



Innovative Solutions

Reduce turnover costs

Create a better workplace culture

Improved performance

www.ERN-NY.com

www.ERN-USA.com

Employer Resource Networks (ERNs) are a public private consortia whose purpose is improved workforce retention through employee support and training

Cost of Turnover



Essential Data

Employee classification, hourly pay rate of employee, supervisor, office staff

Hard Costs

Administrative time, coworker burden, overtime of added shifts



Soft Costs

Interviewing, references, drug/psychological testing, orientation

Temp agency, hiring firm, advertising



Lost productivity of employee, coworkers, and supervisor

Total hard and soft costs

Annual Turnover Cost



Turnover Costs

\$4,129 avg

Center for American Progress

<https://www.americanprogress.org/wp-content/uploads/2012/11/CostofTurnover.pdf>

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?
- Has an employee come to you with a personal non- work related problem?
- Quality candidates unable to take a job or advance in their job due to lack of reliable transportation?
- Had an employee quit due to:
 - ...A wage increase caused economic hardship
 - ...Difficulty finding adequate and affordable daycare?
 - ...Lack of reliable transportation?
 - ...Did not feel welcomed in the workplace?

DEFINING UNDER-RESOURCED, UNSTABLE & HIGH-STRESSED EMPLOYEES

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



Financial



Emotional



Coping Strategies



Relationships



Spiritual



Support System



Mental Health



Social Expectations



Motivation



Physical



Integrity & Trust

LARGE COMPANIES WITH
MANY LOWER WAGE/
ENTRY WORKERS

SMALL TO MID-SIZED
COMPANIES

Business

HEALTHCARE, SERVICE INDUSTRIES,
HOSPITALITY, RETAIL,
MANUFACTURING, FOOD SERVICE

LOW WAGE, UNDER-
RESOURCED, DAILY
INSTABILITY

Employee

COMMUNITY & TECHNICAL
TRAINING PROGRAMS

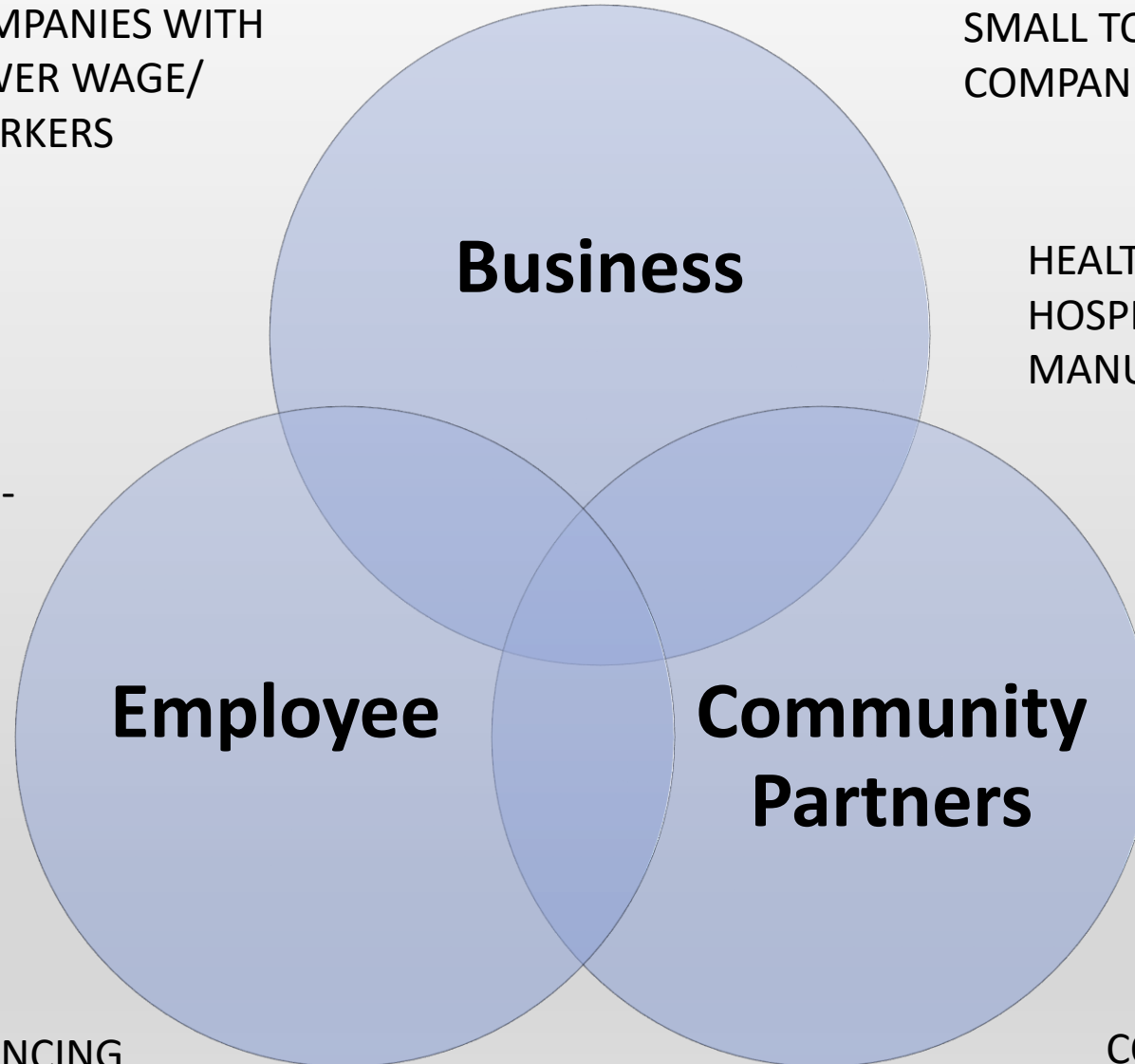
ENTRY LEVEL AND
MID-MANAGERS

**Community
Partners**

GOVERNMENT AGENCIES

EMPLOYEES EXPERIENCING
BARRIERS TO WORK

COMMUNITY BASED & NON -PROFIT
ORGANIZATIONS



The Success Coach (through ERN) is a private resource that employees can access on a regular, ongoing basis. They serve as a direct conduit to community resources & services that provide fast relief for many issues that employees face, such as reliable transportation, workplace conflict, childcare, housing crisis, family challenges, etc.



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Introducing Your Success Coach



Your success coach is a private resource for any employee who is dealing with a personal barrier which may affect their ability to be successful at work. The goal of the success coach is to connect employees to the resources that they need to lessen the worry and stress of balancing work and life.

The success coach is available to help address barriers related to:

- a family or child care emergency;
- transportation issues;
- eviction or other housing issues;
- caring for an elderly parent or a family member;

The success coach can also connect employees to information on training, education, health and financial wellness.

Chanel Terrell, Success Coach

Call or Text: (585) 944.4975

chanel.terrell@successcoach-roc.org

Hours at HCS: Monday: 8-10 a.m.

Tuesday: 2-4 p.m.

Friday: Noon-4 p.m.

**If it weighs heavy on your heart or heavy on your mind,
connect with Chanel Terrell today.**

We introduce the success coach as an enhanced support and service offered by:



- Partner with HR, supervisors and managers
- Regular, predictable time onsite- with remote options
- **ADVOCATE,CONNECT** with employees
- Represent business goals in coaching with employees

**EMPLOYEE
RETENTION**

**EMPLOYEES
SERVED**

**RETURN ON
INVESTMENT**

**SERVICES
REQUESTED**

**EMPLOYEES WITH
ACCESS TO COACH**





MEMBER COMPANIES

Heritage Christian Services

St. Ann's Communities

Jewish Senior Life

Friendly Senior Living

Catholic Family Center

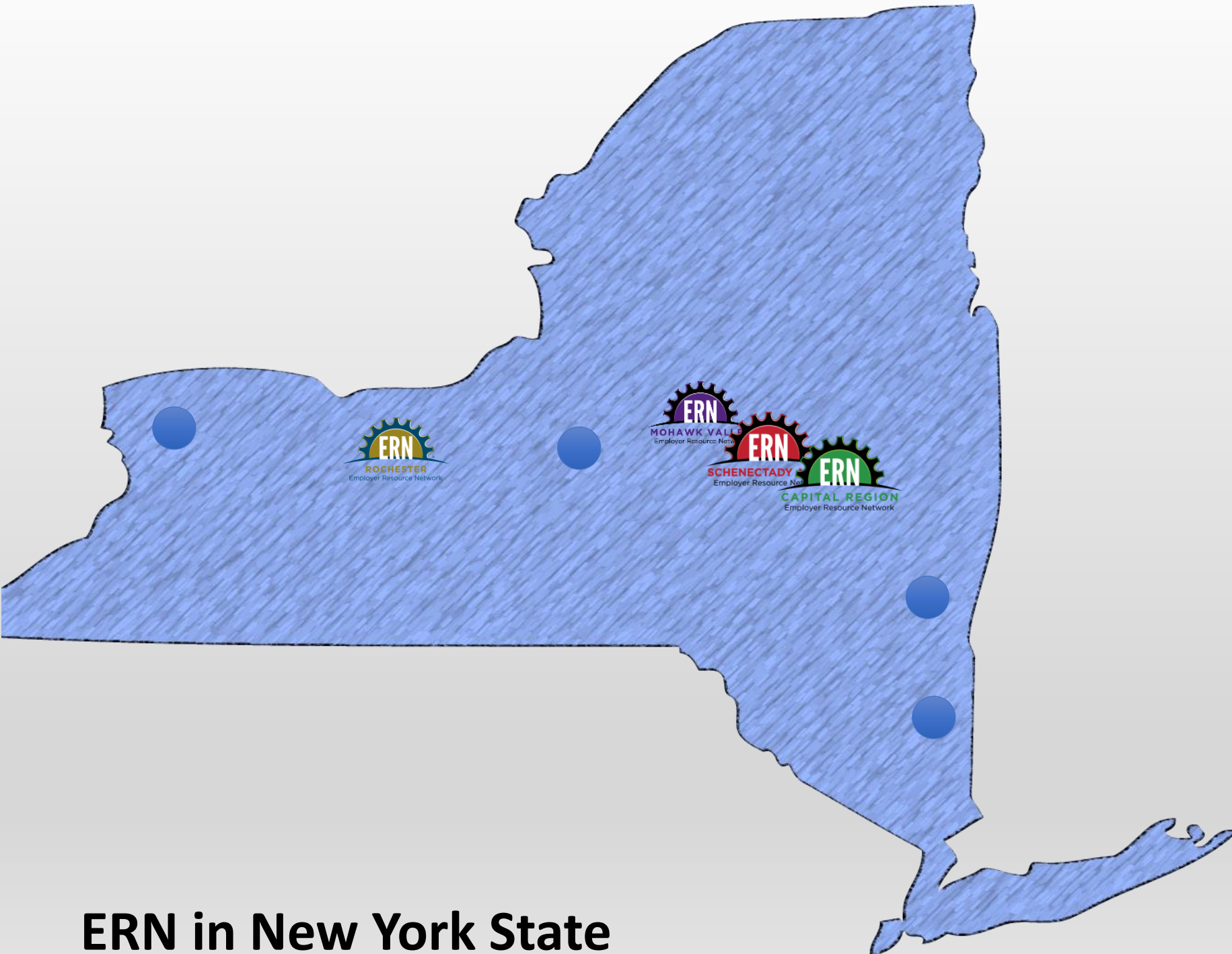
Catholic Charities Services of Rochester

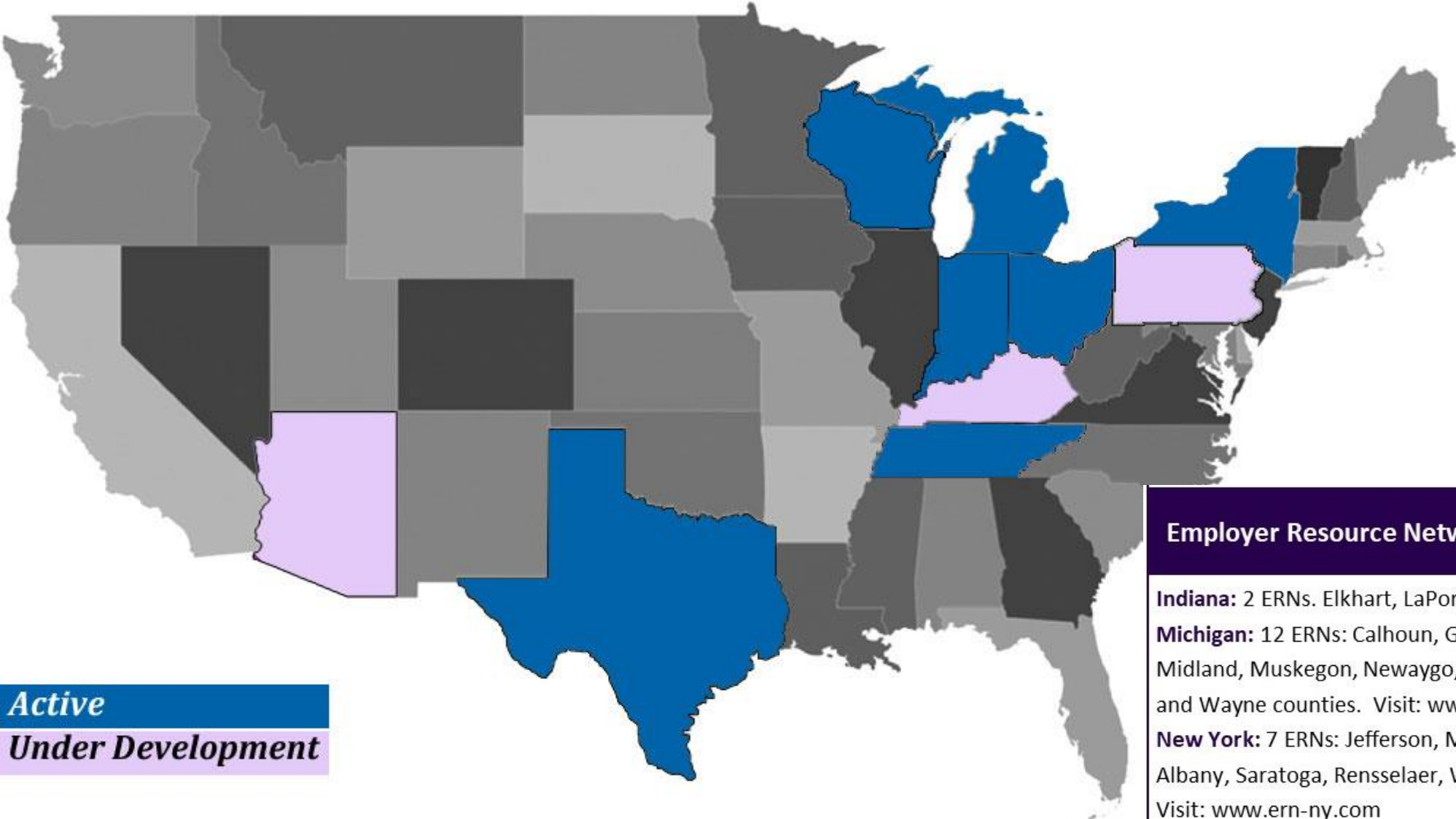
Epilepsy Pralid

MVP Healthcare

Pilot Program- City of Rochester

ERN in New York State





Active
Under Development

Employer Resource Networks® Nationally

- Indiana:** 2 ERNs. Elkhart, LaPorte, Porter, & St. Joseph counties
- Michigan:** 12 ERNs: Calhoun, Genesee, Kalamazoo, Kent, Mason, Midland, Muskegon, Newaygo, Oceana, Ottawa, Saginaw, St Joseph and Wayne counties. Visit: www.ern-mi.com
- New York:** 7 ERNs: Jefferson, Montgomery, Fulton, Schenectady, Albany, Saratoga, Rensselaer, Washington, Warren counties. Visit: www.ern-ny.com
- Ohio:** 3 ERNs: Lucas & Marion counties. Visit: www.ern-oh.com
- Tennessee:** 1 ERN: Shelby County
- Texas:** 1 ERN: McLennan County
- Wisconsin:** Milwaukee County
- ERNs in progress:** AZ, IN, KY, MI, PA, OH, TN (*interest in NE, MO, UT*)
- SuccessForce Data:** average program utilization rate = 16%; ERN



MEET YOUR ERN- ROC TEAM



Chanel Terrell
success coach



Marianne Durrant
director of
network development



Marcus Elliott
success coach



ROCHESTER

Employer Resource Network

To learn more contact:

Marianne Durrant

Director of Network Development, ERN

mdurrant@heritagechristianservices.org

(585)451-7189

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