

Item Title: Multi-Year Contract for Voluntary Legal and Identity Theft Protection

Specific Action Requested:

That the Board of Commissioners authorizes the County Manager to negotiate and execute a multi-year contract with Pre-Paid Legal Services, Inc. (dba LegalShield) to provide Voluntary Legal and Identity Theft Protection benefits, 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. Voluntary Legal and Identity Theft Protection benefits are currently offered to employees by LegalShield. Staff conducted a request for proposal process to review options for Voluntary Legal and Identity Theft Protection. Staff recommend LegalShield to continue delivering Voluntary Legal and Identity Theft Protection benefits. The contract term begins on January 1, 2026.

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

Fiscal Impact: There is no fiscal impact associated with this employee benefit offering. Voluntary benefits are 100% paid by employees, and there is no associated County cost.

Additional Information:

Legal and Identity Theft Protection is a voluntary benefit that employees may purchase through payroll deduction. Legal Protection provides access to legal assistance and services at reduced or no cost to the employee. Identity Theft Protection helps detect, prevent, and respond to identity theft or fraud involving an employee's personal information.

Staff issued a request for proposals for Voluntary Legal and Identity Theft Protection and received proposals from Allstate, ARAG, LegalEase, LegalShield, and MetLife. Human Resources staff and members of the Employee Benefits Committee reviewed the proposals. Analysis was conducted on coverage and 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.

Staff recommend LegalShield provide Voluntary Legal and Identity Theft Protection benefits due to its comprehensive coverage and value to employees. The program provides access to qualified attorneys for a wide range of legal services, including but not limited to 24/7 emergency legal assistance, will preparation, estate planning, contract

reviews, and document guidance. LegalShield has enhanced the legal plan benefits by adding coverage for contested divorce, child custody, and enforcement and modification of support orders. LegalShield also includes robust identity theft protection (IDShield), offering monitoring, alerts, and full-service restoration support. IDShield benefits have been enhanced to include monitoring of insurance plan numbers, health savings accounts, and utilities. Both LegalShield and IDShield have been enhanced to offer legal consultation and identity restoration services to dependent children over age 26 who reside with the employee. Additionally, these enhanced plans are offered at a lower price than the current options, providing greater value for employees.

The recommended contract term is January 1, 2026, through December 31, 2030.

Attachments:

None.