



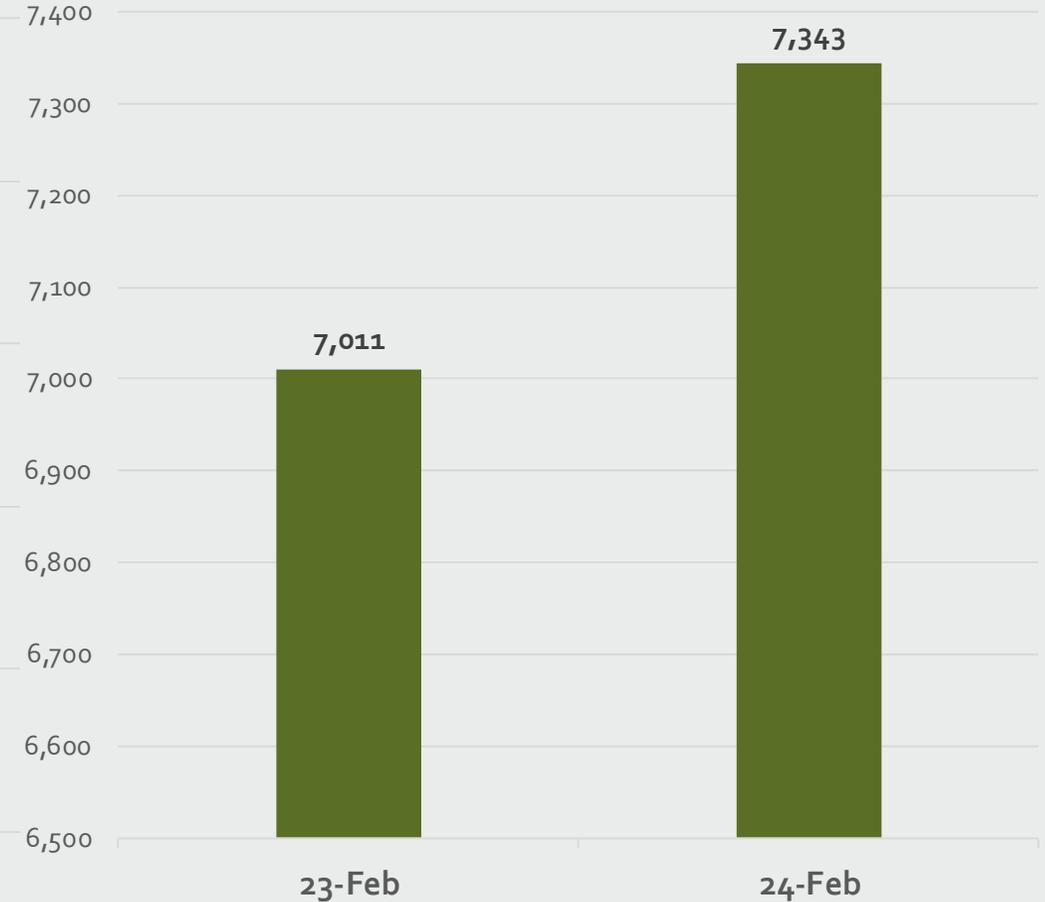
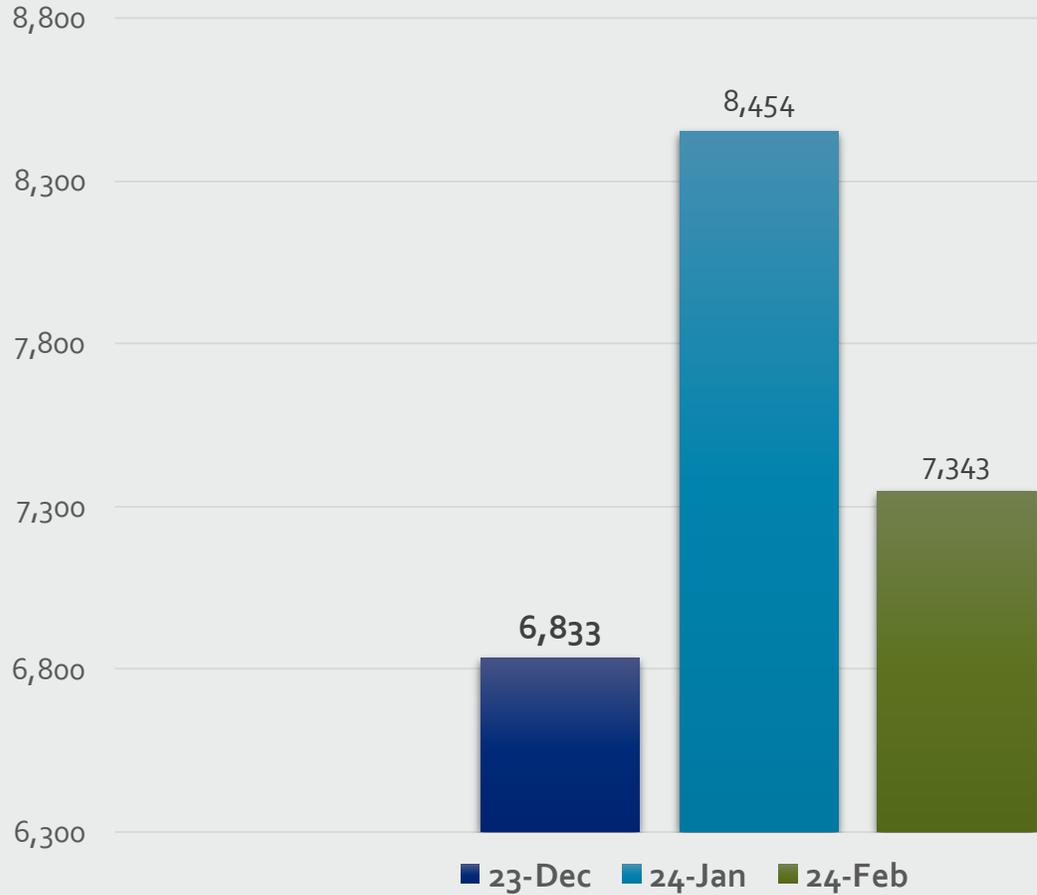
Claims Data
March 14, 2024

Claims filed as of 2/29/24: 201,890

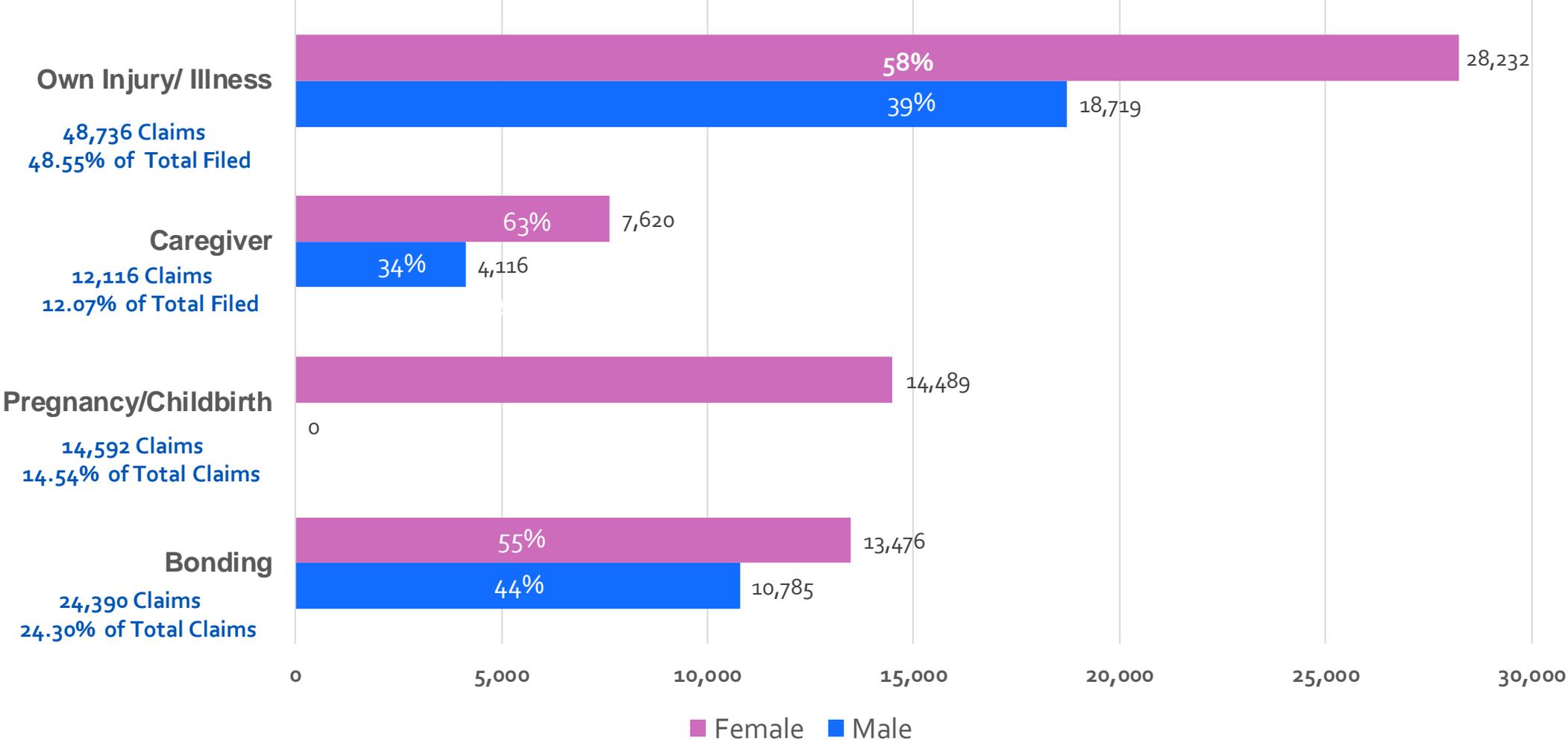
December 2023-February 2024 Three Month Trend Total:
Monthly Moving Average:

22,630
7,543

Year Over Year February Comparison



Leave Reason by Gender March 2023-February 2024



All Leaves Percent by Gender: Female 63.93%, Male 33.63%, Choose not to Answer 2.23%, Non-Binary .21%



Race and Ethnicity Data

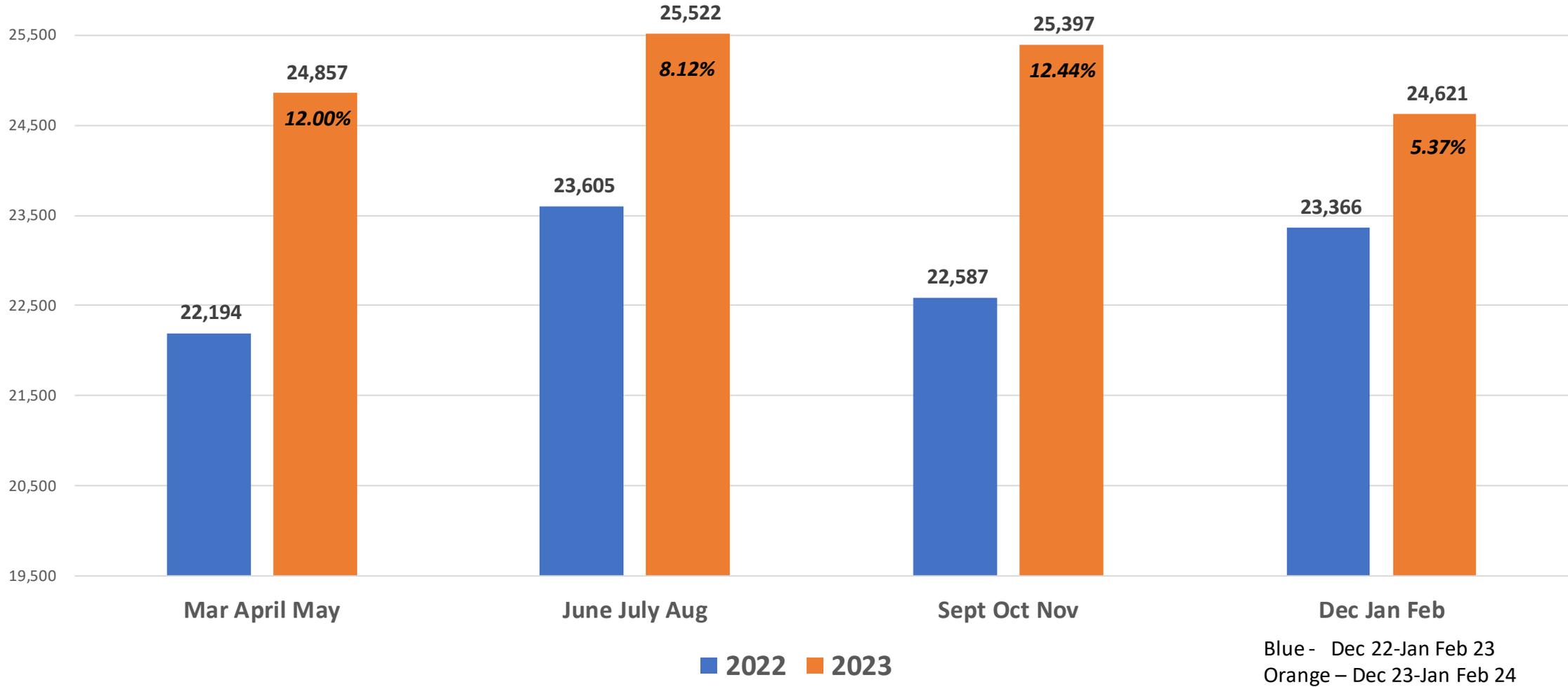
8/1/2023-2/29/24

Race Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	30.88%			
American Indian or Alaska Native	125	0.77%	70.43%	29.57%
Asian	877	5.38%	80.10%	19.90%
Black or African American	1,970	12.08%	71.35%	28.65%
Native Hawaiian or Other Pacific Islander	33	0.20%	54.55%	44.45%
White	11,619	71.27%	79.35%	20.65%
Prefer not to answer	1,235	7.58%	74.71%	25.29%
Other-Multiple Category Responses	443	2.72%	70.02%	29.98%
Total Number of Responses	16,302	100%		

Race Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	30.17%			
Hispanic or Latino	2,899	18.20%	73.45%	26.55%
Not Hispanic or Latino	12,284	77.13%	78.72%	21.28%
Prefer not to answer	726	4.56%	80.57%	19.43%
Other-Multiple Category Response	17	0.11%	50.00%	50.00%
Total Number of Responses	15,926	100.00%		

March 2022 to February 2024 3-Month Moving Claims Filed Totals

Year Over Year Comparison 8,645 Claims: Increase of 9.42%

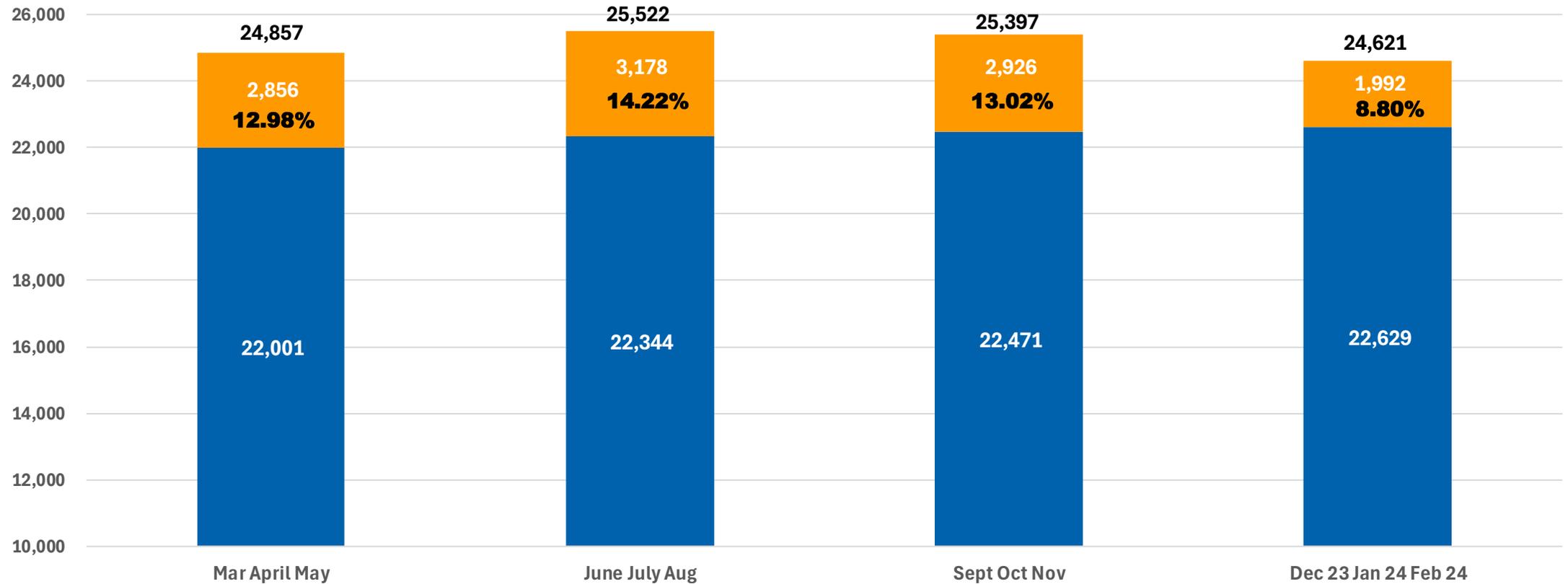


Cumulative Claims Filed as of 3/1/24 : 201,890



Moving 3-Month Claims Received Including Bonding Segment of Pregnancy as a Separate Case

10,952 Incremental Cases Over Actual Claims Filed a 12.24% Increase (for 12 months ending 2/24)



3/2023-2/2024 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 2/24: 100,397



Adjudicated Claims Status

Year Over Year Adjudicated Claims

2022

2023

					Change	
Approved	57,491	65.39%	58,950	73.51%	8.12%	↑
Denied	30,430	34.61%	21,242	26.49%	8.12%	↓

2023 Including Bonding Segment

			Change	
Approved	69,998	76.68%	11.29%	↑
Denied	21,282	23.31%	11.29%	↓

Six Month Claims Adjudication Trend

Actual

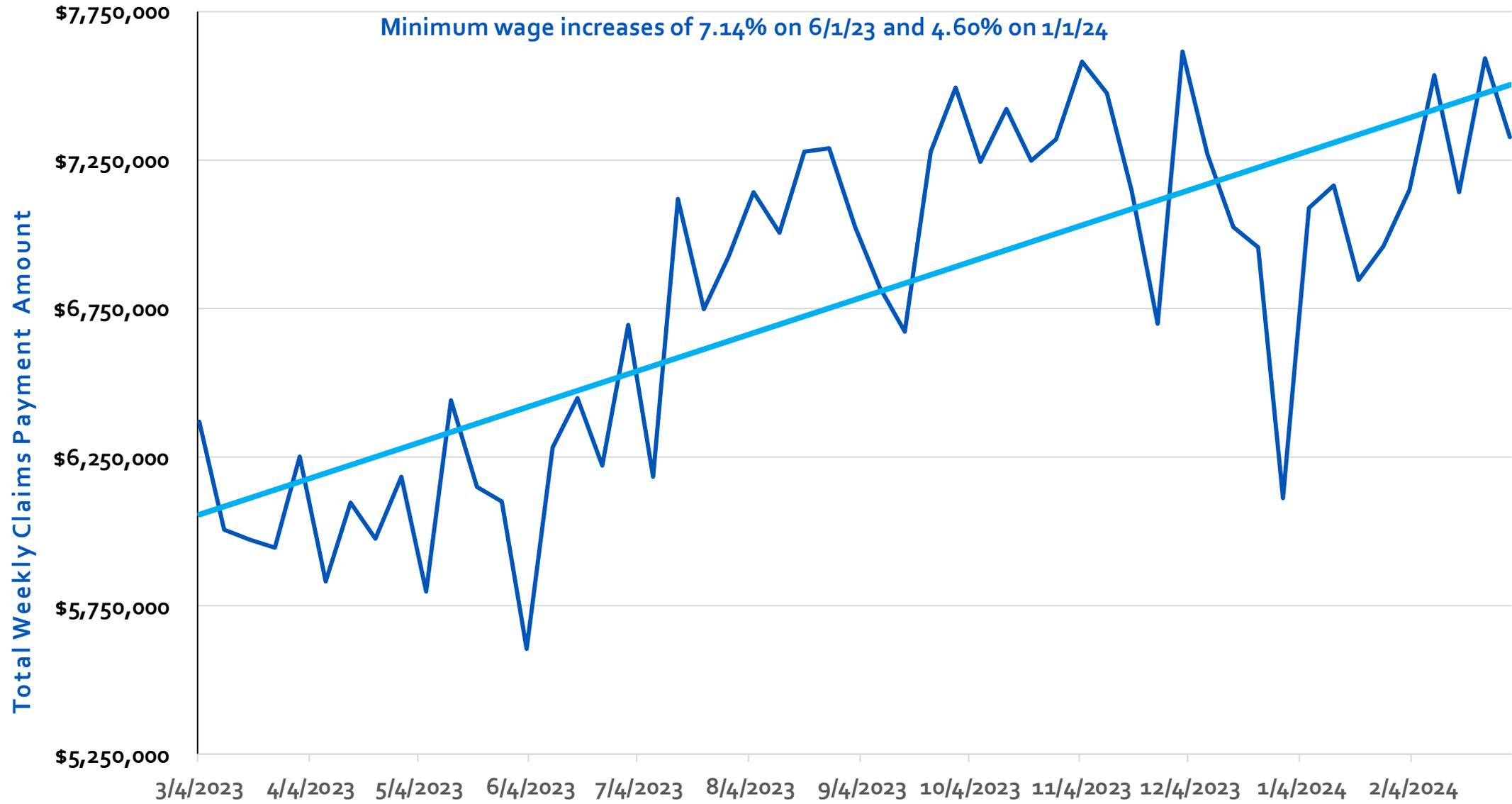
Including Bonding Segment

					Change	
Approved	31,514	73.59%	36,432	76.31%	2.72%	↑
Denied	11,311	26.41%	11,311	23.69%	2.72%	↓

As of 3/1/2024



Claim Payments 52 Week Trend



Approved Insights

	YTD 2022 thru 2/28/22	YTD 2023 thru 2/28/23	YTD 2024 thru 02/29/24	Cumulative since 1/1/22	Percentage Increase 2023 to 2024
Payments Released	27,741	81,063	97,378	1,098,767	20.12%
Unique Employees	4,678	13,729	17,502	101,307	27.48%
Total Days Paid	171,412	468,202	543,443	6,300,723	16.07%
Total Request for Funds	\$17,213,178	\$47,970,671	\$59,559,492	\$651,582,313	24.16%

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

42.84% were paid the max weekly benefit

36.22% were paid between the min and max

20.93% were paid below the minimum

Average Daily Amount

*\$101.63

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



2023 Customer Service Performance Metrics Recap

- Claim decisions made on an average of **3.1 days** after all necessary documentation has been received
- **82%** of calls are answered in 30 seconds or less
- **92%** of customer issues are resolved in a single phone call
- **83%** of phone calls requiring a call back are returned within 1 day and **99%** are returned within 3 days
- **97%** of portal messages are returned within 3 days and **100%** are returned within 5 days

CTPL Digital Insights – February 2024

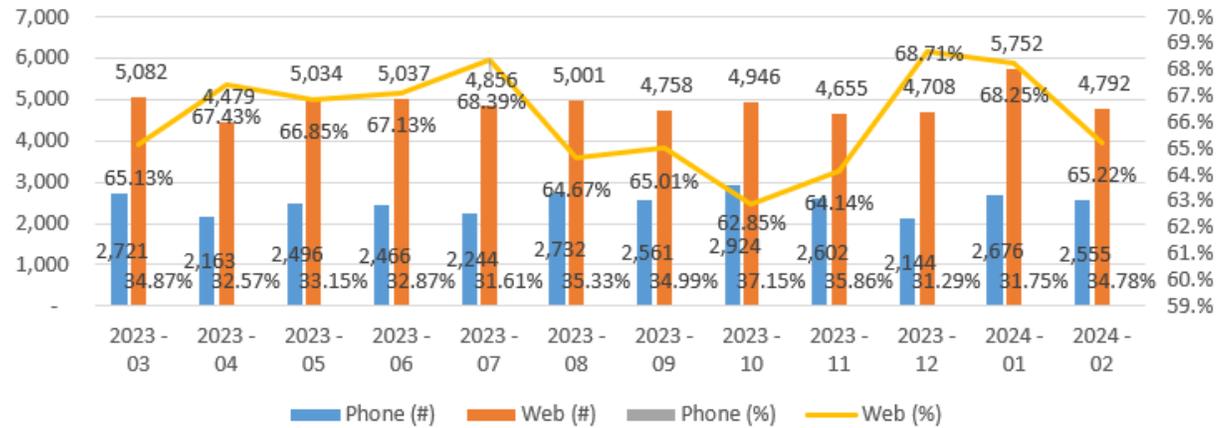
Total Registered Users

- 5,135 registrations were completed in February 2024
- 153,516 program registrations since December 2021 (Program to date)

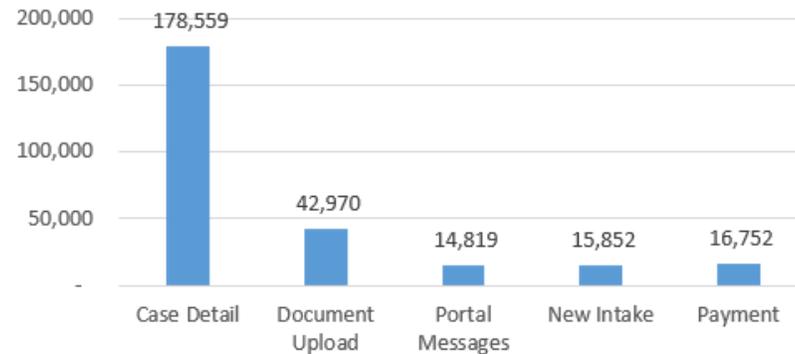
Portal Behaviors

- In Feb 2024, 21,543 unique users logged into the portal
- Users averaged 5 logins during Feb 2024
- The average stay on the portal was 89 secs per user during Feb 2024
- 39,283 new documents were uploaded through the portal in Feb 2024

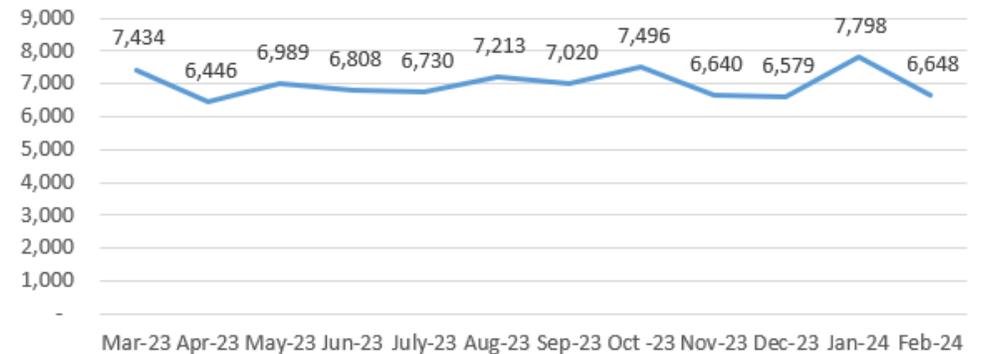
Intake – Claim Submission



Top 5 Activities Completed in Portal – By Click



Portal Messages Received through 2024 (Mar – Feb)



Digital Communications

Email opt in for Communications

Feb 2024

6,215
85%

Program To Date

173,184

Text Message opt In

5,747
78%

150,329

Portal Messages

Received

Feb 2024

6,648

Program To Date

181,527

