



City of Cleveland Memorandum

Justin M. Bibb, Mayor

TO: Blaine Griffin, City Council President

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

DATE: June 30, 2026

SUBJECT: Request for Legislation – FMLA Administration Services

Department of Human Resources Legislative Summary

The Department of Human Resources (DHR), through its Director of Human Resources, is requesting authorization to enter into a professional service contract for the administration and management of the City's Family and Medical Leave Act (FMLA) program.

These services will support the City's efforts to ensure compliance with federal regulations, improve FMLA operational efficiency, and provide consistent leave administration services to employees across all City departments.

Program Description

The Department of Human Resources is responsible for ensuring compliance with federal leave laws and administering employee leave programs across the City's workforce of approximately 8,000 employees. The Family and Medical Leave Act (FMLA) provides eligible employees with job-protected leave for qualifying medical and family-related reasons. Effective and consistent administration of this program requires specialized knowledge of federal regulations, medical certification requirements, case management practices, and employee communications.

The City is committed to providing employees with timely and accurate leave administration services while maintaining compliance with all applicable laws and regulations. Proper administration of FMLA leave helps support employees during critical life events while ensuring operational continuity throughout City departments.

While the Department of Human Resources oversees the City's leave management strategy and compliance efforts, the volume and complexity of FMLA requests require specialized expertise and dedicated resources. Securing a Professional Services contract with a qualified third-party administrator allows the City to leverage industry expertise, advanced case management systems, and regulatory knowledge to efficiently manage employee leave requests. This partnership maximizes the effectiveness of internal Human Resources while providing consistent administration of FMLA leave, eligibility determinations, medical certification review, employee and supervisor communications, leave tracking, reporting, and compliance support across all departments.

Current Vendor: Sedgwick

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

Estimated Annual Budget: \$350,000

Cc: Ryan Puente, Chief of Staff
Jessica Trivisonno, Deputy Chief of Staff/Chief Strategy Officer
Mike Culp, Chief of Government Affairs
Rachon Long, Director of Civil Service
Egdilio Morales, Assistant Director of Human Resources
Meredith Baumgartner, Legislation Liaison, Department of Finance
Lonya Moss-Walker, Commissioner of Accounts, Department of Finance
Tiffany Fischbach, Chief Assistant Director of Law
Katherine Nielson, Senior Advisor for Policy
Monique Tabb-Young, Employee Relations Manager
Nancy Lanzola, Project Director, Department of Law
Ursula O'Hannon, Project Specialist, Department of Law