

Fund Recovery Update

April 11, 2024

CT Paid Leave Authority

Board of Directors Meeting

Non-Compliance Notices

- 72,560 Notices were sent to 34,964 unique employers for Q1-Q4 2023
- 10,123 Employer notices paid
- 16,663 Employer accounts status updated to currently not covered by the program
 - 70% Employer accounts updated by working with TPA's, DOL, & DRS
- 23,510 Notices for 10,695 unique employers were sent to Fund Recovery Vendor.

Notice Quarter	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Total
Employer Accounts	3,904	2,279	2,443	1,497	10,123
Outstanding Contributions Paid	\$ 828,858	\$ 492,823	\$ 614,715	\$ 506,382	\$ 2,442,778
Interest Amount Paid	\$ 23,916	\$ 11,559	\$ 11,688	\$ 6,291	\$ 53,455
Penalty Amount Paid	\$ 245,672	\$ 137,533	\$ 152,849	\$ 103,882	\$ 639,936
Total Payments Received	\$ 1,098,446	\$ 641,915	\$ 779,252	\$ 616,555	\$ 3,136,169

Fund Recovery Vendor

- Transworld Systems Inc. (TSI)
 - Experience with government debts
 - Services provided
 - Finding debtors, skip tracing, etc.
 - Payment plans
 - Familiarity and compliant with Fair Debt Collection Practices Act (FDCPA)
- 597 Employer notices paid
- 1,158 Employer notices waived
- 7.46% of 23,510 Notices sent to TSI resolved

Notice Quarter	Notices Sent to TSI	Notices Waived	Notices with Payments	Amount Paid
1	7,743	405	187	\$ 32,191
2	7,611	462	209	\$ 39,325
3	8,156	291	201	\$ 65,845
Total	23,510	1,158	597	\$ 137,361
% Resolved		4.93%	2.54%	

Non-Compliance Notices Case Activity

- 12,483 Cases submitted
- 2,377 Contacts added to 2,154 employer accounts after notices sent out

		As of	As of
Case Count Summary	Current	12/14/2023	9/14/2023
Updates to Cases/Actions	67,196	41,320	14,997
Unique Cases Worked	21,904	13,682	4,616
Actions Per Case	3.07	3.02	3.25
Actions Per Day	360	386	325
Cases Touched Per Day	193	216	190
Cases Closed Per Day	67	73	67

Cases Received	
Q3 2023 (July, August, September)	5,673
Q4 2023 (October, November, December)	3,946
Q1 2024 (January, February, March)	2,864
Total	12,483
Closed cases	12,187
Cases with valid disputes/reconsiderations	55
Cases currently assigned to users	85
Worked cases pending employer responses	76
Worked cases with responses	46
New cases to be worked	34
Total	12,483