



Employer Resource Network

empowering employment by improving employee
retention and productivity

www.ERN-NY.com

Sound Familiar?

Have you experienced this in the past 6 months?

- Late or absent due to non-work related issues?
- Requesting a 401K loan or an advance in pay?
- Come to you with a personal non-work related problem?
- Having discipline issues at work due to distractions at home?
- Quality candidates unable to take job or advance in job due to lack of reliable transportation?
- Unreliable employees during inclement weather due to transportation?
- Had an employee quit due to
 - ...a wage increase or loss of public benefits?
 - ...difficulty finding daycare?
 - ...lack of reliable transportation?

ERN | *What is it?*

ERN is an employer-based model:

- Consortium of 5 to 10 small to mid-sized businesses
- Workforce consists of entry-level, low-skilled or low-wage
- Employees generally at under-resourced level, receive public assistance
- Low-cost, shared Success Coach



Union College
Ellis Medicine
Northern Rivers Family Services
City Mission of Schenectady
Schenectady ARC
Proctors
Kingsway Community
Best Cleaners
Visiting Nurse Services of NENY
Home Instead Senior Care
Daigle Cleaning Services
Schenectady County Community College
Chamber of Schenectady County
Schenectady County Job Training Agency

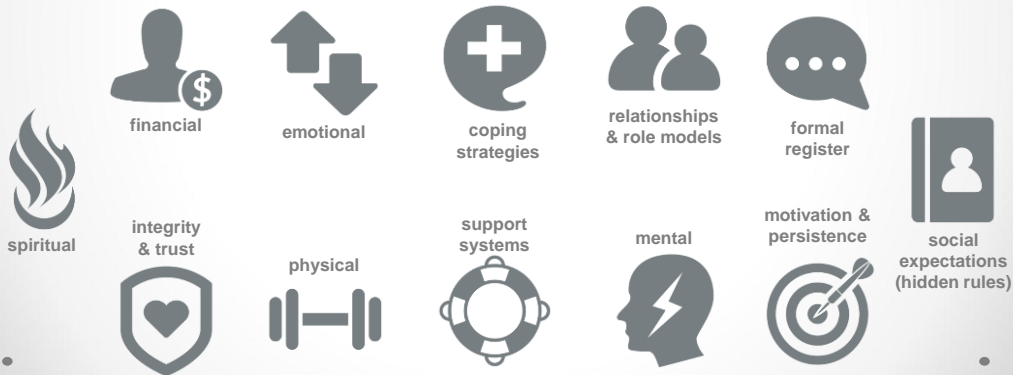


Interim HealthCare
Siena College
Albany Medical Center
Belvedere Services
Mohawk Ambulance
Schenectady County Community College
Chamber of the Capital Region
Albany County Job Training Agency

As of June 2015

Who is it primarily for? Defining Under-Resourced Employees

“the extent to which an individual or family does without resources”



What does a Success Coach do?

- Confidential resource
- Provides on-site, face-to-face assistance
- Fast-track barrier removal
- Conduit to Social Services, community programs, local agencies
- Effective solutions for employees related to:

<i>Financial / Debt</i>	<i>Workplace Conflict</i>
<i>Childcare</i>	<i>Family Challenges</i>
<i>Transportation</i>	<i>Attendance</i>
<i>Housing</i>	<i>Substance Abuse</i>
- Ongoing coaching where necessary

Return on Investment (ROI) for Businesses & Employers

- Low-cost, shared resource
- Improve employee retention
- Reduce recruiting and training costs
- Increase employee productivity / reduce absenteeism
- Reduces demands on HR who have limited connections
- Conduit to Social Services, community programs and local agencies
- Becomes Manager's "best friend"

616 Services Requested by Employees

600% Return on Investment (ROI)

92% Employee Retention Rate


*Based on 2014 collective totals and averages

AS QUOTED IN THE ALBANY BUSINESS REVIEW:


"The Employer Resource Network gave our under-resourced employees the benefits they need just to get through life on a daily basis." Susan Vellano, director of human resources, Best Cleaners

"We did a roll out with the Success Coach and our EAP side-by-side so people would understand how they are related." Eric Noll, chief human resources officer, Union College

At the end of the day
"it's just good business" because
"happy employees equal happy clients"



SCHENECTADY AREA
Employer Resource Network

- (197) distinct employees supported
- Supervisory Skills Training grant won through SCCC (\$28K)
125 employees trained
- ERN was the highlighted program in Schenectady Bridges being awarded The Schenectady Foundation's \$1 million transformational grant
- "bridge loans" developed in partnership with (2) local credit unions
- Overall improved culture/morale for employees
- Increased EAP usage via Success Coach referrals
-  **DRIVE TO SUCCESS**
a transportation solution

How much does it cost?

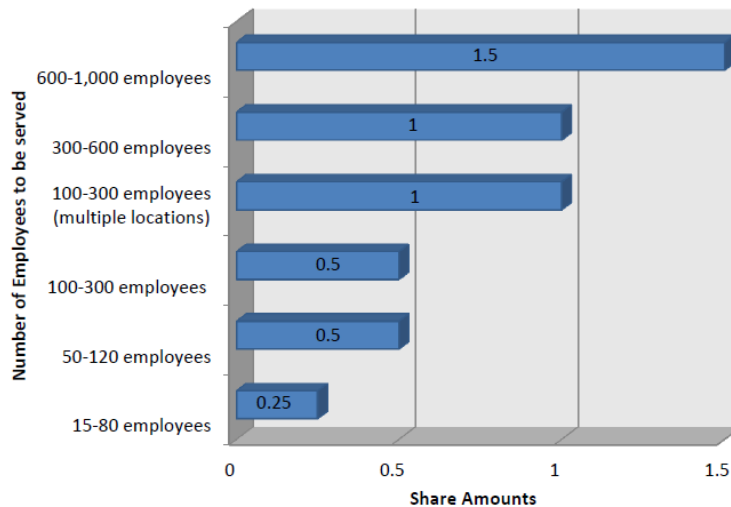
Share	Hours per week onsite	Annual Cost
1	6 hrs	\$13,000
½	3 hrs	\$6,725
¼	1.5 hrs	\$3,750

* 2015 costs (subject to change annually)

Success Coach schedule determined through collaborative planning with other ERN members.

Includes on-site Success Coach + flex time + emergent needs.

How much of a Success Coach's time will my business need?



* Typical employer investments



** Proposed timeline*

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