

“I know somebody who can help.”

Eight employers.
One Success Coach.

Launches at five shares
Self-sustaining at eight

Your employees bring personal challenges to work: unreliable transportation, a housing crisis, a parent who needs care. You want to help, partly because you care about the person and partly because you need your team at 100%. Wanting to help has never been the hard part.

An Employer Resource Network® (ERN®) puts professional help behind that intention. A group of employers shares the cost of one full-time Success Coach, employed by Wellspring House, who spends half a day each week on site at each member company, meets confidentially with employees, and does the legwork to get their problems resolved. Employers elsewhere have run the model for close to twenty years through [ERN USA](#) ([ern-usa.com](#)), but it is new to Massachusetts. [Wash Cycle Laundry](#), a 100-person commercial laundry in Lynn, heard about it and started calling neighbors on the North Shore to build the first one here.

WHAT THE SUCCESS COACH DOES

- Meets confidentially with any employee at a member company
- Works out what the actual barrier is
- Makes the call themselves, books the appointment, follows up, and stays on it until it's resolved
- Connects people to training, credentials, and paths into better-paying roles inside your company
- Works in English and Spanish

IF YOU ALREADY HAVE AN EAP

	TRADITIONAL EAP	SUCCESS COACH
Where	Phone line or web portal	On your site, in person
Referrals	Hands over a list	Makes the call and follows through
Relationship	Anonymous, one-off	Ongoing, knows people by name
Typical utilization	~1%	~15%

Sources: U. of Michigan Poverty Solutions, 2020; ERN USA reports 15.3% average utilization in its 2025 KPI report.

Two of eight shares committed

The network launches at five, with philanthropic funding already in hand, and is fully self-sustaining on member fees at eight.

WHAT PEOPLE BRING TO THE COACH

Transportation	Housing
Childcare	Eldercare
Family illness	Food
Utilities	Debt and budgeting
Legal trouble	Getting seen by a doctor

FROM ERN USA'S 2025 REPORTING

26 networks across 9 states	167 member employers
5,394 employees served	15.3% average utilization

Member businesses average a 500% return on investment once a network is past its startup period, mostly through reduced turnover and lower recruiting and training costs. Figure is ERN USA's own, self-reported.



Wellspring House

Wellspring House has been doing workforce development on the North Shore out of Gloucester for decades. They know the employers here, the agencies, and the communities our people come from. They'll employ and supervise the Coach, maintain the referral network the Coach draws on, and run the network's administration.

Put a Success Coach in your building.
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