ERN USA
Employer Resource Network®

2025



KPI ANNUAL 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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Key Performance Indicators

Return on Investment

804.1%

Employer ROI

Distinct Employees Served

5,394

And their families

167

Employers

Workforce Utilization

15.3%

56,542

Collective Workforce

Delivered Cases

10,489

HR & Supervisor Referrals

1,593

Average Case Time Spent

42 MINUTES

Industry Sectors

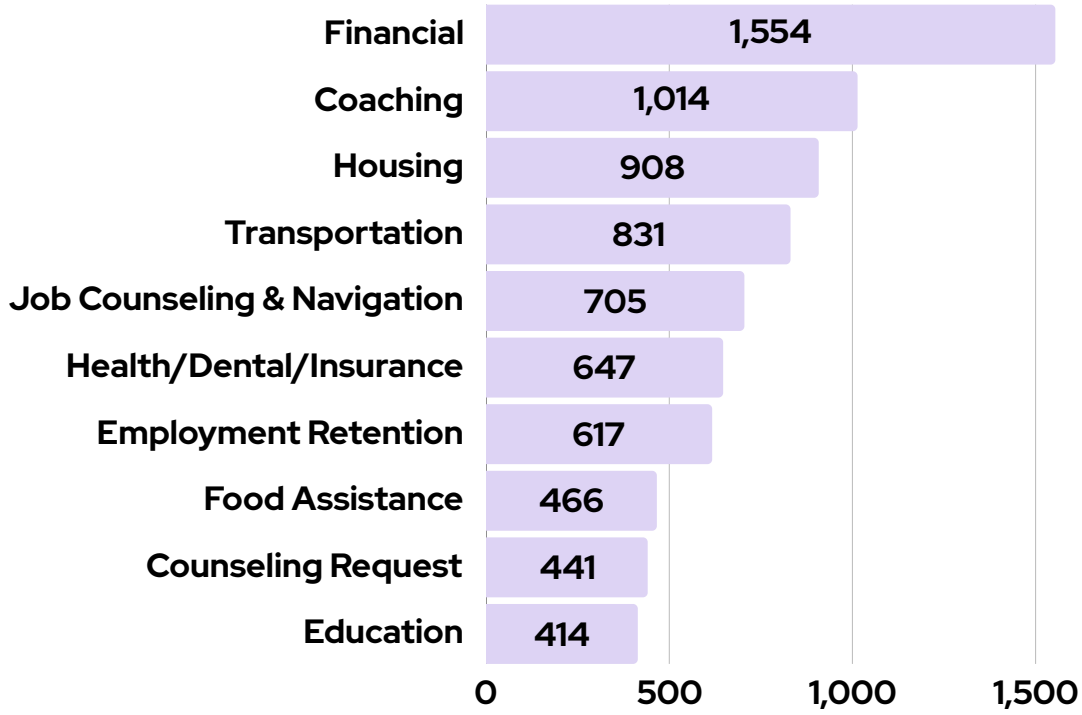
Education	Healthcare	Hospitality	Manufacturing	Services
14	76	10	46	21
Employers	Employers	Employers	Employers	Employers

2025 KPI

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Top Ten Case Needs



Group Training Participants

2,032

Resource Values

$509,218

ERN Loan Total: $246,600

Savings Component Total: $27,362

Community, State & Federal Resources Total: $262,619

* Resource values documented when known

"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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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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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

ActiveDay
Seal of the County of Albany 1683
All Weather Architectural Aluminum
almond products
The Alpha Group
Albany Medical College
Anne Grady
ASC 75 Automatic Spring Products Corporation 75 Years of Excellence
aspen surgical
Bell's Inspired Brewing
Bethany Village Graceworks Lutheran Services
Bittersweet
Blossom Hill
Broadview Federal Credit Union
Graceworks Lutheran Services
canopy by Hilton
Capital Counseling Your Lifeline to Better Mental Health
Capri Gardens Rehabilitation and Nursing Care
Catholic Charities 100+ Years
CCCL Choices in Community Living
Clark-Pleasant 1965
Clearview Packaging
CLI
coarc Expanding abilities one person at a time
Communities In Schools Kalamazoo
Country Dairy
Country View of Sunbury Nursing and Rehabilitation Center
The Daily Gazette
Dillard 75 Years
Door & Entrance Control Security Services Trace Electric Tri-State Glass Gateman of Tupelo Dillard Gulf Coast
Dos Amigos
Duncan Aviation
Endress+Hauser
EBW Electronics
ECI Inc. Empowering People with disABILITIES for Over 40 Years
Edison Christian Life Services
Edwards Est. 1867
The Epilepsy Center of Northwest Ohio Serving People with Seizure Disorders and Those with Developmental Disabilities
expressive beginnings child care
Fairfield by Marriott
Fibre Converters
Filling Homes
FireKeepers Casino Hotel Battle Creek
flex
Friends for Life Residential Care, LLC
GMI An Employee-Owned Company
Graceworks Enhanced Living
Graphic Packaging International
Greenleaf Hospitality Group
Hampton by Hilton
Harbinger Formerly Factory OS
Hawaii Medical College
Butler County Educational Service Center
HELP Live · Work · Learn

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RIVERS ACE RNI INC.
Rochester Childfirst Network
SERVING CHILDREN SINCE 1857
Rose-Mary
ROSENBOOM
Custom. Crafted. Cylinders.
the PIONEER CENTER
Ross County Board of DD

SAW
Schupan
Scioto Trails
Making a Difference
SEMMES MURPHEY
Leaders in Brain & Spine Care
Senior Care Partners PACE
ServiceMASTER by STRATOS

SSB | Shelby State Bank
Shoreline Restoration & CONSTRUCTION
SIENA
SNACKWERKS
stryker
SPI Summit Polymers

Sunshine COMMUNITIES
TALAN Products Inc.
TENNANT
TH plastics, inc
THE HOTEL ITHACA
THE LANDINGS OF WESTERVILLE
HEALTH & REHABILITATION

TRG
THE ROYAL GROUP
The Springs Living®
THIRD STREET family HEALTH SERVICES
UR MEDICINE | THOMPSON HEALTH
TOMPKINS CHAMBER
Trezevant

trillium HEALTH
UCP United Cerebral Palsy of Greater Cleveland
ULTA BEAUTY
uhs UNIFIED HEALTH SERVICES
Your Trusted Specialist in Workers' Compensation RCM
UNION COLLEGE
VILLA of HOPE
rebuild. recover. renew.

visit ITHACA
VGS
WAYCRAFT INC
Welcome House
WLS
WyandotSnacks
Wynn-Reeth, Inc.

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State ERN® Networks

MICHIGAN ERN
Employer Resource Network®

NEW YORK ERN
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KENTUCKY ERN
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OHIO ERN
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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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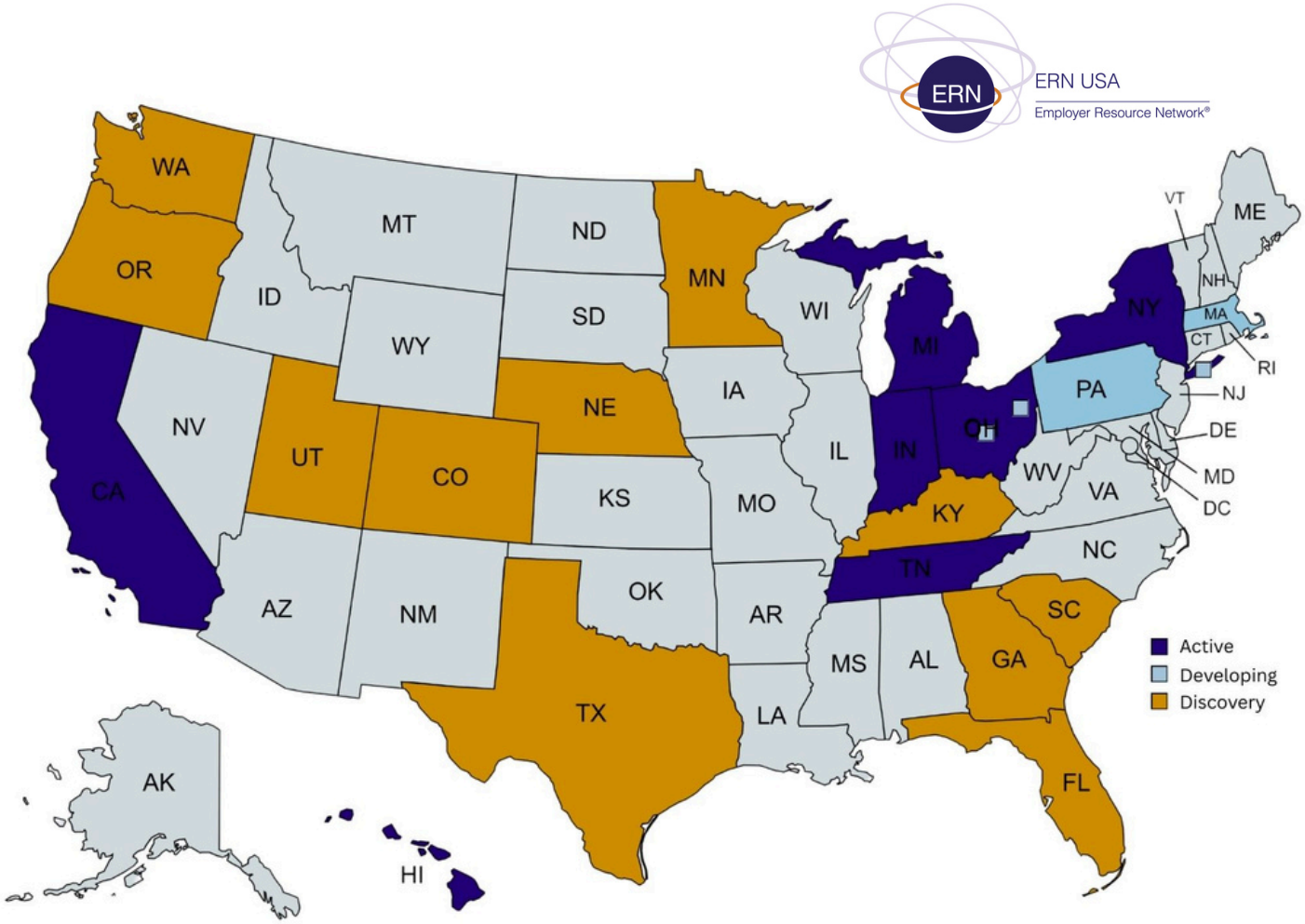
ERN
CAPITAL REGION
Employer Resource Network®

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ern-usa.com

Employer Resource Network® USA© 2026

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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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

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
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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**

