

2024 KPI



**NORTH CENTRAL OHIO
EMPLOYER RESOURCE NETWORK®**

North Central Ohio 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 151 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

North Central Ohio ERN®



ERN USA
Employer Resource Network®



NORTH CENTRAL OHIO
EMPLOYER RESOURCE NETWORK®

Key Performance Indicators

Return on Investment

302.5%

Employer ROI

Distinct Employees Served



314

And their families



13

Employers

Workforce Utilization

9.6%



Delivered Cases



697

Average Case Time Spent

23 MINUTES



3,322

Collective
Workforce

Industry Sectors

Education

2

Employers

Healthcare

7

Employers

Manufacturing

2

Employers

Services

2

Employer

2024 KPI

North Central Ohio ERN®

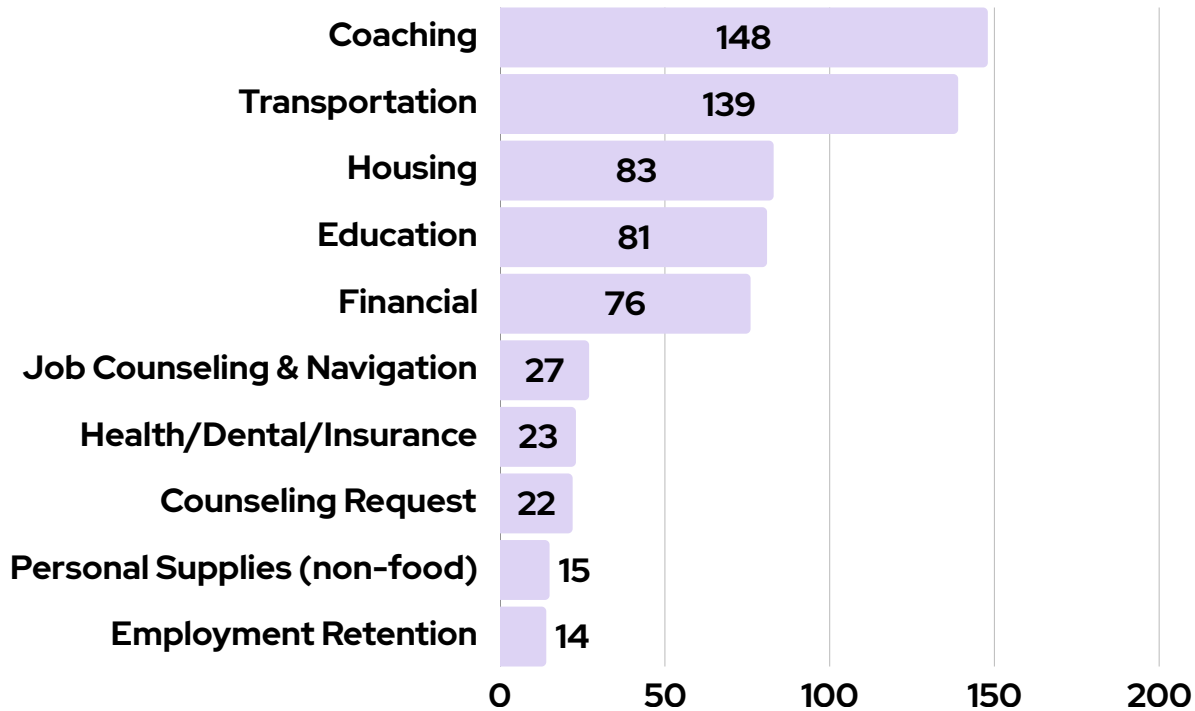


ERN USA
Employer Resource Network®



NORTH CENTRAL OHIO
EMPLOYER RESOURCE NETWORK®

Top Ten Case Needs



*Number of cases

Resource Values

\$21,658

ERN Loan Total: \$13,750

Savings Component Total: \$2,156

Community, State &

Federal Resources: \$6,294

"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 her 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

 ern-oh.com

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

 facebook.com/MarionMattersInc



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



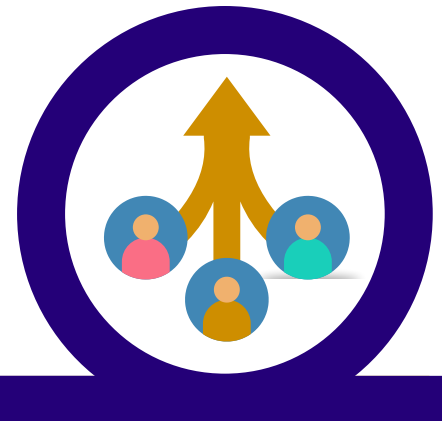
Multi-Member

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**

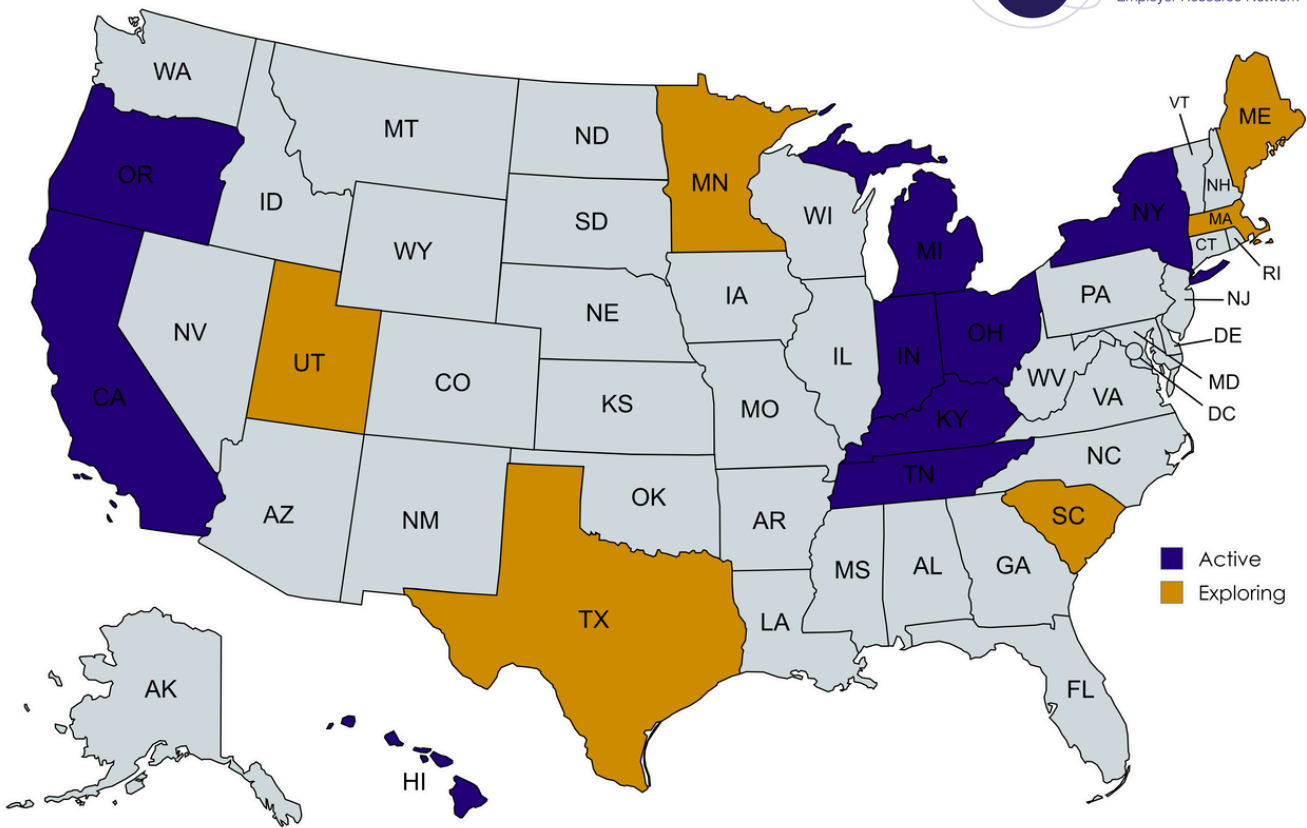


**Employee
Stability**



**Community
Change**

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, Thompsons

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

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
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

