ERN USA
Employer Resource Network®

EaRNed SUCCESS
Employer Resource Network®

2025



EARNED 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

2,437%

Employer ROI

Distinct Employees Served

483

And their families

8 Employers

Workforce Utilization

36%

1,370 Collective Workforce

Delivered Cases

920

Average Case Time Spent

56 MINUTES

Industry Sector

Healthcare

8

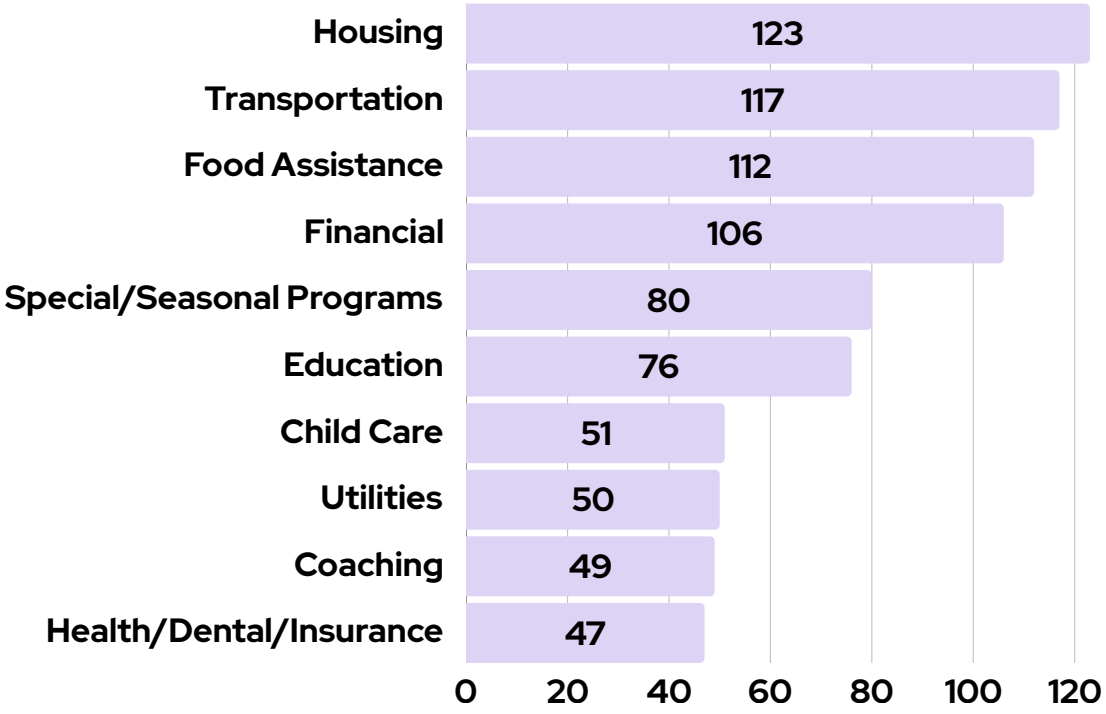
Employers

Employer Resource Network® USA© 2026

2025 KPI

EaRNed Success ERN®

Top Ten Case Needs



*Number of cases

Resource Values

$18,735

ERN Loan Total: $11,500

Savings Component Total: $2,055

Community, State & Federal Resources Total: $7,235

* Resource values documented when known

When one of our employees reached out for support, our Success Coach, Faith McCreary, stepped in to help. The employee had been approved for housing, but was sleeping in a vehicle until the unit was ready. Together, the Success Coach, supervisor, and employee worked out a solution, using company funds to secure the apartment and personal funds to cover a hotel stay until move-in. The employee was incredibly thankful and excited for the support.

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ERN® Overview

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Employer Members

Anne Grady SERVICES

Assured Health Services

BITTERSWEET
SERVING PEOPLE WITH AUTISM

THE EPILEPSY CENTER
OF NORTHWEST OHIO

Friends for Life
RESIDENTIAL CARE, LLC

HelpingHands of OHIO

Reign

Sunshine
CREATING COMMUNITY



Lisa Poiry
ERN® Administrator
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Faith McCreary
ERN® Success Coach
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ern-usa.com

Strategic Partners

ERN USA
Employer Resource Network®

Lucas County Board of Developmental Disabilities

AAA

LUCAS COUNTY FAMILY AND CHILDREN FIRST COUNCIL

OHIO ERN
Employer Resource Network®

IMPACT COALITION
BUILDING COMMUNITY PROSPERITY

THE LOWEST OUT THE DOOR TIRE STORE
TIREMAN
AUTO SERVICE CENTERS

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

Ohio MEANS Jobs .com

PROMEDICA

EnPuzzlement

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ERN® Admin Overview

Lucas County Board of Developmental Disabilities

Our Story

Lucas County Board of Developmental Disabilities launched and has administered Soaring to Success ERN® since 2017. Lucas County Board of DD launched and has administered EaRNed Success ERN® since 2017.

Our Mission

Lucas County Board of Developmental Disabilities is Improving LIFE so that individuals with developmental disabilities reach their full potential. LIFE is an acronym for our core values.

Administrator's Message

"Every day the impact of the ERN® is felt as Success Coaches work to support the employees in our industry. Story after story tells of the trials employees are facing in their daily lives and how the support of the ERN® has been lifechanging in small and sometimes large ways. Without the ERN®, employees of the industry serving individuals with developmental disabilities may not be able to sustain their work while enduring life challenges, which is vital to our industry and the community of people served.

This impact goes beyond just the employee but also at times to their family members, so there is a ripple effect that comes from the support the employee receives. ERN® Services are unique so, the employees of the employers in the ERN within our industry really benefit from added support not offered elsewhere with their needs in mind.

The impact is felt by the ERN® Employers as well. They see benefits of happier staff who are assisted through the ERN® and who stay employed longer or level up within their organizations. ERN® employers are working together to solve problems and share support amongst each other, which breaks down barriers and has created a more collaborative and much less competitive relationship in our industry. The ERN® has been vital to making this all happen! Without the structure and support to build it, we would not be able to have this valuable piece sustained. Over the years, thousands of employees in our industry have been supported and its such a good feeling knowing the members have this level of support withing their agencies with data to back up all the support that is given and at times very serious health and safety issues can be averted to ensure employees can live and work in healthier ways."

Lisa Piory, Provider Supports Coordinator
Lucas County Board of Developmental Disabilities

Our Work Supports

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Employees, Employers & Communities

Engaging & supporting employees for company growth and social impact

"Our reach extends beyond our member companies. We support their families and anyone connected who is in need our assistance. If it is a concern of the employee...we can work together to find solutions...this is how we impact communities."

Faith McCreary, Success Coach
EaRNed Success ERN

When an employee needed new tires for their vehicle, our Success Coach connected them with Belle Tire. The employee was incredibly appreciative, saving over $80 on a set of four tires. They were grateful for the referral, which helped them stay within budget and meet their needs.

Solving barriers and achieving goals for employee personal & career stability

Equipping and training to administer ERNs for company and community change

"ERN USA's model, tools, and member network provide a solid framework for company, employee, and community transformation."

James Vander Hulst, WMERN Administrator
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

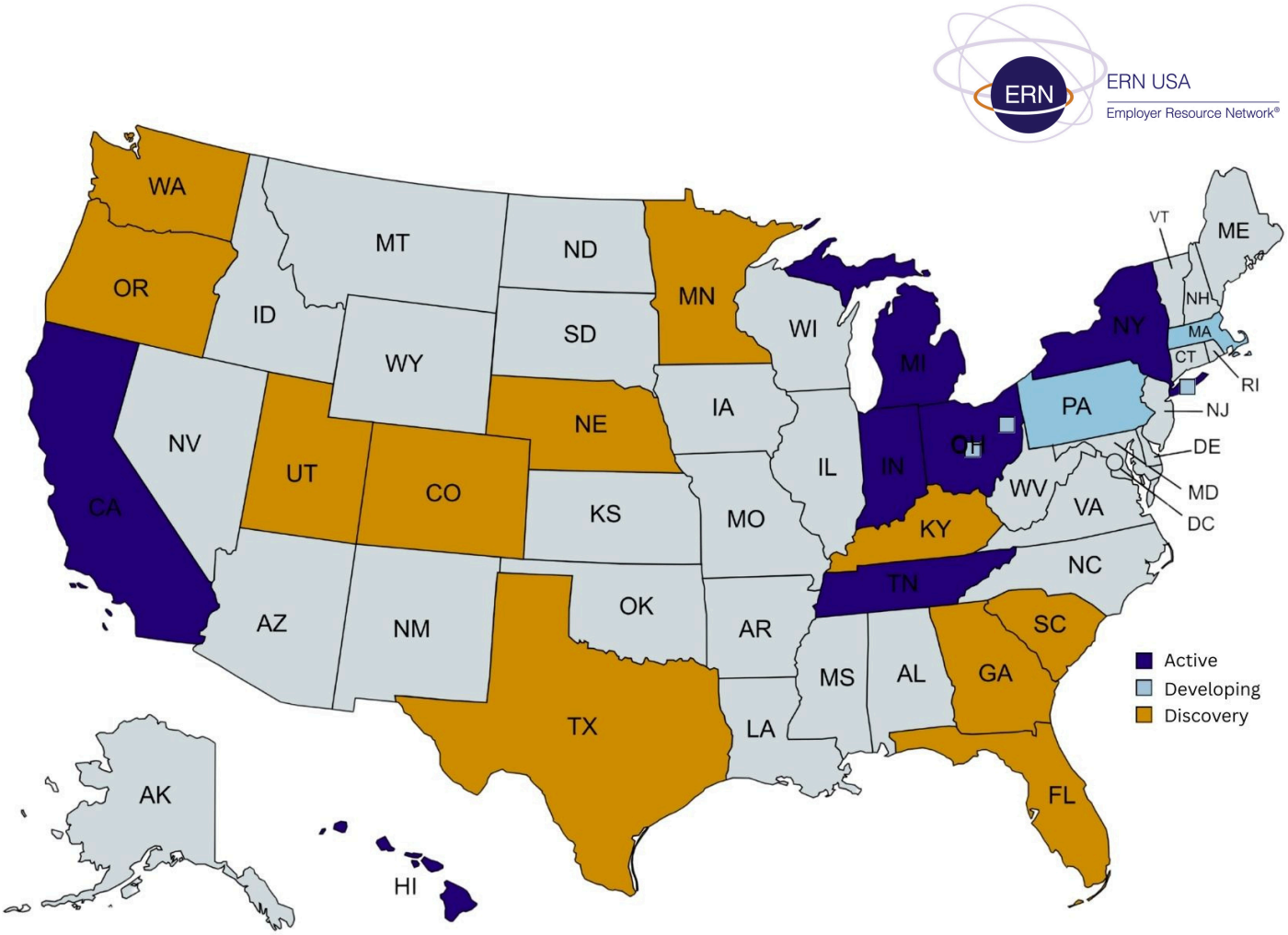
Fiduciary, Nonprofit or Association Administrator leads for small or remote employer subscribers

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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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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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 Template
- Supplemental Exercises
- Certificates

