



City of Cleveland Memorandum

Justin M. Bibb, Mayor

TO: Blaine Griffin, City Council President

FROM: Matthew Cole, Director, Department of Human Resources *MMC*

DATE: June 30, 2026

SUBJECT: Request for Legislation – Employee Assistance Program (EAP)

Department of Human Resources Legislative Summary

The Department of Human Resources, through its Director of Human Resources seeks authorization to obtain Employee Assistance Program (EAP) services, training, and wellness services contract to meet the evolving needs of the City of Cleveland workforce. Employees face increasing personal, financial, emotional, and workplace-related challenges that can undermine productivity, attendance, engagement, morale, and overall organizational effectiveness. Access to comprehensive support services is essential to maintaining a healthy, resilient, and high-performing workforce.

Program Description

The City of Cleveland is committed to supporting the well-being, productivity, and engagement of its workforce. Employee health, mental wellness, and work-life balance are critical to maintaining an effective workforce capable of delivering high-quality services to residents.

The City's current wellness strategy recognizes the growing need for accessible mental health resources, financial wellness education, and support services that address personal and workplace challenges. A comprehensive Employee Assistance Program is an essential resource for employees experiencing stress, family concerns, financial difficulties, substance misuse, grief, workplace conflict, and other life challenges that can affect job performance and personal well-being.

The selected vendor will provide a comprehensive suite of services, including but not limited to the following:

Employee Assistance Program Services • Confidential counseling for employees and eligible dependents • 24-hour crisis intervention and support • Work-life resource and referral services • Legal and financial consultation • Substance abuse assessment and referral • Critical incident response • Supervisory and management consultation • Case management and follow-up • Online and mobile access to EAP resources • Employee resilience and stress management workshops • Workplace communication and conflict resolution training • Diversity, equity, inclusion, and belonging education • Emotional intelligence and team-building workshops • Change management and organizational

effectiveness training • On-demand virtual learning resources and webinars Employee Wellness Resources • Mental health awareness and education programs • Financial wellness education and coaching • Work-life balance initiatives • Mindfulness and stress-reduction programs • Health and wellness educational campaigns • Employee engagement and well-being assessments • Wellness challenges and participation incentives • Resource materials supporting the City's Wellness Works Program.

The city employs approximately 8,000 employees across departments. These employees often face high-stress conditions, heavy workloads, shifting workplace demands, and personal issues. An extensive Employee Assistance Program (EAP) provides confidential counseling, crisis support, referrals, and work-life resources to help employees manage these challenges before they affect job performance, increase absences, or cause turnover.

The proposed wellness resources will complement the City's Wellness Works Program by offering education, coaching, and support in mental health, financial wellness, stress management, work-life balance, and overall well-being. These services align with the City's strategic goals to create a supportive workplace culture, improve employee health outcomes, and enhance employee engagement.

Investing in these services is expected to yield organizational benefits, including improved employee retention, reduced absenteeism, higher productivity, stronger workplace morale, and enhanced leadership development. By providing employees with accessible resources and support, the city can proactively address workforce challenges and demonstrate its commitment to employee well-being and organizational success.

Current Vendor: AllOne Health

Duration: One (1) year, with three (3) one-year options to renew, exercisable by the Director of Human Resources.

Estimated Annual Budget: \$250,000

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