

# How DocuSign is Transforming Lives at Work



# Background

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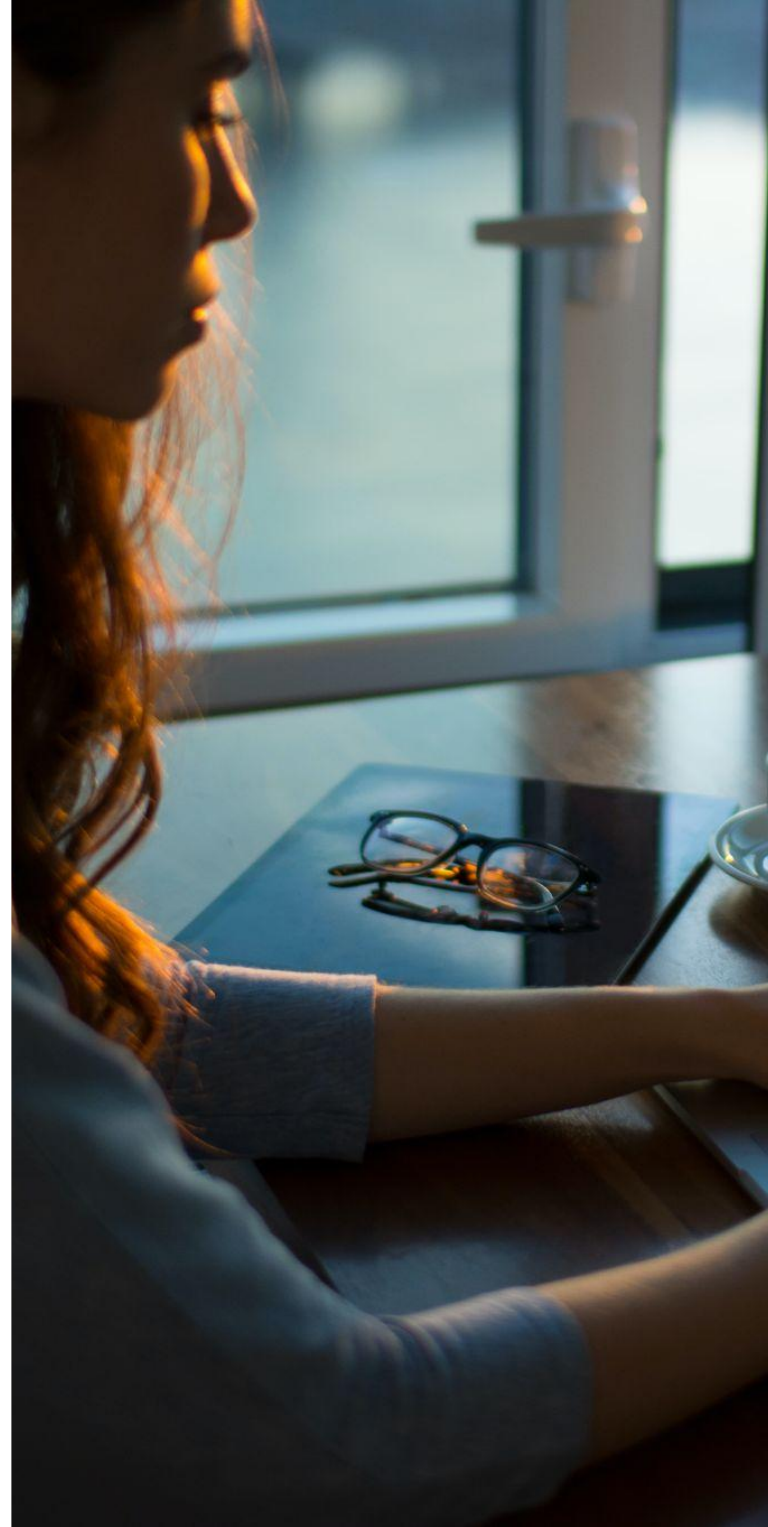
The COVID-19 pandemic brought unprecedented challenges and changes to workplaces around the world, and DocuSign was no exception. The publicly traded San Francisco company had over 6,000 employees at the beginning of 2020, prior to the start of the pandemic, with more than half coming into offices on a regular basis.

## Overnight, all of that changed.

After examining employee engagement surveys, having conversations, and working to understand the new world of work, the leadership team at DocuSign decided to take action.

“It was really clear to me...that the pandemic has really elevated the need for us to support our employees in ways that we hadn’t before,” says Joan Burke, DocuSign’s Chief People Officer.

The DocuSign team recognized that also meant they had an elevated responsibility to ensure mental health became a cornerstone of employee wellbeing. Time, access, availability, and effectiveness are some of the top barriers to mental health, and DocuSign was committed to eliminating these barriers for employees and their families.



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We were seeing so much more depression, anxiety, and stress in our employees, that it became really clear to us that we needed to do something special and different to support them.

| Joan Burke, Chief People Officer



# The Approach

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## DocuSign Committed to a Comprehensive, Personalized Approach to Mental Health

### Precision Mental Healthcare

The first step is to help employees identify the right treatment at the right time for them, using a clinically-validated, dynamic assessment that screens for over 12 conditions. Each DocuSign employee or dependent who takes the assessment was given a personalized Care Plan tailored to their results.

### Dedicated human guidance

Each member is assigned a Spring Health Care Navigator, a clinically-licensed mental health professional who provides one-on-one emotional support, answers questions, and makes recommendations and referrals within the DocuSign ecosystem.

### Fast access to care

If a member's Care Plan includes therapy, they can access a diverse group of in-network providers, filter and search by their needs and preferences, and directly schedule and manage appointments from within the Spring Health platform. DocuSign sponsored # per employee and dependent.

### Rich digital resources

Members also have access to digital cognitive behavioral therapy (CBT) exercises for on-demand relief anytime, helping to improve mental wellbeing for a range of issues including burnout, sleep, and anxiety. For some members, Moments is also recommended as part of their comprehensive Care Plan.

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I needed to develop better skills to cope with mild anxiety and depression. This is the first time I've sought professional counseling, and I appreciate my employer's opportunity via Spring Health. Spring Health has been very organized when setting up appointments and has met my needs and expectations.

| DocuSign Employee

## Solution

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# Commitment to a Comprehensive, Personalized Approach to Mental Health

Use Precision Mental Healthcare to provide a diverse base of employees and dependents with access to the right care at the right time.

Screen for over 12 conditions with a dynamic, clinically-validated intake assessment to help employees and dependents identify where they fall on the full spectrum of mental health.





## Results

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# Immediate Access to Personalized, Quality Care Eliminates Barriers to Mental Healthcare

### Access:

Since launching Spring Health, DocuSign has seen a 44% increase in their population receiving behavioral health treatment.<sup>2</sup>

### Effectiveness:

World-class clinical trials typically result in 47% of participants improving their symptoms in an average of 6.3 appointments. At DocuSign, 78% of members improved their depression symptoms and 77% improved anxiety symptoms. 78% of members reported positive impact to their work, social, or home life.<sup>2</sup>

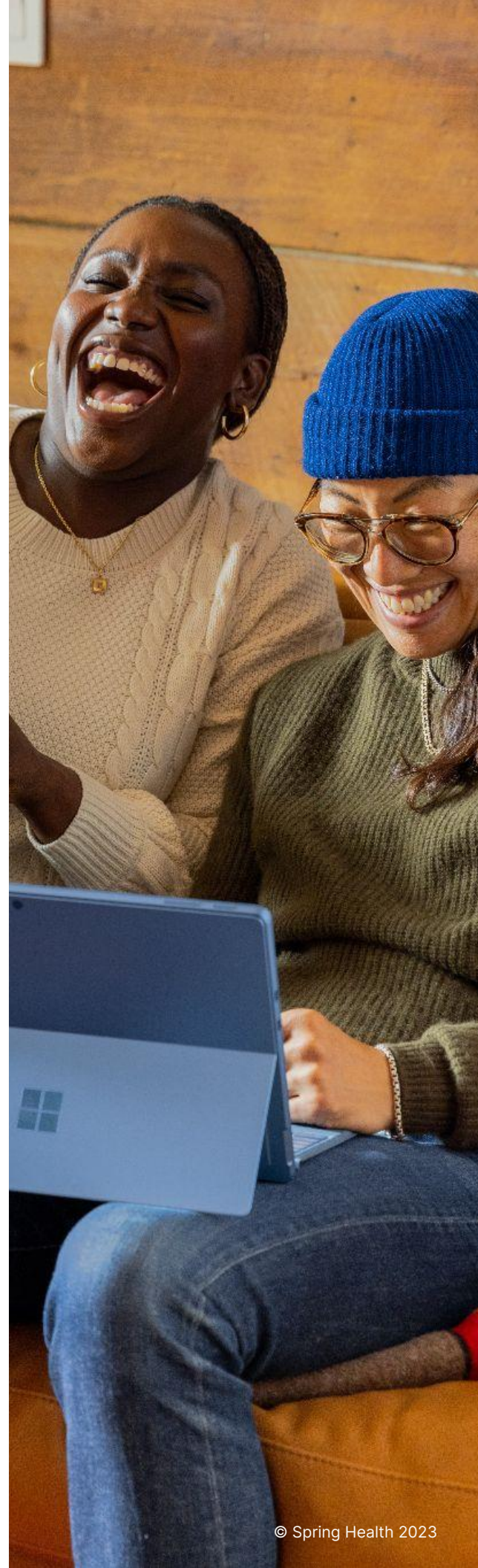
### Availability:

The national average wait time for a new therapy appointment is 48 days.<sup>1</sup> DocuSign employees were able to meet with a therapist within one day.

### Return on Investment:

DocuSign saved \$3.30 for every \$1 invested in Spring Health's mental health program. This savings is inclusive of health plan costs, retention, and productivity savings.<sup>2</sup>

1. National Council for Mental Wellbeing Annual Impact Report, 2022
2. Financial ROI and clinical outcomes: DocuSign Health Plan and Workplace ROI Analysis, 2023



# DocuSign employees had an overwhelmingly positive experience with Spring Health's Provider network.

Many had what they described as life-changing experiences.

9.7/10

Average member satisfaction  
for providers<sup>2</sup>

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10/10

Average member satisfaction  
for care navigators<sup>2</sup>

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My therapist was amazing. She broke everything down for me and even helped me to work through the stigma of the meds that I really need to be on. She is incredible.

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It was an easy conversation and I appreciated the direct experience she could pull from...I think as far as first sessions go, it will be a good partnership.

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My therapist has done a great job just listening to my little stress points, giving me ideas, and affirming that it's okay to be thinking about these things and speaking to someone about them. Just the vocalization of my stress has been helpful. I'm not bottling it up and losing sleep over it like I was before.