



Connecticut Paid Leave

OUTREACH & ENGAGEMENT COMMITTEE

FEBRUARY 15, 2024

Paid Leave Spotlight

- Series of short videos (20 min or less) about different CT Paid Leave topics
- Each video is voiced by an individual from that specific department
- New webpage to house all videos in one place is in development
- Sample Topics: Before You Apply, How to Apply for a Private Plan, How to Register as a TPA, How to Apply for CT Paid Leave, Pregnancy/Childbirth + Bonding
- Goals: (1) enhance information delivery, provide it in a different format, (2) highlight different team members by providing an opportunity to speak on their areas of expertise
- Planned rollout: issue a press release in early March when the webpage is ready to launch to share this new initiative with the public



Employer Surveys

- The Authority continues to seek ways to improve both employer and employee experiences.
- Our IT team is working on enhanced functionality in the My Account (employer) portal that would provide employers insight into approved claims for their employees.
- The enhancements would allow them to obtain the same information that they receive via USPS now, but in an electronic format.
- Sample Questions-
 - How many individuals in your organization would you foresee needing to access this information?
 - Is it necessary for you to have claim reason as a data point?
 - For what reason(s) would you use this information? (Benefits coordination, tracking overall company trends in lengths of leave, etc.)
 - What thoughts do you have on how to grant access to only the proper individuals in your organization who need to see claims information?
 - How often do you think access should be reviewed/renewed?
 - Can you foresee anyone outside of your organization needing access to claims info? For example, do you outsource your benefits or leave management to a third-party entity?
 - We intend for the information to be view-only. In future enhancements, would it be helpful to you to have this information downloadable?

Surveys- Continued

We need your input!

We are exploring the option of doing surveys to the wider population.

- Employers/employees/both?
- Statewide or geographically targeted?
- Suggested vendors?
- Has anyone done this kind of work before?



Employees

- General knowledge of how CT Paid Leave works, reasons to apply, application process, interaction with FMLA



Employers

- Responsibilities (contributions and when an employee applies), interaction with FMLA, types of information/resources that would help with understanding/communicating