

LifeSpeak Inc.

The 2025 Workplace Wellness Report

**From Support to Strategy: The
ROI of Whole-Person Wellness**

Featuring: Workforce Insights, Member
Survey Data, Real Client Results



Table of Contents

The Modern Wellness Gap Why today's workforce needs more than check-the-box support	3
Presenteeism: When Employees Check Out, But Still Show Up The hidden cost of disengagement on performance, safety, and morale	4
Productivity: Helping People Feel Better, Focus Better, Work Better How LifeSpeak supports presence, energy, and focus	5
Burnout: A Business Risk You Can Prevent What happens when stress is left unchecked	7
Resilience: Prevent Burnout Before it Starts How LifeSpeak helps employees reset—and stay well	8
High-Cost Claims: When Challenges Escalate, Costs Multiply How delayed support drives up costs	10
Prevention: The Evidence-Based Approach to Cost Containment How LifeSpeak delivers proactive support that minimizes costly interventions and maximizes impact	11
Fragmentation: Too Many Tools. Not Enough Impact Why patchwork programs fail employees, and overwhelm HR	13
Simplicity: Where Unified Support Meets Real Engagement How LifeSpeak delivers better outcomes ...with less effort	14
Turnover: When Employees Feel Unsupported, They Leave What people feel at work drives whether they stay	16
Retention: Creating a Culture of Loyalty How LifeSpeak helps employers keep the talent they can't afford to lose	17
The LifeSpeak Approach A modern solution for today's complex workplace	19
What's Next: Empower Your People. Elevate Your Business. A smarter way to support wellbeing, performance, and retention	22

The Modern Wellness Gap

Why today's workforce needs more than check-the-box support

Wellbeing is no longer a perk—it's a performance driver. HR leaders are navigating a perfect storm of rising expectations, shrinking budgets, and pressure to show real outcomes, while employees are louder than ever about what matters most.



Seventy-four percent of employees say improving their wellbeing is more important than advancing their careers (Deloitte, 2023).¹ But what employees are actually experiencing tells a different story: high stress, low energy, spotty engagement, and growing frustration across every level of the workforce.

This isn't just about missing benefits. It's about missed opportunities.

That's where LifeSpeak helps close the gap.

With proactive, expert-led resources across the full spectrum of wellbeing: mental health, fitness, nutrition, mindfulness, substance use, caregiving and more, LifeSpeak meets people where they are, with real-life support that's easy to access and built to scale.

The result? Employees who are more engaged, more resilient, and more likely to stay.

Because when support actually works, so does your workforce.

What's inside an impact report

Discover how leading organizations are rethinking wellness to meet today's workforce demands.

- ✓ **The true cost of check-the-box wellness—and what's replacing it**
- ✓ **Why wellbeing is now tied to performance, retention, and ROI**
- ✓ **What employees actually want (and what they're using)**
- ✓ **How forward-thinking employers are closing the gap**
- ✓ **How LifeSpeak drives measurable outcomes across wellbeing, performance, and retention**

This report explores the most urgent workforce challenges—from burnout and presenteeism to disengagement and turnover—and reveals how integrated, whole-person support is changing the game.

Presenteeism: When Employees Check Out, But Still Show Up

The hidden costs of disengagement on performance, safety, and morale

Presenteeism often sets in before absenteeism, or burnout. It's the quiet in-between stage where employees show up, but their energy, focus, or wellbeing just aren't there.

Consider this scenario:

An employee logs into a virtual meeting a few minutes late. Their camera is off, responses are delayed, and contributions are minimal. They're distracted, and may be doing something else entirely.

They're technically present. But they're not fully engaged.

It's the same story behind the rise of "Bare Minimum Mondays", which is a cultural signal that many employees are emotionally checked out, coasting through the week with just enough effort to get by. And while it may start as a coping mechanism, over time it becomes a symptom of a deeper issue.

“

Presenteeism isn't always visible—but it's often where burnout begins.”

This kind of disengagement is easy to overlook, but it's happening across industries every day, especially in high-stress roles like healthcare, education, frontline service, and hybrid teams. Over time, it chips away at morale, performance, and even safety. And the ripple effects are significant.

\$8.8 trillion

in lost productivity globally due to disengaged employees

Gallup, State of the Global Workplace²

Gallup reports that disengaged employees cost the global economy \$8.8 trillion in lost productivity—equal to 9% of global GDP.²

The root causes of presenteeism are rarely one-dimensional. Physical strain, emotional fatigue, and unaddressed stress often build slowly, until performance dips or turnover begins. That's why addressing wellbeing early matters.

Spotting the signs (and supporting employees before burnout sets in) is one of the most strategic moves an organization can make.



Productivity: Helping People Feel, Focus Better, Work Better

How LifeSpeak supports presence, energy, and focus

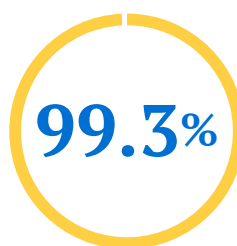
Presenteeism isn't solved by attendance policies or performance reviews. It's solved by understanding what's behind the disengagement, and offering meaningful, proactive support.

That's where LifeSpeak comes in.

We provide expert-led content and personalized resources that help employees manage stress, recharge energy, and find focus—before performance suffers. From short expert videos on managing anxiety to real-

time coaching on nutrition, sleep, or emotional health, everything is designed to meet people in the moment they need it most.

But it doesn't stop there. Our content goes beyond the quick fix, offering deeper learning and connected care across mind and body. Users are guided toward smarter routines and healthier habits that improve focus, clarity, and engagement over time.



of members say LifeSpeak helps them function better—at work and in their personal lives.

It's not about pushing productivity—it's about removing the barriers to it. When people feel better, they show up differently: clearer, calmer, more motivated, and ready to contribute.

For employers, that means stronger performance, fewer errors, and better outcomes: on the floor, in the field, at the desk, or behind the screen.

“

LifeSpeak has resources which I find helpful for my mental and emotional health. Just watching the videos or reading the posts give me a different perspective on how to approach things.”

2025 member testimonial

Case Study

How UnityPoint Health drove engagement across 300+ locations with LifeSpeak

UnityPoint Health partnered with LifeSpeak to provide scalable, on-demand wellness support across a diverse, dispersed workforce. Their goal: make wellness personal, accessible, and relevant for all 30,000+ team members—regardless of shift, location, or life stage.

By aligning LifeSpeak's programming with corporate wellness goals and launching targeted quarterly campaigns, UnityPoint Health sparked a significant surge in engagement:

- **273% increase in plays per user**
- **239% increase in minutes per user**
- **1,354% increase in total enrollment (Q1 YoY)**

From high-impact messaging to thematic promotions like “timesavers” (10-min classes), the team met employees where they were—with practical resources that fit into busy schedules and kept them engaged over time.

“

We made a shift in how we thought about wellness. Instead of offering prescriptive programs, we want to make wellness more personal, to meet folks where they're at. It has to support what wellness means to each person, what they need, whether that's cooking, meditation, flexibility, or endurance training. And it needs to work for parents, kids, seniors, everyone. Including their families!”

Jennifer Bruns, Senior Benefits Analyst



UnityPoint Health

[READ THE FULL CASE STUDY](#)



Burnout: A Business Risk You Can Prevent

What happens when stress is left unchecked?

When burnout sets in, it's no longer just a personal issue; it becomes a risk to the business. It fuels absenteeism, increases medical claims, erodes morale, and accelerates turnover. More than half of employees report feeling burned out at work, and 76% have experienced symptoms of a mental health condition in the past year (U.S. Surgeon General, 2022).³

\$5 million

Estimated annual cost of burnout for a 1,000-person company

American Journal of Preventive Medicine, 2025⁴

Burnout doesn't always announce itself loudly. It often shows up as emotional exhaustion, disengagement, increased absenteeism,

or declining work quality—signs that can be mistaken for poor performance rather than a deeper issue. Left unaddressed, these early warning signals quietly erode morale, productivity, and team cohesion.

“

Burnout shows up in the body long before it shows up in the exit survey—exhaustion, insomnia, and tension.”

By the time an employee goes on leave (or leaves entirely), the damage is done. And it's costly. According to a 2025 study in the *American Journal of Preventive Medicine*, burnout and disengagement are taking a serious toll on employers—costing anywhere from **\$4,200 to over \$20,000 per employee each year**.⁴ For a mid-sized organization with 1,000 staff, that adds up to roughly **\$5 million in lost productivity and related expenses annually**.

Burnout isn't inevitable. But preventing it requires more than good intentions, it demands early, holistic, and sustained support. (before burnout sets in) is one of the most strategic moves an organization can make.



Resilience: Prevent Burnout Before It Starts

How LifeSpeak helps employees reset—and stay well

LifeSpeak is designed to meet employees where they are, especially in moments of stress, uncertainty, or overload. Whether someone searches for a quick video on anxiety, needs help coping with workplace pressure, or simply wants to reset their day, LifeSpeak offers practical, expert-led content that fits into life.

And the value goes beyond quick wins.

Every resource connects to a broader pathway of care, guiding users toward complementary strategies that reinforce their wellbeing across the board.

That might mean:

- **Nutrition guidance to improve mood and energy**
- **Movement and fitness to reduce stress and restore motivation**
- **Mindfulness tools to rebuild focus, calm, and clarity**
- **Coaching and goal-based programs to create sustainable change**

It's a truly holistic experience, supporting the full person rather than just the symptom, at the exact moment they need it most.

Because real prevention doesn't happen in silos. It happens when mental and physical health are addressed together. And that's what turns burnout from a looming risk into a manageable, preventable outcome.



97%

of members say
LifeSpeak helps them
manage stress and
prevent burnout.

76%

average reduction
in burnout
symptoms reported
by those members.

Case Study

What happened when Agero made burnout prevention a priority

When Agero introduced LifeSpeak to 1500 employees, engagement soared. In just one year, employees accessed 96% of the LifeSpeak video library – and more than 800 wellbeing sessions. Employees found tools to manage stress and build resilience, while HR reported the highest engagement scores in company history. That impact didn't go unnoticed. Agero was soon named a winner of the prestigious Ragan award as one of the Top Places to Work for Employee Wellbeing.

[READ THE FULL CASE STUDY](#)

“

We're grateful for our partnership with LifeSpeak. In our most recent employee survey, we achieved our highest scores in employee engagement. LifeSpeak has played a big role in this.”

Paige Proto, Internal Communications and Culture Associate

Agero 



High-Cost Claims: When Challenges Escalate, Costs Multiply

How delayed support drives up real costs

When employees delay getting help, small health concerns, whether physical or mental, can evolve into major, high-cost issues. Chronic stress can turn into clinical burnout. A nagging ache can become a disability leave. These aren't isolated events. They ripple across teams, inflate budgets, and erode morale.

The hardest part? You often don't see it coming. Employees may struggle silently for weeks or months before reaching a breaking point.



Workers without early support are more likely to experience prolonged absence or workforce exit.⁵

Surgeon General's Framework for Workplace Mental Health and Wellbeing.

Without accessible, stigma-free support, symptoms escalate. And the longer the delay, the harder (and costlier) it becomes to intervene.

\$200-300 billion

lost annually in the U.S. due to untreated mental health conditions

National Alliance on Mental Illness (NAMI)

This is where many wellness programs fall short. By focusing solely on reactive care or crisis support, they miss the early window when prevention is most powerful.

Unaddressed issues don't stay small. Many of the highest-cost claim categories are also the most preventable with early support. For example:

- **Mental health:** Early support helps prevent escalation of disability claims.
- **MSK issues:** Can lead to disability leave but improve with early movement and recovery support.
- **GLP-1 medications:** Ongoing use and high costs can drop when paired with sustainable lifestyle interventions.
- **Substance use:** Crisis care can often be avoidable with early, evidence-based support.

Early intervention keeps people healthier, claims lower, and organizations ahead of rising health care costs.



Prevention: The Evidence-Based Approach to Cost Containment

How LifeSpeak delivers proactive support that minimizes costly interventions and maximizes impact

LifeSpeak empowers people to act before small issues become big problems. Whether someone's dealing with chronic stress, low energy, emotional strain, or trouble sleeping, they get immediate, stigma-free access to evidence-based support—on their schedule, in their format.

No waitlists. No referrals. Just real help, when it matters most.

With expert-led content, AI-personalization, custom pathways, goal-based programs, and access to real experts, employees can explore strategies across the spectrum of care.

They're guided toward habits and solutions that not only alleviate symptoms but address root causes. This isn't just about reducing claims—it's about keeping your people present, healthy, and thriving.

Proactive Care, Powerful Results

Mental health challenges don't stay isolated, they ripple outward. Left unchecked, they increase the risk of chronic conditions like heart disease, stroke, and diabetes. At the same time, ongoing physical health issues can trigger or worsen anxiety, depression, and burnout.

These challenges don't just add up; they **compound**, leading to escalating health issues and rising costs.

LifeSpeak helps employees get ahead of this cycle. By making expert support accessible early, we help prevent small issues from turning into complex, costly health problems, keeping your people healthier and your costs lower.



“

Giving people access to self-directed resources isn't just a nice-to-have. It's a cornerstone of effective stepped-care. When employees can get support early, they're less likely to rely on more costly interventions later. That's where real savings and real impact begin.”



Terri-Lynn Mackay

Director, Behavioral Health Innovation and Service Delivery

Member Insights: Prevention in Action

When asked how LifeSpeak helps them avoid a doctor or therapist visit, here's what some of our members had to say:

“

The videos provide an easy, convenient way to get a variety of daily exercise. Since doing continual programs, I have lost weight, my aches & pains have diminished, and I feel better about myself.”

“

The more research/knowledge a person has, they can then make an informed choice and go to the doctor when really needed.”

“

As a working mother of four children, taking additional time from work to address my psychological health is difficult and sometimes quite challenging. I applaud my employer for providing employees with a wonderful source of positive information from accredited professionals.”

“

Learning, being open to different perspectives, exploring different resources and being informed, makes the unknown a little less scary.”

“

The short videos allow me to find specific information on a topic quickly, without having to consult my doctor about it.”

“

The more informed I am the better I can manage my feelings, stress and anxiety.”



Fragmentation: Too Many Tools. Not Enough Impact

Why patchwork programs fail employees, and overwhelm HR

In an effort to meet every need, many organizations build patchwork wellness programs—layering EAPs/EFAPs, meditation apps, fitness platforms, mental health services, caregiving resources, and more. But when each tool comes from a different vendor, good intentions turn into logistical headaches.

“
Mental and physical health
are inextricably linked—
your wellness strategy should
be too.”

According to Mercer Health on Demand, **85% of employers say their wellness strategy is fragmented.**⁷

This leaves HR left juggling multiple contracts, vendor relationships, usage reports, and engagement campaigns, and employees overwhelmed by options and unclear about where to turn. They waste time bouncing between logins and platforms. Meanwhile, over **60% of companies say the cost of their wellness programs exceeds the perceived ROI.**⁸ (Aspect43, 2024 HRTech Report.)

85% of employers say their
wellness strategy is
fragmented.⁷

Mercer Health on Demand

That's because disjointed solutions miss the most important truth: wellbeing is integrated. Mental and physical health are deeply linked, so your wellness benefits should reflect that.

When programs operate in silos, engagement stays low, outcomes stay flat, and neither employees nor HR teams get the value they need.

That's where vendor consolidation isn't just a cost-saving move—it's a strategy shift. And it's one that pays off with clarity, ease, and better results.



Where Unified Support Meets Real Engagement

How LifeSpeak delivers better outcomes ...with less effort

Wellness shouldn't be a maze for HR or for employees. But with so many tools, platforms, and point solutions in play, it's easy for even the best-intentioned programs to get lost in the noise.

That's where LifeSpeak makes a difference. Across our suite of solutions, we deliver consistent, expert-led support for every dimension of wellbeing: mental health, fitness, nutrition, mindfulness, substance use, and caregiving. And we pair that support with something just as essential: **clear, strategic communication.**

We know HR teams are stretched. That's why every LifeSpeak experience comes with **dedicated account management and built-in employee engagement support**, from launch planning to ready-made campaigns that help your people actually understand and use their benefits.



Support shouldn't be a scavenger hunt. LifeSpeak brings it all together—everything your people need, all in one place.”

Because even the most robust solution won't make an impact if no one knows it's there.

When communication is clear and access is easy, usage goes up. And when usage goes up? So do outcomes.



Case Study

From Launch to Lasting Impact: How AmTrust Drove Engagement with LifeSpeak

AmTrust Financial partnered with LifeSpeak to simplify wellness delivery and maximize employee engagement. Through a series of targeted campaigns, clear communication, and incentive-driven programming, they turned awareness into action—fast.

In just one quarter, employees and family members completed over 20,000 minutes of content, averaging 14+ plays per user. What made the difference? Strategic campaigns made it easy to get started—and the content kept them coming back.

“

Our employees love LifeSpeak. I’ve heard that once they get started, they can’t stop, won’t stop! And that’s what we want, because consistency is key to behavior change. We share those metrics with our leadership, and we use them to plan our corporate health goals. The content is valuable. Plus, our account team is a conduit to all the available programs and helps us strategically manage our quarterly and annual plans.”

Sara Warner, Wellbeing Program Manager



[READ THE FULL CASE STUDY](#)



Turnover: When Employees Feel Unsupported

What people feel at work drives whether they stay

“

Today's employees want to be seen, supported, and treated like whole human beings. And they're willing to trade pay for it: Nearly half of employees say they'd forgo a 10% raise for better benefits—up from 32% in 2022.¹²”

Mercer, 2025 Health on Demand Report

Retention isn't just about giving people the right salary. It's about how people feel. Today's employees want to be seen, supported, and treated like whole human beings. When that's missing, they disengage, or they leave.

Replacing a single employee costs 1.5 to 2 times their salary, according to SHRM (Society for Human Resource Management). That adds up quickly, especially when emotional fatigue, mental health struggles, or caregiving stress go unnoticed and unaddressed. Support isn't a soft benefit. It's a **strategic necessity**. The U.S. Surgeon General reports that “mattering at work”—feeling valued and cared for—is directly tied to lower turnover and increased loyalty.

But when employees feel overlooked, overwhelmed, or unsupported, they start scanning the exits.

65% of employees would change jobs for better benefits.⁹

Gallagher, Wellbeing & Voluntary Benefits Survey

Employees are 5.5X more likely to leave their job if their mental health doesn't feel supported (LifeSpeak Mental Health Report Card).¹¹ That's not only a wellness issue; it's a risk to the entire workforce.

When culture suffers, so does retention. Culture is what keeps people. It's what they remember, what they trust, and what makes them stay.



Retention: Creating a Culture of Loyalty

How LifeSpeak helps employers keep the talent they can't afford to lose

When employees feel seen, supported, and understood, they stay. LifeSpeak offers whole-person care that meets people where they are, whether they're facing burnout, caregiving stress, or just trying to manage daily demands.



**Retention doesn't start
with pay. It starts with how
supported your people feel—
every day.”**

With 24/7 access to expert-led content across mental health, fitness, nutrition, mindfulness, and more, employees can find the help they need—anytime, anywhere.

No guesswork, no barriers, just real support that fits into real life. And the impact isn't just personal—it's organizational.

Clients using LifeSpeak consistently report improved morale, higher engagement scores, and stronger employee loyalty.



**of members say access
to LifeSpeak makes them
more likely to stay with
their employer.**

It's not about offering more perks. It's about offering meaningful, accessible care that employees actually use, and remember when it matters most.

Culture is the foundation of retention. And it starts with the kind of care that people feel, trust, and return to.





Looking for more ways to boost retention?

GUIDE + CHECKLIST

20 Practical Strategies to Create a Culture of Wellbeing

Discover actionable strategies to cultivate a culture of wellbeing within your organization. From prioritizing mental health to championing wellbeing at the leadership level, this resource provides practical insights to support your journey in creating a healthy workplace.

GET THE GUIDE

Case Study

Creating a Culture of Care at Air Canada

At Air Canada, employees accessed LifeSpeak on 99% of days across the year. With 77% of LifeSpeak videos accessed annually and a measurable cultural shift, LifeSpeak became a clear signal: this organization invests in its people—not just during crises, but consistently.

“

There’s something for everyone in LifeSpeak. We’ve found the content to be very well-designed and to have great depth and breadth... the microlearning approach makes it easier for employees to digest.”

Jim Chung, Chief Medical Officer



AIR CANADA

READ THE FULL CASE STUDY

The LifeSpeak Approach

Whole-Person Support That Works

The workplace is evolving, and so are employee needs. Stress, burnout, chronic conditions, and caregiving demands don't happen in isolation. That's why LifeSpeak delivers whole-person support that works together, not in silos.

Our solutions include expert-led content, personalized guidance, and behavior-changing tools across the full spectrum of wellbeing, including mental health, physical health, fitness, nutrition, mindfulness, and more. Every resource is accessible on-demand, seamlessly integrated into your benefits ecosystem, and designed to drive measurable outcomes, not add work for HR.

From prevention to management, to burnout and sleep struggles—LifeSpeak meets people where they are, with support that fits their real lives.



What Sets Us Apart



Trusted expertise

World-renowned experts deliver evidence-based, practical content with real-life impact.



Comprehensive support

The industry's largest library across mind and body—constantly refreshed and ready to scale.



Smart technology

AI personalization and micro-learning deliver the right support at the right time.



Fast, easy launch

Onboard in weeks, not months. Integrates easily, with anonymous access and robust privacy.

Proven results



renewal rate, with dedicated account support and outcome-driven engagement.

Global reach

13+ million

people served across 1,000+ organizations with inclusive, multilingual access.

“

People are getting health advice from TikTok, Instagram, even Google and ChatGPT—but most of it isn't backed by real science. That's the difference with LifeSpeak. Every piece of content is created or vetted by trusted experts. It's not just information—it's evidence-based guidance people can act on with confidence.”



Terri-Lynn Mackay
Director, Behavioral Health Innovation and Service Delivery

“

LifeSpeak helps employees take care of their health without jumping through hoops, so they can stay present, engaged, and resilient in every part of life.”

From Personal Change to Proven Impact

LifeSpeak delivers member-level transformation—and the measurable outcomes organizations require

These outcomes aren't outliers, they're the norm. When wellness works, it's visible, measurable, and meaningful. With LifeSpeak, you can expect results that impact your people and your bottom line.

The focus isn't just on usage; it's on outcomes: building stronger teams, reducing claims, improving retention, and fostering a supportive culture.

Organizations are recognizing the critical role wellness plays in workforce resilience, performance, and retention.

According to the 2025 Employer Well-being Strategy Survey from Business Group on Health, **93%** of employers say they plan to maintain or expand their wellbeing programs in 2025, and **94%** say they're raising expectations for vendors to deliver improved outcomes.¹⁰



say LifeSpeak helps them function better, at work and at home.



say it helps them manage stress and prevent burnout.



say it makes them more likely to stay with their employer.



say they're visiting doctors and mental health professionals less.



say it's easy to find what they need, when they need it.

“

LifeSpeak supports the company's dedication to fostering a diverse, equitable, and inclusive workplace. [LifeSpeak] offers employees and their families a wide variety of accessible content that caters to individual needs. This ensures that all employees, including those working remotely, have access to mental health and wellbeing resources at any time, anywhere.”

Kerilynn Pajer, VP of Business Partnerships and Change Initiatives



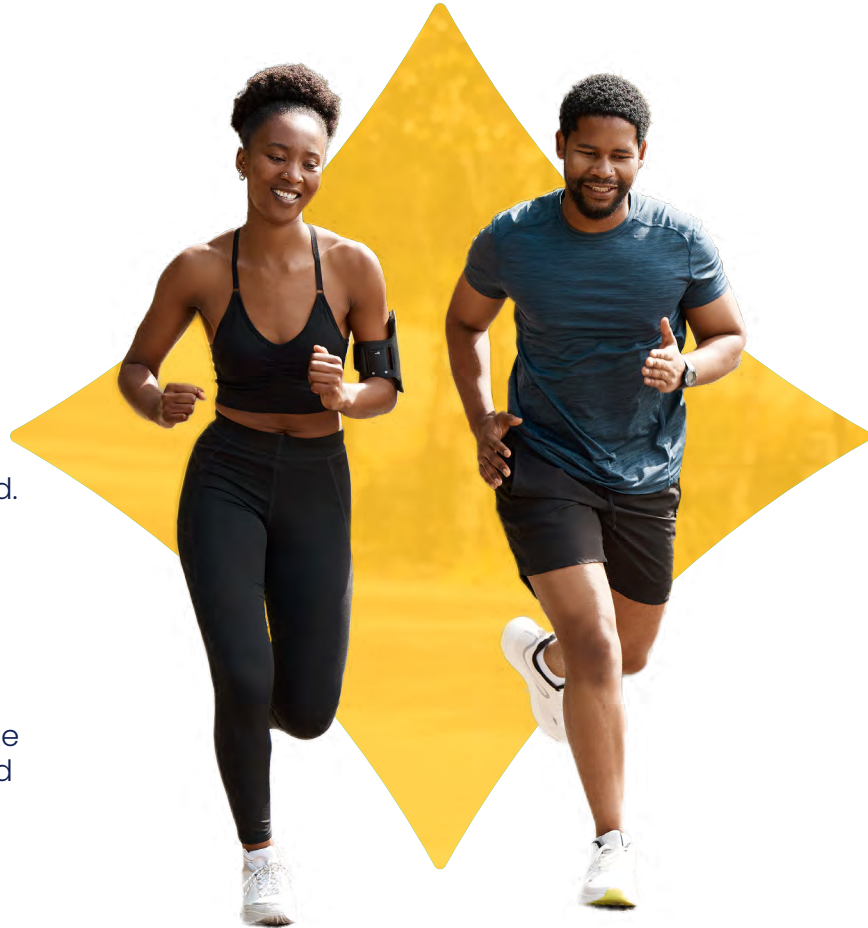
What's Next

Empower your people. Elevate your business

Today's employees need more than access—they need outcomes. LifeSpeak delivers measurable impact across your workforce, from day one.

Imagine a team that feels seen and supported. Fewer absences. Lower burnout. More people showing up, not just physically, but fully. It's possible, and it's proven.

When you bring everything together in one connected, scalable platform, you do more than simplify your wellness strategy. You create a culture where people want to stay, grow, and thrive.



Ready to see what a truly effective wellness benefit looks like?



Let's talk.
Better support doesn't just improve wellbeing — it improves everything.

BOOK A DEMO

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More than half of employees report feeling burned out at work, and 76% have experienced symptoms of a mental health condition in the past year.

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Burnout costs employers \$4,200 to over \$20,000 per employee each year. For a mid-sized organization that adds up to roughly \$5 million in lost productivity and related expenses annually.

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