

2024 KPI Report



OHIO ERN

Employer Resource Network®

Ohio State ERN® Report

An Employee Retention Solution With Real Social Impact



AUGUST 2025

Employer Resource Networks® Key Performance Indicators



ERN USA

Employer Resource Network®

President's Message

Weathering the Economic Storm Together

If the past decade has taught us anything, it's that workers are the backbone of every organization. Whether it was the 2008 crash or the COVID-19 pandemic, Employer Resource Networks® have experienced how crucial it is to support employees when situations get difficult. In the past, federal support helped buffer the blow, but that safety net is now shrinking. The pressure is on, not just for workers, but for those who rely on them, to bridge the gap.

In 2024, Employer Resource Networks® served 5,699 employees at 160 employer member companies with 11,600 supportive employment solutions, achieving 18% average utilization and 632.2% average employer ROI (*ERN USA 2024 KPI Report*). Lack of resources and skills stretch workers thin financially, emotionally, and mentally affecting company productivity.

As economic times grow tougher, employee basic needs for job retention and financial stability are expected to increase. Worker retention is no longer just an HR talking point - it's a company survival strategy. Employee performance and longevity are business gains that come from workforce investment and are key to business and community sustainability.

More and more, states and foundations are stepping up where federal aid has backed off. Nonprofits are tapping into the resilience they are known for, leveraging creative funding and partnerships to keep people afloat. Employers can do the same - and must.

The good news: onsite employee assistance doesn't have to break the bank. Employer Resource Networks® (ERNs®) provide onsite success coach employee retention and advancement solutions that coordinate and make the most of funds and partnerships. ERN® Data Solutions Salesforce and SharePoint platforms provide shared templates, employee outreach and advancement training, peer learning, and metrics that drive the impact of the network. Employee need trends reveal referrals around critical issues such as mental health, childcare, and housing.

When that strain gets too heavy, workers leave, and when they leave, organizations lose more than just a warm body. Companies lose training, trust, and talent - a large investment. Businesses can't afford not to support their workforce - not now.

Tough times are ahead. The question is: will employers stand out as businesses that stand with their people? If not, workers will notice - and it may be the best workers that notice first. Let's stand together to support families, companies, and communities - growing the ERN USA Network for even greater impact and success!

James Vander Hulst, Chief Disruptive Officer, ERN USA



2024 KPI

Ohio State



Key Performance Indicators

Return on Investment

804.4%

Employer ROI

Distinct Employees Served



3,908

And their families



50

Employers

Workforce Utilization

25%



17,394

Collective Workforce

Delivered Cases



3,089

Average Case Time Spent

42 MINUTES

Industry Sectors

Education

5

Employers

Healthcare

21

Employers

Hospitality

2

Employer

Manufacturing

9

Employers

Services

9

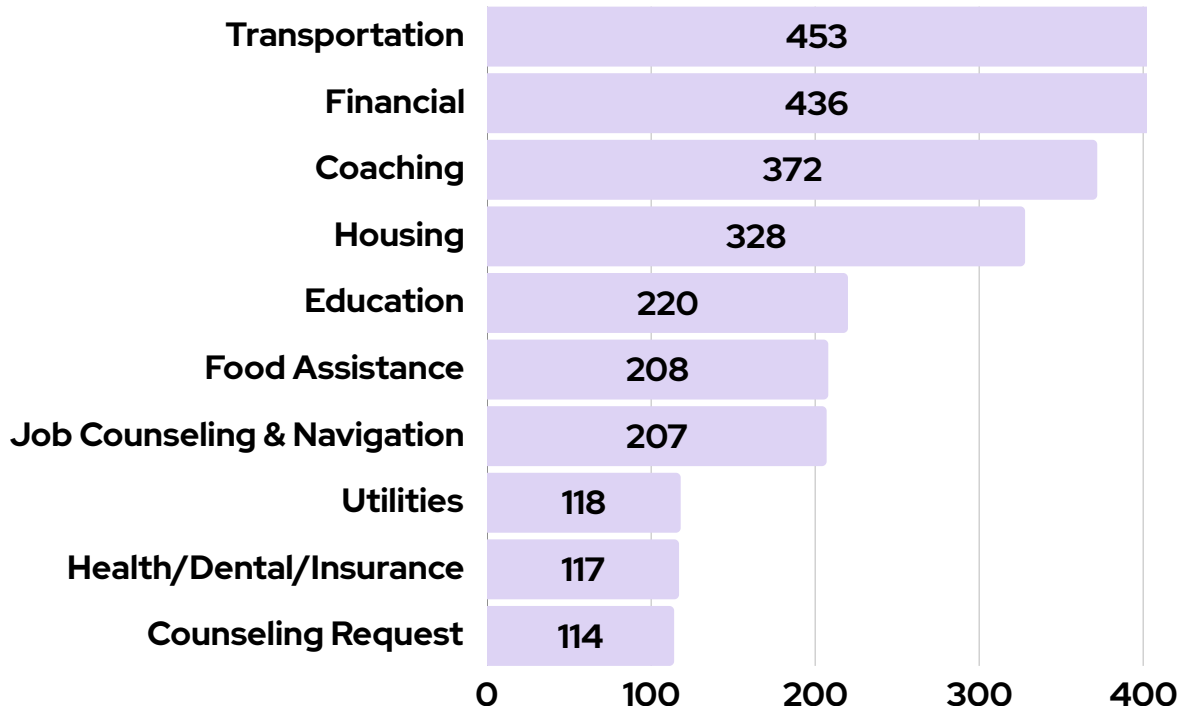
Employers

2024 KPI

Ohio State



Top Ten Case Needs



*Number of cases

Group Training Participants

 **1,614**

Resource Values

\$149,147

ERN Loan Total: \$131,900

Savings Component Total: \$2,156

Community, State &

Federal Resources: \$17,247

“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
North Central Correctional Complex
Management
& Training Corporation*

The Ohio ERN[®] Network



Ohio State ERN[®] Development



James Vander Hulst
Ohio State ERN Co-Lead

ERN USA, President & CDO

james@ern-usa.com



Stephen MacDonald
Ohio State ERN Co-Lead

Program Manager, Lucas County Board of Developmental Disabilities

smacdonald@lucasfcfc.org



Natalie Longmeier
Ohio State ERN Co-Lead

Marion Matters
Executive Director

coordinator@marionmatters.org



Lisa Smith
Ohio State ERN Admin Support

Program Coordinator, Lucas County Board of Developmental Disabilities

lsmith@lucasfcfc.org

Ohio State ERNs[®]



The Ohio ERN[®] Network



Employer Members



The Ohio ERN[®] Network



Employer Members



Strategic Partners



Our Work Supports



ERN USA
Employer Resource Network®



OHIO ERN
Employer Resource Network®

Employers

Engaging & supporting employees for company growth and social impact

“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
NC Correctional Complex Mgt & Training Corp*

“I look at all of my employees like they are my own family and hold them all near and dear to my heart. This is why what our Success Coach offers is so important.”

*ERN® Employer Member
Country View of Sunbury*



“While we have a strong internal team and culture, NEO helps us support employees in ways we couldn’t do alone. 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*



Our Work Supports



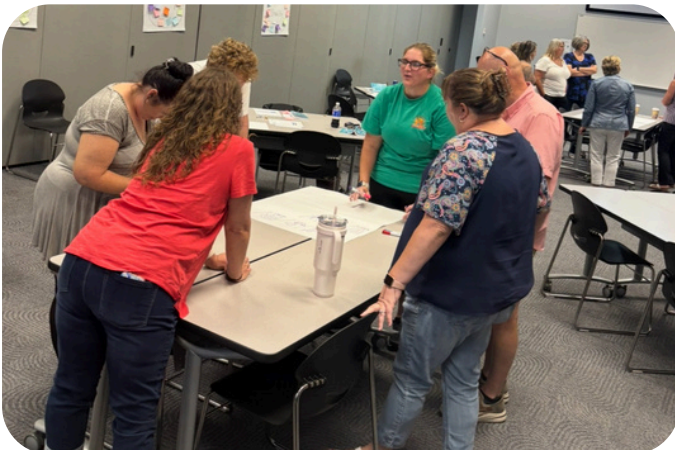
Employees

Engaging & supporting employees for company growth and social impact

There were several employees at one company that took Getting Ahead classes to help equip them with tools to build a life of stability. The Success Coach has been meeting with the employees to review their goals and put plans together to achieve them. After following up with one employee, the SC noted that they had completed 90% of the goals they had set and decided to add some new goals to move forward. This employee has also received a job promotion and is living a life of more stability.

“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®*



“I love being a Success Coach because I really enjoy helping people. I know, from experience, that it can be scary and isolating when dealing with issues in and out of work. Being someone that these employees can turn to for resources, or even someone to talk to, is very rewarding.”

*Amanda Mobley, Success Coach
Soaring to Success ERN®*

Our Work Supports



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.”

*Heidi J. Jones, President
Marion Area Community Foundation*

“The impact of the ERN® in the community goes beyond the workplace. They act as bridges between corporations, societal norms, and underrepresented communities, fostering inclusion, driving social change, and promoting equity both inside and outside the organization.”

Haidee Garcia, Director of Industry Partnerships, Towards Employment



“I’ve witnessed firsthand the impact and support SOERN provides to employers by making sure their employees have the tools and resources needed to be successful on and off the job site. I truly feel that if employers knew the positive impact this program would have on their workforce, the decision to provide the support offered by SOERN would be an easy one.”

*Nate VanBuskirk, Founder
VanBuskirk Financial*

Overview

Our Story

We first launched Employer Resource Networks®) with Michigan's Lakeshore ERN in 2006. ERNs have grown to a national network of 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



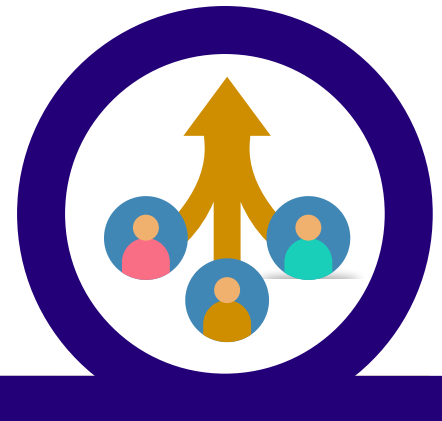
Multi-Member

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

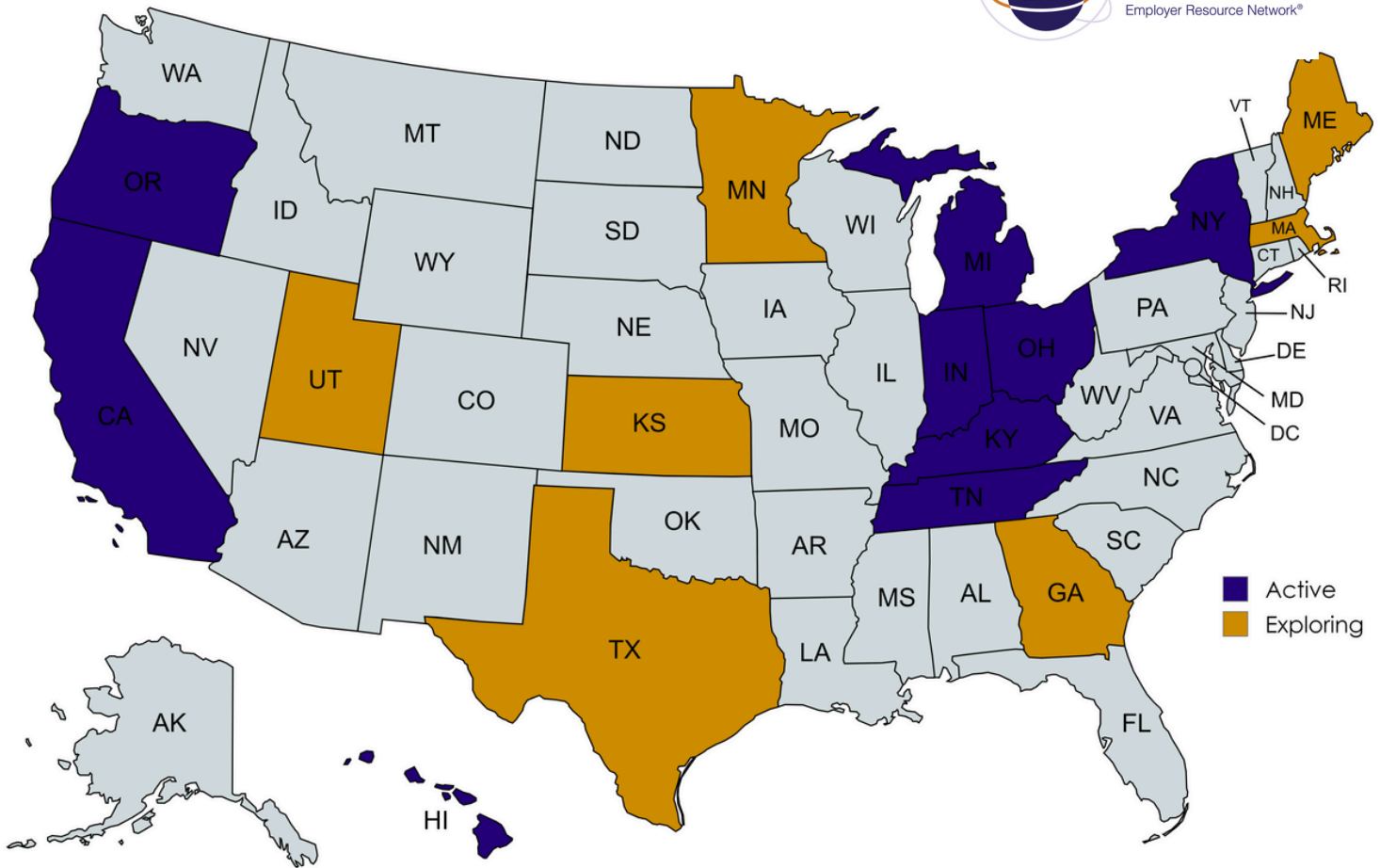
State ERN® Networks



Active Employer Resource Networks®



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, Honnolulu, 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

Five Phase Development Process

1



EXPLORE

Exploring the ERN Model

2



DEVELOP

Developing the ERN Strategy

3



IMPLEMENT

Implementing the ERN Model

4



SUSTAIN




















Maintaining & Growing the ERN

5



NETWORK

Partnering in Best Practice Sharing

Model Cornerstones	Employer Benefits
 Employer-led	 Retention
 Onsite Success Coach	 Reduced Absenteeism
 Resources  Skill Building	 Company Culture
 Outreach & Marketing Tools	 Employer of Choice
 Data and Process Driven CMS	 Employee Advancement
 Fund Collaboration	 HR Relief
 Transformation Framework	 Workforce Stability
 Network Peer Learning Calls	 Productivity
 Customized HR Integration - Support	 Employer ROI 500%+

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
Director of Operations

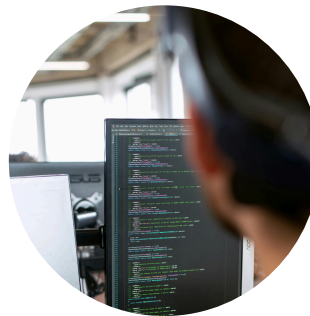
ERN® Data Solutions Administration
ERN® Development
ERN® Training & Marketing

ern-usa.com
angela@ern-usa.com



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

