

How Perkins&Will Engaged
Two-Thirds of Its Workforce with Journey’s
Inclusive, Proactive EAP



Industry:
Architecture
& Design

Company Size:
Over 2,800
employees

Global Reach:
33 studios worldwide, with
Journey serving studios in the U.S.,
Mexico, & Canada

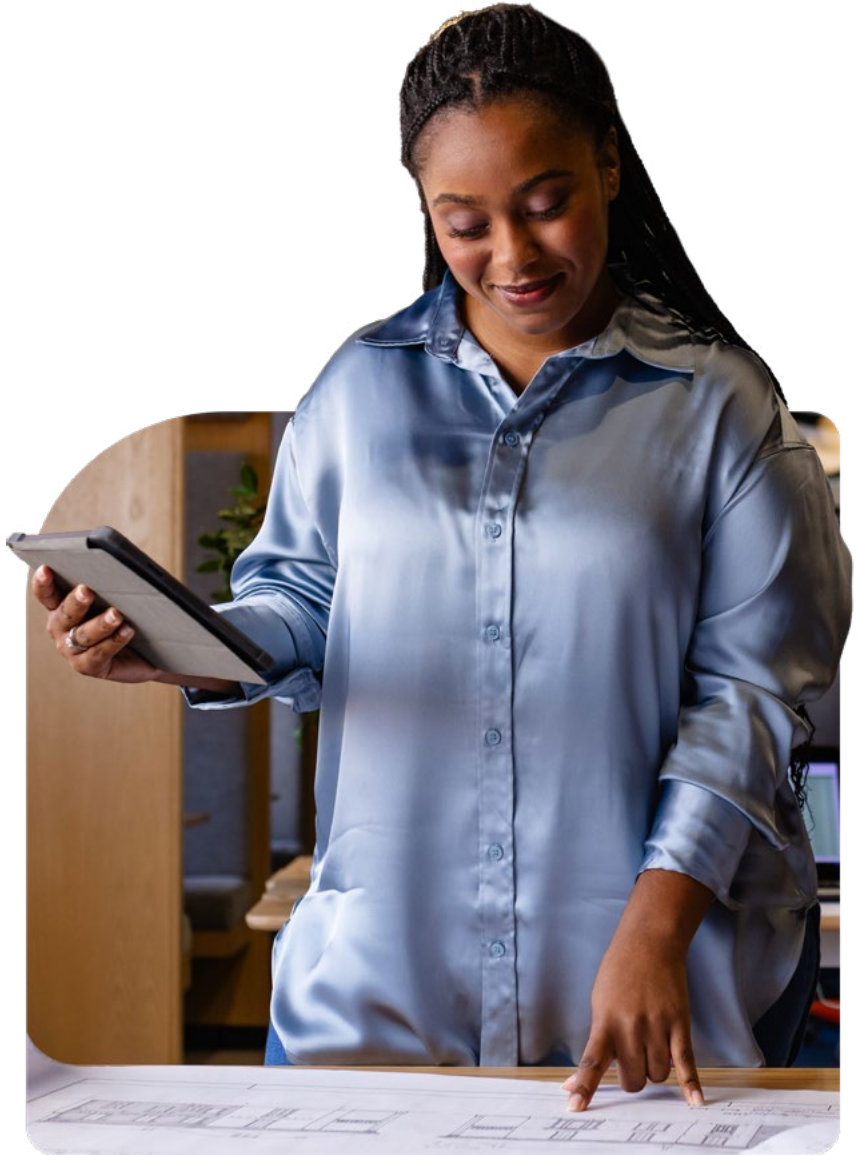
For nearly a century, Perkins&Will has designed environments that enhance the human experience and strengthen communities. Across its 33 studios worldwide, the global architecture and design firm approaches every project through the lens of sustainability, social equity, and holistic wellbeing. That same commitment extends to its people. Recognizing that thriving communities begin with healthy employees, Perkins&Will remains dedicated to expanding access to equitable, inclusive mental health resources and support for its team members around the world.

The Challenge: Outdated Tech, Long Waits, Geographic Limitations

In 2024, Perkins&Will's benefits leaders set out to find a more comprehensive EAP. *"Prior to Journey, we had a traditional EAP that fell short in several areas. The platform was outdated, there was no global reach, and employees faced significant delays in accessing care,"* said **Jonathan Paloma, Director of Benefits and Associate Principal, Perkins&Will**. "In searching for a new EAP, we wanted to find a partner that would provide faster access to care for all employees."

Accessibility wasn't the only priority. As a global organization committed to supporting employee wellbeing holistically, Perkins&Will also wanted to create a more equitable employee experience across its global studios. The company's previous mental health offerings varied by country, making it difficult to provide a consistent level of support to every employee.

Perkins&Will set out to find a partner that could deliver not only a modern benefits experience but also one that reflected the firm's values and culture.



66.7%

overall engagement
with Journey
Proactive EAP

63%

engagement with
preventive mental
health benefits

2.5x

clinical engagement
vs. previous provider

The Solution: Fast Access to Care Backed by Thoughtful Design

Perkins&Will found that partner in Journey. From the first product demonstration, the team noticed a clear difference.

“Designers and architects appreciate having a platform that’s thoughtfully designed and visually appealing. When we demoed Journey, we immediately liked the look and feel of the platform.”

Jonathan Paloma, Director of Benefits and Associate Principal, Perkins&Will

The firm implemented Journey Proactive EAP across its U.S. studios in January 2025, and the impact extended far beyond the user experience. Employees gained multiple pathways to care, including rapid clinician matching and streamlined scheduling through an intuitive platform designed to guide them to the right support. They also received access to a broad library of preventive mental health resources and on-demand digital content, along with a diverse provider network that made it easier to find clinicians who understood their identities, experiences, and needs.

To ensure employees knew how to access the new resources from day one, Journey partnered with Perkins&Will on a strategic implementation that included open enrollment communications, pre- and post-launch awareness campaigns, and live platform demonstrations tailored to the firm’s workforce.

Together, Journey’s platform and implementation strategy helped remove many of the barriers that limited engagement with Perkins&Will’s previous EAP. Employees no longer had to wait weeks to access care or wonder whether the support available would meet their needs. Instead, they could quickly connect with relevant resources and clinicians through a modern platform designed for improved accessibility and choice.

The impact was immediate. During the first quarter, **Journey achieved an average monthly clinical engagement rate of 13%, compared with the 2% to 3% annual engagement typically associated with traditional EAPs.**

Another early sign of success emerged within weeks of the launch. Journey allows users to share EAP access with family members and friends—a capability Perkins&Will employees quickly utilized.

“Within two weeks of launching Journey, an employee mentioned that they had already scheduled an appointment for their child,” said Jonathan. “It was a great indicator of how simple Journey made it for employees to access care quickly—not just for themselves, but for their loved ones as well.”



Building Mental Health Support Around Inclusion



Ensuring that every employee could find support that felt relevant to their experiences and needs was important for a successful launch. Journey’s diverse provider network—which includes clinicians across a wide range of identity groups, backgrounds, specialties, and life stages—helped make that possible.

“Our firm is deeply rooted in diversity, equity, and inclusion, as well as supporting employees’ overall wellbeing. We want to ensure all our employees feel supported and cared for at every stage of their lives. Journey shares these values, and that’s something we truly appreciate.”

Jonathan Paloma, Director of Benefits and Associate Principal, Perkins&Will

Beyond clinical care, that shared commitment is reflected throughout Journey’s digital resources and proactive programming. Journey maintains dedicated resource hubs focused on a variety of identities, life stages, and wellbeing topics, enabling Perkins&Will’s HR team to connect employees with relevant, personalized support year-round.

Throughout the partnership, Journey has also supported employee wellbeing through webinars, communication campaigns, and programming tied to cultural observances and awareness months, including Pride Month, Women’s History Month, Black History Month, and Men’s Mental Health Awareness Month.

Employee engagement has demonstrated a strong appreciation for these resources, while Perkins&Will’s longstanding practice of recognizing and celebrating these observances has reinforced a natural alignment between the two organizations.

A Creative, Collaborative Partnership Fueling Sky-High Engagement

Strong alignment and open communication have been key to the partnership's success. For Perkins&Will, Journey has been a collaborative partner that continuously adapts its approach to meet the firm's needs.

"With some EAPs, you get cookie-cutter engagement strategies, and there's little room to customize what's being offered. With Journey, the relationship is much more conversational and collaborative. They're great at sharing new ideas and working with us to develop strategies that make sense for our firm."

Jonathan Paloma, Director of Benefits and Associate Principal, Perkins&Will

Journey and Perkins&Will meet regularly to discuss upcoming initiatives and create engagement strategies. Journey continuously refines its approach based on team input, employee feedback, and the firm's evolving priorities.

For the firm's annual Wellness Week in June, Journey partnered with Perkins&Will to deliver communications and promotional materials aligned with key wellness themes. They also introduced a Wellness Bingo card featuring activities employees could complete within the Journey app and desktop platform, encouraging them to explore available resources and benefits. The initiative proved so popular that studio teams across the organization created their own versions.

This collaborative approach has driven more than just initial interest; it has helped sustain engagement over time. One year into the partnership, Perkins&Will achieved an average of **66.7% overall employee engagement**, including **63% engagement with preventive mental health benefits** and **7.4% clinical engagement**.

Director of Benefits Jonathan Paloma credits much of the partnership's success to a shared understanding of Perkins&Will's goals and values.

"Journey has been great to work with. They are highly attentive to our feedback, and they understand our culture, our values, and what matters to us," Jonathan said. *"That's important in any vendor relationship. If the partnership isn't collaborative and positive, it's hard to create lasting success. With Journey, the experience has been positive, and that's made all the difference."*



Real-Time Support When Employees Need It Most

Perkins&Will was drawn to Journey in part because of its proactive approach to mental health support. One aspect of this approach is that Journey actively monitors major local and global events and provides timely resources to help organizations respond to critical needs.

“Journey’s proactive approach was a key differentiator when we were evaluating EAPs,” Jonathan said. *“Their team is incredibly responsive. Whenever something significant happens—whether locally or globally—Journey quickly shares relevant resources so we can support our employees in meaningful ways.”*

That responsiveness has proven especially valuable during moments of uncertainty. For example, during periods of increased ICE activity and the related community impacts in Minneapolis in early 2026, Journey quickly assembled and shared resources tailored to the evolving situation and its potential effects on employees.

Journey has further expanded these capabilities with Journey Signal™, its AI-enabled intelligence engine, which identifies emerging stress events—including natural disasters, regional conflicts, public health events, and other disruptions—in real time.



Up Next: Global Expansion with Industry-Specific Resources

Having established such an effective partnership across its North American studios, Perkins&Will is now working toward a key strategic priority: expanding Journey to additional countries.

“Our goal is to expand access to Journey across all our studios so we can provide a more equitable experience to every employee, regardless of location. Journey’s global capabilities, along with the diversity of its clinicians and resources, make that possible, which is incredibly important to us.”

Jonathan Paloma, Director of Benefits and Associate Principal, Perkins&Will

Today, Journey provides **mental health support in more than 190 countries and counseling in over 100 languages**. Journey also tailors initiatives to local cultures, employee populations, and regional needs.

Perkins&Will saw these offerings in action when it expanded Journey access to its Canadian studios in February 2026, quickly driving significantly higher engagement than its previous EAP. **By the end of Q1, 90% of Canadian employees were aware of the platform**, demonstrating rapid adoption following the launch.

Beyond increased engagement, leadership valued having one centralized platform that streamlined communications while enabling consistent content across regions with appropriate local customization.

Over the next year, Perkins&Will and Journey plan to build on this momentum by expanding access to additional countries, launching targeted campaigns to drive more consistent engagement, developing industry-specific content for designers and architects, and incorporating Journey Signal™ into the firm’s broader wellbeing strategy.

A Proactive Partnership Delivering on Its Promise

More than one year after launch, the partnership has produced measurable results:

- **67% of the Perkins&Will workforce** used Journey.
- More than **60% of employees engaged** with preventive wellbeing resources.
- Clinical engagement averaged **7.4%—2.5 times higher** than traditional EAP benchmarks.
- EAP awareness among employees increased from **54% in January 2025** to **75% in March 2026**, a **21-percentage-point gain**.

These outcomes represent more than a successful implementation. They reflect the impact of combining accessible technology, collaborative partnership, inclusive care, and a proactive approach to employee mental health. Together, these efforts transformed the EAP from a little-used benefit into a visible, trusted resource that employees actively engage with across the organization.

“With Journey, we have seen very strong employee engagement that’s remained consistent throughout our partnership. This tells us our employees are getting the care they need, when and where they need it, and it reinforces our confidence that Journey was the right partner for our organization.”

– Jonathan Paloma, Director of Benefits and Associate Principal, Perkins&Will