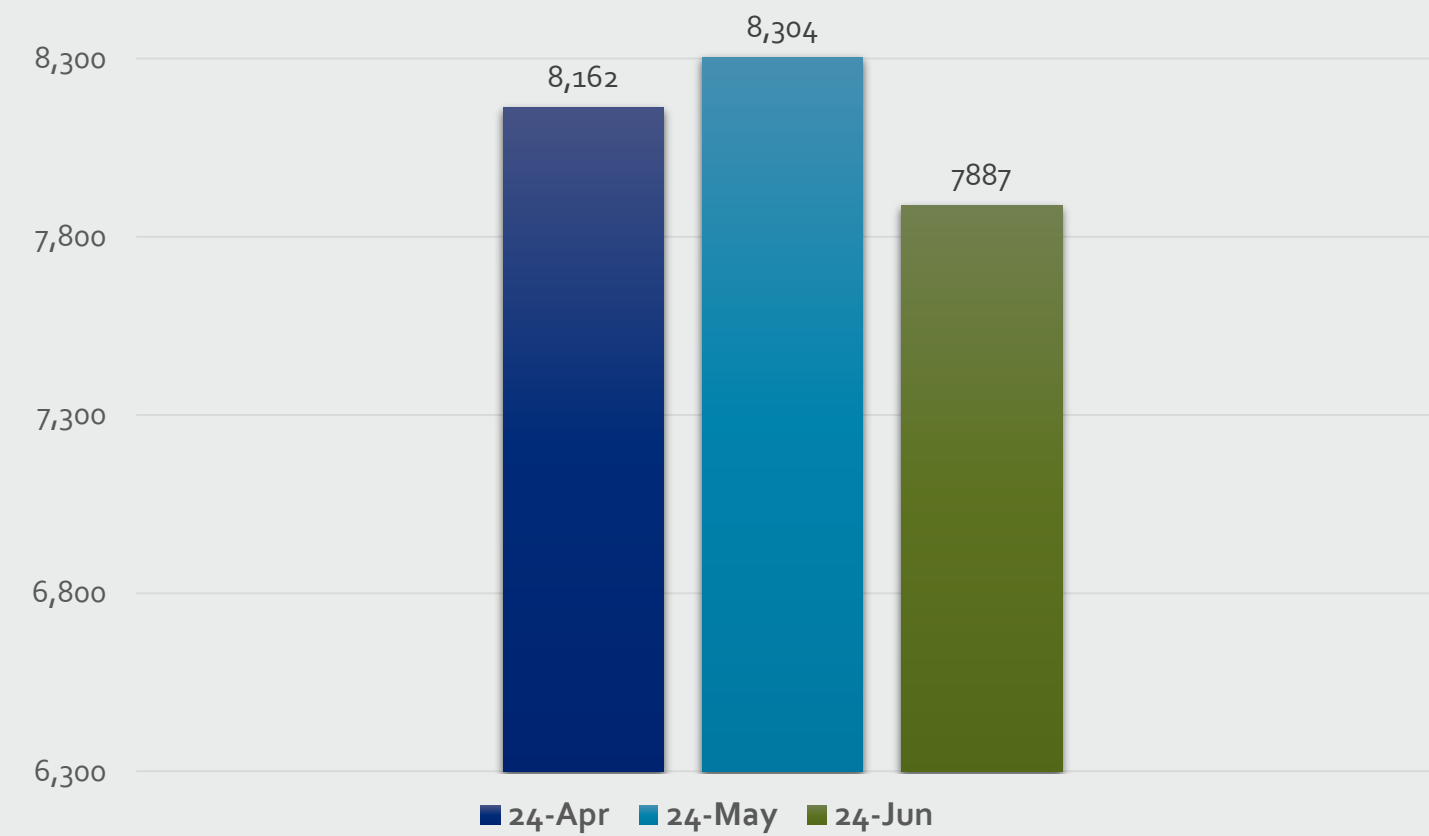




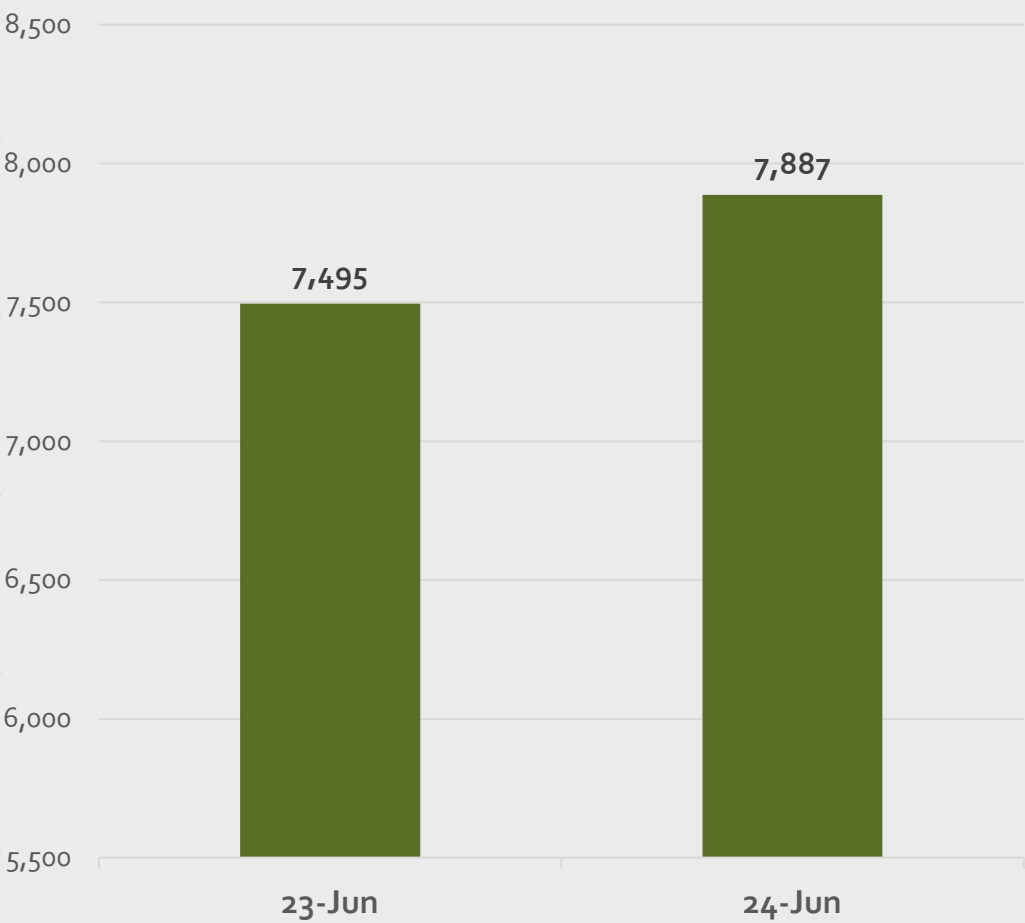
**Claims Data**  
**July 11, 2024**

# Claims filed as of 6/30/24: 233,852

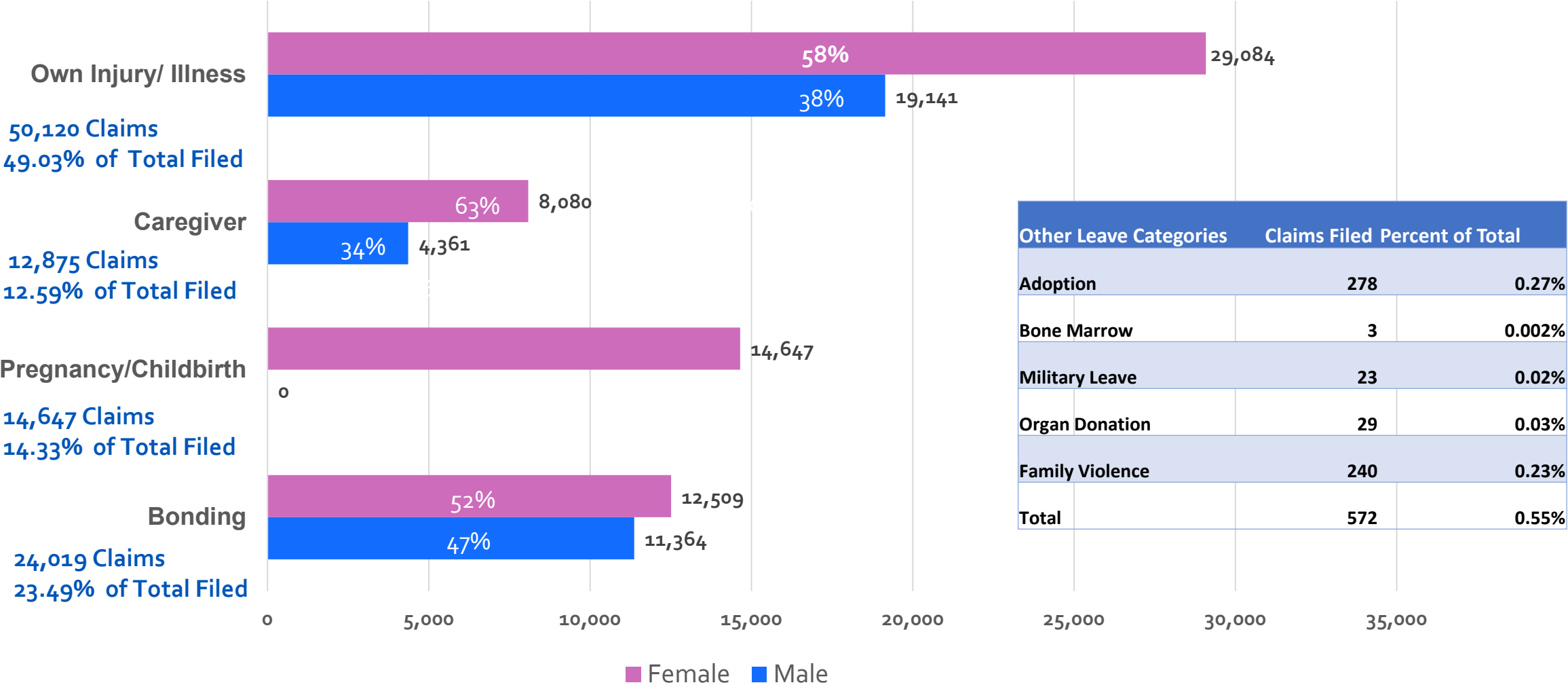
Q2 April 2024-June 2024 Three Month Trend Total: 24,353  
Monthly Moving Average: 8,118  
Claims filed increased from Q1 2024 4.1%



Year Over Year June Increase of 5.23%



Leave Reason by Gender July 2023-June 2024



All Leaves Percent by Gender: Female 63.32%, Male 34.25%, Choose not to Answer 2.28%, Non-Binary .15%



# Race and Ethnicity Data

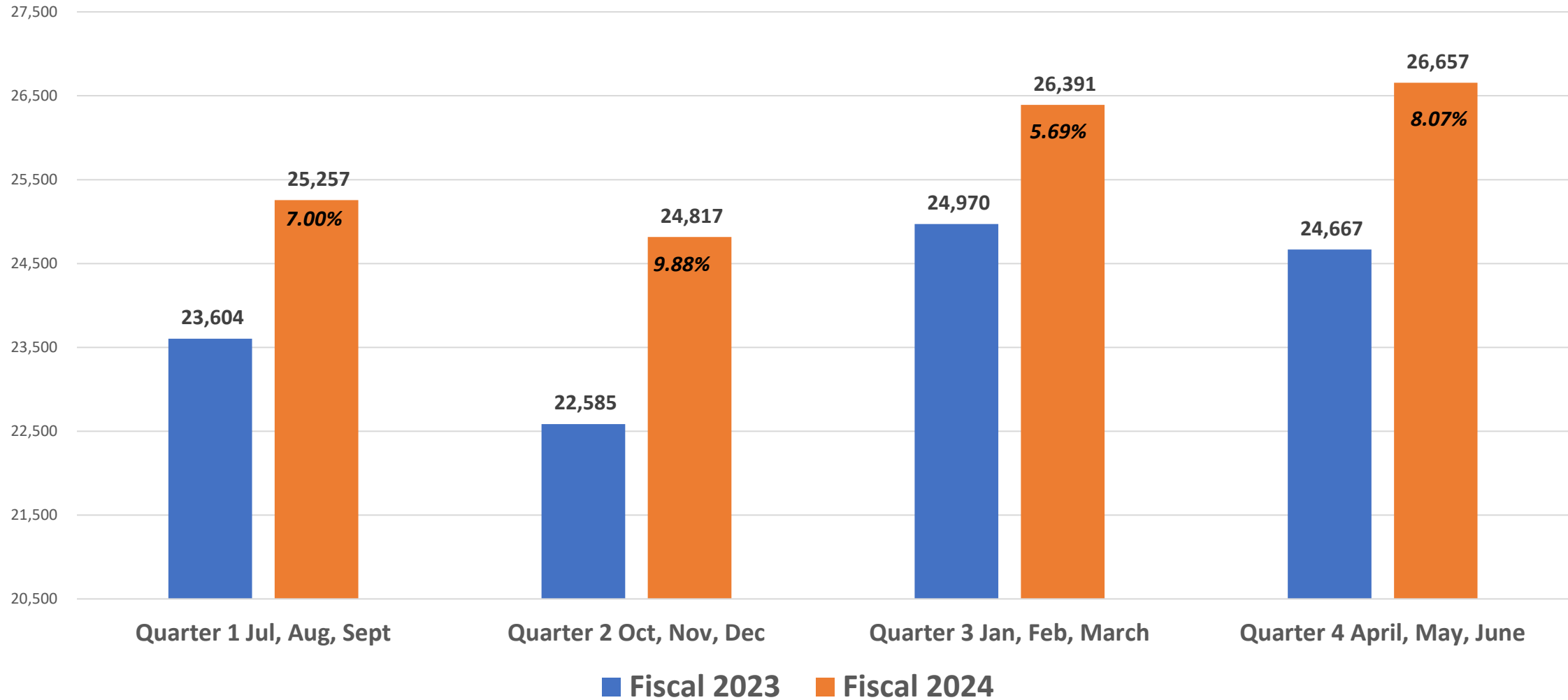
8/1/2023-6/30/24

Race Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	31.90%			
American Indian or Alaska Native	218	0.81%	67.51%	32.49%
Asian	1,516	5.61%	80.69%	19.31%
Black or African American	3,247	12.02%	72.65%	27.35%
Native Hawaiian or Other Pacific Islander	49	0.18%	59.09%	40.91%
White	19,210	71.08%	80.51%	19.59%
Prefer not to answer	2,059	7.62%	75.92%	24.08%
Other-Multiple Category Responses	725	2.68%	70.02%	29.98%
<b>Total Number of Responses</b>	<b>27,024</b>	<b>100%</b>		

Ethnicity Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	31.12%			
Hispanic or Latino	4,907	18.61%	74.17%	25.83%
Not Hispanic or Latino	20,153	76.44%	79.87%	20.13%
Prefer not to answer	1265	4.80%	80.07%	19.93%
Other-Multiple Category Response	39	0.15%	68.13%	31.87%
<b>Total Number of Responses</b>	<b>26,364</b>	<b>100.00%</b>		

# Fiscal Year 2023 and 2024 Quarterly Claims Filed Comparison

## Year Over Year Increase of 7,296 Claims 7.61%

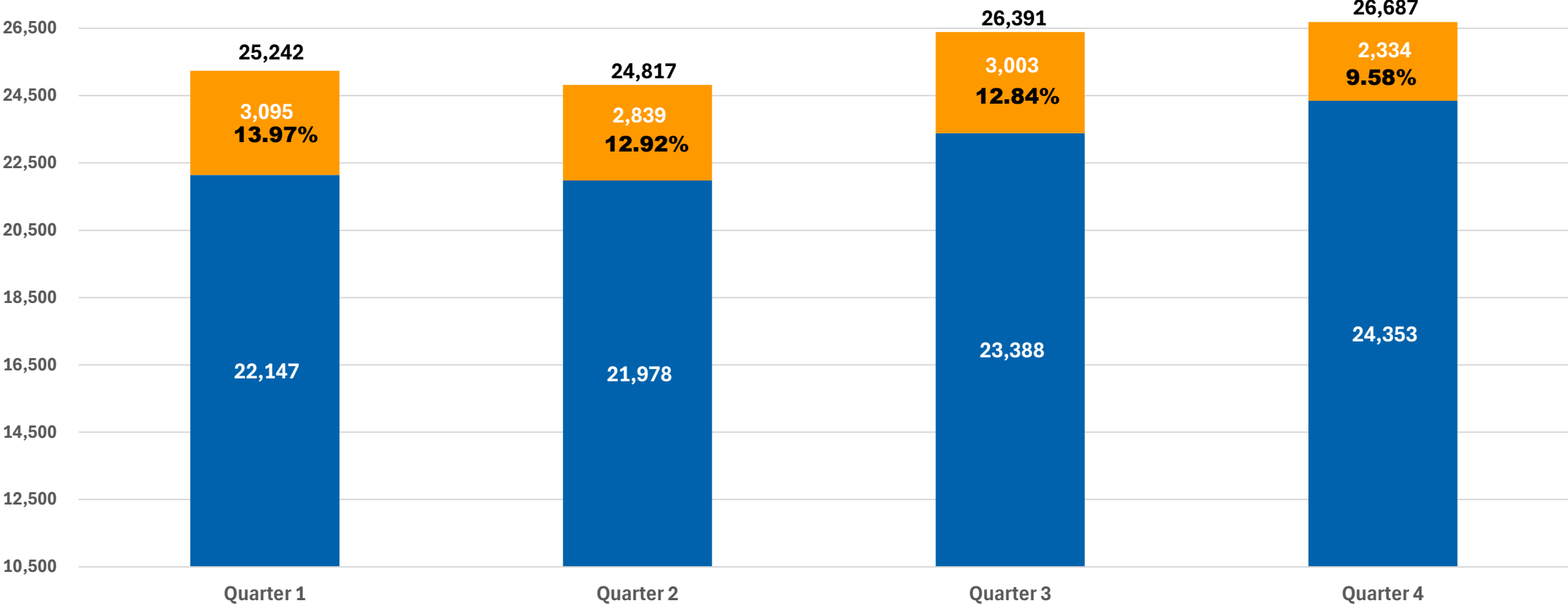


Claims Filed as of 6/30/24 : Cumulative 233,821 Fiscal 2023 95,826 Fiscal 2024 103,122



Fiscal 2024 Quarterly Claims Received Including Bonding Segment of Pregnancy as a Separate Case

11,271 Incremental Cases Over Actual Claims Filed a 12.27% Increase (for 12 months ending 6/24)



6/2023-5/2024 Incremental Cases Not Counted Separately Due to Pregnancy and Bonding Case Streamlining

■ Claims Received Actual ■ Bonding 2nd Reason

Total claims filed for 12-months ending 6/24: 103,122



# Adjudicated Claims Status

## Year Over Year Adjudicated Claims

Fiscal 2023

Fiscal 2024

					Change	
Approved	61,892	71.62%	62,411	75.47%	3.85%	↑
Denied	24,525	28.38%	20,281	24.53%	3.85%	↓

## Fiscal 2024 Including Bonding Segment

					Change	
Approved	63,767	78.44%			6.82% *	↑
Denied	20,281	21.56%			6.82%	↓

\* Cumulative change from Fiscal 2023 Approval/Denial rates

## Six Month Claims Adjudication Trend

Actual

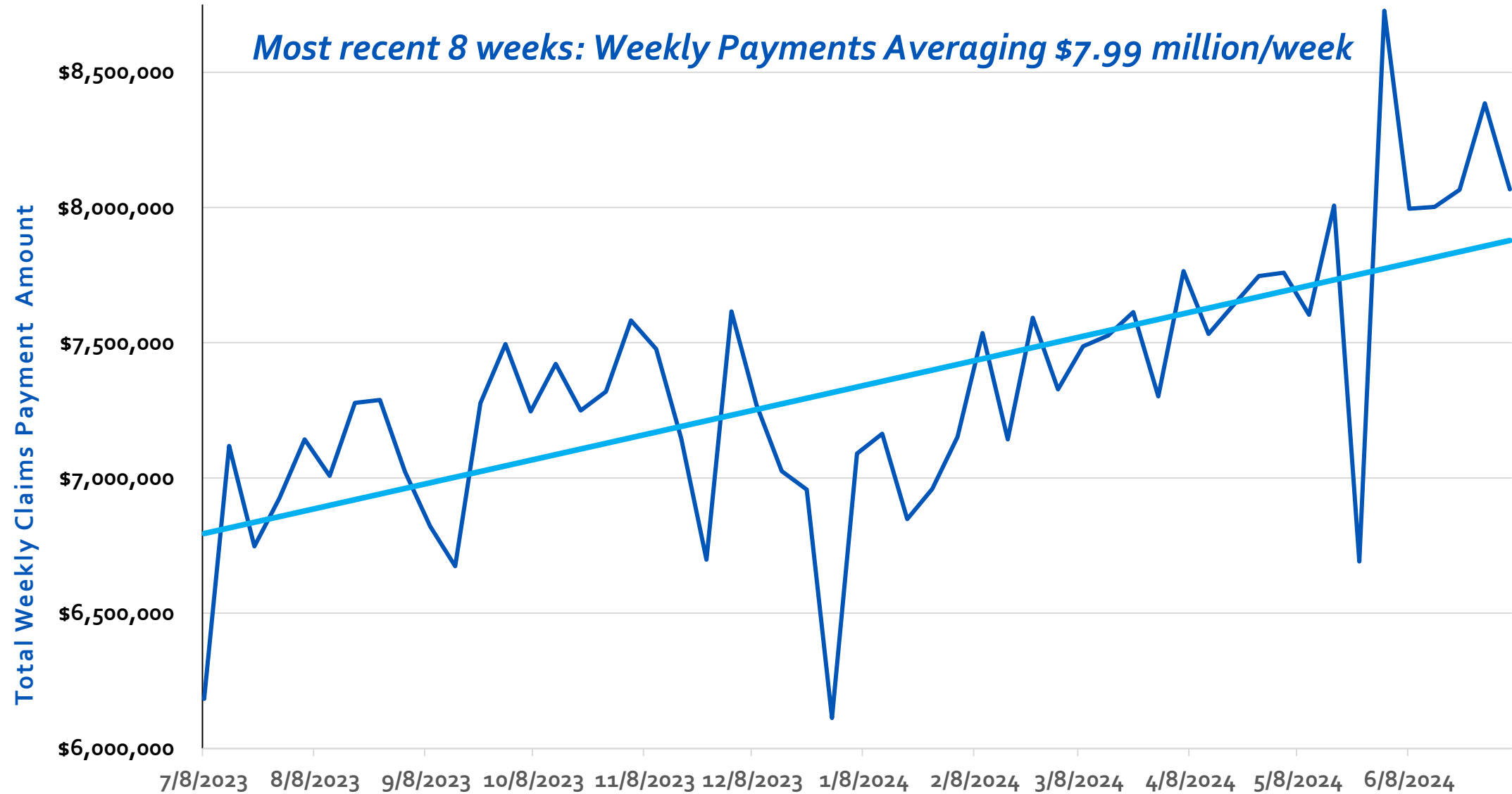
Including Bonding Segment

					Change	
Approved	30,210	74.96%	35,632	77.93%	2.97%	↑
Denied	10,093	25.04%	10,093	22.07%	2.97%	↓

As of 6/30/2024



## 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 6/30/22	YTD 2023 thru 6/30/23	YTD 2024 thru 6/30/24	Cumulative since 1/1/22	Percentage Increase 2023 to 2024
Unique Employees	21,024	32,467	38,746	117,729	19.34%
Total Days Paid	1,100,229	1,530,131	1,793,598	7,550,116	17.22%
Total Request for Funds	\$107,305,766	\$157,322,505	\$197,312,772	\$789,263,279	25.42%

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

47.23% were paid the max weekly benefit

34.50% were paid between the min and  
max

18.27% were paid below the minimum

Average Daily Amount

\*\$102.59

\*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- June 2024

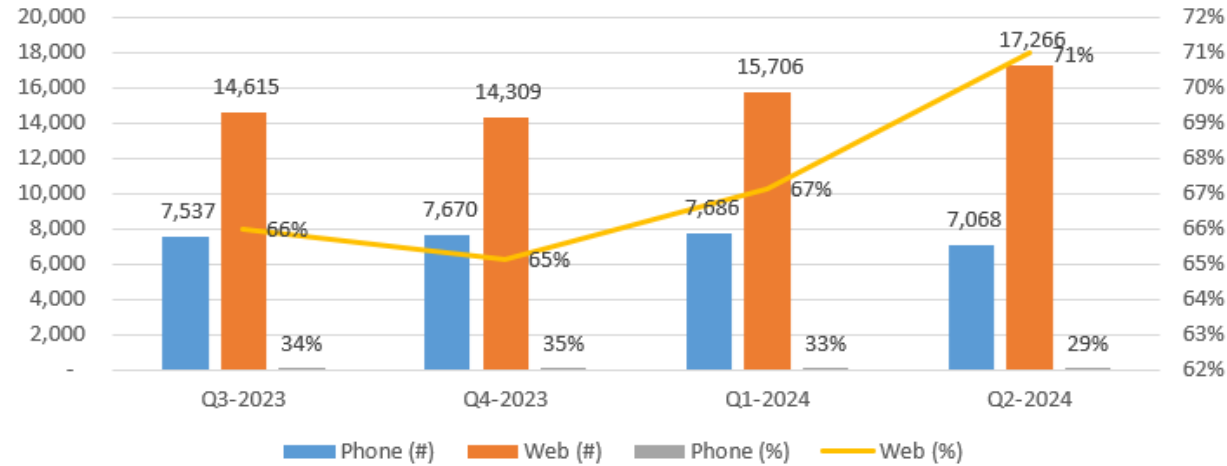
## Total Registered Users

- 16,085 registrations were completed in Q2 2024
- 175,329 program registrations since December 2021 (Program to date)

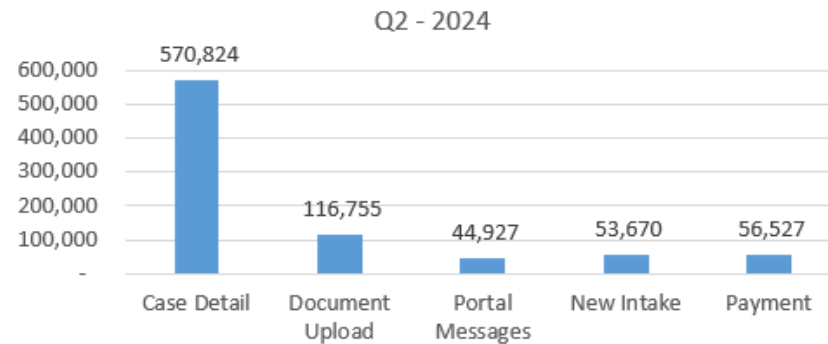
## Portal Behaviors

- In Q2 2024, 60,953 unique users logged into the portal
- Users averaged 6 logins during Q2 2024
- The average stay on the portal was 77 secs per user during Q2 2024
- 113,122 new documents were uploaded through the portal in Q2 2024; over 200k form *downloads* since 1/12/24

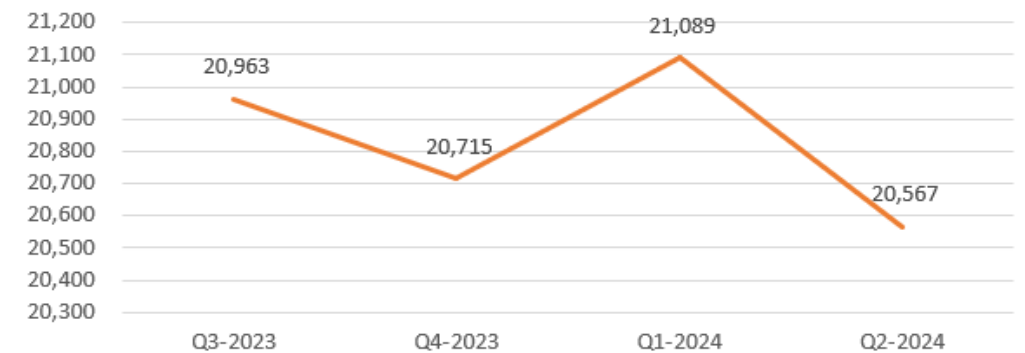
## Intake – Claim Submission



## Top 5 Activities Completed in Portal – By Click



## Portal Messages Received Quarterly



## Digital Communications

Digital Communications	Q2 2024	Program To Date
Email opt in for Communications	20,587 85%	200,187
Text Message opt In	19,269 79%	175,620

## Portal Messages

Portal Messages	Q2 2024	Program To Date
Received	20,567	208,737

# State-By-State Comparison of Benefits

State	Maximum Benefit	Total Potential Number of Weeks Available
California	\$1,619.00	52 weeks for own health condition; 8 weeks for family leave
Colorado	\$1,100.00	12 weeks + potential additional 4 weeks for pregnancy/childbirth
Connecticut	\$941.40	12 weeks + potential additional 2 weeks for pregnancy
D.C.	\$1,118.00	12 weeks + potential additional 2 weeks for pregnancy
Delaware (eff: 1/1/26)	\$900.00	12 weeks [No more than 6 weeks for own health condition, 6 weeks for family leave, 12 weeks for bonding with a new child]
Maine (eff: 5/1/26)	\$1,103.71	12 weeks
Maryland (eff: 1/1/26)	\$1,000.00	12 weeks + potential additional 12 weeks for bonding

State	Maximum Benefit	Total Potential Number of Weeks Available
Massachusetts	\$1,149.90	26 weeks [No more than 20 weeks for own health condition and 12 weeks for family leave]
Minnesota (eff: 1/1/26)	\$1,337.00	12 weeks
New Jersey	\$1,055.00	26 weeks for own health condition; 12 weeks for family leave
New York	\$1,151.16	26 weeks [No more than 26 weeks for own health condition (TDI), 12 weeks for family leave]
Oregon	\$1,523.63	12 weeks
Rhode Island	\$1,043.00	30 weeks for own health condition 5 weeks for family leave
Washington	\$1,456.00	16 weeks + potential additional 2 weeks for pregnancy