

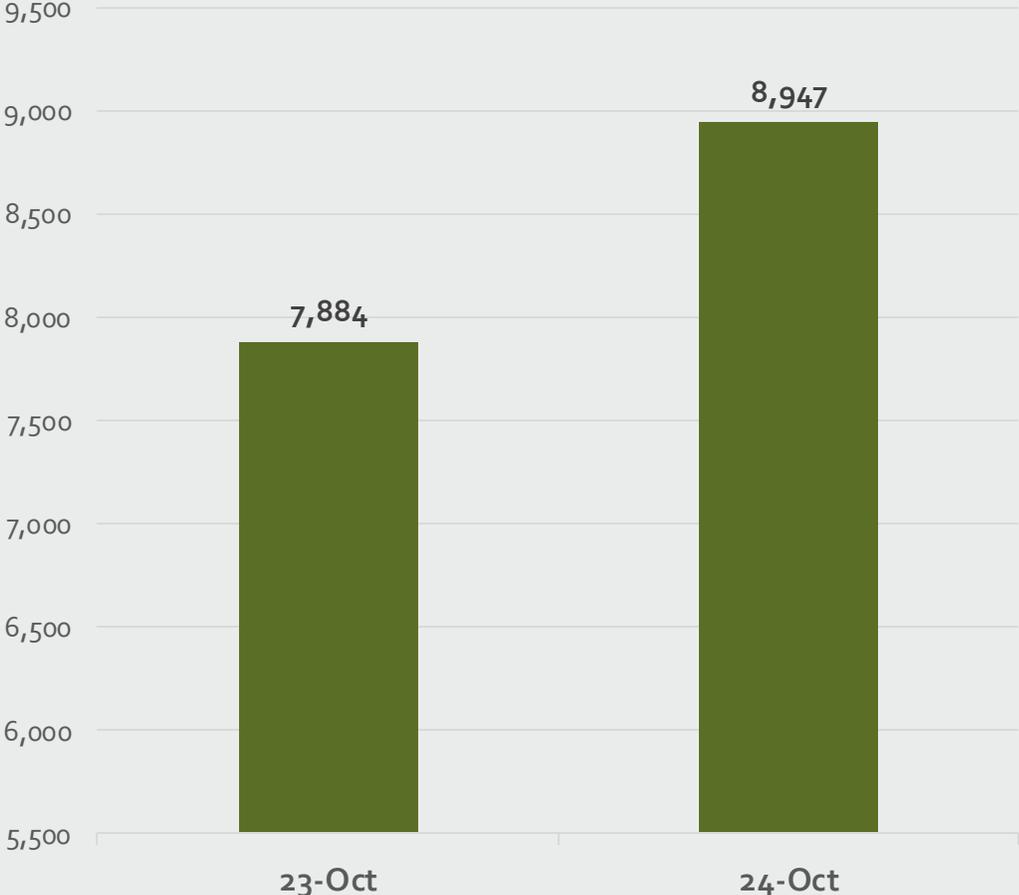
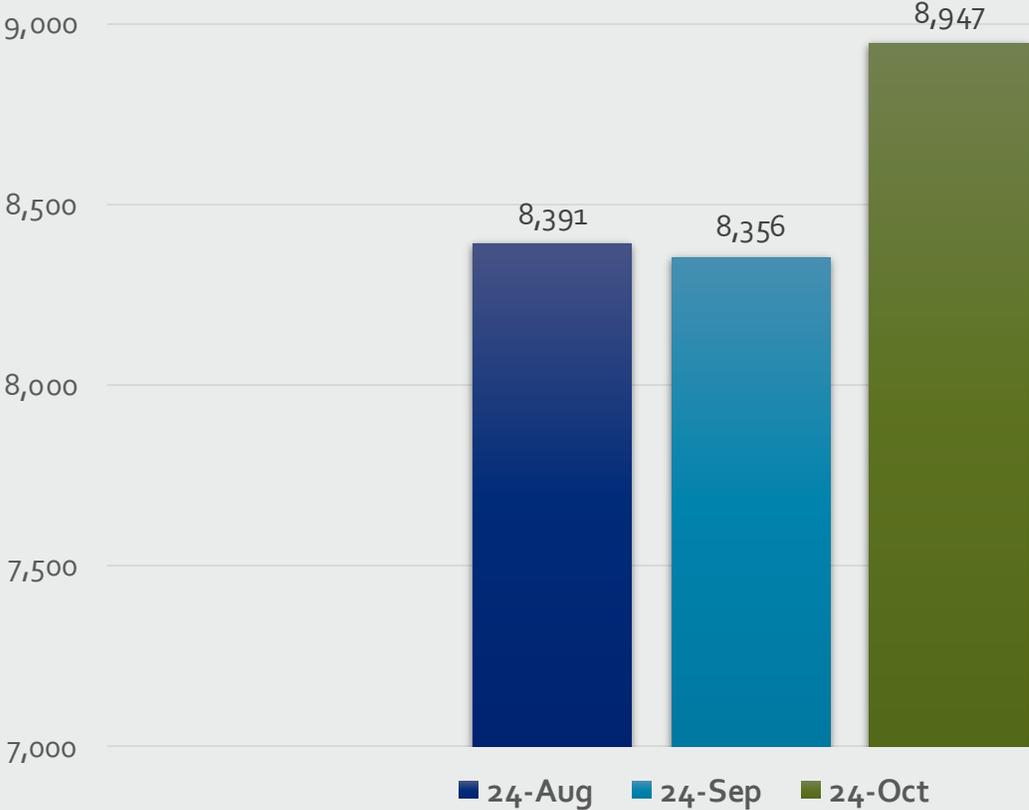


Claims Data
November 14, 2024

Claims filed as of 10/31/24: 268,066

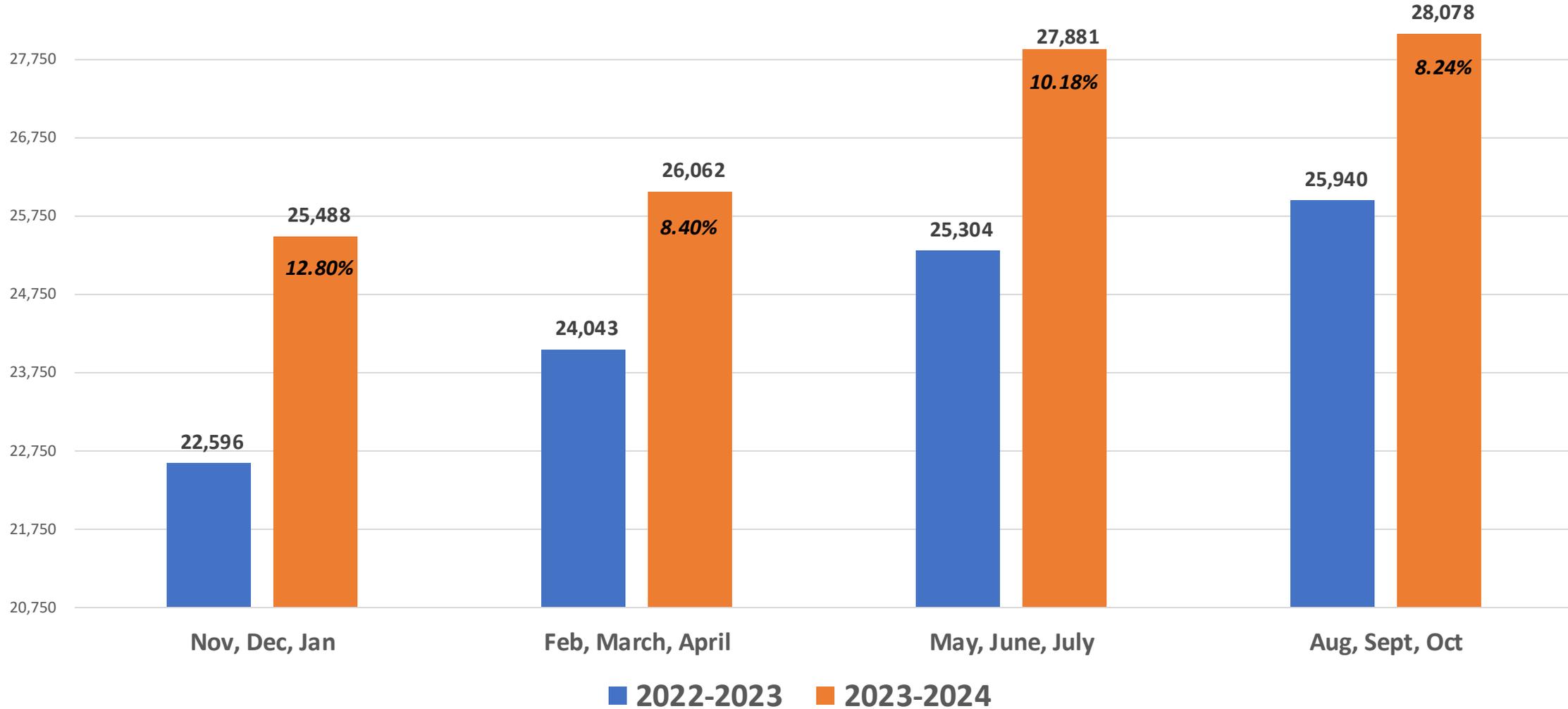
August 2024-October 2024 Three Month Trend Total: 25,694
Monthly Moving Average: 8,565
Claims filed increase from August-October 2023 12%

Year Over Year Oct Increase of 13.48%



YOY 22-23 & 23-24 3-Month Claims Filed Comparison

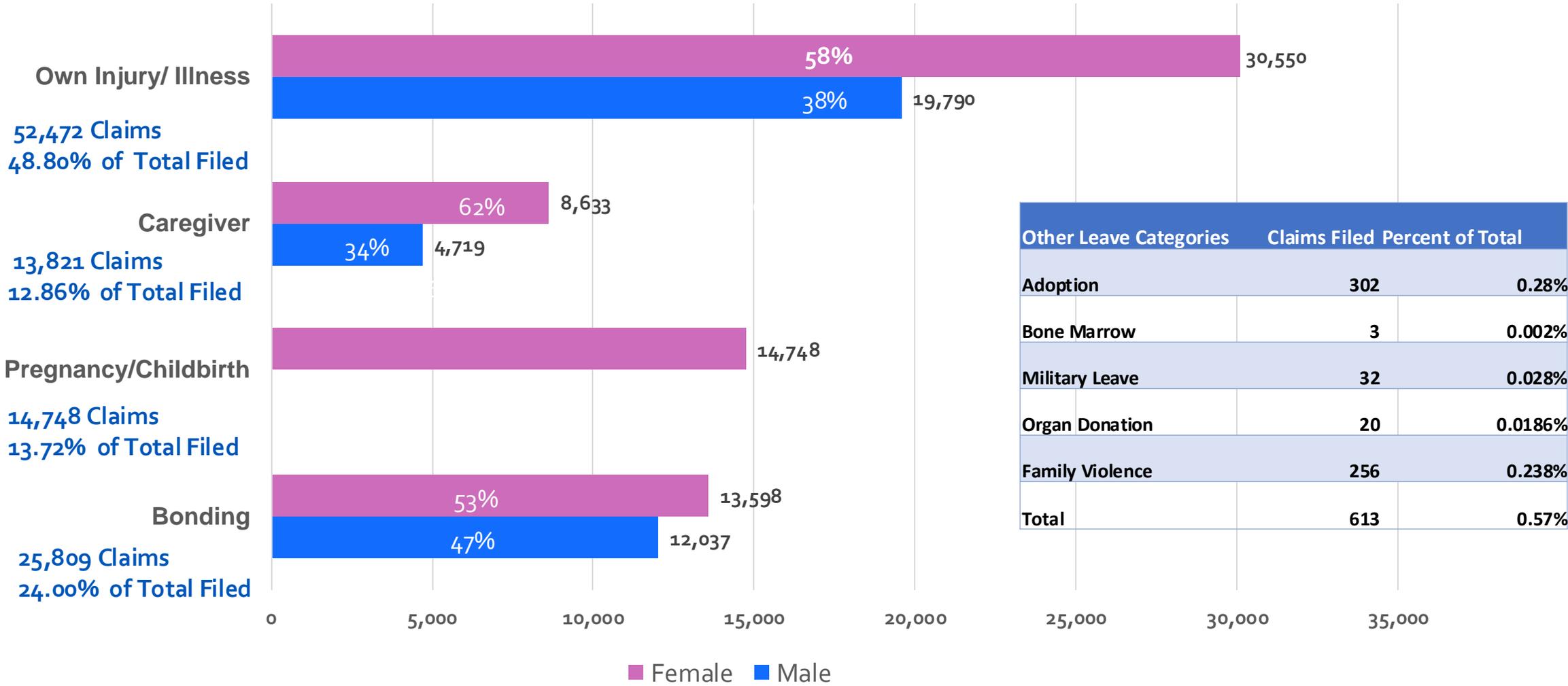
Year Over Year Increase of 9,626 Claims 9.83%



Claims Filed as of 10/31/24 : Cumulative 268,066 Nov- Oct 22-23 97,883 Nov-Oct 23-24 107,509



Leave Reason by Gender November 2023-October 2024

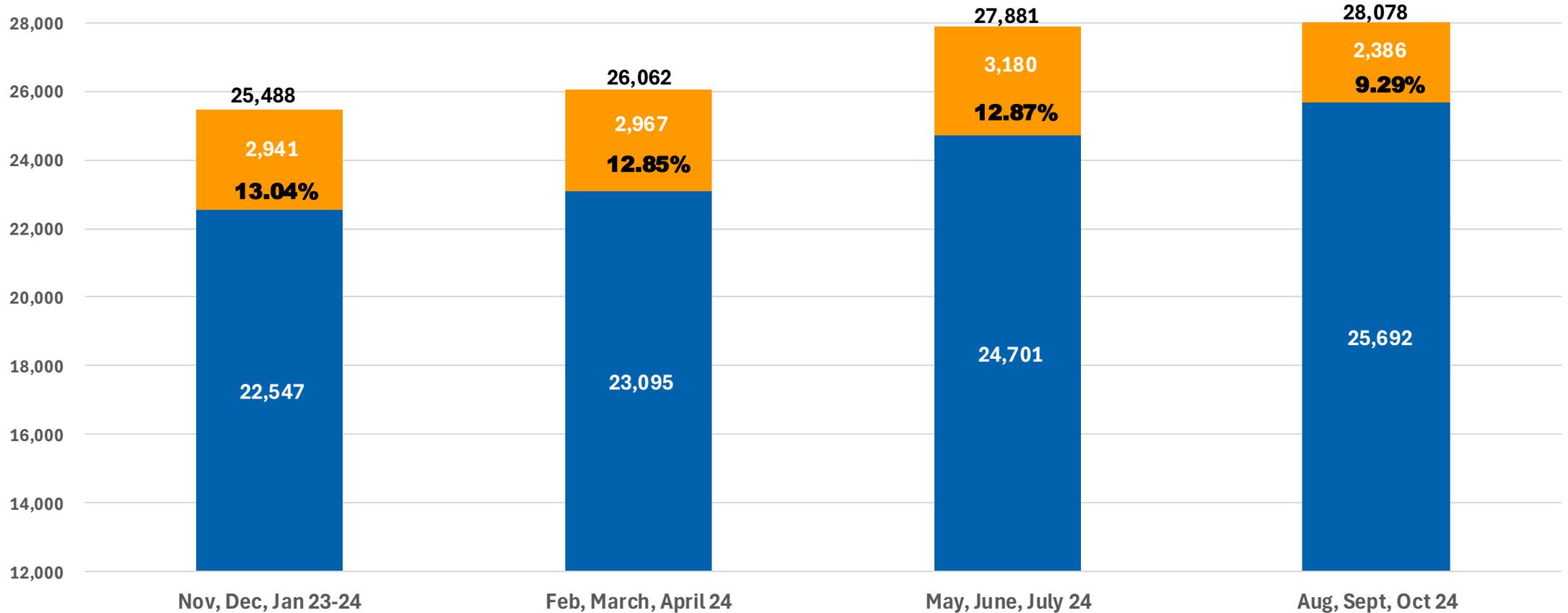


All Leaves Percent by Gender: Female 63.11%, Male 34.14%, Choose not to Answer 2.58%, Non-Binary .17%



Nov 23-Oct 24 Claims Received Including Bonding Segment of Pregnancy as a Separate Case

11,474 Incremental Cases Over Actual Claims Filed 11.95% Increase (for 12 months ending 10/24)



11/2023-10/2024 Incremental Cases Not Filed Separately Due to Pregnancy and Bonding Case Streamlining

■ Claims Received Actual ■ Bonding 2nd Reason

Total claims filed for 12-months ending 10/24: 107,509



Adjudicated Claims Status

Year Over Year Adjudicated Claims November-Oct 22-23 and 23-24

Change	22-23		23-24		
Approved	63,181	73.74%	66,096	77.70%	3.96% ↑
Denied	22,500	26.26%	18,975	22.30%	3.96% ↓

12 Month Trend Including Bonding Segment

	Nov 23-Oct 24		Change	
Approved	77,572	80.35%	6.61% *	↑
Denied	18,975	19.65%	6.61%	↓

* Cumulative change from 22-23 Approval/Denial rates

Six Month Claims Adjudication Trend

	Actual		Including Bonding Segment		Change
Approved	32,607	78.26%	38,163	80.81%	2.55% ↑
Denied	9,060	21.74%	9,060	19.19%	2.55% ↓

As of 10/31/2024



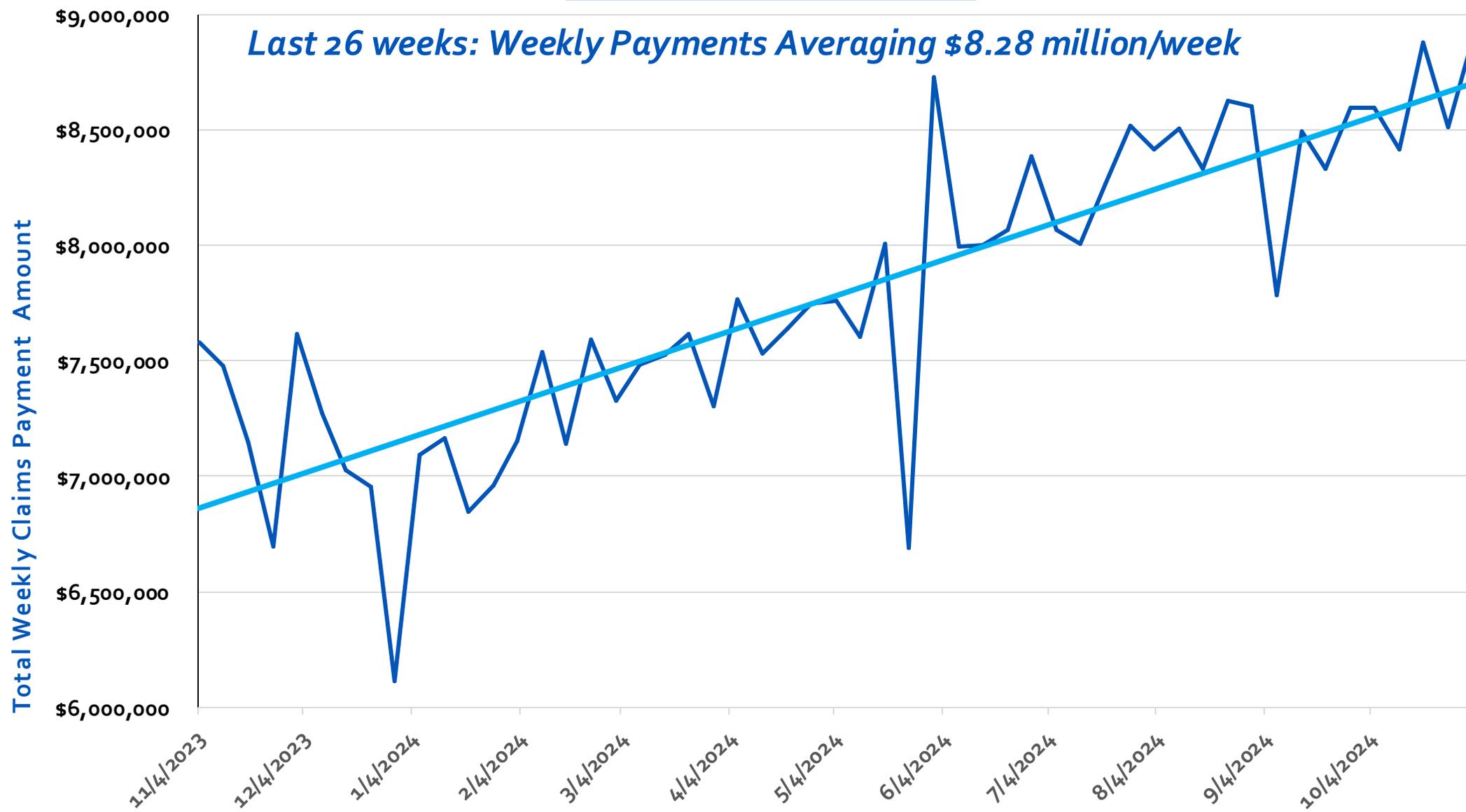
Race and Ethnicity Data

8/1/2023-10/31/24

Race Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	32.45%			
American Indian or Alaska Native	316	0.82%	69.62%	30.38%
Asian	2,169	5.62%	81.60%	18.40%
Black or African American	4,655	12.06%	74.11%	25.89%
Native Hawaiian or Other Pacific Islander	64	0.17%	62.50%	37.50%
White	27,372	70.91%	81.69%	18.31%
Prefer not to answer	2994	7.76%	77.28%	22.72%
Other-Multiple Category Responses	1032	2.67%	70.58%	29.42%
Number of Responses	38,602	100.00%		

Ethnicity Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	31.61%			
Hispanic or Latino	7,070	18.81%	76.05%	23.95%
Not Hispanic or Latino	28,657	76.22%	81.02%	18.98%
Prefer not to answer	1,820	4.84%	80.10%	19.90%
Other-Multiple Category Response	49	0.13%	58.70%	41.30%
Total Number of Responses	37,596	100.00%		

Claim Payments 52 Week Trend



Minimum wage increases of 7.14% on 6/1/23 and 4.60% on 1/1/24



Approved Insights

	YTD 2022 thru 10/31/22	YTD 2023 thru 10/31/23	YTD 2024 thru 10/31/24	Cumulative since 1/1/22	2023 to 2024 Percentage Increase
Unique Employees	37,038	51,218	59,937	134,435	17.02%
Total Days Paid	2,061,657	2,661,210	3,075,254	8,831,772	15.56%
Total Request for Funds	\$203,413,669	\$278,980,651	\$342,768,500	\$934,719,007	22.86%

Of benefits paid for leaves of a week or longer since inception:

- 47.63% were paid the max weekly benefit
- 33.98% were paid between the min and max
- 18.39% were paid below the minimum

Average Daily Amount

*\$103.55

*New max \$941.40 as cases with >= Jan 1, 2024, start dates are paid

Approved Insights: Volume and total based on all payments since inception; averages and % based on gross payments made between \$0.01-\$941.40 only

Average Daily Amount: Sum of all gross payments since inception \$0.01-\$941.40 divided by total days payable in those payments



CTPL Digital Insights

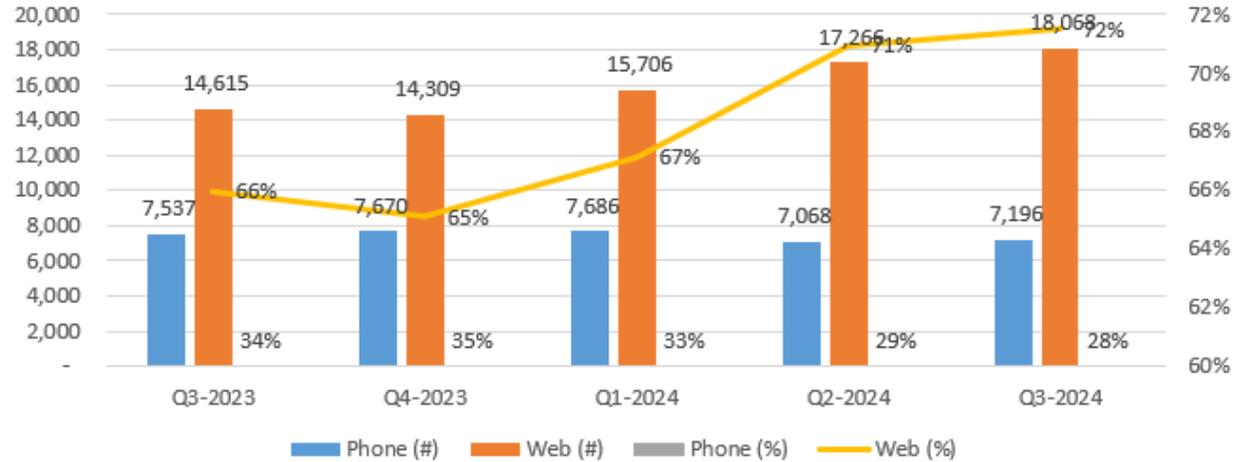
Total Registered Users

- 16,489 registrations were completed in Q3 2024
- 191,818 program registrations since December 2021 (Program to date)

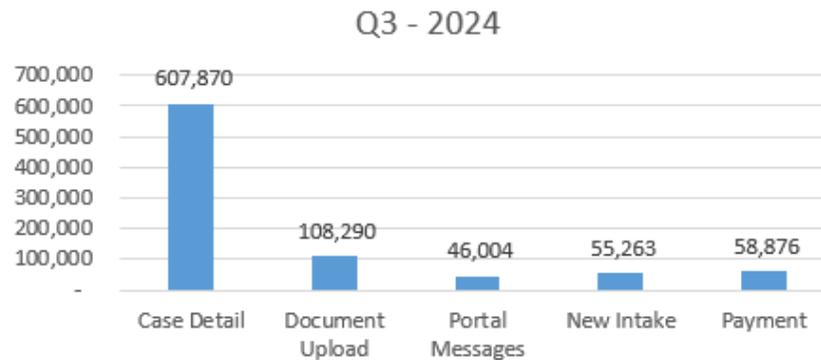
Portal Behaviors

- In Q3 2024, 62,981 unique users logged into the portal
- Users averaged 6 logins during Q3 2024
- The average stay on the portal was 80 secs per user during Q3 2024
- 115,847 new documents were uploaded through the portal in Q3 2024; over 347k form *downloads* since 1/12/24

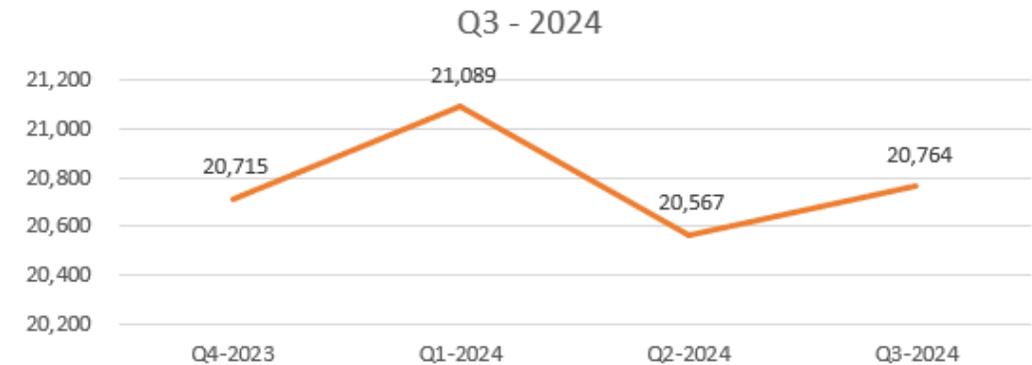
Intake – Claim Submission



Top 5 Activities Completed in Portal – By Click



Portal Messages Received Quarterly

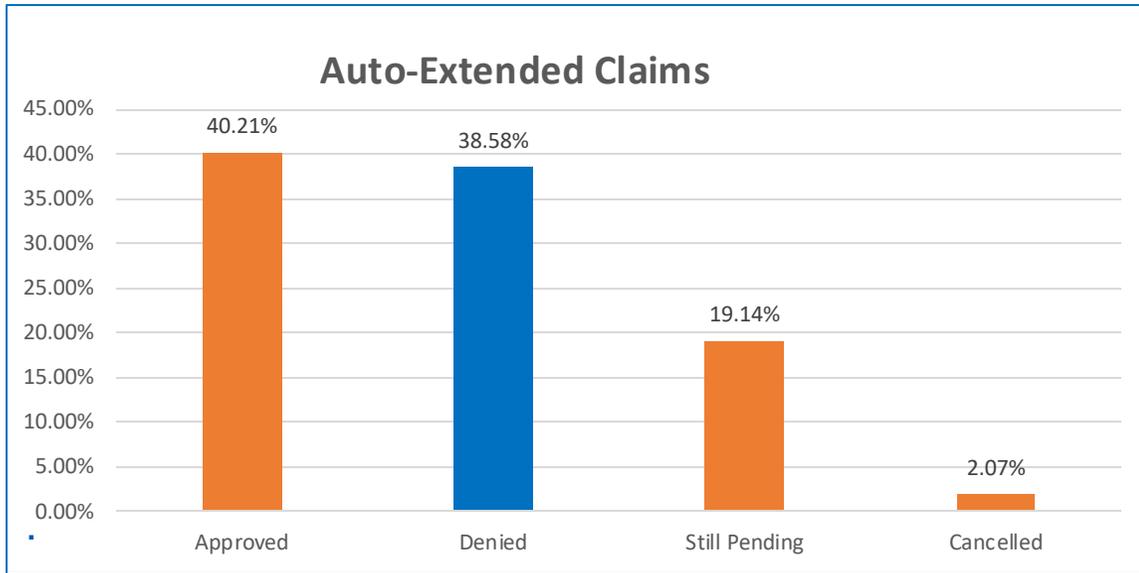


Digital Communications	Q3 2024	Program To Date
Email opt in for Communications	21,409 85%	221,596
Text Message opt In	20,692 82%	196,312

Portal Messages	Q3 2024	Program To Date
Received	20,764	229,501

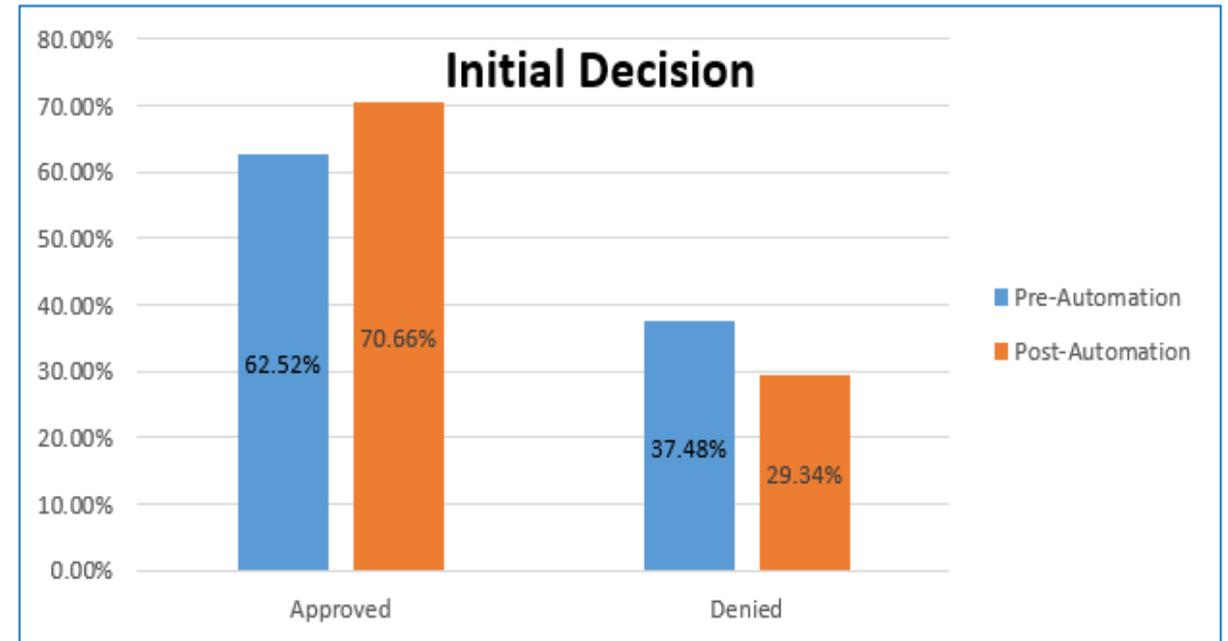


Claim Due Date Auto Extension Implementation-7/19/24



Preliminary results are encouraging. 7,324 claims were auto-extended from 7/19-9/30. Of these claims over 40% returned documents and were approved.

8% increase in the *Initial decision* approval rate and a corresponding 8% decrease in the *Initial decision* denial rate



Reconsiderations filed for August, Sept and October of 2024 were reduced by 36% since inception of the Auto Extension process

