



Connecticut
Paid Leave

2024

Annual Report

For Life's Most Important Moments.

How Connecticut Paid Leave provides
seamless access to critical benefits.



Table of Contents

Letter from the CEO & Board Chair	04
Our Mission	06
Highlights	08
Meet the Authority.....	10
Claim Information.....	26
Outreach and Engagement Activities & Metrics	36
Financial Solvency	42
Private Plan Information	44
Conclusion	48
Appendices	50

“No improvement needed! I was not expecting a call back so soon and was highly impressed. Please continue your superior service.”



LETTER FROM CEO & BOARD CHAIR



Erin Choquette
Chief Executive Officer,
CT Paid Leave Authority



Fran Pastore
Chairperson, CT Paid Leave
Board of Directors



Paid family and medical leave policies continue to gain momentum in the United States, with 13 states and the District of Columbia having enacted mandatory paid family and medical leave laws. Connecticut is no longer the “new kid on the block” in the paid family and medical leave space. As of June 30, 2024, we have paid more than \$789 million in CT Paid Leave benefits to over 117,729 workers in Connecticut since the inception of benefit payments in January 2022.

While the sheer number of individuals who have been helped by the program is impressive, what speaks to the importance of paid leave even more clearly is what benefit recipients say about their experiences. For David, CT Paid Leave meant more time to bond with his new baby. When David’s first child was born, he lived in a state without a paid leave program, resulting in a very different experience than he was able to have with his second child here in Connecticut. David told us “It’s not just about having financial assistance— [CT Paid Leave gives] you time to know your child and organize your family.”

David’s wife Kelly, who also applied for and received CT Paid Leave benefits, shared her perspective, saying “It was really life changing for me to also have my husband take the leave. When my husband was home with the baby, they developed a really strong bond that I don’t think would be there without that time home.”

Yet CT Paid Leave isn’t important only for families—it is equally vital for the state’s employers, especially for small businesses, who, before the law’s passage, often had a difficult time providing such a benefit for their workers. Studies show that paid family and medical leave policies improve employee retention, boost morale, and enable smaller employers to compete with their larger counterparts to attract the best talent.

Here’s what Laurie Suprenant, co-owner of dog bakery Leaps and Bones, had to say after one of her employees used CT Paid Leave to care for a family member: “The biggest thing about the Connecticut Paid Leave Act from an organizational side was not only ease of use, but peace of mind for the employee...If you want your employees to be

productive, you need to give them reasons to want to be there and be productive.”

In many contexts, a program that hired its first employee in 2020 would barely be out of training wheels in 2024, but in the rapidly changing world of paid leave programs, Connecticut is regarded as a seasoned expert. In that role, we have been happy to further the national discussion about paid leave. In addition to regular collaboration with other paid leave states, we have been honored to participate in a number of national events throughout the year, including the Paid Family Leave Policy Academy sponsored by the Prenatal-to-3 Policy Impact Center, a roundtable event with Acting Labor Secretary Julie Su, the Department of Labor Women’s Bureau and Congresswoman Rosa DeLauro, as well as a convening of paid leave states in Washington D.C. coordinated by the Center for Law and Social Policy (CLASP) and Family Values @ Work. These activities allow us to demonstrate our leadership while also enabling us to learn from our peers as we continually strive to provide stellar service to Connecticut’s workforce and business community.

While we may not be “new” anymore, we are constantly learning from our constituents and identifying ways to improve CT Paid Leave for all our stakeholders. While our 2023 annual report focused on the journey of CT Paid Leave from start-up to steady state, this year’s report highlights the behind the scenes work that is constantly going on in all the Authority’s departments—Outreach & Education, Government relations, Claims Administration, Finance, Legal, Information Technology, and Administrative Operations—to make the program run even more smoothly.

We have the opportunity to administer a program that is critically important to the well-being of our state’s workforce and business community, and we take this responsibility very seriously. We remain dedicated to our mission of providing seamless access to critical benefits during life’s most important moments. It takes innovation, creativity, dedication, and passion - day in and day out - and it is our honor to be able to do this work.

Fran Pastore

Fran Pastore,
Chairperson,
CT Paid Leave
Board of Directors

Erin Choquette

Erin Choquette,
Chief Executive Officer,
CT Paid Leave
Authority

Our Mission

The CT Paid Leave Authority provides financial peace of mind for Connecticut families when they are receiving care for or recuperating from their own serious illness, caring for a loved one, growing their family, struggling with the effects of family violence, or addressing circumstances arising from their military service.



The CT Paid Leave program is vital for workers and their families, as well as for employers both small and large, and makes Connecticut one of the most family friendly states in the nation. Each passing year provides us with increased knowledge and insights into ways to improve our program for Connecticut's workforce and business community.

This report summarizes the activity of the Authority from July 1, 2023 to June 30, 2024. As a result of the legislative change that moved the deadline for this report to September 1st, we have been able to provide the data mandated by sections 1-123, 31-49g, and 31-49t of the Connecticut General Statutes in a single report, including but not limited to:

- ♥ Projected and actual participation in the program.
- ♥ Trust fund information, including the balance of the trust and contribution data.
- ♥ Reasons claimants are receiving family and medical leave compensation.
- ♥ Success of outreach and education efforts.
- ♥ Demographic information of claimants, including gender, age, town and income level.
- ♥ Total number of claims approved and denied.

For organizational information (including the statutorily required information about workforce composition and affirmative action efforts), links to the Authority's policies and background regarding the establishment of the CT Paid Leave Authority, see Appendix A.

“I am so satisfied with this service. I was very worried that I would not meet my expenses while I was not working. The process was seamless, and my weekly payments were always on time. Thanks again!”



HIGHLIGHTS

3,184 Enrolled Sole Proprietors and Self-Employed Individuals

Between July 1, 2023, and June 30, 2024, the CT Paid Leave program received **91,883** applications.

An employee’s own illness or injury was the top reason for application submissions with 50,120 applications received (over 50% of all applications)

From July 1, 2023, and June 30, 2024, **65,138 CT workers received \$379 million** in approved benefit payments.

Contributions received during the reporting year were **\$457,185,975.**

Total claims received increased 7.65% from the previous year.

142,165 Registered Employers

Trust fund balance as of 6/30/24 was **\$566,064,914.**

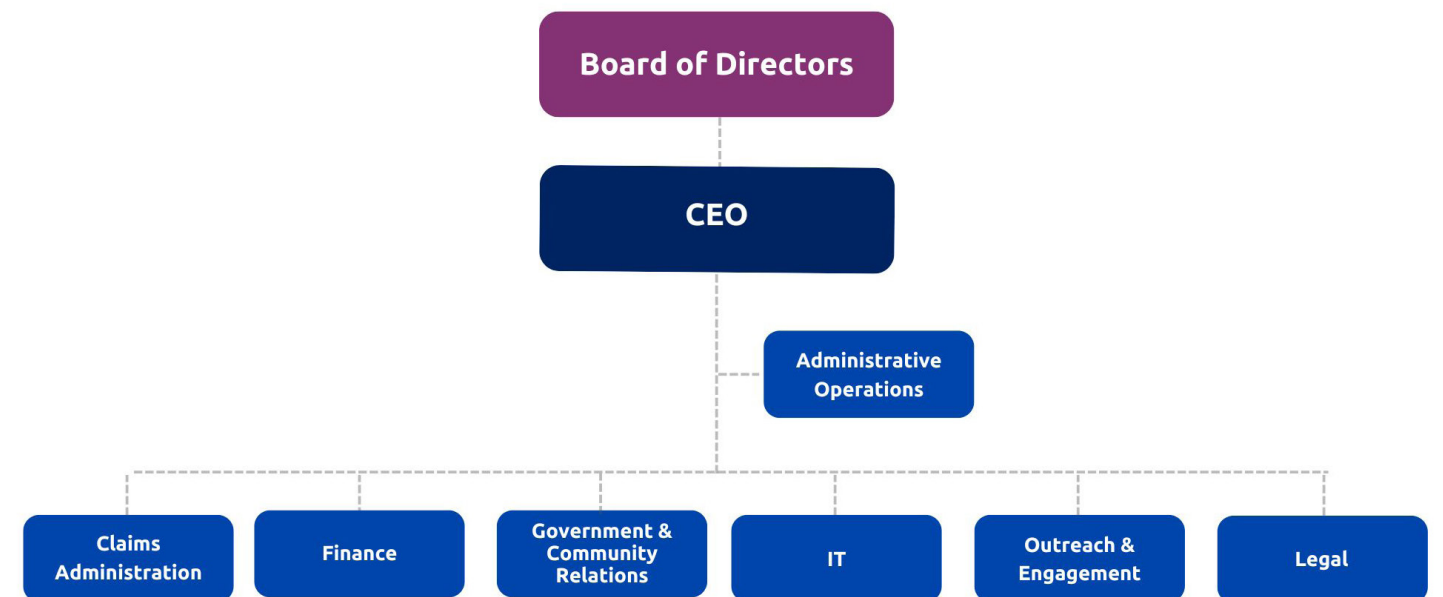
The average approved leave duration for claims during the reporting year was 7.78 weeks and the **average weekly benefit payment was \$707.14.**

“Was much quicker and easier than expected. Technicians were always extremely nice and accommodating on the phone, and the process was very straightforward without any surprises along the way.”

In this year’s annual report, our aim is to pull back the curtain and let you see the work that goes on behind the scenes to keep the CT Paid Leave program running seamlessly. We are a small yet mighty team, and inter-departmental collaboration is key to our success.

Every decision is made with the intent of continually improving the program for Connecticut’s workers and employers alike. Some of us have been with the Paid Leave Authority from its inception, some were part of the campaign for paid leave from before the Authority existed, and some of us joined the Authority just this summer—but we are united in our commitment to the mission. We know that CT Paid Leave works—for workers, for employers, for families, and for Connecticut.

CT Paid Leave Authority



MEET THE AUTHORITY

Outreach and Engagement



The Outreach and Engagement team is headed by our Chief Marketing and Communications Officer. The team has three additional members: the Engagement Manager, the Community Partnership Liaison, and the Grants and Contracts Specialist. Our Engagement Manager, in addition to coordinating in-person outreach events, also hosts The Paid Leave Podcast, which takes a deeper dive into Connecticut's paid leave program, the impact it has on various groups, and its intersections with diverse programs and communities. In the Spring of 2024, our team expanded to welcome our Community Partnership Liaison and a Grants and Contracts Specialist, in connection with the initiatives described below.

Our outreach efforts are supplemented by other Authority staff, including in particular the Administrative Operations team. Given the critical role performed by state and federal lawmakers in ensuring their constituents understand CT Paid Leave, our Government and Community Relations Manager is an important member of the Outreach and Engagement team as well.

Our outreach work is multi-faceted and constantly evolving to meet the changing habits of our audience.

Our efforts include:

- ♥ Negotiating and placing paid media.
- ♥ Creating unique and compelling short and long form content.
- ♥ Designing printed and digital resources.
- ♥ Identifying and staffing appropriate in-person events.
- ♥ Building relationships with community organizations.
- ♥ Communicating with legislators.
- ♥ Collaborating with other government agencies and leaders.
- ♥ Proactively reaching out to the press for earned media opportunities.
- ♥ Responding to media inquiries.
- ♥ Overseeing external communications vendors.

A focus of our outreach this year has been identifying gaps in awareness of the program with underserved communities for whom language or lack of technology may be barriers to access. We have implemented a variety of tactics to address these gaps. For example, this year we entered partnerships with several publications for non-English speakers, placing ads and, more importantly, writing articles that explain different aspects of the CT Paid Leave program. We also increased the diversity of our messaging with the development of a user-generated content campaign with creators speaking about CT Paid Leave in their native languages.

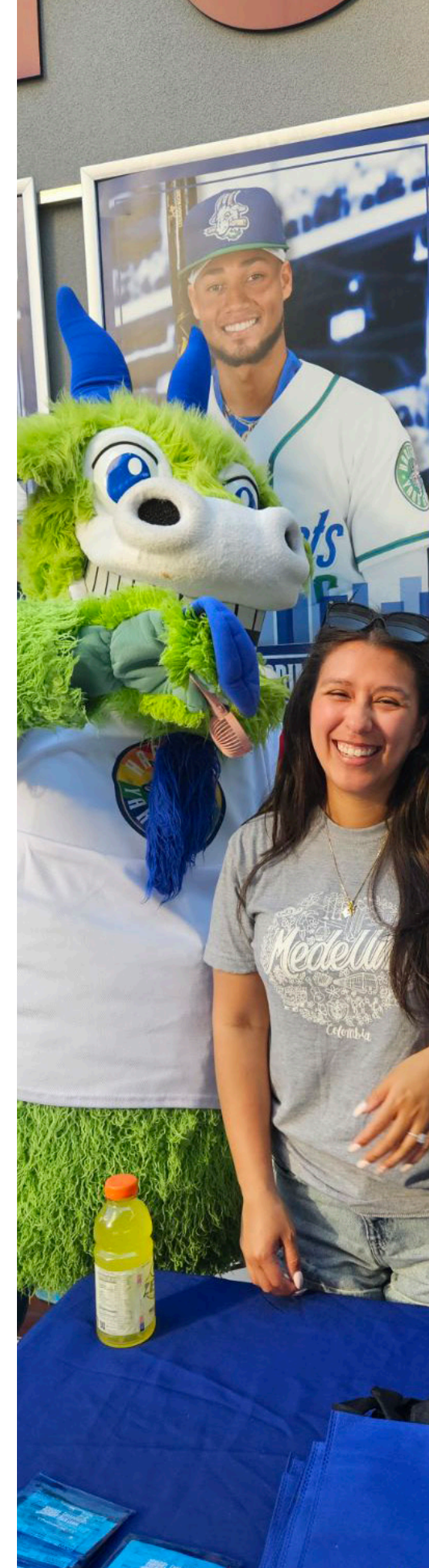
In September 2023, we launched a redesigned and re-platformed website at ctpaidleave.org. This was the result of 18 months of work, a collaborative effort led by the Outreach and IT departments with input from the Legal, Benefits, Government Relations and Finance teams. We revised the existing information on the site and created a substantial amount of new content to address areas where we had learned additional information was needed. For example, we developed an Application Document Checklist page in direct response to claimants who asked for a way to preview the documents that they would need to complete their claims.

Having seen the confusion between the Family and Medical Leave Acts and CT Paid Leave, we also created a page that clearly explains the differences between the laws. Another new feature is the Resources and Guides page where a user can select their role (worker, employer, third-party administrator, sole proprietor, or private plan employer) and easily locate in one area the videos, documents, and helpful links that pertain to them. Furthermore, our site is now able to be translated into 8 languages, making our information more accessible to more audiences.

The creation of the Community Partnership Liaison position was motivated by the desire to address gaps in access by forming ongoing and meaningful relationships with community-based organizations and non-profits. Additionally, we are now working on the launch of our new Community Education Coordinators Initiative, where we will contract with such organizations to provide outreach, education, and direct application assistance to the specific communities these groups serve. We issued a request for proposals in May of this year, hired a Grants and Contracts specialist to oversee the vendors and contracts, and are in the process of negotiating the contracts. The selected vendors will receive intensive training in the fall of 2024 and will begin their outward-facing work in the community in January 2025.

Another new initiative is the Paid Leave Spotlight, a series of short educational videos on various aspects of the CT Paid Leave program presented by subject matter experts within the Authority. Spotlight videos are generally 5 to 10 minutes in length and aim to break down complex information into more easily digestible segments. This project furthers the goal of making information accessible to the greatest number of people possible by providing information in the various ways that people learn.

Though our Outreach team is small, our dedication to educating our stakeholders is big and our commitment is unwavering. Looking ahead, we will continue to employ tried-and-true tactics that have proven successful over the past several years, while also developing new ones to fill the gaps and ensure equitable access to our program for all Connecticut workers.



Government and Community Relations

The responsibilities of Government and Community Relations at the Authority include:

- ♥ Educating lawmakers about CT Paid Leave through briefings, one-on-one meetings and monthly newsletters;
- ♥ Assisting legislators and other elected officials with educating their communities about CT Paid Leave and responding to constituent inquiries;
- ♥ Managing requests for data and other information; and
- ♥ Conducting outreach to the state's federal delegation.

Our Government and Community Relations Manager also represents the Authority's interests at the legislature by monitoring legislation that impacts the operations of CT Paid Leave and building relationships with legislators, state agencies, advocates and other key stakeholders to identify areas for collaboration. During the 2024 legislative session, we advocated for the passage of P.A. 24-5, An Act Concerning Changes to the Paid Family and Medical Leave Statutes, which makes important process improvements and expands coverage of CT Paid Leave to certain workers.

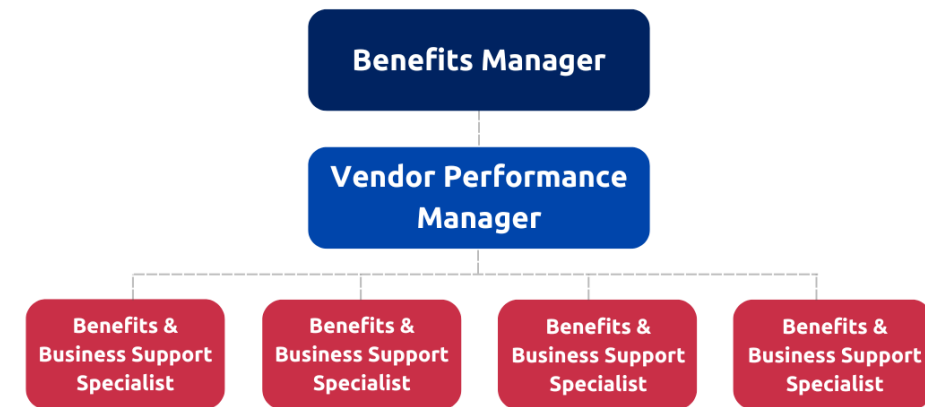
Passing with bi-partisan support and effective October 1, 2024, P.A. 24-5 makes the following changes:

- ♥ Establishes a statutory definition of the term "municipality" for both CT Paid Leave and CT FMLA, resulting in an easier to apply standard and an expansion of the population of workers who may be eligible for the protections of CT FMLA and the benefits of CT Paid Leave. The Authority has been conducting extensive outreach to employers who had been excluded previously and will now be covered under the new definition.
- ♥ Requires health care providers to display CT Paid Leave information in a manner that is accessible to patients and caregivers. The Authority is in the process of developing materials to provide to healthcare providers.
- ♥ Includes victims of sexual assault in the CT Family Violence Leave Act (C.G.S. 31-51ss), enabling them to access 12 days of CT Paid Leave to receive psychological or physical care, seek support from a victim's services organization, relocate, or attend a civil or criminal court proceeding.
- ♥ Allows federally recognized tribes in Connecticut to participate in CT Paid Leave through a memorandum of understanding with the Governor, in consultation with the Authority.

Additional Government and Community Relations highlights include:

- ♥ Coordinating a legislator panel discussion in recognition of Hispanic Heritage Month on October 11, 2023;
- ♥ Hosting an International Women's Day Celebration at the Capitol on March 8, 2024;
- ♥ Providing testimony in support of P.A. 24-8, An Act Expanding Paid Sick Days in the State, that highlighted the intersections and distinctions between CT Paid Leave and paid sick days;
- ♥ Assisting Representative Manny Sanchez, Co-Chair of the Labor and Public Employees Committee and Representative Corey Paris with their Op-ed encouraging new fathers to utilize CT Paid Leave; and
- ♥ Facilitating Facebook Live events with various legislators who sought to provide information about CT Paid Leave to their constituents.

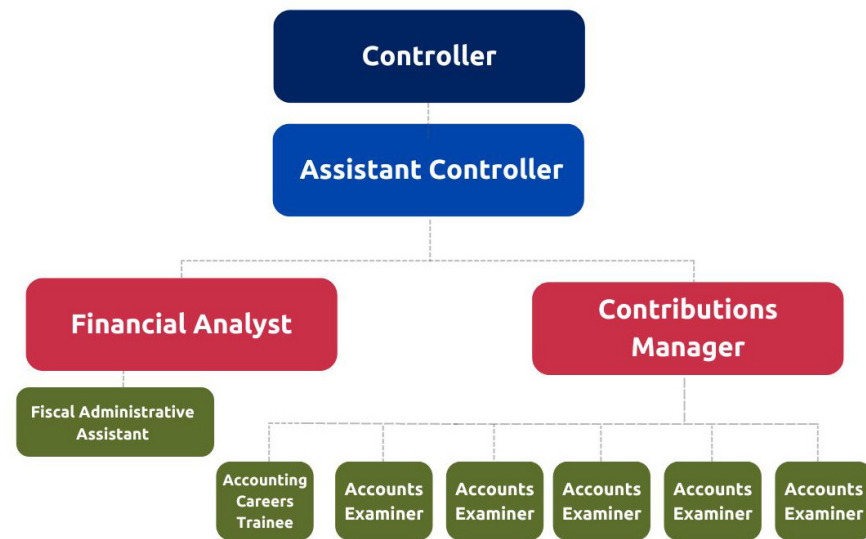
Claims Administration



The Claims Administration team is headed by our Benefits Manager and our Vendor Performance Manager who work together to closely oversee Aflac, CT Paid Leave's third-party claims administrator. This oversight includes frequent meetings and site visits to Aflac's CT Paid Leave headquarters in Windsor, where quality assurance claim and call audits are performed to develop a continuous quality improvement feedback loop. The Claims Administration team includes four Benefits and Business Support Specialists who are responsible for quality assurance case audits and claimant and employer customer service inquiries.

The team is instrumental in the Continuous Quality Improvement process through the performance of random quality assurance audits of 1.5% to 2% of monthly case decisions. These audits validate program eligibility, required case documentation, accuracy and timeliness of claim decision and payment. Audit details are shared with Aflac and coaching opportunities are identified to ensure compliance with program standards, correct errors, and enhance claims and customer service processes.

The Claims Administration team also provide direct customer service support to claimants and employers, educating them on program eligibility, benefits, case specific documentation requirements and assisting with case specific problems. Claimant and employer case inquiries are individually evaluated by a team member who reviews each specific case. Case documents and notes are reviewed with the claimant to identify and cure any missing or incomplete documentation or other obstacle to successfully resolve the case. The benefits team also provides support to employers having difficulty completing Employment Verification Forms, answering questions about coordination of employer-provided benefits, and providing general assistance to facilitate claim processing. The team members communicate directly with the claimant and/or employer to evaluate specific case issues, provide guidance, and escalate these cases as necessary to expedite resolution. These case escalations also serve to alert the team to potential process improvement opportunities.



The Finance team is led by our Controller and Assistant Controller and consists of two divisions. One division focuses on contribution revenue while the other oversees expenses and other finance responsibilities for the Authority. The Contributions Manager has a team of five accounts examiners and one accounting careers trainee—this team is responsible for contributions and fund recovery. The general accounting functions of the Authority are managed by one financial analyst and one fiscal administrative assistant.

Fund Recovery

Although the CT Paid Leave program is designed to be entirely employee-funded, employers continue to play a critical role in the process. They or their payroll processors must deduct contributions of 0.5% from their employees' wages and remit those funds to the Authority on a quarterly basis. In July 2023, the Authority began assessing penalties and interest on employers who had failed to remit contributions for the first calendar quarter of 2023, utilizing a fund recovery solution that had been developed through collaboration between the Finance and IT teams.

This solution, which interfaces with our existing online contribution platform, does the following:

- ♥ Tracks all contributions and identifies missed or insufficient contributions,
- ♥ Issues notices of contributions that are past due,
- ♥ Calculates penalties and interest on missing contributions,
- ♥ Allocates payments to penalty, interest, and contribution amounts, and
- ♥ Enables the Authority to identify and track accounts that must be sent to a third-party fund recovery vendor.

For Fiscal Year 2024, the Authority issued 88,728 non-compliance notices to 40,717 employers. As a result of those notices:

- ♥ 15,361 cases (i.e., responses from employers) were submitted to and addressed by the Authority.
- ♥ 13,110 notices were paid for a total of \$4,181,543 from 8,447 employers.
- ♥ 36,661 penalties, attributable to 19,474 employers, were waived, 18,331 of which were waived upon provision of documentation that the employer was not covered by the program during the applicable quarter.
- ♥ 2,744 contacts were added to 2,637 employer accounts.
- ♥ 2,112 existing employers were updated with current addresses.

Approximately one third (31,521) of notices relating to 12,112 employers were assigned to the Authority's third-party fund recovery vendor, TSI. TSI provides collection expertise on older outstanding notices. Their results are comparable with the collection efforts of other government agencies. TSI's efforts, already included in the totals above, are as follows:

- ♥ 1,554 notices were paid for a total of \$502,105 from 936 employers.
- ♥ 2,246 employer account statuses were updated to indicate that they were currently not covered by the program.

Below are the contributions, penalties, and interest collected in fiscal year 2024 for each outstanding quarter:

Notice Quarter	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Total
Employer Accounts	4,056	2,452	2,767	2,093	1,742	Less than 3:1
Outstanding Base Amount Paid	\$930,354	\$577,643	\$700,925	\$635,730	\$443,380	\$3,288,033
Interest Amount Paid	\$32,477	\$17,453	\$17,422	\$10,553	\$6,140	\$84,045
Penalty Amount Paid	\$250,740	\$144,696	\$166,465	\$130,506	\$117,058	\$809,465
Total Payments Received	\$1,213,572	\$739,792	\$884,812	\$776,789	\$566,578	\$4,181,543

Bond Funds

The legislature has authorized the CT Paid Leave Authority to receive up to \$50 million in bond funds. Of this amount, \$16,019,735 has been allocated to the Authority by the State Bond Commission.

This reporting year, bond money has been used to fund the following projects:

- ♥ Fund recovery to improve functionality to identify employers not in compliance with their contributions, notify them that payment is due, and either collect payment or utilize outside fund recovery services
- ♥ Website redesign & re-platform of the CT Paid Leave Authority website to improve navigation and accommodate expanded content, re-platform to allow for greater integration with other state IT assets, add more languages, and make it easier for constituents to use

The CT Paid Leave Authority was created by the legislature to be self-sufficient. To that end, we are required by section 31-49g of the Connecticut General Statutes to repay with interest any bond funds allocated to the Authority. Consistent with its obligation, in June 2024 the CT Paid Leave Authority made its second repayment of bond funds, in accordance with the terms of the agreement between the Authority and the Office of Policy and Management.

Audits

The Authority's outside auditors for the period from April 2021 through April 2024, Marcum LLP, issued its annual financial statement audit for the fiscal year ended June 30, 2023 in November 2023. There were no material unrecorded audit adjustments, and the auditors did not identify any deficiencies in internal controls that they consider to be material weaknesses for the limited purpose of planning and performing their audit of the financial statements. A more detailed financial report is included in appendix E.4.

In August 2023, the State of Connecticut's Auditors of Public Accounts ("APA") released its audit report on the Authority for the fiscal years ending June 30, 2020 and 2021. The purpose of the audit is to identify areas for improvement, which aligns with our own internal goal of continuous improvement. The APA identified four minor findings—each relating to a lack of sufficient back-up documentation in the first two years of the Authority's existence—and did not have any significant issues or problems with our operations. The Authority has adopted practices and procedures to prevent any of the issues identified in the report from being repeated.

Other Finance Responsibilities and Initiatives

During the reporting period the Finance team engaged in numerous other activities necessary to ensure the financial integrity of the Authority, as well as in initiatives to improve the Authority's internal practices, including:

- ✔ The recording and reconciling of approximately \$450 million of annual contributions.
- ✔ Monitoring annual benefit payments of approximately \$380 million and working with Aflac to ensure their accuracy.
- ✔ Managing the oversight and payment of over \$38 million in annual operating expenses.
- ✔ Preparing and monitoring the Authority's annual budget, as well as the monthly reporting of actual results to the budget and providing updated projections.
- ✔ Complying with the State of Connecticut's quarterly and annual reporting requirements.
- ✔ Implementing BILL Spend & Expense, which streamlined the processes for credit card transactions and employee reimbursements.
- ✔ Working with the CT Department of Labor to enhance their data feed to the Authority to provide more accurate data for compliance of employer contributions.
- ✔ Updating its refund process to save time and improve accuracy, documentation, and oversight.



Legal



The Legal Department of the CT Paid Leave Authority is currently a three-person team that is responsible for ensuring the program remains in compliance with Connecticut and Federal law. The team consists of two attorneys - General Counsel and Associate General Counsel—and one Benefits and Operations Advisor. We plan to add a private plan auditor in the near future as well.

The Legal team is also responsible for:

- ✔ Representing the Authority in appeals filed with the Connecticut Department of Labor.
- ✔ Conducting contract drafting and review.
- ✔ Overseeing the process for the adoption of official policies and procedures.
- ✔ Responding to Freedom of Information Act requests.
- ✔ Any other legal matters that the Authority may face.

A large responsibility of the Legal department is oversight of the private plan segment of the paid leave program, which allows approved employers to offer their own equivalent benefit plan rather than participating in the state program. The Legal team reviews the private plan applications, answers questions from employers utilizing or considering the utilization of a private plan, manages outreach to the approved private plan employers, performs audits of a portion of the approved private plans, and processes requests from employers wishing to return from a private plan to the public program.

During the reporting period, the Legal team focused on two main initiatives: enhancing communications with employers approved to offer private plans and auditing private plans. Because private plans are approved for a three-year period, and the first opportunity for employers to apply for private plans began on January 1, 2021, almost half of the private plans reached the end of their three-year approval period during the reporting period. The Legal team initiated communications with affected employers and their insurance carriers, tracked the status of requests both for those applying for another private plan and those requesting to return to the public program, processed the applications that were submitted, and provided guidance to those that were now covered under the public program.



The second initiative was the successful launch of the audit program for approved private plans to certify compliance in one or more of the following categories:

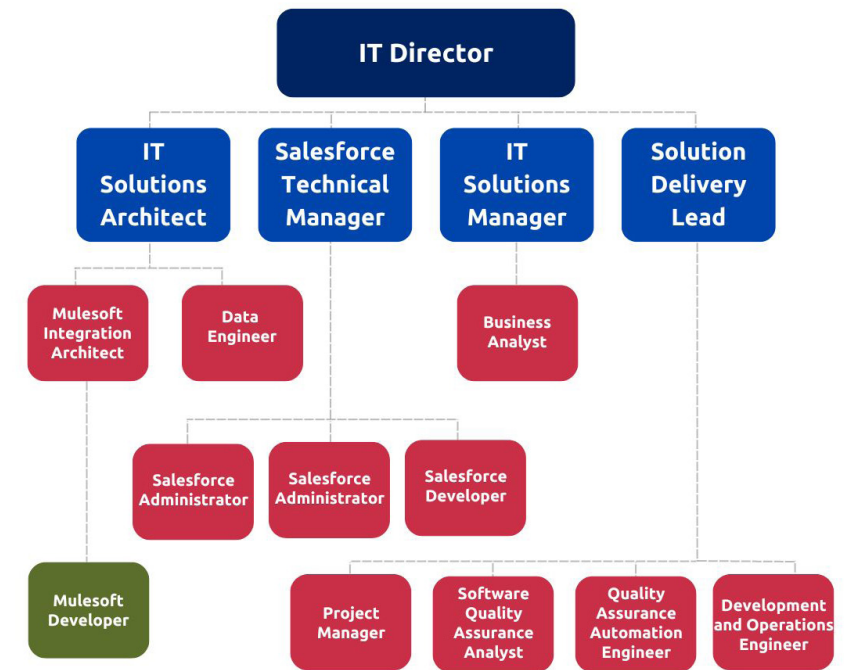
- Application Process:** Confirming that employers followed the appropriate steps when submitting a private plan application, including educating employees, providing the opportunity for all employees to vote for or against the private plan, and ensuring that a majority voted in favor of it.
- Contributions:** Reviewing any contributions that were withheld from employees' wages, in order to confirm that the amount of such contributions do not exceed the statutory limit and that the contributions were used solely for purposes related to the private plan coverage.
- Financial Solvency:** Assessing self-insured private plans funding of the private plans, in order to ensure that the plan will be able to pay paid leave benefits and other expenses.
- Claims:** Examining the process by which employees submit requests for paid leave, in order to confirm that they match the statutory and policy requirements, as well as reviewing a sample portion of claim files to ensure that employees are receiving the benefits to which they are entitled.

The primary goal of the audits is to provide guidance to employers and insurers, assisting them to correct errors that may have occurred and to make any necessary changes to the private plans in order to remain compliant in the future. Audits are currently conducted by a four-person team, including all three members of the Legal Department as well as one member of the Administrative Operations team, all of whom are participating in audits in addition to all of their other job responsibilities.

“I’m impressed with the response and help I received so quickly.”



Information Technology



The IT team is responsible for a variety of tasks centered on designing, creating, deploying and maintaining high quality and efficient software applications that support the business operations of the Authority. Our skill set includes project management, software development, testing and quality assurance, data analytics, security and compliance.

The Information Technology team is led by the Authority’s IT Director who supervises the four divisions within the IT department. One is overseen by an IT Solutions Architect who has three direct reports, one by a Salesforce Technical Manager who has three direct reports, one by an IT Solutions Manager with one direct report, and one by a Solution Delivery Lead with four direct reports. The IT team is the largest team at the Authority with a total of 16 members.

The platform that the IT team has developed primarily focuses on employer compliance with the program. Employers register their organization with the Authority and provide information that identifies their business, the employees within their business with whom the Authority will interact, and information regarding entities providing payroll processing services on behalf of the employer. If the employer decides to provide coverage to their employees with a private insurer, there is a process for them to apply for a private plan within the platform as well.

Once enrolled in the plan, the platform offers the ability for employers to make contributions via our Payment Card Industry (PCI) compliant portal. Additionally, employer contributions can be received from third party payroll providers via Bank of America.

Most recently we have developed capabilities to support our fund recovery initiative. These capabilities identify employers that are not compliant with their quarterly payments, notify them of funds that are owed to The Authority and provide a remittance process for contributions, penalties and interest.

We maintain several interfaces within the platform, including information from the CT Department of Labor and the CT Department of Revenue Services to help us confirm that employers are reporting appropriate wages to the Authority. If employers are not compliant with payments to the Authority, we have built two-way interfaces with a third-party fund recovery vendor (TSI). We have also recently developed a new feature to integrate non-health related claim information that can be shared with employers via our secure portal.

“My mom was diagnosed with a glioblastoma in May—a terminal and aggressive brain cancer. I can spend time with my mom now, with the limited time we have with her for three months, and not worry about losing my income.”

—Megan

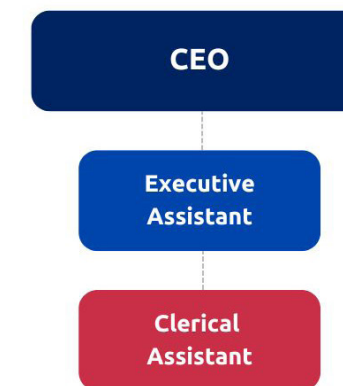
A secondary focus of the platform supports our Contact Center, which is managed by our vendor United Way, with whom we contract for customer support services. This provides a way for our constituents to contact us and allows us to respond to them, addressing their inquiries, resolving issues and providing information about the program. The platform provides analytics regarding the amount and types of inquiries we receive and our response time for resolution.

Over the past year we re-platformed the website onto a robust, industry-leading content management system. This brought us into alignment with the State of Connecticut Digital Services platform and identity management system. Two key benefits are that all content on the website is searchable and it is available in additional languages. The new platform allows for content authoring by the Outreach team and provides a consistent approval process for adding and modifying content on the website.

Additional key initiatives undertaken by the Information Technology team over the past year include:

- ✔ Expanded fund recovery capabilities.
- ✔ Ability to renew private plans.
- ✔ Ability to conduct audits on private plans.
- ✔ Risk Assessments.
- ✔ Vulnerability Testing on the website.
- ✔ Data Analytics.
- ✔ Software upgrades to keep the platform current.
- ✔ Ability to allow additional entities to participate in the program per the legislation changes effective in October.
- ✔ Ability to modify the contribution rate if such a decision is made.

Administrative Operations



The Authority continues to evolve and adopt best practices to support CT Paid Leave’s fully remote agency and ensure the staff are well-equipped with the resources they need. These tasks are managed by the Executive Assistant and Clerical Assistant under the leadership of the CEO and with the invaluable support of liaisons with the Department of Administrative Services (DAS). Over the last year, we have deployed several new operational, procedural and educational processes.

The Administrative Operations team standardized several business processes to control assets, communications, and contracts. These processes included:

- ✔ Asset Management Program, including the annual physical inventory of equipment, and a review and cataloguing of the Authority’s software.
- ✔ Review of Telecommunication services. This inquiry resulted in a change in our service provider, reconciliation of inaccurately billed cellular plans, a decrease in communications expenses, and a credit from the Authority’s cellular provider.
- ✔ Revived Contract Management Program with the enhancement of preexisting tracking methods and including an annual review of the Authority’s contracts.

The Authority continues to develop internal procedures to ensure that our fully remote environment maintains its high standards of productivity and efficiency. Major initiatives included:

- ✔ Execution of New Hire Onboarding Procedure to standardize the onboarding process from job creation and hiring to orientation and the first month of employment.
- ✔ Revision of Systems Access Process and Procedures, which provides guidelines, training tools, and digital forms for granting and revoking access to the Authority’s systems as well as mandatory pre-authorizations to external agency databases for Authority staff and contractors.

We have also initiated an internal training program to provide staff with direct support from onboarding throughout their tenure at the Authority. In addition to verifying compliance with mandatory training requirements, the program includes training about the CT Paid Leave program, procedural training, and self-guided professional development utilizing the State’s LinkedIn Learning paths.

Vendor Partners

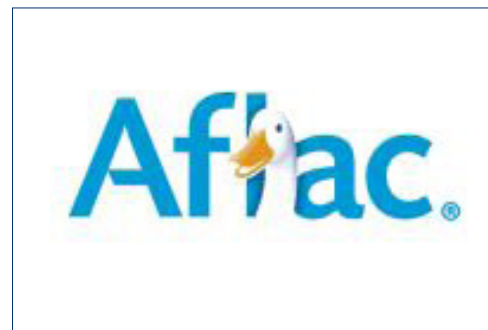
No discussion of the Authority’s operations would be complete without an acknowledgement of the stellar work performed by our two primary vendor partners, United Way and Aflac.

Since November 2020, CT Paid Leave has partnered with United Way of Connecticut to provide customer support services for employers, third-party administrators, workers, and other constituents. United Way provides a staff of 15 specially trained customer service representatives who can advise on topics ranging from general questions about the program to employer registration and remittance. Individuals submit their questions through ctpaidleave.org and receive a response from United Way staff within two business days. Bilingual representatives are available, and constituents may request to be contacted by email or phone. For a list of Contact Center inquiries by reason, see Appendix B.

In 2021, the CT Paid Leave Authority contracted with the American Family Life Assurance Company of Columbus (Aflac), leveraging Aflac’s existing infrastructure and expertise in claims administration. Aflac demonstrates its commitment to customer satisfaction, responsiveness, and continuous improvement on a daily basis.

In calendar year 2023, Aflac met or exceeded each of the 24 service level metrics required by the Authority and is on track to do the same in 2024, as illustrated by the following 2024-to-date service level statistics:

- ♥ 99% of eligibility decisions made within 5 days of application.
- ♥ 93% of claims decisions made within 5 days of receipt of a completed claim file.
- ♥ 85% of calls answered in 30 seconds or less.
- ♥ 97% of issues resolved during a single phone call.



“I am 61 yo. I am probably the prototype for the stereotypical “Karen”. I have very high expectations. As a veteran complainer, I am so pleased to tell you that I have NONE. Aflac customer service is flawless. Reps are knowledgeable, helpful and kind. I generally tense when I dial a toll-free number, but I have to say, the experiences I have had were the very very best of my lifetime. State of CT did a smart thing when they teamed with your company. Thank you all for your exemplary service.”

—Catherine

“Everything was very efficient and the portal is very user friendly. The representatives were very helpful, knowledgeable, and thorough with any questions that I had.”



Actual vs Projected Claims

The Authority has partnered with experts to estimate the likely number of claims that will be filed, most recently contracting with Spring Consulting Group. Anticipated approved claims for fiscal year 2023–2024 compared to actual approved claims and anticipated benefit payments versus actual benefit payments were as follows:

Anticipated Approved Claims	Actual Approved Claims
56,713	68,522
Anticipated Benefit Payments	Actual Benefit Payments
\$341,100,000	\$379,067,792

The anticipated number of approved claims by leave reason compared to the actual number of approved claims by leave reason on an as approved basis.

Leave Reason	Anticipated Approved Claims	Actual Approved Claims
Employee’s Own Serious Health Condition	28,959	36,438
Bonding	9,145	5,897
Pregnancy	12,193	17,548
Caregiver	6,097	8,357
Adoption/Foster Care	137	184
Family Violence Leave	61	69
Organ or Bone Marrow Donation	91	21
Military Family Leave	30	8
Total	56,713	68,522



CLAIM INFORMATION

“The process to get approved was easy. Customer service helped me on what to provide, and they approved me very quickly. I also never had any issues with receiving payments. I think it’s a great source we have as new parents to be able to spend time with our newborn.”

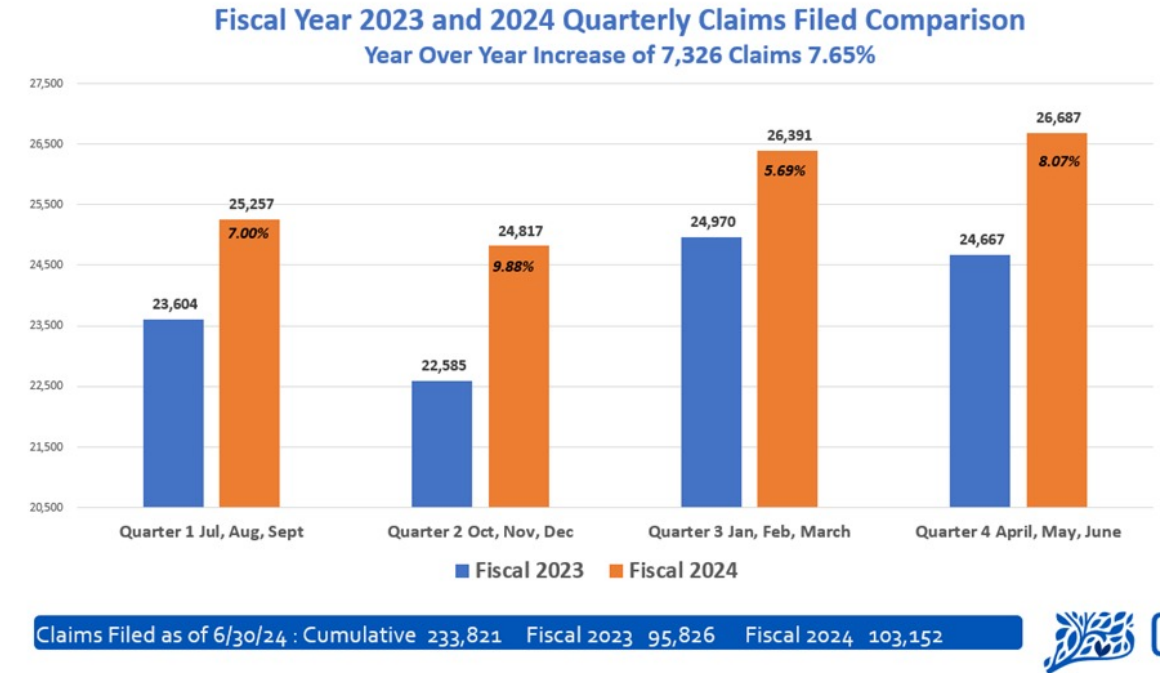
Streamlining of Pregnancy/Childbirth and Bonding Claims

When benefit administration began in January 2022, the Authority treated pregnancy/childbirth cases and bonding cases as two separate claims (which is what other state paid leave programs do). The pregnancy/childbirth portion of the claim was the time that the medical professional indicated was necessary for the birthing parent to be medically cleared to return to work, typically 6 to 8 weeks after delivery. In theory, the birthing parent then has the option to return to work and take bonding leave later in the 12-month period following the child’s birth. However, in practice, most birthing parents opted to take bonding leave immediately after that recovery time. Requiring a claimant to file two separate claims, with separate and often duplicative documentation, when the individual was taking one continuous leave added complexity, delay, and unnecessary confusion to the claim experience.

To address these problems, in March 2023, the Authority changed our process by asking the birthing parent if they intended to take bonding leave immediately after the childbirth recovery period. If the answer is yes, a single claim is created to address both leave reasons, simplifying the process for the claimant. Claimants have appreciated this new approach, with claimant feedback such as “Very easy process and very helpful during pregnancy.” The change has resulted in shorter processing and payment timelines for claimants.

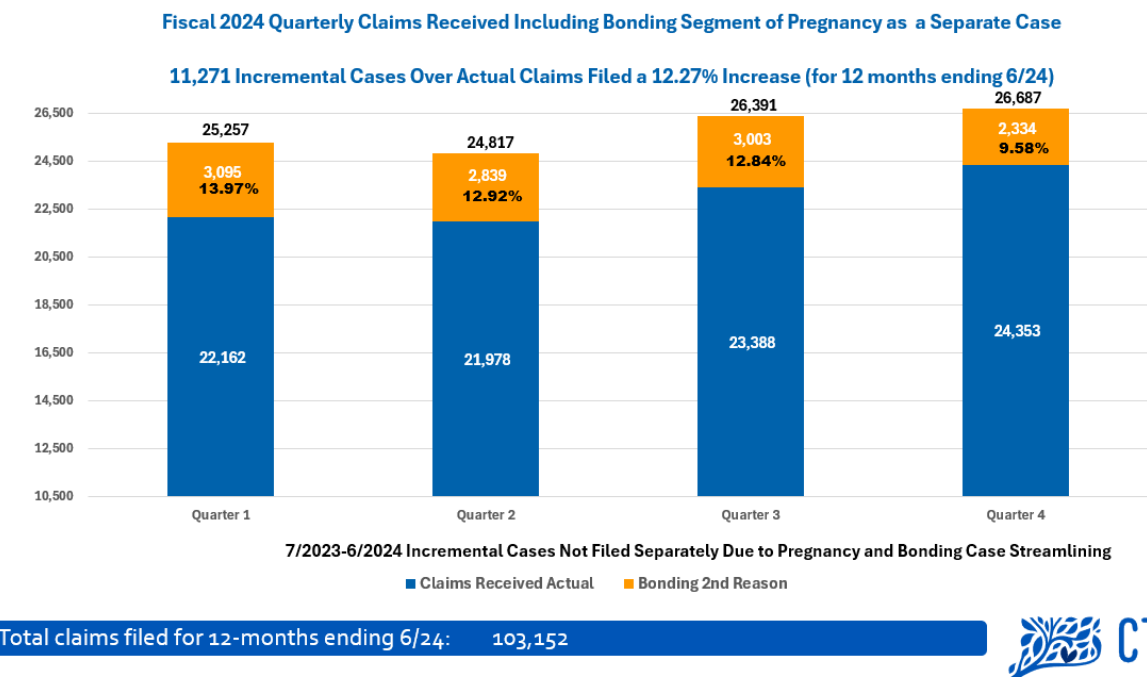
As a result of this customer-focused process change, the number of bonding cases appears to have declined, but this is simply the result of them being combined with pregnancy/childbirth cases. As all other state paid leave programs count the birthing parent’s bonding leave as a separate case, we are reporting our case volume on the same basis by reporting the bonding segment of pregnancy cases as a separate case in addition to the actual cases filed. This reporting method better represents program growth and provides a more accurate basis of comparison with other states paid leave program reporting.

The graph below shows year over year claims filed and illustrates annual program growth with an increase of 7,326 claims. This represents a 7.65% growth rate in claims filed in Fiscal Year 2024 over Fiscal Year 2023. The data presented includes 11,271 bonding cases from Fiscal 2024 associated with the corresponding pregnancy cases.



The graph below highlights the reporting impact resulting from the streamlining of the pregnancy and bonding claim process.

Actual cases filed are shown in Blue and the associated Bonding segment of pregnancy cases filed are shown in Orange. The graph shows 11,271 incremental bonding cases added to the totals.

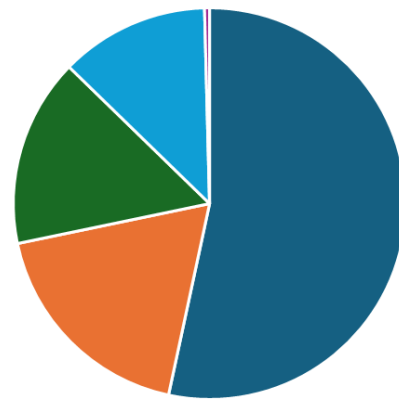




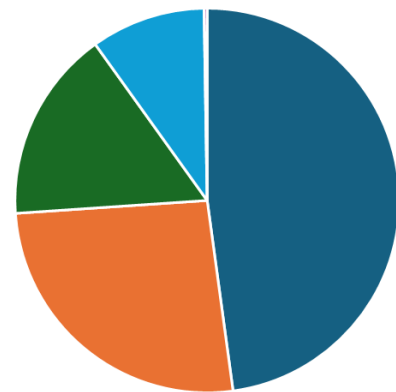
Approved Claims by Leave Reasons

For claims filed from July 1, 2023, through June 30, 2024, the Authority approved 62,411 claims.

- Employee's Own Serious Health Condition **53%**
- Pregnancy/childbirth **18%**
- Bonding **16%**
- Care of a Family Member **12%**
- Other **0.41%**



Applications By Age

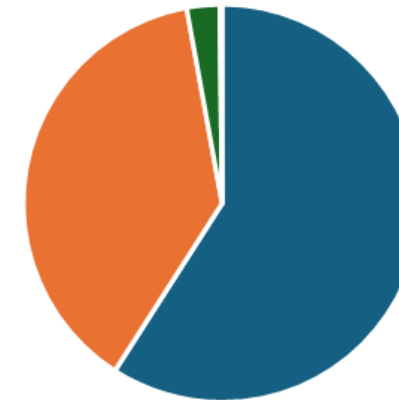


- Individuals aged 28-43 **47.85%**
- Individuals aged 44-55 **26.08%**
- Individuals aged 60-78 **16.17%**
- Individuals aged 18-27 **9.64%**
- Individuals aged 79-96 **0.26%**

Applications by Gender

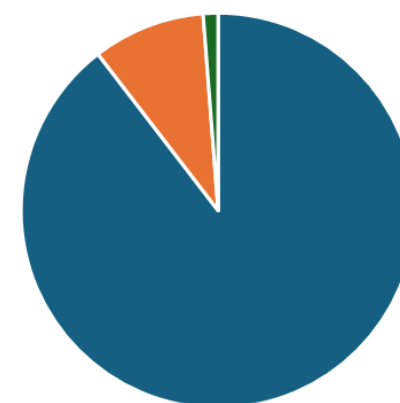
The number of women applying for paid leave benefits continued to outpace men by nearly 2:1. Women accounted for almost 64 percent of all applications filed and men accounted for 34 percent. Those individuals who identified as non-binary accounted for 0.16 percent, and 2.40 percent of claimants did not specify a gender.

- Female **63%**
- Male **34%**
- Choose not to Answer **2.40%**
- Non-Binary **0.16%**

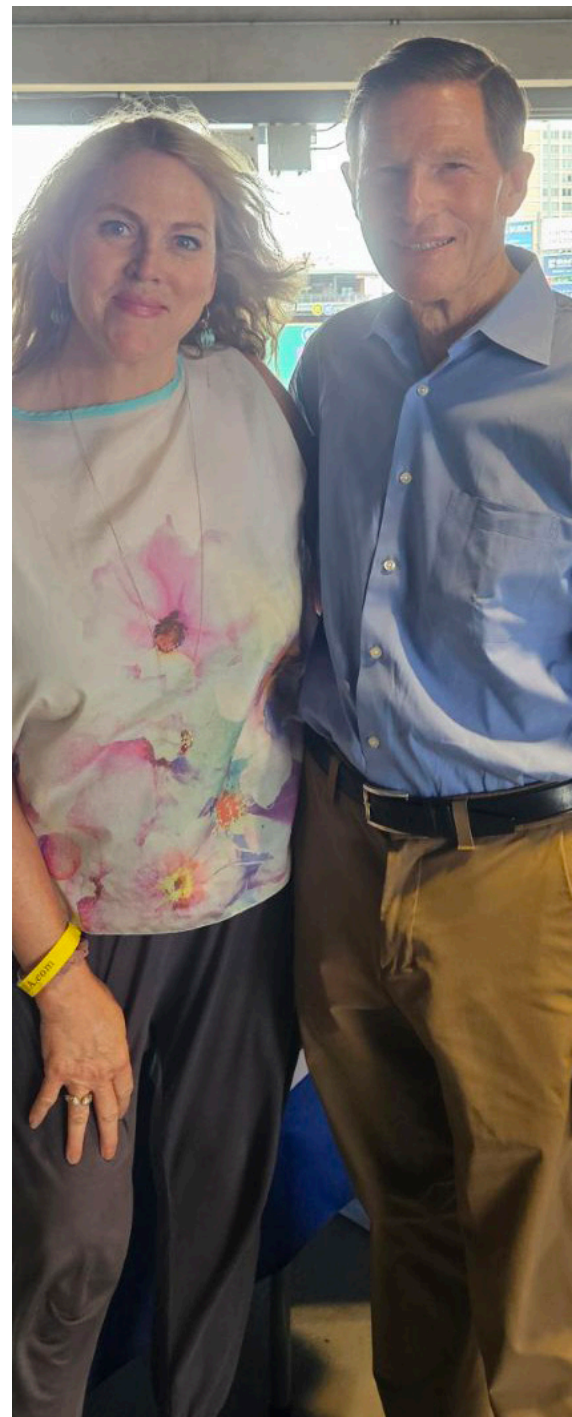


Applications Received by Claim Type

Most applications received were in connection with continuous leave at 89 percent of all applications, followed by intermittent leave at 9.23 percent, and reduced schedule at 1.22 percent. Intermittent leave is leave in separate, nonconsecutive time periods rather than a single span of time for a single qualifying reason. Reduced schedule leave is a leave schedule that reduces an employee's usual number of working hours per workweek, or hours per workday for a period of time, normally from a full-time schedule to a part-time schedule.



- Continuous **89%**
- Intermittent **9.23%**
- Reduced Schedule **1.22%**



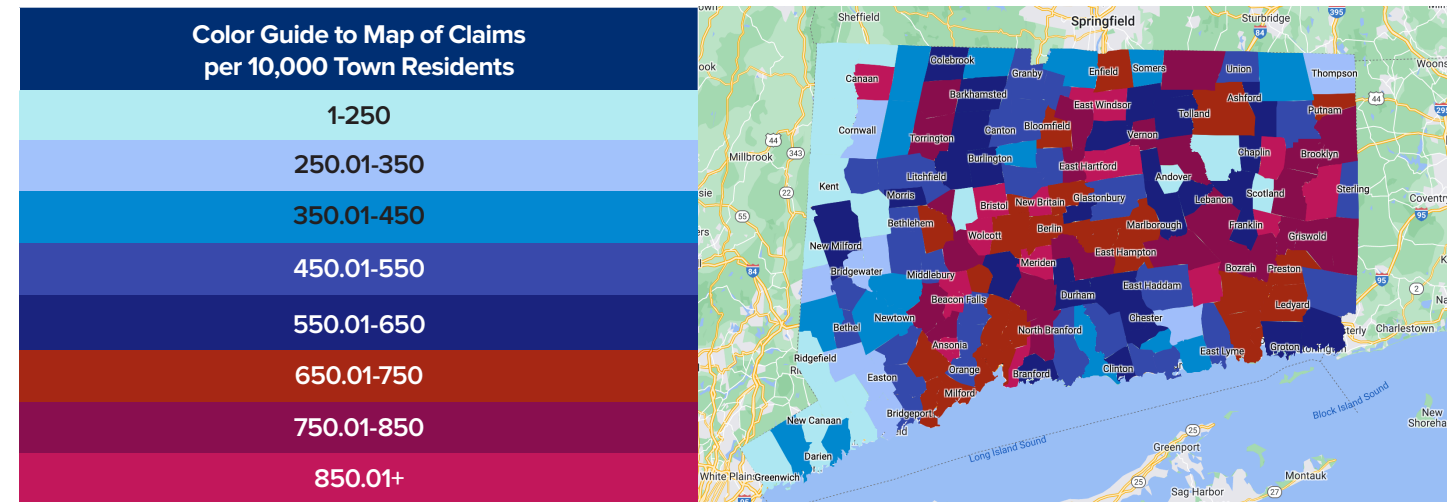
“As a caregiver, I helped my husband recover from his hip replacement with no worries about getting paid. The support from CT Paid Leave was fantastic.”

Applications Received by Location

For applications received by town, please see appendix B.1

This map shows a distribution of claims received by town since the inception of benefit payments. Claims have come from every town and city throughout the state. We analyze not only number of claims per town, but also claims per 10,000 residents in order to have an apples-to-apples comparison of utilization rate. Towns in red and purple shades have a higher utilization rate on a per capita basis than towns in teal and blue colors.

CT Paid Leave Usage Map: Claims per 10,000 Residents as of 6/30/24



Denied Applications

During the reporting year, the Authority received 91,883 applications for benefits and decided 82,692 applications. Of those decided, 62,411 (75.47%) were approved and 20,281 (24.53%) were denied. A total of 5,690 remained pending at the close of the reporting period, and an additional 3,501 were canceled or withdrawn.

Of those applications receiving a denial, 72.56% did not submit the requested documentation. Additional denial reasons are included in the table below.

Denial Reason	Percent of Total
Requested claim documentation was not received	72.56%
Ineligible—Did not meet minimum earning requirement	7.74%
Ineligible—CT Paid Leave excluded employer/employee	6.79%
Information received did not meet the requirements for the request	4.35%
Excluded due to receiving other income/benefits	2.81%
Benefit entitlement exhausted	1.87%
Non-qualified event	0.78%
Serious health condition not certified by healthcare provider	0.47%
Identity could not be verified	0.76%
Ineligible—working but not in CT and had not been working in CT in the 12 weeks prior to the claim	0.31%
Other	1.56%
Total	100.00%

Reconsiderations

If a claimant's application for CT Paid Leave benefits is denied, they are notified by letter and, if possible, a phone call, and provided with an explanation for the denial. The claimant has the option to file a request for reconsideration, together with any additional information or context relating to their claim. The reconsideration process is especially important if a claim was denied due to missing or incomplete/inconsistent paperwork because it enables the claimant to cure the deficiencies by producing the missing or completed documents. Reconsiderations must be filed within 10 calendar days, unless an extension is requested, and decisions are made within 15 calendar days after receipt of all required information.

During the reporting year, 13,715 requests for reconsideration were received. The reconsideration requests by leave reason are as follows:

Reconsideration	Number	Percent of Total
Employee's own illness or injury	8,732	63.67%
Care of family member	1,850	13.49%
Pregnancy	1,543	11.25%
Bonding	1,505	10.97%
Other	85	.64%
Total	13,715	100.00%

Of the 13,715 requests for reconsideration received and decided, 83.84% resulted in a reversal, meaning that the claim was approved, and 16.16% resulted in the denial being upheld.



Appeals

If a claimant whose claim was denied chooses not to request a reconsideration, or if their reconsideration is also denied, the claimant has the right to appeal to the decision with the Connecticut Department of Labor (“CT DOL”).

This chart shows the total number of appeals received by the CT DOL between July 1, 2023 and June 30, 2024, and their status:

CT Paid Leave Appeals Received by the Connecticut Department of Labor	
Appeals Withdrawn by the Claimant	24
Appeals Decided by the Dept. of Labor	190
Appeals with Final Decisions Pending	15
Total Appeals Filed	229

Of the cases with decisions from the CT DOL, the overwhelming majority of decisions were dismissals, meaning the CT DOL agreed that the Authority had issued a correct decision. Only one appeal resulted in the overturning of the original decision, and one appeal resulted in a partial overturning of the decision. For the latter category, the CT DOL determined that the Authority should have approved the claim for an additional eight days beyond the original approval period.

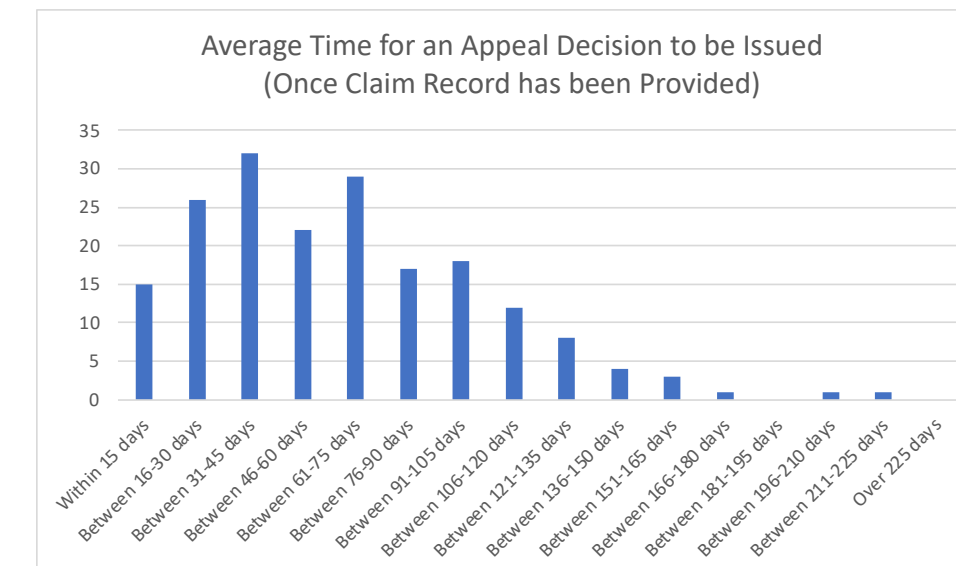
Appeals Decided	
Dismissed	188
Withdrawn by Claimant	24
Sustained	1
Sustained-in-part/Dismissed-in-part	1

For the appeals that were dismissed, the most common reason for dismissal was the CT DOL agreeing with the Authority’s claim decision. The second largest category of decisions are those in which the appellant was no longer aggrieved or the appeal was moot. Appeals are often moot when the Authority has already approved the claim, prior to the appeal decision being issued. In addition, some of those decisions reflect dismissal due to duplicate appeals filed for the same claim.

Appeals Decisions	
Department of Labor Upheld the Authority Decision	100
No Aggrievement / Moot	68
Lack of Jurisdiction – No Claim Filed with Authority	9
Lack of Jurisdiction – No Final Decision Issued	4
Lack of Jurisdiction – Other	1
Appeal Not Filed Timely	6
Appellant Withdrew Request	24
Appeal Sustained	1
Appeal Sustained-in-part/Dismissed-in-part	1

Timeframe for Appeal Decisions

The Appeals process begins with a claimant filing an appeal with the CT Department of Labor (CT DOL). The Authority then receives notice of the appeal from the CT DOL along with a request for the claim file. The Authority has 15 calendar days from the date of this notice to provide the claim file. Along with the claim file, the Authority will provide an explanation of the reason for the decision and, if the claim is still under review, will share that status. The CT DOL reviews the claim file and Authority documentation, along with any information or documents provided by the claimant and issues a decision. If necessary, the CT DOL can hold a hearing. The following table depicts the length of time between the date the Authority provides the claim file and the decision by the CT DOL. The chart excludes currently pending appeals and appeals in which the employee withdrew the appeal before the claim file was provided.



“My agent was very knowledgeable, she was able to walk me through with patience and help me resolve my issue.”

“The information that was needed for the claim was clear and if I needed help, it was always available in a short amount of time. I did not have to hang on the phone for a long time. The reps were very informative, caring, and professional.”


OUTREACH ACTIVITIES

In-person interaction is an important way for us to connect with our audience one on one to share information and answer specific questions. Our in-person interactions take many forms, from tabling at community events to speaking at industry conferences.

Some of the industry events we attended this year were the Human Resources Association of Central CT conference, Tri-State Society of Human Resource Managers (SHRM) conference, and National Association of Social Workers CT Chapter conference. Community events were numerous, and included pride events, community baby showers, cultural celebrations, and community health fairs, to name just a few. In addition, we partnered with 13 libraries across the state to provide in-person and virtual information sessions about the program. We also provided trainings for healthcare providers such as clinicians at Walden Behavioral Health and the Community Health Workers Association of Connecticut, and for other individuals who provide support for vulnerable populations, including court advocates for the Interval House and social workers with Advancing Connecticut Together.

We also continue to build relationships with state agencies and identify ways to collaborate. This year, we partnered with the Commission on Human Rights and Opportunities for their resource fair in April and with Access Health to have a table at their open enrollment events.

For a complete list of in-person events, see Appendix D.1.

Panels

The Authority coordinated two panels this year, both of which were held at the Legislative Office Building. In recognition of Hispanic Heritage Month, we hosted a panel discussion featuring State Reps. Manny Sanchez (Labor Committee Co-Chair), Hilda Santiago and Geraldo Reyes and moderated by CT Paid Leave CEO Erin Choquette. To celebrate International Women’s Day, we partnered with the Commission on Women, Children, Seniors, Equity and Opportunity (CWCSEO) to host a roundtable discussion that included Lt. Governor Susan Bysiewicz, State Rep. Robyn Porter, She Leads Justice Executive Director Janeé Woods Weber, CWCSEO Women’s Policy Analyst Rosemary Lopez, paid leave advocate Nija Phelps, CT Paid Leave recipient Kelly McSergi, and small business owner Laurie Suprenant.

National Events

Connecticut continues to be recognized as a national leader in the paid leave space. We remain grateful for the opportunity to share lessons learned from our early years of program implementation with newer states and those considering their own policies. This year, CEO Erin Choquette was a panelist in a virtual event hosted by the Bipartisan Policy Center. She was also a featured speaker at the Paid Family Leave Policy Academy hosted by the Pre-natal to 3 Policy Center at Vanderbilt University and in a Roundtable with Acting Labor Secretary Julie Su and Congresswoman Rosa DeLauro. At the Convening of Paid Leave States hosted by the Center for Law and Social Policy and Family Values at Work, our Chief Marketing and Communications Officer participated in a panel discussion on reaching underserved populations.





Virtual Presentations

Although in-person events are invaluable, the Authority continues to utilize available technology to reach large audiences through virtual presentations. CT Paid Leave collaborated with the CT Department of Labor to provide webinars on the Family and Medical Leave Act and how it interacts with CT Paid Leave. We also coordinated with the CT WIC Program to provide training to program coordinators and nutritionists. We worked with other agencies to provide joint presentations - with the Office of the Treasurer on Baby Bonds and with the Office of the State Comptroller on My CT Savings.

Other webinar partners included:

- ♥ Health Equity Solutions
- ♥ Community Foundation of Greater New Haven
- ♥ CT Non-Profit Alliance
- ♥ East Windsor Community Services
- ♥ She Leads Justice
- ♥ CT Coalition Against Domestic Violence
- ♥ Shoreline Collaborative
- ♥ Robert Noonan and Associates
- ♥ Women’s Business Development Council
- ♥ LGBTQ Justice and Opportunity Network
- ♥ SEIU 1199

Community Partnerships

Community partnerships are invaluable to our outreach and engagement work at the Authority. The individuals who work and volunteer at these organizations are trusted messengers and can help to disseminate information about our program in the way their audiences will best receive it. For that reason, we decided that our team needed a dedicated individual to focus exclusively on developing and nurturing these relationships. In the Spring of 2024, our Community Partnership Liaison met with 31 organizations to introduce CT Paid Leave and to discuss collaboration ideas. The organizations include a wide range of focus areas, including healthcare (Universal Healthcare Foundation), housing (Connecticut Fair Housing Center), disabilities (CT Family Support Network), and LGBTQ+ (Keep the Promise). It is important to this work that we are not only asking these partners to help us reach their audiences, but that we are also providing value to them as well. To this end, we have created a new interview segment called “5 Minutes of Impact: Conversations with Connecticut Changemakers.” These interviews provide an opportunity for us to give various organizations a chance to highlight the work they are doing as well as the intersectionality of that work with CT Paid Leave. The first episode was released in June 2024, and we are excited to see the evolution of this new idea.

“Very great customer service, pleasant and very helpful.”

Podcast

The Paid Leave Podcast is now in its 3rd season, and our Engagement Manager and Podcast Host continues to deliver high quality, engaging content with a variety of unique guests. This year, the topics covered ranged from Lyme Disease to infertility to eating disorders. The Outreach team determines two topics each month for a podcast episode focus. Once a topic is determined, the host sources subject matter experts to interview and conducts extensive research on the topic to prepare insightful questions. We use the podcast platform to identify and engage in further outreach efforts beyond simply the production of the podcast. For example, the podcast on Lyme disease with pediatric Lyme specialist Dr. Mariah Hinchey resulted in the doctor agreeing to provide information on CT Paid Leave to her patients and inviting CT Paid Leave to provide information for an upcoming conference for Lyme disease specialists. The podcast on eating disorders led to an invitation for CT Paid Leave to provide training to clinical staff at Walden Behavioral Health, which specializes in treatment for eating disorders. Podcast connections often result in invitations to attend events, provide presentations and training, and lead to connections with other individuals and groups. We also coordinate each podcast episode with a corresponding press release on the topic. For a complete list of podcast episodes, see appendix D.2.

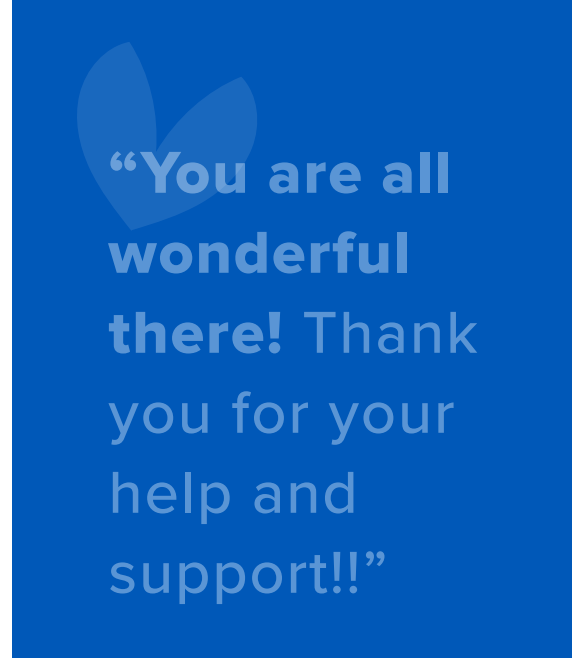
Digital Marketing

As the digital landscape continues to evolve, so does our digital marketing strategy. This year, we added a new creative element to our digital marketing with the use of user-generated content. These videos are more raw—they are not highly produced and polished like more traditional online videos. Knowing this trend is popular on social media channels like Tik Tok and Instagram, we embraced this format. This tactic also allowed us to develop videos in different languages, including Polish and Portuguese. Content creators spoke about different aspects of the CT Paid Leave program, such as using caregiver leave to care for someone related by affinity, or for bonding leave to care for a foster child.

We maintained our online presence with campaign in social media (Meta, LinkedIn and Tik Tok), search engine marketing (Google), programmatic display, streaming audio and streaming video.

Radio, Television, Print and Outdoor

Maintaining a diverse media mix is key to reaching Connecticut’s workforce wherever they consume information and entertainment. While digital is an important and effective tactic, traditional advertising is equally vital to rounding out a robust campaign. Radio has been and remains an integral part of the Authority’s media mix. The Authority’s radio campaign consisted of 27 stations comprised of a variety of formats and covered every corner of the state, with both English and Spanish language stations. This year, we expanded our television presence by working with WFSB and WVIT, and with Telemundo, Univision, and Unimás to reach the Spanish language audience. We focused our print presence on publications in languages other than English, including White Eagle (Polish), La Vision (Spanish), La Tribuna (English, Spanish and Portuguese), and La Voz Hispana (Spanish). With all four publications, we placed and wrote articles on different aspects of the CT Paid Leave program that appeared as content in the publications.



“CT Paid Leave relieved my stress by getting paid from Day 1 of my hip replacement. The people helped me get through the process and with the doctors to get what they needed.”



Lastly, we maintained presence with commuters on major CT highways through our partnership with Lamar.

In addition to paid media, we issued numerous press releases and media advisories throughout the year. A complete list of press releases and resultant media coverage can be found in Appendices D.3 and D.4.

Results of Outreach Efforts

There are two main criteria that we use to analyze the success of our outreach efforts—website activity and claims activity.

Website activity indicates if our message is leading to increased awareness of CT Paid Leave, since visiting ctpaidleave.org is most often the first stop for individuals wanting to learn more about the program.

This year, our website analytics indicate that our outreach efforts are indeed leading to greater awareness and more activity.

- ✔ Website sessions were at 2.33M, up 41% year over year.
- ✔ Total users were 870k, up 24% year over year.
- ✔ Pageviews totaled 9.93M, up 69% year over year.
- ✔ User engagement was also up 26% year over year.
- ✔ The “For Claims” page and “How to Apply” pages were the top two pages with the greatest number of pageviews after the homepage, indicating that site visitors were most interested in the claims process.

Some additional highlights from our media campaigns this year include:

- ✔ 4.81M impressions delivered on Meta (up 121% year over year).
- ✔ 43,459 impressions delivered on LinkedIn with a .9% click thru rate (up 167% year over year).
- ✔ YouTube average view duration increased 64% year over year, with 93 videos published and 568k views.
- ✔ 3.02M digital display impressions (up 275% year over year) and 2809 clicks (up 270% year over year).
- ✔ 2.96M Impressions delivered via Google Ads, with click thru rate of 57.72% (an increase of 32% in click thru rate over year).
- ✔ Newsletters to Employers and Human Resource Professionals maintained high open rates of anywhere from 39% to 64% and email newsletters to TPAs ranged from 27% to 37%.
- ✔ Our highway billboards were shown over 1.6 million times and delivered over 57 million impressions.

The second metric of outreach activity success is applications received. The total number of applications increased by more than 7% year over year, indicating that our outreach efforts continue to build awareness of the program and drive action.

More than
\$638 million
in paid leave benefits approved

Over
103,619
Connecticut workers assisted

[SEE THE WORK](#)

More than
\$638 million
in paid leave benefits approved

Over
103,619
connecticut workers assisted

[SEE THE WORK](#)

CT PAID LEAVE GOES TO WORK FOR YOU

CT PAID LEAVE WORKS

CT PAID LEAVE WORKS



Leaps & Bones



David & CT Employers

“My case for my leave of absence was handled immediately and any questions or concerns I had were immediately answered. This was overall the best experience I had.”



Spring Consulting Group, an outside consultant that provides actuarial services to the Authority, analyzes revenues and benefit expenditures to develop projections that assist the Authority in maintaining the Trust Fund’s solvency. This analysis is shared with the Board of Directors in quarterly and annual reports.

The annual actuarial report presented to the Board in August 2024 (see appendix E) included a three-year projection built on the program’s performance since inception, coupled with assumptions that utilized data from other states’ paid leave programs, among other information. Quarterly updates from Spring Consulting Group provide the Authority with updated performance and projections, reserve estimates, and metrics used to measure fund solvency.

Utilizing industry standards and its experience in the public benefit administration arena, Spring identified three metrics for assessing the solvency of the CT Paid Leave Trust fund:

Reserve vs. Net Fund Balance (net of outstanding contributions and claims payments):

- ✔ The reserve represents the funds required to be set aside in respect to the expected cost of claims for events that have already been incurred, but for which corresponding benefits have not yet been paid.
- ✔ The proposed target recommends the net fund balance should be at least one third of the reserve as a measure of the capacity of the funds to cover additional incurred claims not yet paid.

Contributions vs. Net Fund Balance (net of outstanding contributions and claims payments):

- ✔ Assessment of adequacy of net fund balance to cover inadequate contributions during the year should claims run higher than expected.
- ✔ The proposed target recommends the net fund balance should at least cover one third of next year’s contributions.

Adverse losses over one year vs. Net Fund Balance (net of outstanding contributions and claims payments):

- ✔ Assessment of adequacy of net fund balance to cover adverse losses.
- ✔ Adverse losses were determined based on a stress test analysis of claims against changes in duration and incidence levels—the specific adverse scenario selected reflects the range of incidence rates experienced by other states.
- ✔ The proposed target recommends the net fund balance should cover more than two years of adverse losses.

The CT Paid Leave Trust fund of \$566.1 million meets the targets for all three metrics:

Funding Metrics	Actual Metric as of June 30, 2024	Target	Actual vs. Target
Reserve vs. Net Fund Balance	0.1 : 1	Less than 3 : 1	Meets target
Contributions vs. Net Fund Balance	0.7 : 1	Less than 3 : 1	Meets target
Adverse Losses Over One Year vs. Net Fund Balance	0.3 : 1	Less than 0.5 : 1	Meets target

In addition, the Authority worked with our actuaries to identify the factors to consider when analyzing the contribution rate to determine if it should be changed annually, as allowed in its statutes. As a result of this analysis, the Authority has developed a preliminary formula to assist in this decision-making process for the contribution rate, which is set by the Authority’s Board of Directors.

“My agent was very knowledgeable; she was able to walk me through with patience and able to help me resolve my issue.”

Under the Connecticut Paid Leave Act, employers may apply to the CT Paid Leave Authority for permission to use a private plan to meet the obligation to provide workers with income replacement benefits. Such plans may consist of either a paid family and medical leave insurance product or a self-insured plan, supported by a surety bond.

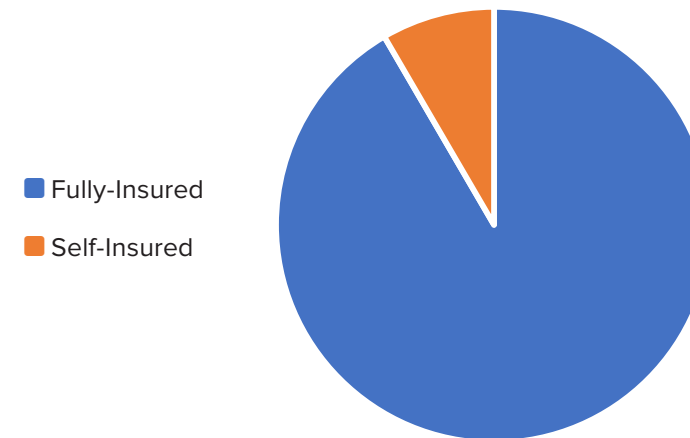
If an employer has an approved private plan:

- ♥ The employer or their third-party administrator (TPA), not the CT Paid Leave Authority, administers the employees' claims for paid leave benefits.
- ♥ The employer is not required to remit employee contributions to the CT Paid Leave Authority.
- ♥ The employer may withhold a portion of employees' wages for the sole purpose of administering the private plan. The withholding cannot exceed the CT Paid Leave program's contribution rate.

In order to be approved, the private plan must offer the same or better benefits as the public program, cannot cost employees more than the public program, and must be approved by a majority vote of the employees working for the employer in Connecticut.

The requirements for applying for and administering a private plan are detailed in the Private Plan Policies and Procedures and the Consolidated Policy document, both of which are posted at www.ctpaidleave.org.

As of July 1, 2024, there were 747 approved private plans: 684 of those plans use a private insurance policy to provide paid leave coverage while 63 provide coverage through self-insurance. Of the 747 plans in force, 390 were initially approved or renewed between July 1, 2023 and June 30, 2024.



♥
PRIVATE PLANS

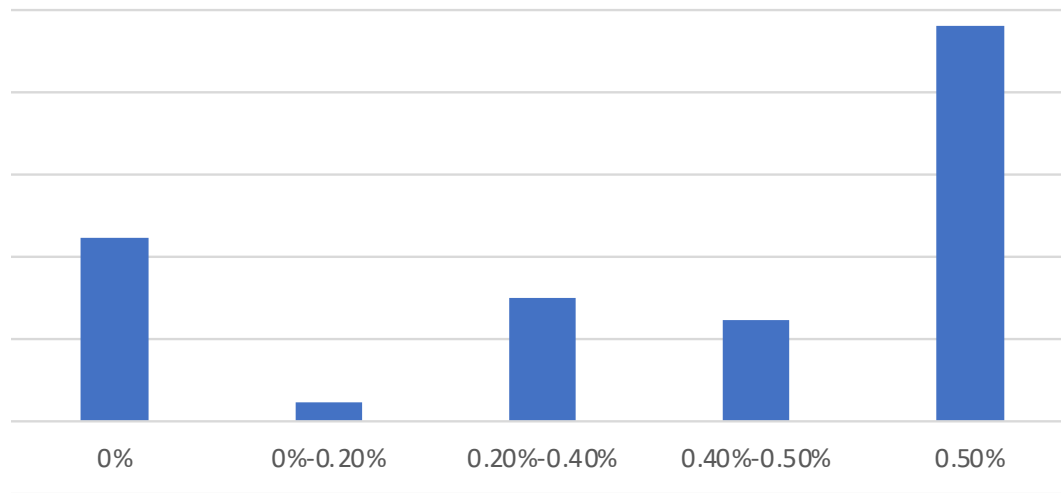
Private Plan Annual Report Data

The following data comes from the annual reports that are provided by employers who had private plans that were in force at any time during the calendar year 2023. The Authority asked each approved private plan employer to complete a template report with information about the plan's claim experience during the year.

The Authority received responses from employers that employ 41,673 Connecticut employees. The estimated number of employees covered by a private plan in 2023 was approximately 49,200. As a result, the data reflects approximately 85% of those employees covered by private plans.

Contribution Rates

Private Plans by Employee Contribution Rate



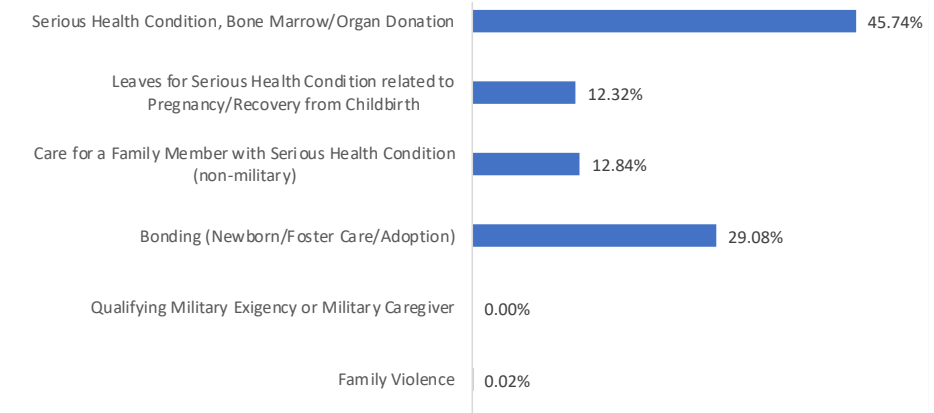
Private Plan Claims

Based on the private plan annual reports:

- 5,068 requests for paid leave were filed in 2023.
- 4,221 requests were approved (83.3% of submitted claims).
- 688 requests were denied (13.6% of submitted claims).

The largest categories of requests are the employee's own serious health condition and bonding, with paid leaves for care for a family member and pregnancy/childbirth in third and fourth place:

Approved Claims by Reason for Leave

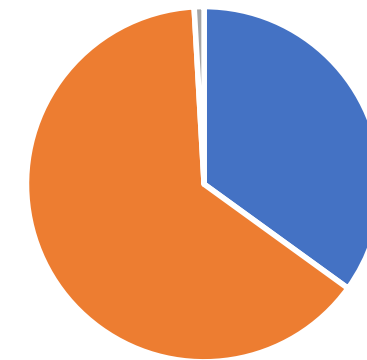


Please note, private plans may report their data in different ways, for example, with Pregnancy/Childbirth paid leaves combined under employee's own Serious Health Condition or with Bonding claims.

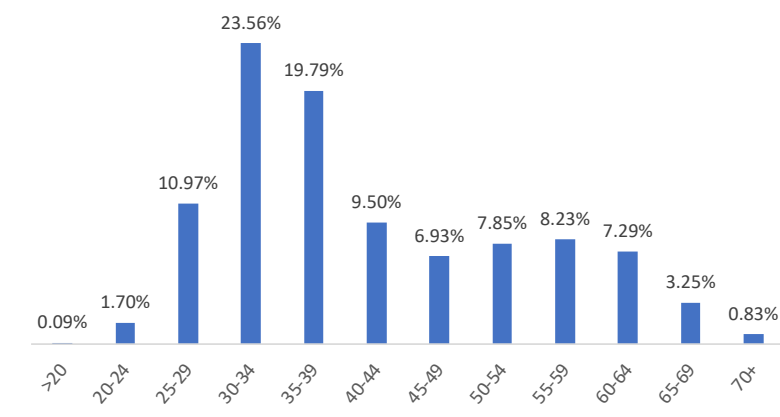
Similar to the public program, private plans show the number of approved requests for paid leave benefits for employees identifying as female exceeding the number of approved claims for employees identifying as male. By a significant margin, the largest segment of approved claims by age is 30-39.

Approved Paid Leave Claims by Gender

Male **34.97%**
 Female **64.13%**
 Non-binary or Prefer not to Answer **0.90%**



Approved Paid Leave Claims by Age



“Thank you for making an overwhelming process that occurs during an overwhelming time in life as easy as possible!”

CT Paid Leave provides financial peace of mind to families during major life events, allows parents more time to bond with a new child, and caregivers to be there for a family member in need. The number of claims CT Paid Leave has received since benefits began in January 2022—233,852—as well as the increase in claims from 2023 to 2024, illustrates how critical this program is to workers, families and businesses in our state.

We are proud of all that the Authority has accomplished since its inception nearly five years ago and of our growing team who work hard everyday to ensure CT Paid Leave continues to deliver income replacement benefits to workers during life’s important moments. We remain committed to improving our processes to ensure that CT Paid Leave is accessible to all of Connecticut’s diverse workforce and look forward to continuing to serve the people of our state.



CONCLUSION



Connecticut Paid Leave

“Your service was great—application was easy and everything went smooth—thank you very much!”



APPENDICES

APPENDIX A: Establishment of the Authority and Paid Leave Program

The CT Paid Leave Authority was established to administer a Paid Family and Medical Leave Insurance Program that provides employees access to income replacement benefits when out of work for life events covered under the federal Family and Medical Leave Act of 1993 (FMLA), the Connecticut Family and Medical Leave Act (CT FMLA) and the Connecticut Family Violence Leave Act.

Covered employees and enrolled self-employed individuals and sole proprietors contribute one-half of one percent (0.5%) of their earnings, capped at the Social Security contribution and benefit base, to the Family and Medical Leave Insurance Trust Fund through payroll deductions. Per C.G.S. § 31-49g, the contribution rate cannot exceed 0.5%. Employers are responsible for withholding employee contributions and submitting them to the Authority on a quarterly basis. The obligation to withhold the employee contributions began on January 1, 2021. The Family and Medical Leave Insurance Trust Fund was established by C.G.S. § 31-49i and is a non-lapsing fund held by the State Treasurer that is not considered property of the state. The assets of the trust are used to pay the income replacement benefits to covered employees as well as the operational, administrative, outreach and educational expenses of the Authority.

The qualifying reasons to receive income replacement benefits are:

Medical Leave

Medical leave is leave taken by an employee to receive treatment for or recover from one's own serious health condition, including serving as an organ or bone marrow donor and pregnancy.

Bonding Leave

Bonding leave is taken by an employee to enable the parent to develop a mutual emotional and psychological closeness with a newborn or newly placed child. It also includes the time needed to process adoption or foster care placement if applicable. Bonding leave may be taken anytime during the 12 months after the birth/place-ment and applies to birth, adoption or foster care.

Caregiver Leave

Caregiver leave is taken by an employee to provide physical or psychological care or psychological comfort and reassurance for a family member experiencing a serious health condition.

Military Caregiver Leave

Military caregiver leave is for an employee to care for a covered family member who is a member of the military and has experienced a serious injury or illness that occurred in the line of duty on active duty in the Armed Forces.

Qualifying Exigency Leave

Qualifying exigency leave is taken by an employee for any "qualifying exigency" (as defined by the United States Secretary of Labor) arising out of the fact the employee's spouse, son, daughter, or parent is a covered service member on covered active duty in the Armed Forces.

Family Violence Leave

Family violence leave can be taken pursuant to C.G.S. §31-51ss by an employee who is a victim of family violence to seek medical/psychological care, to obtain services from a victim services organization, to relocate due to such family violence, or to participate in any civil or criminal proceeding related to or resulting from such family violence. Per the Family Violence Leave Act, this leave is restricted to 12 days in a calendar year.

APPENDIX A, Continued.

The CT Paid Leave program provides eligible employees with up to 12 weeks of income replacement benefits during a rolling 12-month period, as well as two additional weeks of income replacement to a covered employee for a serious health condition resulting in incapacitation that occurs during a pregnancy.

Covered Employers and Employees

The Connecticut Paid Leave (CTPL) program covers most Connecticut employers with one or more employees working in the state, with a few statutorily-mandated exceptions that are outlined in the CT Paid Leave Authority's Consolidated Policies.

Eligibility

Employees are eligible for benefits from the CT Paid Leave program if they:

1. Have earned wages of at least \$2,325 from one or more covered employers in the highest quarter of the first four of the five most recently completed quarters; and
2. Are one of the following:
 - A. currently employed by a covered Connecticut employer;
 - B. have been employed by a covered Connecticut employer within the 12 weeks immediately preceding the claim or;
 - C. a sole proprietor or self employed individual and Connecticut resident who has enrolled in the program).

Part-time, seasonal and per diem employees are also eligible if they meet the eligibility requirements. Wages may include salary or hourly pay, vacation pay, holiday pay, tips, commissions, severance pay and the cash value of any "in-kind" payments.

Benefits

The benefit rate is set forth in C.G.S. § 31-49g, which is calculated in the following ways:

- If wages are less than or equal to the Connecticut minimum wage multiplied by 40, the weekly benefit rate under the Connecticut Paid Leave Act is 95% of the recipient's base weekly earnings.
- If wages exceed the Connecticut minimum wage multiplied by 40, the weekly benefit rate will be 95% of the Connecticut minimum wage multiplied by 40 plus 60% of the amount that the base weekly earnings exceeds the Connecticut minimum wage multiplied by 40.
- In all circumstances, the benefit rate is capped at 60 times the Connecticut minimum wage.

The Connecticut Paid Leave Act stipulates benefit rates may be reduced if revenue is insufficient.

APPENDIX A, Continued.

Board Of Directors

The CT Paid Leave Authority Board of Directors is a diverse group of individuals who guide, support and oversee the work of the Authority. Members have expertise in areas including disability insurance plans, modern software practices, economically distressed communities, paid leave programs, and the interests of employees at both small and large businesses. The board members come from throughout the state of Connecticut and reflect the cultural and racial diversity of our state. The board meets monthly, and three committees (Outreach and Engagement, Policy and Personnel, and Finance and Audit) also meet monthly, with the Executive Committee meeting as needed.

- Fran Pastore, Chairper-son
- Eva Bermudez Zim-merman
- Sheila Hummel
- Molly Weston Williamson
- Alice Pritchard, Vice Chairperson
- Easha Canada
- Ellen McKitterick
- Holly Williams
- John Scott, Secretary
- Adrienne Cochrane
- David Salazar-Austin
- Janee Woods Weber
- Andrea Comer
- Michael Soltis
- Justin Zartman

Authority Policies

The Board has adopted by-laws, a plan of operations, an employee handbook and various policies governing its operations, claims procedures, and the process whereby employers may comply with the CT Paid Leave Act through a private plan. The process for adopting policies includes a review of draft policy document(s) by the relevant committee(s), a vote by the Board to post a notice of the proposed policy document(s) in the CT Law Journal, a public notice and comment period of at least 30 calendar days following the posting in the CT Law Journal, a review of any comments received, and a vote by the Board to adopt the final policy document. Most of the Authority's policies, as well as Glossary of Terms, are posted on www.ctpaidleave.org. All policies are available on request.

Consolidated Policies

For further information on the governance of the CT Paid Leave Authority, please see the Authority's Consolidated Policies.

Affirmative Action Information

In accordance with Section 1-123 of the Connecticut General Statutes, the Authority is required to report on its affirmative action efforts, including its affirmative action policy statement; a description of the composition of agency's work force by race, sex, and occupation; and a description of agency's affirmative action efforts. The CT Paid Leave Authority's Equal Employment Opportunity & Affirmative Action Policy, as well as its policies prohibiting discrimination, harassment and retaliation and explaining the reasonable accommodation process, are all located in its Employee Handbook, which is posted on the Authority's website. The most recent version of the Employee Handbook was approved by the Authority's Board of Directors, after the statutorily-required public notice and comment period, in December 2021.

APPENDIX A, Continued.

Workforce Composition

Total Workforce as of 8/1/24

EEO Category		Women	Men	TOTAL
1.1	Executives	4	3	7
2	Professionals	21	13	34
6	Admin Support	2	0	2

The workforce composition is reported by female and male because no one on the Authority staff identifies as non-binary.

Women

EEO Category		White (not Hispanic or Latino)	Black or African American (not Hispanic or Latino)	Hispanic or Latino	Asian (not Hispanic or Latino)	American Indian or Native Alaskan	Native Hawaiian or other Pacific Islander	Not Disclosed	TOTAL
1.1	Executives	3	0	0	0	0	0	1	4
2	Professionals	11	3	3	0	0	0	4	21
6	Admin Support	0	1	1	0	0	0	0	2

Men

EEO Category		White (not Hispanic or Latino)	Black or African American (not Hispanic or Latino)	Hispanic or Latino	Asian (not Hispanic or Latino)	American Indian or Native Alaskan	Native Hawaiian or other Pacific Islander	Not Disclosed	TOTAL
1.1	Executives	2						1	3
2	Professionals	6	3	2	1	0	0	1	13

Affirmative Action Efforts

The Authority takes seriously its obligation to engage in affirmative action, in other words to engage in a program of positive action, undertaken with conviction and effort, to overcome the present effects of past practices, policies or barriers to equal employment opportunity and to achieve the full and fair participation of all protected groups found to be underutilized in the workforce or groups affected by past policies and practices having an adverse impact.

The Authority fully supports all federal and state constitutional provisions, laws, regulations, guidelines, and executive orders that prohibit or outlaw discrimination. Compliance with these requirements informs all aspects of the Authority’s activities. The Authority shall not become a party to any agreement, arrangement, contract or plan that has the effect of sanctioning discriminatory practices.

APPENDIX A, Continued.

The Authority has identified a number of practices to ensure that its policy of nondiscrimination and affirmative action for women, minorities, individuals with disabilities, and protected veterans is accomplished, including but not limited to the following:

- Assess preferred qualifications in job postings to ensure they are based on actual needs and do not include unnecessary barriers to entry;
- Partner with the Department of Administrative Services Human Resources and Equal Employment Opportunity staff to actively engage in targeted outreach in conjunction with job postings;
- Conduct structured interviews designed to elicit information about candidates’ relevant knowledge, skills and abilities and ensure interview questions do not tend to elicit information about protected characteristics;
- Assess candidates and extend job offers based upon objective criteria;
- Establish salary levels based on objective criteria, including State’s pay grades and related policies;
- Conduct periodic reviews of employees’ salaries to confirm compliance with State’s pay grades and related policies and with equity principles;
- Apply Authority policies consistently to all employees and assess any variations to assure no disparate treatment or adverse impact;
- Maintain name pronunciation and pronoun selection sheet for all staff and ensure staff comply with stated preferences;
- Encourage staff to learn about and share information regarding racial, ethnic, and cultural heritages and participate in related activities;
- Distribute links to and/or copies of equal employment/affirmative action policies and related postings annually;
- Require all new hires to participate in the CT Paid Leave-specific anti-harassment training;
- Ensure all staff take the statutorily-required training classes (diversity, workplace violence, ethics, domestic violence prevention);
- Encourage all staff to participate in training opportunities that will enhance current performance and assist staff to develop skills and knowledge applicable to promotional opportunities/job growth; including establishing PARS goals related to training, as applicable;
- Assign Authority Executive Assistant to assist staff to identify training opportunities as needed, and serve as a liaison to DAS Statewide Human Resources / Learning and Development team
- Remind staff about complaint procedures annually;
- Invite DAS Human Resources and Equal Employment Opportunity staff to attend Authority staff meetings periodically to facilitate communication;
- Include consideration of vendors’ diversity, equity and inclusion practices in selection criteria when feasible;
- Provide outreach and education materials/activities in Spanish as well as other languages when feasible;
- Analyze potential obstacles to successful filing of claims to identify and eliminate potential obstacles, particularly those related to access to the internet, English literacy, etc.; and
- Gather race/ethnicity data in addition to gender, age, wage level and geographic location, to assess claims decisions and assure no disparate treatment or adverse impact.

Appendix B

United Way Customer Service Inquiry Reasons	
Benefit Questions	2356
FMLA Questions	2255
Small Business Support	942
Employee Claim Access	430
Contribution Questions	1123
Help with Payments	1735
Help with Registration	2795
Private Plan Questions	379
Notice of CTPL Contributions/Quarterly Returns Due	37
File Specification Questions	518
SFTP Access	181
Request Penny Test	5
Employer Refund Request	186
Employee Overpayment Reimbursement	64
Webinar or Media Request	15
Pay a Compliment	21
Report Suspected Fraud	32
File a Complaint	218
Total	14571

Appendix C.1

Claims by Town	
Town	Claims (#)
Andover	92
Ansonia	680
Ashford	134
Avon	298
Barkhamsted	102
Beacon Falls	205
Berlin	544
Bethany	99
Bethel	365
Bethlehem	84
Bloomfield	599
Bolton	116
Bozrah	68
Branford	696
Bridgeport	3164
Bridgewater	22
Bristol	2566
Brookfield	307
Brooklyn	249
Burlington	217
Canaan	47
Canterbury	136
Canton	191
Chaplin	47

Appendix C.1, Continued.

Claims by Town	
Town	Claims (#)
Cheshire	623
Chester	99
Clinton	321
Colchester	495
Colebrook	35
Columbia	126
Cornwall	20
Coventry	369
Cromwell	319
Danbury	1552
Darien	128
Deep River	125
Derby	533
Durham	172
East Granby	98
East Haddam	185
East Hampton	373
East Hartford	2051
East Haven	990
East Lyme	389
East Windsor	372
Eastford	48
Easton	92
Ellington	411
Enfield	1159
Essex	113

Appendix C.1, Continued.

Claims by Town	
Town	Claims (#)
Fairfield	746
Farmington	482
Franklin	38
Glastonbury	619
Goshen	58
Granby	260
Greenwich	306
Griswold	359
Groton	836
Guilford	360
Haddam	201
Hamden	1693
Hampton	67
Hartford	3934
Hartland	33
Harwinton	113
Hebron	215
Kent	34
Killingly	538
Killingworth	124
Lebanon	198
Ledyard	431
Lisbon	139
Litchfield	147
Lyme	23

Appendix C.1, Continued.

Claims by Town	
Town	Claims (#)
Madison	245
Manchester	2056
Mansfield	228
Marlborough	151
Meriden	2441
Middlebury	146
Middlefield	119
Middletown	1448
Milford	1354
Monroe	345
Montville	561
Morris	56
Naugatuck	1139
New Britain	2877
New Canaan	89
New Fairfield	183
New Hartford	164
New Haven	3488
New London	751
New Milford	608
Newington	880
Newtown	443
Norfolk	24
North Branford	416
North Canaan	8
North Haven	628

Appendix C.1, Continued.

Claims by Town	
Town	Claims (#)
North Stonington	100
Norwalk	1477
Norwich	1202
Old Lyme	146
Old Saybrook	211
Orange	311
Oxford	349
Plainfield	526
Plainville	652
Plymouth	79
Pomfret	80
Portland	256
Preston	138
Prospect	244
Putnam	253
Redding	88
Ridgefield	204
Rocky Hill	485
Roxbury	15
Salem	154
Salisbury	26
Scotland	14
Seymour	498
Sharon	12
Shelton	1068
Sherman	37

Appendix C.1, Continued.

Claims by Town	
Town	Claims (#)
Simsbury	450
Somers	177
South Windsor	558
Southbury	319
Southington	1234
Sprague	89
Stafford	381
Stamford	1908
Sterling	80
Stonington	458
Stratford	1488
Suffield	257
Thomaston	236
Thompson	129
Tolland	326
Torrington	1202
Trumbull	631
Union	19
Vernon	1018
Voluntown	72
Wallingford	1326
Warren	29
Washington	29
Waterbury	3724
Waterford	494
Watertown	567

Appendix C.1, Continued.

Claims by Town	
Town	Claims (#)
West Hartford	1286
West Haven	1599
Westbrook	130
Weston	80
Westport	164
Wethersfield	658
Willington	131
Wilton	131
Winchester	327
Windham	686
Windsor	993
Windsor Locks	443
Wolcott	533
Woodbridge	134
Woodbury	187
Woodstock	127

Appendix C.2: Applications Received by Leave Reason, Gender, and Age

Employees Own Illness or injury	Total 50,120
Female	29,084
79-96	94
60-78	6,185
44-59	10,743
28-43	9,887
18-27	2,175
Male	19,141
79-96	93
60-78	5,393
44-59	6,514
28-43	5,591
18-27	1,549
Choose not to answer age	1
Non-binary	126
60-78	24
44-59	39
28-43	38
18-27	25
Choose not to answer gender	1,769
79-96	25
60-78	656
44-59	655
28-43	333
18-27	100

Appendix C.2, Continued.

Bonding	Total 13,663
Female	2,152
60-78	2
44-59	32
28-43	1,865
18-27	253
Choose not to answer age	1
Male	11,364
60-78	14
44-59	665
28-43	9,324
18-27	1,361
Non-binary	4
28-43	4
Choose not to answer gender	142
60-78	1
44-59	18
28-43	99
18-27	24

Appendix C.2, Continued.

Pregnancy/Childbirth	Total 14,653
Female	14,505
60-78	2
44-59	153
28-43	11,697
18-27	2,650
Choose not to answer age	3
Non-binary	10
28-43	6
18-27	4
Choose Not to answer gender	138
44-59	2
28-43	107
18-27	29

Appendix C.2, Continued.

Care of Family Member	Total 12,875
Female	8,080
79-96	11
60-78	1,558
44-59	3,326
28-43	2,826
18-27	359
Male	4,361
79-96	8
60-78	858
44-59	1,476
28-43	1,764
18-27	255
Non-binary	23
79-96	1
60-78	7
44-59	6
28-43	8
18-27	1
Choose Not to answer	411
79-96	2
60-78	125
44-59	185
28-43	88
18-27	11

Appendix C.2, Continued.

Family Violence	Total 240
Female	203
60-78	12
44-59	39
28-43	118
18-27	34
Male	32
60-78	5
44-59	13
28-43	9
18-27	5
Choose not to answer gender	5
28-43	3
18-27	2

Appendix C.2, Continued.

Adoption Foster Care	Total 278
Female	171
79-96	1
60-78	10
44-59	50
28-43	104
18-27	6
Male	97
60-78	2
44-59	29
28-43	58
18-27	8
Non-binary	2
18-27	2
Choose Not to answer	8
44-59	2
28-43	5
18-27	1

Appendix C.2, Continued.

Organ Donation	Total 29
Female	17
44-59	8
28-43	5
18-27	4
Male	12
60-78	2
44-59	3
28-43	6
18-27	1

Bone Marrow donation	Total 2
Female	1
18-27	1
Male	1
28-43	1

Military	Total 23
Female	17
44-59	7
28-43	10
Male	4
44-59	1
28-43	2
18-27	1
Choose Not to answer gender	2
28-43	2

Appendix C.3: Average Annual Wages by Leave Type, by Age Range, and by Gender

Leave Reason	2022 Average Annual Wages 1/1/22-5/31/22	2023 Report 6/1/2022-5/31/2023	2024 Report 7/1/2023-6/30/2024
Adoption/Foster Care	\$68,716	\$62,570	\$75,561
Bonding	\$63,482	\$69,163	\$93,295
Bone Marrow Donation	\$29,237	\$59,054	\$26,494
Care of a Family Member	\$56,700	\$60,403	\$66,444
Employees Own Illness or Injury	\$54,124	\$57,887	\$63,172
Military Leave	\$41,780	\$58,791	\$65,527
Organ Donation	\$60,349	\$71,918	\$62,057
Family Violence	\$36,663	\$38,787	\$42,674
Pregnancy/Childbirth	\$55,558	\$57,809	\$63,291

Age Category	2022 Average Annual Wages 1/1/22-5/31/22	2023 Report 6/1/2022-5/31/2023	2024 Report 7/1/2023-6/30/2024
Age 17-25	\$25,702	\$28,730	\$34,420
Age 26-41	\$55,777	\$61,770	\$70,838
Age 42-57	\$63,230	\$64,870	\$69,716
Age 58-76	\$61,169	\$67,377	\$69,312
Age 77-94	\$38,030	\$39,010	\$46,257

Appendix C.3, Continued.

Gender	2022 Average Annual Wages 1/1/2022-5/31/2022	2023 Report 6/1/22-5/31/23	2024 Report 7/1/2023-6/30/2024
(none)	\$108,815	\$82,072	\$63,670
Female	\$53,270	\$55,267	\$62,716
Male	\$63,255	\$71,106	\$77,606
Non-binary	\$38,597	\$46,825	\$57,953
Choose not to answer	\$49,696	\$49,876	\$51,602

Appendix D.1: In Person Events

Yellow Ribbon Day at Camp Niantic (East Lyme)
Connecticut Home Care Association Conference (Rocky Hill)
Women’s Equality Day (Hartford)
Greater Norwich Area Chamber of Commerce Healthy Living Expo (Norwich)
Women’s Business Development Council presentation (New Haven)
Russell Library Info Session (Middletown)
Walk to End Lupus (West Hartford)
Douglas Library Info Session (Hebron)
Hispanic Heritage Month CT Paid Leave panel with CT Puerto Rican and Latino Caucus (Hartford)
Making Strides Against Breast Cancer (Hartford)
UCFW Shop Stewards Conference (Mashantucket)
West Haven Public Library Info Session (West Haven)
CT Public Health Association Conference (Southington)
CBIA Employment Law Conference (Rocky Hill)
Nurses Leading Change Convention (Uncasville)
Northeast CT Human Resources Association (Putnam)
CT Non-Profit Alliance Conference (Hartford)
Meriden Public Library Info Session (Meriden)
Silas Bronson Library Info Session (Waterbury)
Otis Library Info Session (Norwich)
Access Health Open Enrollment Fair (Hartford, New London, New Haven, West Hartford, Bristol, Manchester, Hamden, Willimantic)
Access Health Community Conference (New Haven)
Vegetable and Small Fruit Grower’s Conference (Storrs)
Hispanic Heritage Month panel (Hartford)

Appendix D.1, Continued.

Advancing CT Together Regional Meeting (Hartford)
Interval House Court Advocates Meeting (Hartford)
Walden Behavioral Care Staff Training (Middletown)
Henry Carter Hull Library Info Session (Clinton)
CBIA Human Resources Conference (Southington)
International Women's Day Panel (Hartford)
Lucinda's Place Community Baby Shower (New Britain)
Health Equity Solutions "Affording Health Equity" event (Hartford)
WBDC Women Owned Business Day (Hartford)
Community Health Worker's Conference (Wallingford)
Latino Health Fair (Willimantic)
YWCA In the Company of Women Luncheon (Hartford)
Access Health CT Small Business Summit (Mystic)
SBA Small Business Resource Fair (Glastonbury)
Danbury Library Community Baby Shower (Danbury)
Commission on Human Rights and Opportunities Community Access and Equity Fair (Hartford)
CBIA/SBA Awards and Resource Fair (Cromwell)
Passport to Health and Wellness (Bristol)
Tri-State Society of Human Resource Managers Conference (Uncasville)
Healthcare at Home Hospice and Palliative Care Conference (Bristol)
CT Chapter of the National Association of Social Worker's Conference (Mystic)
Pride Day at the Capitol (Hartford)
Durham Library Info Session (Durham)
Pride in the Park (Norwalk)

Appendix D.1, Continued.

SBA Small Business Resource Fair (Branford)
Hartford Yard Goats Pride Night (Hartford)
East Hartford Juneteenth Celebration (East Hartford)
CT Children with Incarcerated Parents Initiative Community Connections Event (Hartford)
CT Sun Juneteenth Celebration (Uncasville)
West Hartford Pride (West Hartford)

Appendix D.2: Podcast Topics

Navigating the Challenges of Transgender Healthcare
You Can Choose Your Family
New Parents and the Economics of Paid Leave
A National Researcher Focuses on Paid Leave
The Struggles and Issues New Mom's Face with Breastfeeding
A Doctor's Note About Breastfeeding
The Rocky Road to Addiction Recovery
An Addict's Story of Near Death to a Sober Life and Gratitude for it All
A 30 Year Old's Guide to Living and Thriving with Breast Cancer
Domestic Violence and How Survivors Navigate the Court System
A Caregiver Used Paid Leave to Take Care of Her Sister Out of State
Living and Working with Epilepsy
HIV and Healthcare
Living with and Getting Laws Passed for Women Suffering from Endometriosis
How Paid Leave Can Help Support Moms and Babies with Complications
Our CEO's Personal Struggle with Cervical Cancer
Eating Disorders and Navigating Recovery
The Personal and Scientific Struggle with Rare Diseases
Brain Injuries from Diagnosis to Treatment
Gratitude from a Nurse Who had to get Two Kidney Transplants
A Mother Sees the Beauty in Her Child's Autism
A couple opens up about infertility, their IVF journey and the joys of parenthood
Doulas deliver emotional and postpartum support to Mothers
The Complexity of diagnosing and treating Lyme disease and facts you may not know

Appendix D.2, Continued.

Two Dads share their stories of Fatherhood
Living with Early onset Alzheimer's Disease and living your best life

Appendix D.3: Press Releases

CT Paid Leave Program Provides Benefits for Transgender Patients
CT's Paid Leave Program Benefits Chosen Family
CT Paid Leave Authority Issues Annual Report
Paid Leave Programs Stimulate Economic Growth
Paid Leave Authority Partners with Local Libraries on Education Campaign
New Polling by Bipartisan Policy Center Finds Family and Medical Leave One of Top 3 Reasons for Returning to Work
Connecticut Laws, Including Paid Leave, provide necessary supports for victims of family violence
CT Paid Leave Board of Directors Votes to Maintain Contribution Rate
Hartford Business Journal Presents CT Paid Leave Authority Controller David Marcone with 2023 C-Suite Award
CT Paid Leave Authority Provides Needed Income Replacement for Family Caregivers
MEDIA ADVISORY: Connecticut's Paid Leave Authority Call Center Announces Holiday Hours
CT Paid Leave Makes Home Recovery Possible
CT Paid Leave Offers Income Replacement for Patients with Chronic Disease
CT Paid Leave Issues 1099s to Benefit Recipients
CT Residents with Rare Diseases Benefit from Paid Leave
CT Paid Leave Marks 100k benefit recipients
CT Paid Leave Provides Income Replacement for Residents with Eating Disorders
CT Paid Leave Launches Spotlight Campaign
CT Paid Leave provides income replacement for individuals with brain injuries
CT Paid Leave provides benefits for those with developmental disabilities and their caregivers

Appendix D.3, Continued.

CT Paid Leave partners with Health Equity Solutions
People with Autism, and their caregivers, may be eligible for CT Paid Leave
CT Paid Leave helps provide benefits for those with developmental disabilities and their caregivers
CT Paid Leave provides needed benefits for families seeking fertility treatment
Statement by Erin Choquette, CEO of the CT Paid Leave Authority, on the passage of SB 222
CT Paid Leave Authority seeks community organizations for community education coordinators pro-gram
CT Paid Leave provides needed benefits for maternal mental health
Residents Struggling with Lyme Disease may be Eligible for Paid Leave Benefits
CT Paid Leave promotes Bonding Between Fathers and their New Children
Caregivers of Individuals with Alzheimer's Disease Benefit from paid Leave Income Replacement

Appendix D.4: Press Coverage

Connecticut Paid Leave Authority provided \$375M in paid benefits (WTNH)
SUNDAY FOCUS: State pays out millions in family, medical leave program Republi-can-American (rep-am.com)
CT Family and Medical Leave vs. Paid Leave: Here's what to know (ctmirror.org)
CT Family and Medical Leave vs. Paid Leave: Here's what to know Hartford Business Journal
CT Paid Leave provides critical safety net for those struggling
Erin Choquette on Great Day Connecticut (WFSB)
Paid Leave Board of Directors Votes to Maintain Worker Contribution Rate CT News Junkie
The story behind recent decisions (ctpost.com)
OP-ED Believe the Hype – Connecticut is Family Friendly Thanks to Paid Leave CT News Junkie
Opinion: CT's Paid Leave can help women with endometriosis (ctmirror.org)
Opinion: More men should take CT Paid Leave (nhregister.com)

Appendix D.4, Continued.

Paid leave is available for those with autism, caregivers fox61.com
CT lawmakers extend paid leave benefits to employees of tribes (ctmirror.org)
CT lawmakers extend paid leave benefits to employees of tribes Hartford Business Journal
Opinion: How a new kidney and CT paid leave changed my life (courant.com)
Erin Choquette on Great Day at 9A (WFSB)

Appendix E.1: Statutorily required information about the Authority and its finances

Section 31-49g(b)(2) directs the Authority to publish the following information about its financial status every September 1st:

- **Total amount of contributions collected (reported on a cash basis) and benefits paid during the previous fiscal year:**
 - o Contributions collected between July 1, 2023 & June 30, 2024: \$457,185,975
 - o Benefits paid between July 1, 2023 & June 30, 2024: \$379,067,792
- **Total amount required for the administration of the program in the previous fiscal year:**
 - o The total amount required for the administration of the program is best reflected in the Authority's year-end financial statement for fiscal year ("FY") 2024, which is included as Appendix E.4.
- **Total amount remaining in the trust fund at the close of the Fiscal Year:**
 - o Ending fund balance for FY 2024 is \$566,064,914.
- **In light of such totals, and of expected future expenditures and contributions, a target fund balance sufficient to ensure the ongoing ability of the fund to pay the compensation:**
 - o Information regarding the calculation of a target fund balance is included in the Authority's Annual Actuarial Report as of June 30, 2024, which is set forth in Appendix E.2.
- **The amount by which the total amount remaining in the trust fund at the close of the previous fiscal year is less than or greater than that target fund balance:**
 - o This information is included in the Authority's Annual Actuarial Report as of June 30, 2024, which is set forth in Appendix E.2.

Appendix E.1, Continued.

Section 1-123 of the Connecticut General Statutes requires each quasi-public agency to publish the following information annually:

- **List of all bond issues for preceding fiscal year, including for each such issue, the financial advisor, and underwriters; whether the issue was competitive, negotiated or privately placed; and the issue's face value and net proceeds**
 - Not applicable. The Authority does not issue bonds.
- **List of all projects, receiving financial assistance during the preceding fiscal year, including each project's purpose, location, and the amount of funds given by agency**
 - Not applicable. The Authority does not provide financial assistance to the projects of outside entities.
- **List of all outside individuals and firms receiving \$5,000 or more in payments for services**
 - See Appendix E.3

Complete set of financial statements

- The Authority's audited financial statements are not anticipated to be finalized until October. Accordingly, the Authority is providing the fiscal year-end financial statements it provided to its Board of Directors in July 2024. See Appendix E.4

Cumulative value of all bonds issued, including the value of outstanding bonds and the amount of state's contingent liability

- Not applicable. The Authority does not issue bonds.

Affirmative action efforts, including an affirmative Action policy statement; a description of the composition of agency's workforce by race, sex, and occupation; and a description of agency's affirmative action efforts

- See Appendix A

Description of planned activities for the current fiscal year

- The Authority is committed to continuous process improvement in all its functions. Among its specific FY 2025 initiatives, the Authority will engage in the following activities:

- Launch the Community Education Initiative with competitively selected non-profits who will provide information and technical assistance to workers and employers ;
- Expand information available to employers to assist with their coordination of benefits and leave management;
- Continue to expand fund recovery efforts through a combination of enhanced technology, support from fund recovery vendors, and the implementation of contribution audits;
- Increase the number of audits conducted in connection with employers that have received approval from the Authority to offer CT paid leave benefits to their employees via insurance policies or self-insured plans (i.e., private plans); and
- Partner with state and federal agencies and organizations to identify and implement best practices and technology to help combat potential fraud.

Appendix E.2: Annual Actuarial Report



ACTUARIAL REPORT

State of Connecticut Paid Leave Authority — Annual Actuarial Report as of June 30, 2024

August 12th, 2024

Harindra Sebastian

1.470.747.9320

Harindra.Sebastian@SpringGroup.com

30 Federal Street, 4th Floor

Boston, MA 02110

TABLE OF CONTENTS

- 1 EXECUTIVE SUMMARY**..... 1
 - 1.1. Solvency of Fund 2
- 2 INTRODUCTION**..... 3
 - 2.1. Purpose 3
 - 2.2. Background..... 3
- 3 SUMMARY OF RESULTS** 5
 - 3.1. Actual Results and Financial Projection..... 5
 - 3.2. Reserve Estimate as of June 30, 2024..... 6
- 4 ACTUARIAL CERTIFICATION**..... 7
 - 4.1. Reliances..... 7
 - 4.2. Nature of Actuarial Calculations 7
 - 4.3. Actuarial Opinion 8
- APPENDIX A KEY ASSUMPTIONS** 9
- APPENDIX B METHODS** 13
 - B.1. Development of Contribution, Claims and Expense Projections 13
 - B.1.1. Contribution Projection 13
 - B.1.2. Claims Projection 14
 - B.1.3. Other Expenses 14
 - B.2. Development of Reserve Estimate as of June 30, 2024 15
 - B.2.1. Case Reserve 15
 - B.2.2. Pending Claims Reserve..... 16
 - B.2.3. Incurred but Not Reported Claims Reserve 17
- APPENDIX C SUMMARY OF DATA**..... 19
 - C.1. State of Connecticut — Claims Data Summary 19
 - C.1.1. Estimated Approved Claims Incidence by Leave Type and by Month - Jul 2023 to May 2024 19
 - C.1.2. Approved Claims by Leave Type, Duration 20
 - C.1.3. Count of Claims by Leave Reason and Claim Status – Inception to June 2024 20
 - C.2. Summary of Contributions Received: January 2023 to March 2024 21
- APPENDIX D CERTIFICATION BY CONNECTICUT PAID LEAVE AUTHORITY** 22



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1 EXECUTIVE SUMMARY

This report has been prepared for the Connecticut Paid Leave Authority (the “Authority”) and presents the results of the annual actuarial review as of June 30, 2024, for the Connecticut Paid Family and Medical Leave Program (the “CTPL program”).

Key results are provided below. The results reflect actual activity up to June 30, 2024, and include a three-year financial projection. Additional details are provided in the body of this report.

<i>Figures in \$ millions</i>	Reported	Projected	Projected	Projected
	Fiscal Year 2024	Fiscal Year 2025	Fiscal Year 2026	Fiscal Year 2027
	Jul 2023 to Jun 2024	Jul 2024 to Jun 2025	Jul 2025 to Jun 2026	Jul 2026 to Jun 2027
Beginning Fund Balance (net of outstanding contributions and claims payments)	\$557.2	\$628.7	\$663.2	\$682.3
Contributions Earned	\$462.9	\$479.9	\$497.7	\$516.1
Investment Income	\$29.2	\$22.8	\$15.8	\$16.1
Incurred Claims	(\$380.8)	(\$421.1)	(\$445.5)	(\$471.2)
Other Expenses	(\$39.8)	(\$47.1)	(\$48.9)	(\$50.7)
Net Activity	\$71.5	\$34.5	\$19.1	\$10.3
Ending Fund Balance (net of outstanding contributions and claims payments)	\$628.7	\$663.2	\$682.3	\$692.6

Key notes on the assumptions are as follows:

- The projection of contributions is based on contributions received in prior quarters, factoring in estimated population changes and wage growth.
- Investment income was assumed to be 4% per year in fiscal year 2025, and 2.63% per year thereafter.
- The projection of claims is based on review of emerging claims experience from the CTPL program.
- The projection of expenses is based on the budget for future years and anticipated increases in budget expense.



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1.1. Solvency of Fund

A review of the Paid Leave Trust Fund (the "Fund") as of June 30, 2024, indicates that the fund balance meets the target funding metrics determined in discussion with the Authority.

The assessment of fund solvency was based on review of three metrics, as outlined below:

- **Reserve vs. Net Fund Balance (net of outstanding contributions and claims payments):**
 - The reserve represents the funds required to be set aside in respect of the expected cost of claims for events that have already been incurred, but for which corresponding benefits have not yet been paid.
 - The target recommends the net fund balance should be at least one third of the reserve as a measure of the capacity of the funds to cover additional incurred claims not yet paid.
- **Contributions vs. Net Fund Balance (net of outstanding contributions and claims payments):**
 - This measure is an assessment of adequacy of net fund balance to cover inadequate contributions during the year should claims run higher than expected.
 - The target recommends the net fund balance should at least cover one third of next year's contributions.
- **Adverse Losses Over One Year vs. Net Fund Balance (net of outstanding contributions and claims payments):**
 - This measure is an assessment of the adequacy of net fund balance to cover adverse losses.
 - Adverse losses were determined based on a stress-test analysis of claims against changes in duration and incidence levels. The specific adverse scenario selected assumes losses generated with a 50% increase in incidence for the following fiscal year.
 - The target recommends that the financial net activity in a year with adverse losses is less than half of the net fund balance (i.e., net fund balance should cover at least two years of adverse losses).

Funding Metrics	Actual Metric as of June 30, 2024	Target	Actual vs. Target
Reserve vs. Net Fund Balance	0.1 : 1	Less than 3 : 1	Meets target
Contributions vs. Net Fund Balance	0.7 : 1	Less than 3 : 1	Meets target
Adverse Losses Over One Year vs. Net Fund Balance	0.3 : 1	Less than 0.5 : 1	Meets target



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2 INTRODUCTION

2.1. Purpose

The Authority engaged Spring Consulting Group LLC, an Alera Group Company, ("Spring") to perform an independent actuarial analysis of the solvency of the Fund.

The purpose of this report is to provide the following:

- Financial reporting as of June 30, 2024, showing summary of plan activity (including contributions and expenses), fund balance and solvency;
- Three-year projection of plan financial activity and fund balance.

2.2. Background

On June 25, 2019, the State of Connecticut passed legislation to create this comprehensive paid family and medical leave insurance program through the signing of Connecticut Public Act 19-25, An Act Concerning Paid Family and Medical Leave, as amended by sections 232 through 235 of Public Act 19-117 (the "CT PFMLA Act").

The CTPL program provides workers access to income replacement benefits when out of work for life events covered under the federal Family and Medical Leave Act of 1993 (FMLA), the Connecticut Family and Medical Leave Act (CT FMLA) and the Connecticut Family Violence Leave Act, including:

- Addressing worker's own serious health condition(s);
- Bonding with worker's child after birth, adoption or foster placement;
- Providing care to worker's seriously ill or injured family member;
- Addressing qualifying needs arising from the deployment of a related service-member;
- Serving as an organ or bone marrow donor; or
- Addressing certain matters relating to family violence.



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Under the CTPL program, eligible workers are entitled to up to 12 weeks of paid leave. Workers are eligible for two additional weeks of leave if the worker is experiencing a serious health condition resulting in incapacitation during pregnancy. The maximum duration of leave for workers addressing family violence is 12 days. The Authority has contracted with the American Family Life Assurance Company of Columbus ("Aflac") to administer all paid leave claims. Aflac began receiving applications for benefits on December 1, 2021 for leaves beginning January 1, 2022. Beginning March 2023, the Authority changed its process to allow for a single claim to be made for both pregnancy and bonding leave, instead of requiring separate claims applications for each type of claim.

The CTPL program is funded by wage deductions from workers and contributions from self-employed individuals and sole proprietors who enrolled in the program. Wage deductions are currently 0.5% of total wages, up to the Social Security contribution and benefit base. Employers are responsible for withholding employee contributions and submitting them to the Authority on a quarterly basis. Employers have a one-month grace period at the end of the quarter to submit these funds. The obligation to withhold employee contributions began on January 1, 2021.

Wage deductions are remitted to the Fund. This Fund is a non-lapsing fund held by the State Treasurer and is not considered the property of the state. Assets of the trust are used to pay the income replacement benefits to covered workers on leave as well as operational, administrative, outreach and educational expenses of the Authority.



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3 SUMMARY OF RESULTS

3.1. Actual Results and Financial Projection

The actual results for the period July 1, 2023, to June 30, 2024, and a three-year projection of the financial results for fiscal years ending June 30 of each year (i.e., July to June of each year) are shown below:

Figures in \$ millions	Preliminary Actual Fiscal Year 2024	Projection Fiscal Year 2025	Projection Fiscal Year 2026	Projection Fiscal Year 2027
Revenue:				
a. Payroll contributions				
Payroll contributions (paid basis) - received by end of period	\$457.3	\$474.4	\$493.2	\$511.4
Contributions for current fiscal year not yet received	\$116.3	\$121.8	\$126.3	\$131.0
Contributions due from prior fiscal year and received in current fiscal year	(\$110.7)	(\$116.3)	(\$121.8)	(\$126.3)
Total contributions	\$462.9	\$479.9	\$497.7	\$516.1
b. Investment income				
	\$29.2	\$22.8	\$15.8	\$16.1
Total revenue	\$492.1	\$502.7	\$513.5	\$532.2
Expenses:				
a. Claims benefit payments				
Paid claims	(\$379.1)	(\$418.8)	(\$443.5)	(\$469.2)
Reserve for incurred claims not yet paid as of end of fiscal year	(\$53.7)	(\$56.0)	(\$58.0)	(\$60.0)
Reserve for incurred claims not yet paid as of start of fiscal year	\$52.0	\$53.7	\$56.0	\$58.0
Reported incurred claims	(\$380.8)	(\$421.1)	(\$445.5)	(\$471.2)
b. Other				
CTPL administration	(\$15.0)	(\$20.0)	(\$20.9)	(\$21.8)
Claims administration (Aflac)	(\$22.7)	(\$25.0)	(\$26.0)	(\$27.0)
Bond repayment	(\$2.1)	(\$2.1)	(\$2.0)	(\$1.9)
Subtotal expenses	(\$39.8)	(\$47.1)	(\$48.9)	(\$50.7)
Total expenses	(\$420.6)	(\$468.2)	(\$494.4)	(\$521.9)
Net activity	\$71.5	\$34.5	\$19.1	\$10.3
Cumulative fund balance				
Ending fund balance (prior to offsetting for outstanding contributions and claims payments)	\$566.1	\$597.4	\$614.0	\$621.6
Contributions for current fiscal year not yet received	\$116.3	\$121.8	\$126.3	\$131.0
Reserve for incurred claims not yet paid as of end of fiscal year	(\$53.7)	(\$56.0)	(\$58.0)	(\$60.0)
Ending fund balance (net of outstanding contributions and claims payments)	\$628.7	\$663.2	\$682.3	\$692.6
Reconciliation of net fund balance (net of outstanding contributions and claims payments)				
Net fund balance at end of prior period	\$557.2	\$628.7	\$663.2	\$682.3
Net Activity	\$71.5	\$34.5	\$19.1	\$10.3
Ending net fund balance	\$628.7	\$663.2	\$682.3	\$692.6

Notes:
 This table shows financial results on an accrued basis
 Figures may not add due to rounding



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3.2. Reserve Estimate as of June 30, 2024

The reserve as of June 30, 2024, was estimated for the following components:

- **Case reserve:** Reserve for approved open claims with outstanding payments remaining.
- **Pending claims reserve:** Reserve for pending claims not yet adjudicated which may be approved and result in payment.
- **Incurred but not reported claims reserve (“IBNR”):** Reserve for claims that have already been incurred but are not yet known by the Authority (e.g., individual has not yet submitted claim to Aflac). Workers generally have 45 days to submit claims.

The reserve estimates as of June 30, 2024, are shown below:

Item	Reserve
1. Case Reserve	\$27,921,000
2. Pending Claims Reserve	\$16,681,000
3. IBNR Reserve	\$9,100,000
Total 6/30/2024 Reserves	\$53,702,000



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4 ACTUARIAL CERTIFICATION

4.1. Reliances

In performing this analysis, I relied on data and other information provided by the Authority. I have relied on all the data and information provided as complete and accurate. I have reviewed this information for overall reasonableness and consistency but have neither audited nor independently verified this information. Based on discussions with the concurrence of the Authority, assumptions or estimates may have been made if data were not available. I am not aware of any errors of omission in the data that would have a significant effect of the results of our calculations. If the underlying data or information is inaccurate or incomplete, the results of my analysis may likewise be inaccurate or incomplete. In that event, the results of this analysis may not be suitable for the intended purpose.

4.2. Nature of Actuarial Calculations

The results in this report are estimates based on data that may be imperfect and on assumptions about future events that cannot be predicted with certainty. The effects of certain provisions of the CTPL program may be approximated. Assumptions may be made, in consultation with the Authority, about the data and other factors. Reasonable efforts were made in preparing the results presented in this report to confirm that items that are significant in the context of the actuarial liabilities or costs are treated appropriately and are not excluded or included inappropriately.

Any rounding (or lack thereof) used for displaying numbers in this report is not intended to imply a degree of precision.



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4.3. Actuarial Opinion

In my opinion, for the purposes of the results presented in this report, the data on which the analysis is based are sufficient and reliable for the purposes of this report.

The results shown in this report were developed based on assumptions that were reviewed with the Authority and that I consider to be reasonable. The analysis should be viewed recognizing that future experience will not follow all the assumptions used in this analysis. Differences in assumptions and methods can result in different results which may also be considered to be reasonable.

Actuarial methods, considerations and analysis used in the preparation of this report conform to the appropriate standards of practice as promulgated by the Actuarial Standards Board, which standards form the basis of this report.

I am not aware of any subsequent events that will materially impact the results provided herein. The impact of unanticipated events which occur subsequent to the date of this report are beyond the scope of this analysis.

The results provided in this report are prepared for the Authority's financial reporting purposes. It is not intended and may not be used for other purposes, and we accept no responsibility in this regard.



Harindra Sebastian, FSA, MAAA
National Chief Health Actuary

August 12th, 2024



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APPENDIX A KEY ASSUMPTIONS

Item	Assumption	Comments
Fund Investment Rate of Return	4.0% per year in fiscal year 2025 2.63% per year thereafter	Initial rate of return consistent with CTPL budget assumption Rate of return thereafter based on projections provided by the State of Connecticut Office of Policy and Management ("OPM") for the Short-Term Investment Fund (STIF)
Salary Growth	Refer to table A	Based on data provided by the State of Connecticut Department of Labor
Incidence Rate	Refer to table B	Based on review of emerging CT data and other states' data. Reflect increases to move to ultimate incidence rate assumptions in future years
Duration	Refer to table C	Based on review of emerging CT data and other states' data
Initial Average Weekly Benefit Amount (AWBA)	Refer to table D	Based on review actual AWBA for period June 2022 to May 2024, with adjustments to reflect increases in CT minimum wage and salary increases
CTPL Administration Expenses	July 2024 to June 2025: \$20M 4.5% per year increase	The 2025 fiscal year budget, as approved by the CTPL Board of Directors Annual increase in administration expenses reflects projected wage growth and expense growth each year, as directed by CTPL Authority
Claims Administration Expense (Aflac)	July 2024 to June 2025: \$25M 4.0% per year increase	As contracted by the Authority, and as approved by the CTPL Board of Directors Assumes \$25M for Fiscal year 2025, with 4% increases thereafter
Bond Repayment	Refer to table E	Per letter dated June 14, 2023, from OPM
Eligible Population Covered	1,598,293 (before excluding private plan enrollment)	Based on December 2023 employment count provided by Connecticut Department of Labor Office of Research, excluding estimated count of employee with annual earnings less than \$2,325
Proportion of Eligible Population Covered Under Private Plans	3% of covered population	Assumed based on CTPL Authority historical reporting
Unemployment Rate	Refer to table F	Based on projections provided by OPM
Likelihood of pending claims approval	77%	Based on recent claims experience for the period July 2023 to June 2024



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Table A: Salary Growth

Fiscal Year	Salary Growth (Annual Rate)
2025	3.6%
2026	4.0%
2027	3.7%

Table B: Incidence Rate Assumption by Year (Incidence Rate Per Year)

Leave Type	July 2024 to June 2025	July 2025 to June 2026	July 2026 to June 2027
Own Health	2.3001%	2.3461%	2.3930%
Pregnancy/Bonding	0.7975%	0.8135%	0.8297%
Bonding for Newborn	0.6780%	0.6916%	0.7054%
Caregiver Leave	0.5286%	0.5392%	0.5499%
Bonding for Adoption/Foster Care	0.0119%	0.0121%	0.0124%
Bone Marrow Donation	0.0001%	0.0001%	0.0001%
Military Family Leave	0.0004%	0.0004%	0.0004%
Organ Donation	0.0011%	0.0011%	0.0011%
Personal Protected Leave	0.0043%	0.0043%	0.0044%
Total	4.3219%	4.4083%	4.4965%



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Table C: Duration Assumption

Leave Type	Proposed Assumption (Weeks)
Own Health	7.1
Pregnancy	11.4
Bonding for Newborn	7.3
Caregiver Leave	6.1
Bonding for Adoption/Foster Care	7.3
Bone Marrow Donation	7.9
Military Family Leave	6.5
Organ Donation	9.6
Personal Protected Leave	2.4

Table D: Average Weekly Benefit

Leave Type	Proposed Assumption (\$ Per Week)
Own Health	\$797
Pregnancy	\$797
Bonding for Newborn	\$862
Caregiver Leave	\$813
Bonding for Adoption/Foster Care	\$862
Bone Marrow Donation	\$620
Military Family Leave	\$620
Organ Donation	\$620
Personal Protected Leave	\$620



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Table E: Bond Repayment Schedule

Date	Payment Total
June 30, 2025	\$2,050,526
June 30, 2026	\$1,994,457
June 30, 2027	\$1,938,388
June 30, 2028	\$1,882,319
June 30, 2029	\$1,826,250
June 30, 2030	\$1,770,181
June 30, 2031	\$1,714,112
June 30, 2032	\$1,658,043

Table F: Unemployment Rate Assumptions

Fiscal Year	Rate (per 100)
2025	4.44
2026	4.68
2027	4.66
2028	4.47



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APPENDIX B METHODS

This section provides a summary of the methods used to develop the reserve and budget projections provided in this report. The assumptions referenced in this section are provided in Appendix A – Key Assumptions.

B.1. Development of Contribution, Claims and Expense Projections

B.1.1. Contribution Projection

The projection of contributions expected to be received was based on a review of contributions received in prior quarters.

Contributions are permitted to be received up to one month after the end of the calendar quarter.

Contributions anticipated to be received in future periods are based on actual incurred contribution experience over the period April 2023 to March 2024.

The contribution projection into future years reflects wage increases and changes in the covered population.

The estimate for contributions due but not yet received at the end of each period was based on the estimated contributions outstanding at the end of each fiscal year excluding estimated contributions received during the period.



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B.1.2. Claims Projection

The projection of claims was based on a review of emerging claims experience from the CTPL program.

The covered population was projected based on anticipated changes in private plan take-up rates and employment levels.

In order to develop estimated approved leaves, incidence rate assumptions for leave were applied to the covered population.

The average weekly benefit level was projected based on wage growth and changes in weekly benefit thresholds.

The claims cost projection was based on approved leaves for each period multiplied by assumed duration and projected average weekly benefit levels.

B.1.3. Other Expenses

Details of the budget for July 2024 to June 2025 were provided by the Authority.

The projection reflects assumed increases in expense levels. In addition, the bond repayment schedule was provided by the Authority.



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B.2. Development of Reserve Estimate as of June 30, 2024

B.2.1. Case Reserve

The case reserve estimate was calculated based on a review of payment for approved open claims provided by Aflac as of June 30, 2024.

The estimated case reserve (by leave type) is below:

Leave Type	Number of Open Claims	Case Reserve
Own Health	3,120	\$8,166,000
Pregnancy/ Bonding	2,635	\$12,822,000
Bonding for Newborn	1,297	\$4,811,000
Caregiver Leave	720	\$2,026,000
Bonding for Adoption/Foster Care	25	\$92,000
Bone Marrow Donation	0	\$0
Military Family Leave	0	\$0
Organ Donation	1	\$2,000
Personal Protected Leave	1	\$2,000
Total	7,799	\$27,921,000



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B.2.2. Pending Claims Reserve

The pending claims reserve estimate was determined based on a review of open pending claims as of June 30, 2024. The estimate was determined for each pending claimant by applying the estimated duration for each type of leave multiplied by the estimated average weekly benefit amount. A further factor of 77% was applied to the reserve to reflect likelihood of approval, based on actual claims approval experiences to date in the CTPL program.

The estimated pending claims reserve (by leave type) is below.

Leave Type	Number of Pending Claims	Assumed Duration (Weeks)	Assumed Average Weekly Benefit	Estimated Pending Claims Reserve
Own Health	1,586	7.1	\$797	\$6,912,000
Pregnancy	637	11.4	\$797	\$4,458,000
Bonding for Newborn	679	7.3	\$862	\$3,290,000
Caregiver Leave	508	6.1	\$813	\$1,939,000
Bonding for Adoption/Foster Care	14	7.3	\$862	\$68,000
Bone Marrow Donation	0	7.9	\$620	\$0
Military Family Leave	0	6.5	\$620	\$0
Organ Donation	1	9.6	\$620	\$5,000
Personal Protected Leave	8	2.4	\$620	\$9,000
Total	3,433			\$16,681,000



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B.2.3. Incurred but Not Reported Claims Reserve

The incurred but not reported claims reserve (“IBNR reserve”) was developed using data available up to June 30, 2024. The data was used to estimate the number of claims not yet reported for each of the recent months. This estimated number of claims was applied to the estimated duration and benefit level to develop the reserve estimate. Workers generally have 45 days to submit claims.

In addition, to account for potential reopened claims, 10% of the case reserve developed under 5.2.1 was added to the IBNR reserve.

a. Estimate of Number of Reported Incurred Claims

Start Month	Number of Approved Claims as of 6/30/2024	Number of Pending Claims as of 6/30/2024	Estimated Number of Reported Incurred Claims (incl. 77% of Pending Claims)
May 2024	4,932	197	5,084
June 2024	3,212	1,126	4,079
Total	8,144	1,323	9,163

b. Estimate of Number of Unknown Claims as of 6/30/2024

Start Month	Estimated Number of Reported Incurred Claims	Estimated Number of Total Incurred Claims per Day	Estimated Number of Incurred Claims as of 6/30/2024	Estimated Number of Unknown Claims as of 6/30/2024
May 2024	5,084	167	5,165	81
June 2024	4,079	167	4,998	919
Total	9,163		10,163	1,000



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c. Estimate of Reserve Based on Unknown Claims x Estimated Duration x Average Weekly Benefit Amount (AWBA)

Start Month	Estimated Number of Unknown Claims as of 6/30/2024	Estimated Weighted Average Duration	Estimated AWBA	IBNR Reserve as of 6/30/2024
May 2024	81	7.8	\$809	\$510,000
June 2024	919	7.8	\$809	\$5,798,000
Total IBNR Reserve	1,000			\$6,308,000

d. Addition of Reserve for Potential Reopen Claims

Item	Reserve
IBNR Reserve	\$6,308,000
Additional Reserve for Potential Reopen Claims - 10% of case reserve	\$2,792,000
Total	\$9,100,000



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APPENDIX C SUMMARY OF DATA

C.1. State of Connecticut — Claims Data Summary

C.1.1. Estimated Approved Claims Incidence by Leave Type and by Month - Jul 2023 to May 2024

Outlines data used to establish current incidence levels, using months where claims are substantially considered to be reported as of June 2024.

Estimated Incidence Level by Leave Type	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg
Own Health	2.0%	2.3%	2.3%	2.4%	2.2%	2.0%	2.5%	2.3%	2.3%	2.5%	2.4%	2.3%
Pregnancy	0.9%	0.8%	0.8%	0.8%	0.8%	0.7%	0.9%	0.7%	0.8%	0.8%	0.7%	0.8%
Bonding for Newborn	0.7%	0.7%	0.6%	0.7%	0.6%	0.7%	0.7%	0.6%	0.7%	0.7%	0.7%	0.7%
Caregiver Leave	0.5%	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.5%	0.5%	0.6%	0.6%	0.5%
Bonding for Adoption/Foster Care	0.013%	0.016%	0.013%	0.007%	0.006%	0.008%	0.011%	0.013%	0.018%	0.012%	0.015%	0.012%
Bone Marrow Donation	0.000%	0.001%	0.000%	0.000%	0.000%	0.000%	0.001%	0.000%	0.000%	0.000%	0.000%	0.000%
Military Family Leave	0.001%	0.001%	0.000%	0.001%	0.000%	0.000%	0.002%	0.000%	0.000%	0.000%	0.000%	0.000%
Organ Donation	0.000%	0.003%	0.002%	0.001%	0.000%	0.002%	0.002%	0.000%	0.001%	0.000%	0.002%	0.001%
Personal Protected Leave	0.005%	0.002%	0.002%	0.009%	0.006%	0.004%	0.005%	0.002%	0.007%	0.002%	0.004%	0.004%
Total	4.1%	4.4%	4.2%	4.5%	4.1%	3.8%	4.7%	4.2%	4.3%	4.7%	4.4%	4.3%



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C.1.2. Approved Claims by Leave Type, Duration

This table outlines data used to establish duration using claims that were closed as of June 30th, 2024.

Estimated Duration by Leave Type	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	Avg
Own Health	7.2	7.0	6.9	6.9	6.8	6.9	7.1	6.8	6.6	6.0	6.8
Pregnancy	11.2	11.1	11.3	11.2	11.2	11.1	11.2	11.2	11.2	11.2	11.2
Bonding for Newborn	6.6	6.7	6.9	7.0	7.2	7.0	7.3	7.0	7.1	6.5	6.9
Caregiver Leave	5.8	5.8	6.0	5.8	5.9	5.6	5.7	5.7	5.5	5.0	5.7
Bonding for Adoption/Foster Care	7.5	7.9	6.5	5.6	6.4	9.6	6.9	6.8	6.7	6.3	7.0
Bone Marrow Donation	-	4.6	-	-	-	-	11.2	-	-	-	7.9
Military Family Leave	2.3	9.0	-	-	12.0	-	10.0	-	-	-	8.3
Organ Donation	7.5	12.0	6.2	3.8	-	8.2	6.1	7.3	-	1.2	6.5
Personal Protected Leave	2.4	2.1	2.1	2.2	2.4	1.8	2.2	1.8	2.2	2.2	2.1

C.1.3. Count of Claims by Leave Reason and Claim Status - Inception to June 2024

The table below outline all claims by reason and leave type, as reported by Aflac.

Leave Type	Approved	Cancelled	Denied	Pending	Other	Grand Total
Own Health	76,791	4,374	37,882	1,587	441	121,075
Pregnancy	34,239	2,050	6,273	679	269	43,510
Bonding for Newborn	29,355	1,606	5,890	637	275	37,763
Caregiver Leave	16,803	2,040	10,452	508	163	29,966
Bonding for Adoption/Foster Care	358	65	145	14	5	587
Bone Marrow Donation	7	2	6	0	0	15
Military Family Leave	27	16	28	0	1	72
Organ Donation	58	10	23	1	1	93
Personal Protected Leave	128	39	292	8	6	473
Unknown	0	9	0	0	116	125
Grand Total	157,766	10,211	60,991	3,434	1,277	233,679

The "Other" category includes exhausted, not timely, outside effective/expiry dates and exceeds frequency and duration, and blanks. Data includes claims submitted in December 2021.



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**C.2. Summary of Contributions Received:
January 2023 to March 2024**

The table below outlines net contributions received since January 2023 (on an incurred basis).

	Contributions (Excluding Penalty and Interest)
2023	
Q1	\$134,067,191
Q2	\$112,802,627
Q3	\$105,821,322
Q4	\$100,995,927
2024	
Q1	\$138,463,040



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APPENDIX D CERTIFICATION BY CONNECTICUT PAID LEAVE AUTHORITY

With respect to the financial results shown for the CTPL program as of June 30, 2024, I hereby certify that to the best of knowledge and belief:

- a. The actuarial assumptions used in this report and described in Appendix A represent management's best estimates of future events.
- b. This report includes all benefits covered under the CTPL program, as described in the Introduction.
- c. The CTPL program experience and supporting data provided by the Authority and summarized in Appendix C of this report are complete and includes all data available up to June 30, 2024.
- d. There have been no events which occurred subsequent to June 30, 2024, that would materially change the CTPL program's financial position on or after June 30, 2024.

Erin Choquette

Signature

Erin Choquette

Name

8/13/24

Date

CEO

Title



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Appendix E.3: List of all outside individuals and firms receiving \$5,000 or more in payments for services

CT Paid Leave Authority Expenses by Vendor Summary July 2023 - June 2024`

	Total
Aflac Group	22,755,612.00
Office of Policy and Management	2,106,595.00
United Way	1,545,000.00
Covendis	873,809.07
Carahsoft Technology Corp	436,893.20
Dept of Labor	378,970.02
NIC Connecticut	338,707.32
West Coast Consulting Inc	225,000.00
Miranda Creative	191,267.01
Allied Community Resources, Inc	147,153.21
Smith Brothers	140,930.36
Stripe Inc	130,953.98
Audacy Operations Inc.	102,630.00
Spring Consulting Group	102,000.00
Slalom	96,452.16
iHeart Media	85,490.00
Connoisseur Media CT	78,225.00
Marcum LLP	72,500.00
Dept of Admin Services	66,843.33
JobPro Works	61,642.94
NBC Universal	56,924.50
Entravision	55,295.00
LAMAR	49,313.00
WFSB3	38,630.00

Appendix E.3, Continued.

Blackthorn.io, Inc.	36,458.22
Connecticut Public	35,750.00
Ethical Influence	35,100.00
Lenovo Inc.	31,607.70
Kforce Inc.	29,400.00
Full Power Radio	29,035.00
Verizon Wireless	25,723.65
Standard Fusion	24,000.00
Mailchimp	22,500.00
Pullman & Comley	19,918.43
Trignition Media	19,797.00
Berkshire Broadcasting Corp.	17,610.00
La Voz Hispana de Connecticut	15,000.00
Hall Communications, Inc.	14,555.00
ScanOptics	11,716.96
Transworld Systems Inc.	10,466.15
Townsquare Media	9,860.00
Bill.com	8,684.25
White Eagle Media	8,284.00
Cumulus Radio	8,251.50
Intuit Quickbooks	7,323.73

Appendix E.4: Board Financials

**Operating Account
Actual to Budget**

	June 2024			FY2024			
	MTD	Budget	Variance	YTD	Budget	Variance	Percentage
Income							
45100 · CTPL Administrative Fees	\$ -	\$ -	-	\$ 15,000,000	\$ 20,000,000	\$ (5,000,000)	75%
43200 · Fund Recovery Penalties	22,647	120	22,527	809,465	21,875	787,590	3700%
Total Income	22,647	120	22,527	15,809,465	20,021,875	(4,212,410)	79%
Expense							
50100 · Payroll	355,680	414,912	59,232	4,384,094	5,152,734	768,640	85%
50400 · Fringe Benefits	84,959	95,429	10,470	1,044,937	1,185,125	140,188	88%
50500 · Pension Benefits	211,879	277,991	66,112	2,611,605	3,452,336	840,731	76%
51200 · Contract Services							
51118 · Legal Services	-	4,163	4,163	19,918	50,000	30,082	40%
51135 · Translation & Interpretation	-	833	833	-	10,000	10,000	0%
51160 · Contact Center Services	128,750	135,125	6,375	1,545,000	1,590,000	45,000	97%
51180 · Accounting/Auditing Services	-	-	-	72,500	100,000	27,500	73%
51185 · Actuary Services	12,500	16,913	4,413	102,000	150,000	48,000	68%
51190 · Consulting Services	769	-	(769)	769	-	(769)	0%
51350 · DOL Grievance Adjudication	-	-	-	378,970	1,260,000	881,030	30%
51380 · DAS Services	-	8,837	8,837	65,822	106,000	40,178	62%
51970 · Temporary Services	-	9,163	9,163	61,643	110,000	48,357	56%
51980 · Scanning Services	177	500	323	11,717	9,000	(2,717)	130%
Total 51200 · Contract Services	142,196	175,534	33,338	2,258,339	3,385,000	1,126,661	67%
51510 · Outreach & Engagement	91,426	87,000	(4,426)	890,459	1,000,000	109,541	89%
51520 · Printing & Postage	10,840	23,396	12,556	147,411	280,750	133,339	53%
51605 · Banking Fees	3,692	4,000	308	133,785	144,000	10,215	93%
51675 · Subscriptions	-	38	38	8	500	492	2%
51690 · Insurance	132,410	190,000	57,590	144,287	190,000	45,713	76%

**Operating Account
Actual to Budget**

	June 2024			FY2024			
	MTD	Budget	Variance	YTD	Budget	Variance	Percentage
52500 · Supplies	1,230	1,000	(230)	1,868	12,000	10,132	16%
53700 · IT - Information Technology							
53715 · IT Consultant Services	142,488	74,980	(67,508)	806,528	1,081,600	275,072	75%
53735 · IT Hardware	26,434	4,164	(22,270)	32,352	47,500	15,148	68%
53755 · IT Software Licenses	15,758	26,270	10,512	883,533	1,025,000	141,467	86%
53775 · IT Cell Phones	2,076	2,250	174	26,065	26,100	35	100%
Total 53700 · IT - Information Technology	186,754	107,664	(79,090)	1,748,479	2,180,200	431,721	80%
53800 · Travel & Meetings	1,195	720	(475)	11,087	13,000	1,913	85%
53900 · Professional Development	-	1,585	1,585	4,092	26,900	22,808	15%
53910 · Conference	750	300	(450)	2,989	5,350	2,361	56%
53920 · Dues & Memberships	-	-	-	470	470	-	100%
58100 · Fund Recovery Fee	47	120	73	10,466	21,875	11,409	48%
59900 · Contingency	-	20,333	20,333	-	240,530	240,530	0%
Total Expense	1,223,060	1,400,022	176,963	13,394,376	17,290,770	3,896,394	77%
Income Less Expenses	\$ (1,200,413)	\$ (1,399,902)	\$ 199,489	\$ 2,415,089	\$ 2,731,105	\$ (316,016)	88%

**Bonds Funds Account
Actual to Budget**

	June 2024			FY2024			
	MTD	Budget	Variance	YTD	Budget	Variance	Percentage
Income							
49111 · Bond Proceeds	\$ -	\$ -	-	\$ -	\$ 2,100,000	2,100,000	0%
Total Income	-	-	-	-	2,100,000	2,100,000	0%
Expense							
57000 · System Build Accounts							
57200 · EE Contribution System Final	-	-	-	-	-	-	0%
57410 · Fund Recovery	-	-	-	159,279	200,000	40,721	80%
Total 57420 · Large Enhancements	-	-	-	29,400	-	(29,400)	0%
57200 · EE Contribution System Final	-	-	-	-	-	-	0%
57430 · Website Redesign & Re-Platform	-	-	-	242,980	-	(242,980)	0%
57440 · Portal Enhancements	-	250,000	250,000	-	1,500,000	1,500,000	0%
57450 · Private Plan Renewal Administration	-	-	-	-	100,000	100,000	0%
57460 · EE Contribution Enhancements	-	-	-	-	500,000	500,000	0%
Total 57000 · System Build Accounts	-	250,000	250,000	431,658	2,300,000	1,868,342	19%
Total Expense	-	250,000	250,000	431,658	2,300,000	1,868,342	19%
Income Less Expenses	\$ -	\$ (250,000)	\$ 250,000	\$ (431,658)	\$ (200,000)	\$ (231,658)	216%

**Bond Funds Account
Inception to Date
As of June 30, 2024**

Bonds Authorized - \$50,000,000	Amount	Allocated	Remaining	Percentage
Expense				
57000 · System Build Accounts				
57100 · EE Contribution System MVP	\$ 6,858,158			
Total 2020 Allocation	\$ 6,858,158	\$ 6,969,734	\$ 111,576	98%
57200 · EE Contribution System Final	1,618,510			
57300 · Benefit Claims System	2,656,872			
57400 · ChatBot	99,062			
Total 2021 Allocation	4,374,444	5,250,001	875,557	83%
57410 · Fund Recovery	1,424,900			
57421 · Claim Integration & Security	251,580			
57430 · Website Redesign & Re-Platform	724,356			
57422 · Claims Audit Tool	-			
Total 2022 Allocation	2,400,835	3,800,000	1,399,165	63%
Total Expense	\$ 13,633,437	\$ 16,019,735	\$ 2,386,298	85%

**Contribution Account
Actual to Budget**

	June 2024			FY2024			
	MTD	Budget	Variance	YTD	Budget	Variance	Percentage
Income							
41000 · Contribution Revenue							
Total 41000 · Contribution Revenue	\$ 606,905	\$ 2,400,000	\$ (1,793,095)	\$ 453,897,942	\$ 437,500,000	\$ 16,397,942	104%
43000 · Fund Recovery							
43100 · Fund Recovery Contribution	262,823	2,500	260,323	3,288,033	436,800	2,851,233	753%
43200 · Fund Recovery Interest	6,921	25	6,896	84,045	4,368	79,677	1924%
Total 43000 · Fund Recovery	269,745	2,525	267,220	3,372,078	441,168	2,930,910	764%
45030 · Investment Income							
Total 45030 · Investment Income	2,572,055	1,865,452	706,603	29,261,839	22,183,732	7,078,107	132%
Total Income	3,448,705	4,267,977	(819,272)	486,531,860	460,124,900	26,406,960	106%
Expense							
56000 · Program Expenditures							
Total 56100 · Benefit Claims Paid	32,784,432	35,500,000	2,715,568	379,067,792	400,100,000	21,032,208	95%
56200 · Benefit Administrative Fees	1,896,301	2,083,333	187,032	22,755,612	24,999,996	2,244,384	91%
56300 · CTPL Administrative Fees	-	-	-	15,000,000	20,000,000	5,000,000	75%
56500 · Bond Repayment	2,106,595	-	(2,106,595)	2,106,595	2,154,877	48,282	98%
Total 56000 · Program Expenditures	36,787,328	37,583,333	796,005	418,929,999	447,254,873	28,324,874	94%
Total Expense	36,787,328	37,583,333	796,005	418,929,999	447,254,873	28,324,874	94%
Income Less Expenses	\$ (33,338,624)	\$ (33,315,356)	\$ (23,268)	\$ 67,601,861	\$ 12,870,027	\$ 54,731,834	525%

**Contribution Account
Inception to Date
As of June 30, 2024**

	Amount
Income	
41000 · Contribution Revenue	\$ 1,411,833,836
Total 45030 · Investment Income	47,629,957
Total Income	1,459,463,793
Expense	
Total 56100 · Benefit Claims Paid	778,807,130
56200 · Benefit Administrative Fees	56,513,562
56300 · CTPL Administrative Fees	49,367,290
56400 · Seed Repayment	4,441,637
56500 · Bond Repayment	4,269,259
Total Expense	893,398,879

**Statement of Fiduciary Net Position
As of June 30, 2024**

ASSETS		
Current Assets		
Cash and Investments		
10700 · Operating Funds	\$	13,186,630
10200 · Bond Funds		2,386,298
10600 · Contributions Account		
11400 · Due from St of CT (Cont Acct)	433,732	
11900 · STIF Short Term Investments	548,447,987	
Total 10600 · Contributions Account		548,881,719
Total Cash and Investments		564,454,647
Other Current Assets		
11000 · Contributions in Transit	183,196	
12100 · Imprest Account	17,000,000	
Total Other Current Assets		17,183,196
Total Current Assets		581,637,842
Fixed Assets		
15300 · Capital Assets	11,200,541	
15340 · Accumulated Depreciation	(6,147,795)	
Total Fixed Assets		5,052,746
TOTAL ASSETS	\$	586,690,588
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
27720 · Seed Funds Payable	0	
Total Current Liabilities		0
Long Term Liabilities		
27730 · Bond Funds Payable	12,815,787	
Total Long Term Liabilities		12,815,787
Total Liabilities		12,815,787
Fiduciary Net Position		
Total Fiduciary Net Position		573,874,801
TOTAL LIABILITIES & FIDUCIARY NET POSITION	\$	586,690,588



**Connecticut
Paid Leave**

2024 Annual Report



Connecticut Paid Leave

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