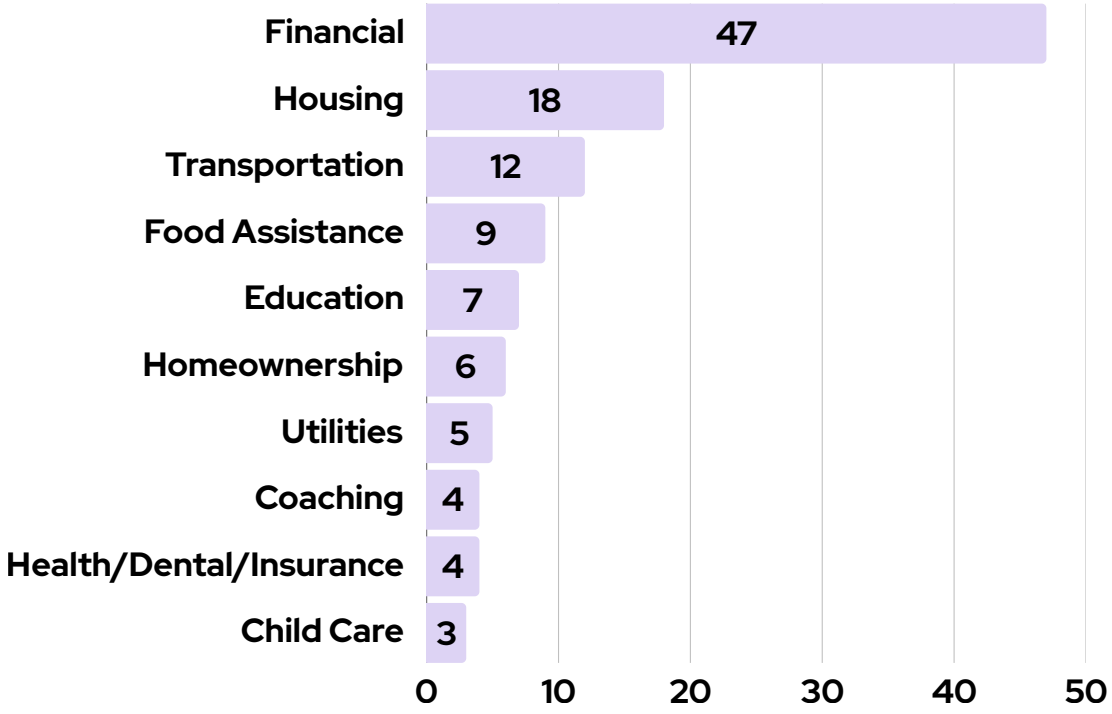
2025 KPI

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Top Ten Case Needs



**Number of cases*

Employee Advancement

Jamie, an employee at Scioto Trails, is eager to participate in programs that will increase his skill set and provide resources that he can bring to the workplace. His Success Coach enjoys connecting him with opportunities including the public library's eight week computer literacy course. There he received a free Chromebook upon completion which he donated to the long-term care facility house where he works. He also participated in a Mental Health First Aid program and a Workplace Stability Workshop. He plans to obtain his DSP certification for a raise in income and will attend a Money Matters 101 workshop.

Employer Satisfaction

"Partnering with the Southern Ohio Employer Resource Network has been a game-changer for our organization. Their support has helped us connect employees with critical resources, improve retention, and foster a stronger, more resilient workforce. Their commitment to empowering individuals aligns perfectly with our mission, and we're proud to be part of such a collaborative and impactful network."

Member Employer
Southern Ohio ERN

ERN® Overview

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SOUTHERN OHIO EMPLOYER RESOURCE NETWORK®

Employer Members

OHIO UNIVERSITY CHILLICOTHE

PGW autoglass "MORE THAN GLASS"®

PICKAWAY-ROSS CAREER & TECHNOLOGY CENTER

the PIONEER CENTER Ross County Board of DD

Scioto Trails Making a Difference

TRG THE ROYAL GROUP



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Strategic Partners

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Employer Resource Network®

Chamber of COMMERCE Chillicothe • Ross

Ross County community Action COMMISSION, INC.

OHIO VALLEY REGIONAL DEVELOPMENT COMMISSION

OHIO ERN
Employer Resource Network®

Ohio Department of Job & Family Services

Ohio MEANS Jobs®

Our Work Supports

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Employees, Employers & Communities

Engaging & supporting employees for company growth and social impact

"I thoroughly enjoy working with employees in my community to help navigate through life's challenges. Their success is my success. I can honestly say this is the most rewarding job I have ever had. The ERN® program offers many resources to uplift and give success to everyone."

Lisa Valentine, Success Coach
Southern Ohio ERN



Solving barriers and achieving goals for employee personal & career stability

Equipping and training to administer ERNs for company and community change

"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 to make."

Nate VanBuskirk, Founder
VanBuskirk Financial

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ERN® Admin Organization

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SOUTHERN OHIO EMPLOYER RESOURCE NETWORK®

Chillicothe Ross Chamber of Commerce

Our Story

Founded in February 1888 as the Board of Trade and changed its name to the Chamber of Commerce in 1912. It was founded to give the business community a voice in the affairs affecting them, much the same reason the chamber exists today. While the Chillicothe Ross Chamber is a member of both the state and national chambers of commerce, it is governed solely by its board of directors.

Our Mission

The Chillicothe Ross Chamber of Commerce serves to connect our investors and partners to resources that will allow them to drive growth and change in our community.

Supporting Employers & Employees





"Workforce retention is one of the most critical factors for our community's success right now. Bringing the Southern Ohio Employer Resource Network under the Chamber's umbrella aligns perfectly with our mission to connect businesses with resources that drive real growth. This program bridges the gap between personal stability for employees and operational stability for employers. By helping our workforce navigate life's challenges, we're ensuring our businesses have the focused, reliable teams they need to succeed. It is a strategic investment in the human capital that makes Ross County the best place to live and do business."

Mike Throne, President & CEO, Chillicothe Ross Chamber of Commerce

chillicotheohio.com

facebook.com/ChilliChamber

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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

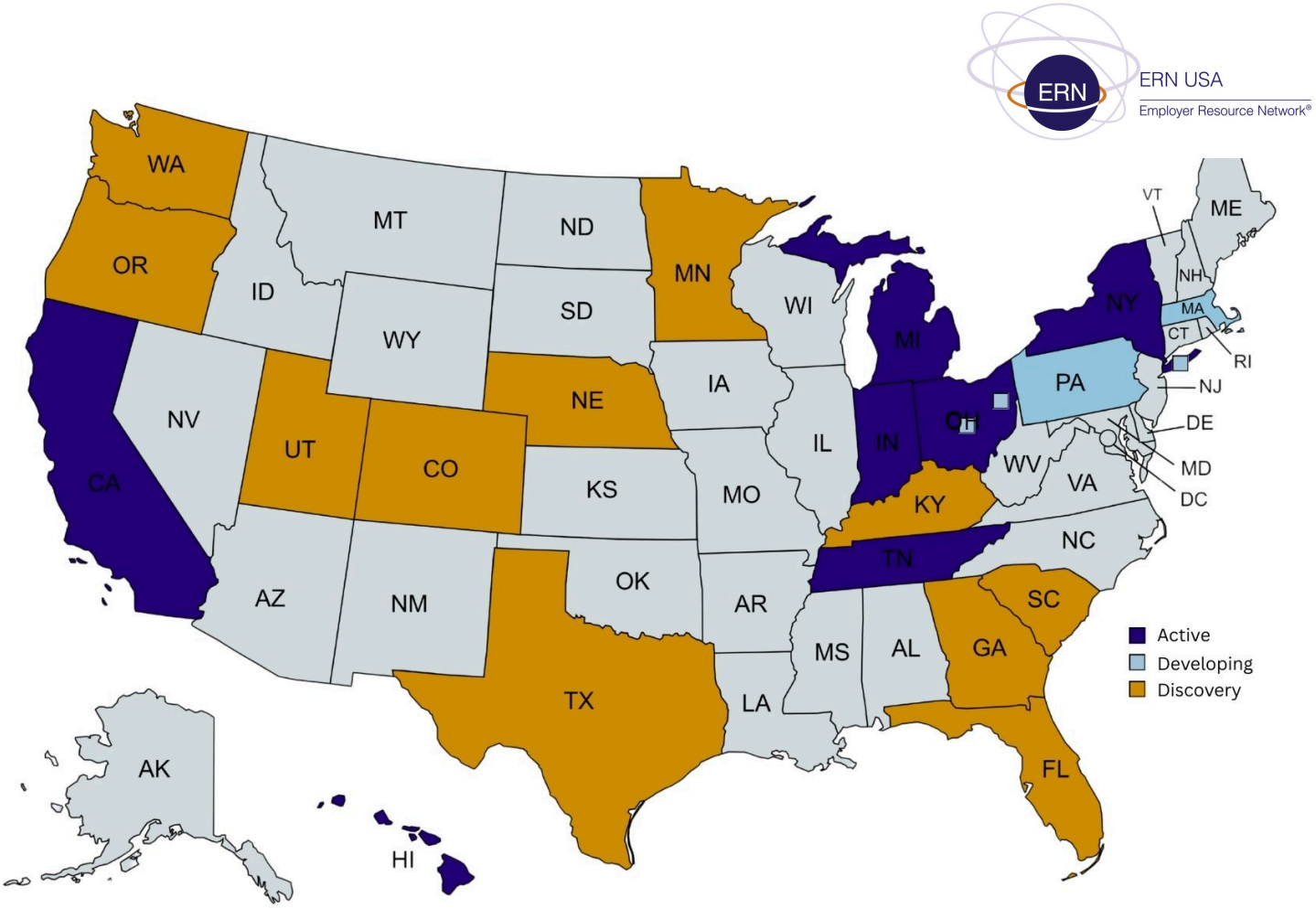
Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

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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State ERN® Networks

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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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ROCHESTER
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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

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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**

