



JANUARY–DECEMBER 2018



ERN USA



KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

565% ROI

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

Distinct Employees Served



5,668

Plus their families



Total Employee Requests

9,100



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

Total Services

Supportive Employment Changes Lives



14,073

A request can have multiple needs (services)

Top Ten Service Needs



2212 Coaching



907 Education/ Training



499 Govt. Agency Navigation



1139 Financial Literacy



566 Financial



469 Transportation



1054 Housing



514 Health/ Insurance

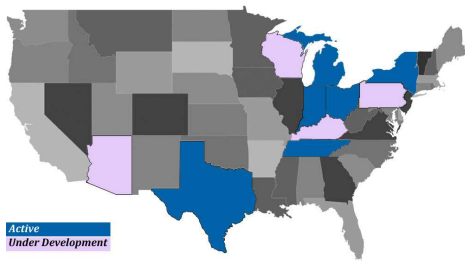


340 Counseling Referral



113 Utilities

Join Us in Establishing ERNs



Employee Utilization

Supportive Employment Transforms Companies

14.8%



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