



ERN USA
Employer Resource Network®



NORTH CENTRAL OHIO
EMPLOYER RESOURCE NETWORK®

2025



NORTH CENTRAL OHIO 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



ERN USA

Employer Resource Network®

2025 KPI

North Central Ohio ERN®



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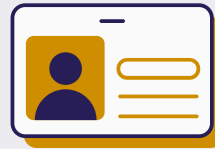
Key Performance Indicators

Return on Investment

588%

Employer ROI

Distinct Employees Served



544

And their families



21

Employers

Workforce Utilization

11.8%



Delivered Cases



1,070

Average Case Time Spent

31 MINUTES



4,822

Collective
Workforce

Industry Sectors

Education

3

Employers

Healthcare

15

Employers

Manufacturing

2

Employers

Services

1

Employer

2025 KPI

North Central Ohio ERN®

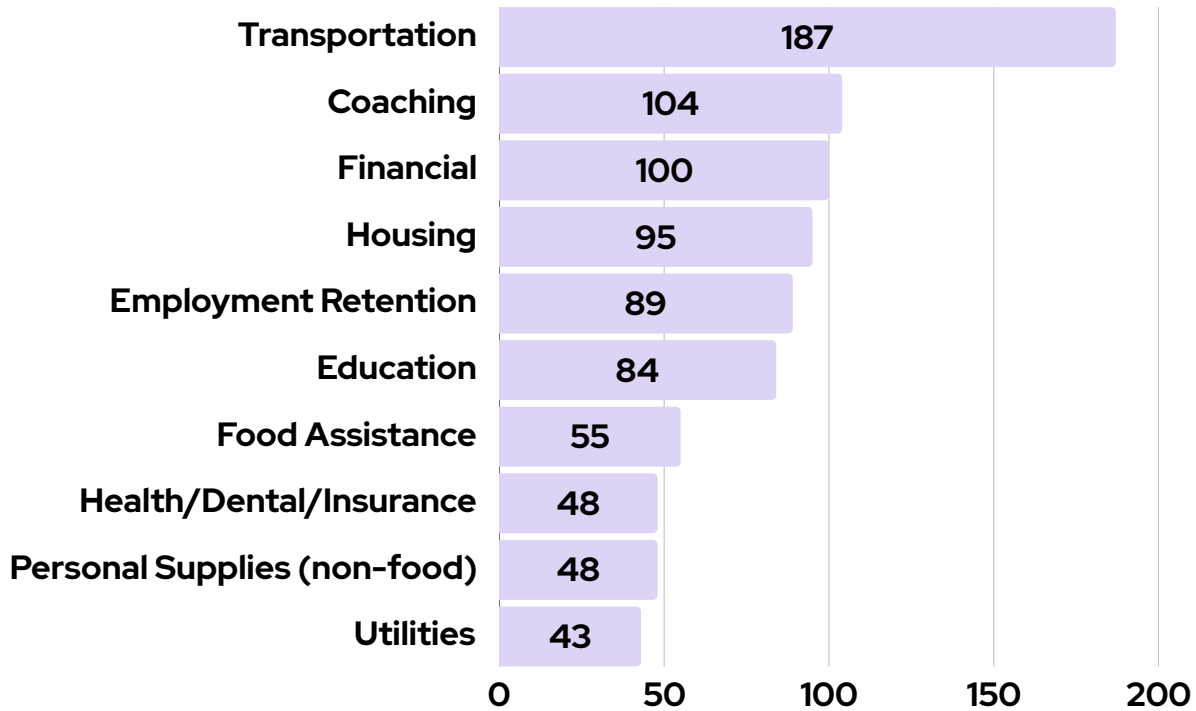


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Top Ten Case Needs



*Number of cases

Group Training Participants



75

Resource Values

\$40,017

ERN Loan Total: \$25,700

Savings Component Total: \$6,760

Community, State & Federal Resources Total: \$14,317

* Resource values documented when known

"I've seen the staff be happier, I've seen less call-offs, less personal problems are affecting work. They're actually happy to work here because they don't have the extra stress."

Member Employer
North Central ERN®

ERN[®] Overview



Employer Members



Natalie Longmeier
ERN[®] Administrator
740-223-2999
natalie@marionmatters.org



Nolan Hensel
ERN[®] Lead Success Coach
419-560-8361
nolan@marionmatters.org



Amanda Grubb
ERN[®] Success Coach
amanda@marionmatters.org



Chelsea Dingus
ERN[®] Success Coach
chelsea@marionmatters.org

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Strategic Partners



ERN[®] Admin Overview



NORTH CENTRAL OHIO
EMPLOYER RESOURCE NETWORK[®]

Marion Matters, Inc.

Our Story

In 2009, Judge Teresa Ballinger was introduced to the education curriculum “Bridges out of Poverty.” After learning new information on how to help people who were under-resourced, she decided to introduce the information to the Marion Community. Marion Matters launched and has administered North Central ERN[®] (formally Marion Matters ERN[®]) since 2017.

Our Mission

To provide leadership, skills & training in developing sustainable pathways out of instability through education, support and coaching in the North Central Ohio region.

Executive Director’s Message

“Marion Matters, Inc. has had the privilege to educate and equip people with tools to stabilize their lives by implementing the Bridges Out of Poverty education for the last 15 years in Marion, Ohio. We were blessed with the opportunity to bring on the Employer Resource Network in 2017, which launched an additional pathway to meeting people where they are, at work.

Knowing the importance of the Bridges Out of Poverty education, we infused it into the way we serve and coach our clients. We understand that to impact people and teach them, we must first build relationship and establish trust. This is the key ingredient to our success for the ERN and working with people to create long-term stabilization. In 2024, we launched an additional ERN to specifically serve County Boards of Developmental Disabilities and providers that implement the programs.

We are excited to see the growth and hear the feedback about how this program is making a difference in the lives of the employees and how it has positively impacted the culture of turnover in the businesses. Thank you all for your partnership as we continue to help serve the employees and people in our communities.”

*Natalie Longmeier, Executive Director
Marion Matters, Inc.*

 marionmatters.org

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ern-usa.com



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Our Work Supports



Employees, Employers & Communities

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*

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.

Solving barriers and achieving goals for employee personal & career stability

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 Chamber of Commerce*

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



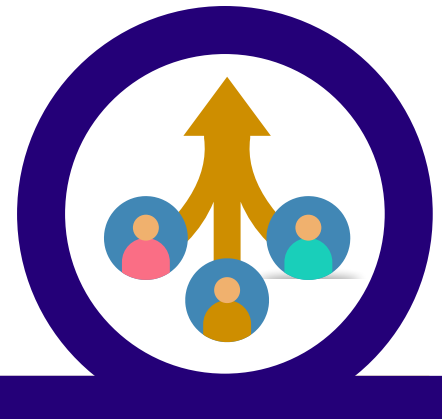
Multi-Member

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

State ERN® Networks



Active Employer Resource Networks®



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
Chief Operating Officer

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

