

OCT 2017–SEPT 2018

Michigan ERN

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

518% ROI

Based on retention; turnover costs = \$4,129 per employee  
 2016 Society for Human Resource Management Survey

Distinct Employees Served



3512

And their families



Total Employee Requests

5320



Includes return users; multiple interactions  
 on a service in the same month excluded

Total Services

Supportive Employment Changes Lives






7894

A request can have multiple needs (services)

Top Ten Service Needs

	<b>858</b> Financial Literacy		<b>471</b> Financial		<b>390</b> Transportation
	<b>705</b> Housing		<b>436</b> Govt. Agency Nav.		<b>278</b> Soft Training
	<b>663</b> Coaching		<b>433</b> Health/Insurance		<b>278</b> Education
					<b>235</b> Hard Training

Emergency Loans

-  **Loan Totals = \$351,001**
-  **Savings Component Total = \$182,521**
-  **Employees encouraged to reserve their saving component for future emergencies**

Employee Utilization

Supportive Employment Transforms Companies

15.6%

