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29400 Emery Road
Orange, Ohio 44022

Date: August 1, 2025

To:
City of Cleveland
Department of Human Resources – Wellness Works Program
Kelley Smith

RE: Scope of Services – Employee Wellness Program Support

Dear Ms. Smith,

Thank you for the opportunity to present this Scope of Services for the City of Cleveland's Wellness Works! employee wellness program support. At Pathfinder Solutions LLC, we specialize in delivering evidence-based, results-driven wellness strategies tailored to meet the unique needs of diverse organizations. Our team is dedicated to improving employee health, engagement, and productivity through comprehensive wellness initiatives.

This letter outlines the services we have offered in support of your employee wellness objectives. These services can be customized further in the future to fit the City of Cleveland's goals, timeline, and available resources.

Pathfinder Solutions has supported the City of Cleveland's Wellness Works! program through the following services in the past:

- Standing Desk Initiative
  - Identifying standing desk supply options suited to City departments
  - Conducting supplier outreach and pricing comparisons
  - Negotiating with vendors to secure favorable terms
  - Researching tracking methods for desk inventory and usage

- Annual City of Cleveland Employee Family Day Event
  - Coordinating planning and wellness programming components
  - Supporting logistics, vendor engagement, and event-day execution
  - Sourcing quotes from vendors to provide services for the event

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- Wellness Newsletter Review
  - Reviewing content drafts for clarity, alignment with wellness goals, and engagement potential
  - Providing layout and messaging feedback to strengthen communication impact

- Employee Wellness Vendor Research & RFP Preparation
  - Researching market options for employee wellness assistance providers
  - Assisting in RFP drafting, compliance alignment, and presentation preparation
  - Supporting the City in evaluation and vendor selection processes

- Employee Step Challenge Program
  - Administrative Setup: Designing program logistics, registration processes, and communication materials
  - Tracking & Monitoring: Managing participation tracking, reporting, and engagement follow-up

- Musculoskeletal (MSK) Policy Review
  - Reviewing current policies and posture/ergonomics practices
  - Recommending updates based on industry standards and preventive health strategies

- Bi-Weekly City Wellness Meetings
  - Attending and contributing to approximately 18 bi-weekly meetings
  - Preparing materials, reporting progress, and coordinating deliverables

- Medical Provider Coordination
  - Facilitating communication with medical and insurance providers
  - Aligning benefit offerings with the City's internal wellness goals
  - Supporting integration of health services into wellness initiatives

- Project Management, Coordination, & Documentation
  - Managing workflows, tracking timelines, and reporting progress
  - Documenting deliverables and maintaining administrative records
  - Ensuring transparency, accountability, and strategic alignment across all services

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Beyond what we have provided to the City of Cleveland already, we are also capable of providing other employee wellness programming assistance such as:

1. Program Planning & Strategy Development
   - Conducting wellness needs assessments and employee interest surveys
   - Creating annual or quarterly wellness program plans
   - Aligning wellness goals with organizational priorities and workforce demographics

2. Vendor Coordination & Benefit Integration
   - Identifying and evaluating wellness vendors, technologies, or benefit partners
   - Supporting RFP processes and vendor negotiations
   - Coordinating with medical providers, insurance carriers, and EAP programs

3. Wellness Communication & Engagement
   - Developing communication campaigns and promotional materials
   - Supporting monthly or quarterly wellness newsletters
   - Providing employee-facing content and outreach strategies

4. Program Administration & Event Support
   - Coordinating onsite or virtual wellness events, screenings, and activities
   - Supporting participation tracking, incentive programs, and registration
   - Managing logistics for challenges, health fairs, or wellness days

5. Policy & Environmental Review
   - Evaluating workplace policies related to ergonomics, physical activity, mental health, and nutrition
   - Recommending updates that promote a culture of health and inclusion

6. Data Monitoring & Reporting
   - Creating dashboards and summary reports for participation, engagement, and outcomes
   - Providing recommendations for continuous program improvement

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7. Meeting Participation & Stakeholder Coordination
   - Attending planning and update meetings
   - Supporting internal committees or wellness champions
   - Providing responsive support to HR, leadership, and vendor partners

At Pathfinder Solutions LLC, we are committed to building sustainable and meaningful wellness programs that support the health and vitality of your workforce. We look forward to the opportunity to collaborate and contribute to your success.

Please feel free to contact us with any questions or requests for further customization.

Sincerely,
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