

**Item Title:** Multi-Year Contract for Employee Assistance Program

**Specific Action Requested:**

**That the Board of Commissioners authorizes the County Manager to negotiate and execute a multi-year contract with McLaughlin Young Employee Services for the administration of the Employee Assistance Program, subject to the terms and conditions acceptable to the County Attorney.**

**Item Summary:**

**Purpose:** Multi-year contracts require Board of Commissioners approval.

**Background:** Wake County offers a comprehensive benefits package designed to support our employees' health, well-being, and financial security. Included in the benefits package is an Employee Assistance Program that provides counseling and work-life balance resources to assist employees in managing personal or work-related issues that may affect their job performance, health, or overall well-being. Staff conducted a request for proposal process to review options for Employee Assistance Program services. After review of proposals, staff recommends McLaughlin Young Employee Services to provide Employee Assistance Program services. The contract term begins on October 1, 2025.

**Strategic Plan:** This action supports Foundations of Service Goal 2: Increase overall employee satisfaction to 90% by 2029.

**Fiscal Impact:** The total estimate for this contract term is \$326,000. The first-year estimate is \$62,000. FY26 costs are included within the current budget. Future costs will be included in subsequent budgets.

**Additional Information:**

Wake County currently provides, at no cost to employees, an Employee Assistance Program through McLaughlin Young that provides counseling and work-life balance resources to assist employees in managing personal or work-related issues that may affect their job performance, health, or overall well-being.

Staff issued a request for proposals for employee assistance program services and received proposals from ComPsych, Magellan Health, Mantra Care, McLaughlin Young, PsychPlus, Spring Health, and TELUS Health. Human Resources staff and members of the Employee Benefits Committee reviewed the proposals. Analysis was conducted on services proposed, vendor background and ability to provide required services, knowledge and expertise of the client service team, cost effectiveness and value of proposal, and rate guarantees. Two vendors were selected for finalist presentations: McLaughlin Young and ComPsych.

Staff recommends McLaughlin Young to provide employee assistance program services. McLaughlin Young was selected due to the organization's enhanced services for our employees which include 24-hour access to master-level clinicians, extended provider network, unlimited in-person critical incident response, online counseling options, peer group support programs, managerial support, robust client customer support, quality web-based work-life balance resources, monthly mental health education webinars, and 24 hours of training time. These services are offered at a rate of \$1.09 per employee per month, which is less than the current rate of \$1.13. The recommended contract term is October 1, 2025, through September 30, 2030.

**Attachments:**

None.