



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: 25-557

August 12, 2025

Introduced: 7/30/2025

Current Status: Agenda Ready

Version: 2

Matter Type: General Agenda Item

- a. Approve and authorize the Chief Contracts and Procurement Officer or designee to execute Amendment #4 to Agreement No. A-15433 between the County of Monterey and *BetterUp, Inc.* for the purchase of annual subscriptions for coaching sessions and full access to all *BetterUp* Platform features, extending the term of the Agreement through August 31, 2026, or until the last annual subscription expires, and increasing the not-to-exceed amount from \$1,200,000 to \$1,410,000; and
- b. Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to sign the initial and any subsequent Order Forms where the Order Forms do not significantly change the scope of work or cause an increase in the not-to-exceed amount.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Chief Contracts and Procurement Officer or designee to execute Amendment #4 to Agreement No. A-15433 between the County of Monterey and *BetterUp, Inc.* for the purchase of annual subscriptions for coaching sessions and full access to all *BetterUp* Platform features, extending the term of the Agreement through August 31, 2026, or until the last annual subscription expires, and increasing the not-to-exceed amount from \$1,200,000 to \$1,410,000; and
- b. Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to sign the initial and any subsequent Order Forms where the Order Forms do not significantly change the scope of work or cause an increase in the not-to-exceed amount.

SUMMARY/DISCUSSION:

From FY 2021-22 to FY 2024-25, departments invested \$1,188,000 in *BetterUp* coaching subscriptions. Over the last four years, *BetterUp* chose to forgo a price increase and continues to maintain an annual fee of \$6,000 per subscription. For FY 2025-26, departments committed to invest in 29 subscriptions for a total of \$174,000. To accommodate this expenditure, as well as make available up to 6 additional subscriptions for purchase during the year, it is recommended that the not-to-exceed amount be increased from \$1,200,000 to \$1,410,000.

BetterUp coaching supports rapid growth and sustainable change, providing participants an opportunity to work on key areas with their coach to enhance self-awareness, change behaviors, and help unlock potential. This is achieved via unlimited access to scheduled and on-demand leadership coaching, as well as specialist coaching in various areas, including resilience, wellness/nutrition, working parent, communication, career growth, inclusion and belonging, and grief/loss.

Since 2021, over 260 County employees engaged in their individual *BetterUp* coaching journey, completing a cumulative 3,838 coaching sessions and reviewing 3,695 *BetterUp* library resources. 99% of participants indicated that *BetterUp* is a valuable use of time, 81% agreed that their coach helped them progress their goals, and 83% rate sessions as “life-changing” or “amazing”.

BetterUp benchmarking outcomes show that the county’s participants achieved “Best in Class” in: “Team Cohesion” amongst individual contributors, which enhances performance; “Productivity” amongst frontline managers; and “Mattering” amongst managers of managers, which drives retention. The most significant changes were achieved in the areas of Strategic Thinking and Goal Attainment.

BetterUp continues to deliver results for participants and the wins achieved through coaching have a positive impact on participants’ sphere of influence within their organizations, driving productivity, employee engagement and retention. Therefore, it is recommended the Board of Supervisors approve the recommended actions.

OTHER AGENCY INVOLVEMENT:

The offices of the County Counsel and Auditor-Controller have reviewed and approved the Amendment #4 as to form and legality and fiscal provisions, respectively.

FINANCING:

Costs associated with this Amendment #4 will be covered by participating departments; each department will pay for its subscriptions. Departments will fund the cost of their subscriptions from appropriations in their FY 2025-26 budgets. The cost is \$6,000 per annual subscription. This amendment is adding 35 subscriptions.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The proposed recommended actions address the Board of Supervisors Administration Strategic Initiative. The actions demonstrate the County’s commitment to meeting the Board’s initiatives in recruiting, retaining, and attracting a diverse, talented workforce that supports the mission of Monterey County.

- ☐ Economic Development
- ☒ Administration
- ☐ Health & Human Services
- ☐ Infrastructure
- ☐ Public Safety

Prepared by: Catherine Crusade, Employee Engagement Manager, x5316
Approved by: Andreas Pyper, Director of Human Resources, x5043

Attachments:

- Attachment A - Agreement between County and BetterUp, Inc.
- Attachment B - Amendment #1
- Attachment C - Amendment #2
- Attachment D - Amendment #3

Attachment E - Amendment #4