

Southwest Michigan Employer Resource Network (SWMERN)

SWMERN

- W.E. Upjohn Institute is the Administrator of the SWMERN as of October 1, 2018.
- SWMERN has been in existence since 2012
- Locally we are a partner of Michigan ERN and ERN USA (ERN is a trademarked name/logo)
- ERNs are in Michigan, New York, Ohio, Texas, Wisconsin, Kentucky
- 26 Current Employers in Calhoun, Kalamazoo and St. Joseph Counties
- 4 Success Coaches
- Current Year (10/1/18-12/31/18): 495 contacts with employees to assist with services.

The ERN Model

What is it?

- A Demand-driven Private / Public partnership
- 5 to 10 Employers (Manufacturing, Health, Hospitality)
- Identify common needs = Retention, Training, Advancement
- Uses a “neutral” administrator
- Embed a Success Coach onsite in the HR processes
- Available to all employees along the wage continuum
- Does not duplicate, but leverages nonprofit & public resources
- Businesses invest in “*Shares*” upfront, sustained based on ROI
- 2016 Michigan ERNs average a 98% Retention & 350% 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 productivity increase
- Outsourced social work
- Increased EAP usage
- Employer of Choice
- Increased retention
- Reduced training cost
- Reduced recruiting costs

Success Coach Role

- Has dedicated hours onsite at each employer member
- Is available the remainder of the week via email, text, call
- Help employees address issues causing 'Workplace 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
- Success Coaches use the Goal4it! Coaching model with employees

SWMERN Board Meetings

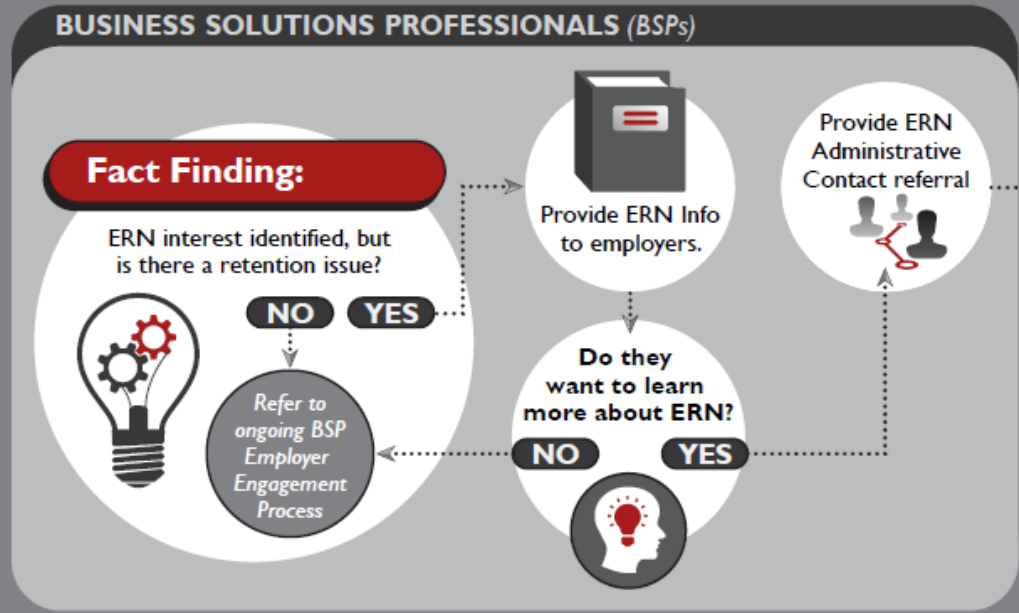
- Employer members chair and set the agenda
- Success Coach provides a monthly performance dashboard
- Members discuss trending issues and potential gaps
- Connecting with Community
- If a gap, identify potential partners and develop resource, Examples:
Daycare, Transportation, Loan & Savings Program
- Benchmark other best practices around benefits, culture, etc.

Probing Questions for An Employer:

In the past week, month or 6 months, have you had an employee that:

- Was late for or absent from work due to issues not related to work?
- Requested a loan from 401K or you as an Employer?
- Came to you with a problem not related to work?
- Was having disciplinary issues even when their work has been generally good?
- Quit due to a wage or hours increase and loss of public benefits?
- Left for another job due to workplace culture?
- Is the company small and without an HR department?
- Does the company have an interest in providing career pathway opportunities to their employees?

Q: What is an Employer Resource Network®?
A demand-driven, private/public partnership designed to address common workforce needs of participating employers such as retention, training and advancement



Q: How does it work?
A "neutral" administrator brings together 5 to 10 employers to discuss and address their workforce needs

The network embeds a "Success Coach" on-site at each employer to work w/employees and HR staff to quickly resolve challenges to retention and advancement

Businesses invest in "Shares" upfront and their investment is sustained based on their ROI

Q: But, does it work?
In 2016, Michigan ERNs averaged a **98%** retention rate and **350%** ROI!

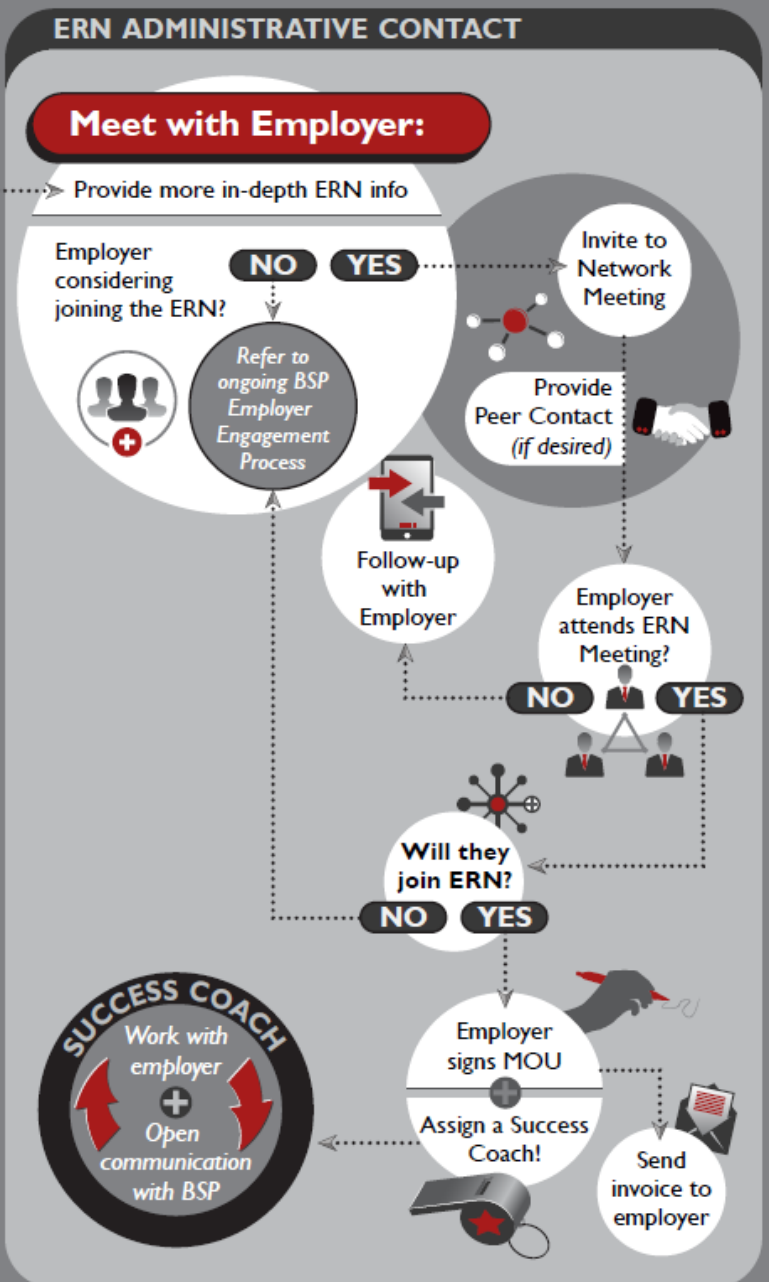
An ERN focuses on solutions for employers and employees:

Employer Solutions:

- Increased productivity and retention
- Reduced absenteeism
- Reduced recruiting/training costs
- HR productivity Increase
- Outsourced social work
- Increased EAP usage
- Employer of choice

Employee Solutions for:

- Childcare
- Transportation
- Housing
- Substance abuse
- Public benefits
- Stress management
(financial pressures, aging parents, relationship conflicts, etc.)



Workforce Innovation Fund (WIF)

WIF

- Awarded by the U.S. Department of Labor in 2014, to the W.E. Upjohn Institute to expand the Southwest Michigan ERN to all four counties in the Michigan Works! Southwest Area.
- End of grant September 30, 2018 (with one year follow up/evaluation). Currently in the follow up period

New Employers

- During WIF new employers joining the SWM ERN during WIF were able to take advantage of a 50% reduction in share cost for the first year.

WIF

Essential Skill Training

- Essential Skills (soft skills) have been identified as one of the number one needs of employers. ERN employers were able to tap into available soft skill training, at no cost.

Vocational/Technical Skill Training

- Training was designed specifically for the needs of the ERN employers, at no cost to the employer.
- Trainings such as: Production Technician, CNC, CNA, culinary, hospitality, warehouse management, Leadership/Supervisory, etc. were made available to ERN employers (for pre-hire training or incumbent worker training).

OJTs

- 50% wage re-imbusement for each individual who completes the on the job training.
- Typically 40 hours a week for 6-8 weeks.
- For existing employees or with intent to hire.

WIF

Career Laddering

- Through the ERN, employers were able to receive assistance in designing specific career pathways for their organization, if this had not currently been designed.
- Employees for each employer also were able to receive one on one assistance from the Success Coaches to learn how to develop their own career plan with their organization.
- Training was also available for ERN employers to assist in moving an entry level staff into a higher position in their career pathway (ex: Food Service worker interested in becoming a CNA)

Training Outcomes (to date)

- Pre- Hire Training:
 - 105 individuals participated in technical training that were not currently employed at ERN employers.
 - 135 individuals participated in On-the-Job training as a new hire of an ERN employer.
- Essential Soft skills training:
 - 131 individuals completed an essential soft skills training.
- Leadership/Supervisory Training:
 - 128 Employees participated in Leadership/Supervisory training from 19 distinct ERN Employers.
- Career Pathway Training:
 - 32 current employees participated in Technical Skill Training to advance along their career pathway.
 - 25 current employed at an ERN employer participated in On the Job Training to advance along their career pathway.

Contact Information

Dallas Oberlee

Director of Program Operations

Oberlee@upjohn.org

Or

Kelli Adams

Lead Success Coach

kelli@ernsuccesscoach.com