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June 13, 2024
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KPI Study Shows Impact of Employer Resource Networks® in assisting companies with employee retention, engagement and pathways to self-sufficiency

Grand Rapids, Michigan – The 2023 Employer Resource Network®(ERN®) Annual KPI Report shows that member companies who provide an ERN success coach at the workplace experience an average of 1394% return on investment with the goal of stabilizing households and growing businesses for vibrant communities.

The 2023 ERN USA Key Performance Indicator (KPI) Report includes program data from ERNs® in Indiana, Kentucky, Michigan, Minnesota, New York, Ohio, Pennsylvania, and Tennessee with an average workforce utilization rate of 15.6% and 14,625 Delivered Case Needs. Employer ROI was calculated according to company investment and utilization with a turnover rate of \$7,800 for a \$15 per hour job. [2023 ERN USA KPI Report](#)

The ERN USA provides an employer-led model that incentivizes social responsibility that utilizes social and economic partnerships to improve their bottom-line through an onsite success coach, community partners, and a national ERN network that is poised for expansion. Drawing from 18 years of development and practice, Employer Resource Networks® evaluate case need areas, resources utilized, and success stories in the customized CMS database, “ERN® Data Solutions”. Onsite success coaches provide a direct conduit to social services and training that allow fast relief for many issues that threaten employment retention and hinder job advancement. Top case needs this year included Financial, Housing, Transportation, Counseling Request, Food Assistance, and Utilities.

“Mental health counseling referrals within the community or to an EAP remain a strong case need. Success Coaches are an additional source of emotional support in working together on solutions for barriers causing stress,” said CDO, James Vander Hulst. “ERNs® provide a holistic retention approach combining resource connection with coaching, helping employees create a plan to manage those resources. Once immediate needs are addressed, we move forward with long-term goals such as home buying or skill building to further stabilize the individual or family. In addition to high arching turnover savings, the end goal is a focused and skilled workforce with a transformed culture of supportive employment.”

The 2023 annual report shows \$129,000 in Hardship Loan & Savings totals for ERN® employees via financial institution partnerships, providing an alternative to “payday” predatory lending with rates as

high as 900% in some states. Employees are provided financial literacy training, complete a budget, and encouraged to put program savings into an emergency fund to increase household stability.

The Employer Resource Network® model is an innovative approach to workforce development that was initiated in West Michigan in 2007. ERN® USA has grown to 25 ERNs in 8 states including Indiana, Kentucky, Michigan, New York, Minnesota, Pennsylvania, Ohio, and Tennessee. The ERN USA network has over 50 area network administrators (nonprofits, government agencies, and foundations and success coaches and over 150 member employers. Additional ERNs are in the Exploratory or Development phases in California, Delaware, Hawaii, Indiana, Kentucky, Massachusetts, Michigan, New York, Ohio, Pennsylvania, South Carolina, and Texas.

State ERNs®, such as Michigan ERN, as well as Ohio ERN®, Kentucky ERN® and New York ERN® are statewide affiliates of USA ERN. The ERN USA trademark is a “good housekeeping seal” assuring that members have all completed the five phase “Collaborative Development Process,” follow an employer-led model, share an onsite success coach, utilize ERN® Data Solutions, and participate in ERN USA Peer Learning events.

Member employers, success coaches and administrators participate in peer learning activities such as annual conferences and quarterly calls where they share lessons learned, resources utilized, and new ideas. A customized monthly employee newsletter highlights success stories to inspire member employees and provides an additional platform for best practice sharing amongst success coaches.

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