

# SWM Employer Resource Network®

**MICHIGAN**  
**WORKS!**® Southwest  
Branch, Calhoun, Kalamazoo & St. Joseph Counties



50 YEARS

# SWM Employer Resource Network

- SWMERN launched ERN in 2012 in partnership with ERN USA
- W.E. Upjohn Institute, Administrator of the SWMERN as of October 1, 2018
- 22 Employer members in Kalamazoo, Calhoun, St. Joseph and Branch Counties
- Broad range of industry sectors: Manufacturing, Hospitality, Healthcare, Education, etc.
- 3 Success Coaches
- Over 20,000 employees have access to ERN services

# The ERN Model

## What is it?

- A Demand-driven Private / Public partnership
- Improved workforce retention & growth
- Identify common needs = Retention, Training, Advancement
- Success Coach embedded onsite at each member company
- Available to all employees along the wage continuum and their immediate family members
- Businesses invest in "**Shares**" upfront
- 2025 Michigan ERN's averaged a 98% Retention, 12.7% Utilization & 500+% ROI

# An ERN focuses on solutions

## Employee

- Stress
- Childcare
- Financial Pressures
- Public benefits
- Relationship conflicts
- Aging parents
- Substance abuse
- Transportation
- Housing / Foreclosure

## Employer

- Increased productivity
- Reduced absenteeism
- HR workload decrease
- Outsourced social work
- Increased morale
- Increased retention
- Employer of choice
- Reduced training cost
- Reduced recruiting costs

# Success Coach Role

- Has dedicated hours onsite at each member employer
- Is available the remainder of the week via email, text, call
- Help employees address issues causing “Instability”
- Manages the process from start to resolution
- Connect employees to company, public and nonprofit resources
- Provides/connects to financial literacy and other essential training
- Resource to HR to assist with attendance or performance issues
- Maintains employee confidentiality, reporting only in aggregate



# 2024-2025 SWM ERN Highlights



### Service Highlights

- 500% average ROI
- 1,756 Services Delivered
- 1,047.14 Hours Spent

- 302 events, workshops, and/or research items completed
- 769.5 Hours Spent

- \$41,024.09 dollars of support secured for employees through community resources, hardship loans, and grant funds

## Success Highlight

A family experienced a home fire and lost everything they owned. The following morning, the employee (EE) called their supervisor to tell them what happened. The supervisor advised them to contact their Success Coach (SC) for assistance. The EE reached out to the SC and asked about resources for clothing so they could return to work. The SC immediately reached out to their connections, team, and the EE's employer for possible assistance. One of the SCs provided three full boxes of items for their family. The SC was also onsite at Edwards Garment, a clothing supplier and ERN member company in Kalamazoo County. The SC asked if they had any apparel returned from companies and if they would be willing to resell it to help this family. Edwards Garment was gracious enough to allow the SC and department head to look at the discontinued items and see if any would match this family's sizes. The company always makes generous donations to local organizations with these items and acknowledges this donation would benefit them greatly. The SC

## Director's Message

"As an ERN member, you are investing deliberately in cultivating a respectful and supportive workplace culture focusing on your staff's overall wellbeing. This enables us to provide accessible services that meet your staff's needs, with rigorous confidentiality safeguards to protect all information."

-Kelli Adams, Southwest Michigan ERN

# WIF Video





# Contact Information

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