

Success Coach, Danita S. Jackson

KEY PERFORMANCE INDICATORS

Return on Investment

Supportive Employment Saves Money

307% ROI

Based on retention; turnover costs = \$4,129 per employee
2016 Society for Human Resource Management Survey

Distinct Employees Served



294

Plus their families



Total Employee Requests

414



Includes return users; multiple interactions on a service in the same month excluded

Total Services

Supportive Employment Changes Lives



434

A request can have multiple needs (services)

Top Ten Service Needs



62

Food (FAP/SNAP)



37

Utilities



59

Housing



33

Health/Insurance



59

Soft Training



33

Other



33

Transportation



24

Childcare



22

Govt. Agency Navigation



20

Coaching

Referrals by Source



Self = 360

HR = 37



Co-worker = 13

Supervisor = 2

Employee Utilization

Supportive Employment Transforms Companies

10.9%



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