



Connecticut Paid Leave

Business Registration and Employee Contribution Platform Update

October 14, 2021

Program Metrics – As of 10/12/2021

120,885

- Businesses Registered

\$210,430,096

- Contributions received or in transit

376 Approved Private Plans

- 332 insured
- 44 Self-insured

32,891

- Employees current covered by private plans

206

- Open Contact Us Inquiries

21,835

- Contact Us Inquiries Closed Since Sept. 2020

824 Tax Accountants/TPAs Registered

- 414 TPA's
- 410 Tax Accountants



CT Paid Leave Portal Program

September/October Activities

EMPLOYER REGISTRATION & CONTRIBUTION PORTAL

- Production Support
- Q3 Payment Processing
- Development of the TPA Amended Return Process
- Analysis of Payment Compliance Process

BENEFIT / CLAIM ADMINISTRATION

- Launch of Small Business Support Portal
- Phase 1 of Website Content for Claims implemented
- Testing Interfaces with Aflac
- Integration of Benefit Support to the Contact Center



Connecticut Paid Leave

*Outreach & Engagement
October 14, 2021*

Walk to End
Alzheimer's – Fairfield
County (10/10)



Hartford Marathon
(10/9)



Latino Fest –
Hartford (9/25)



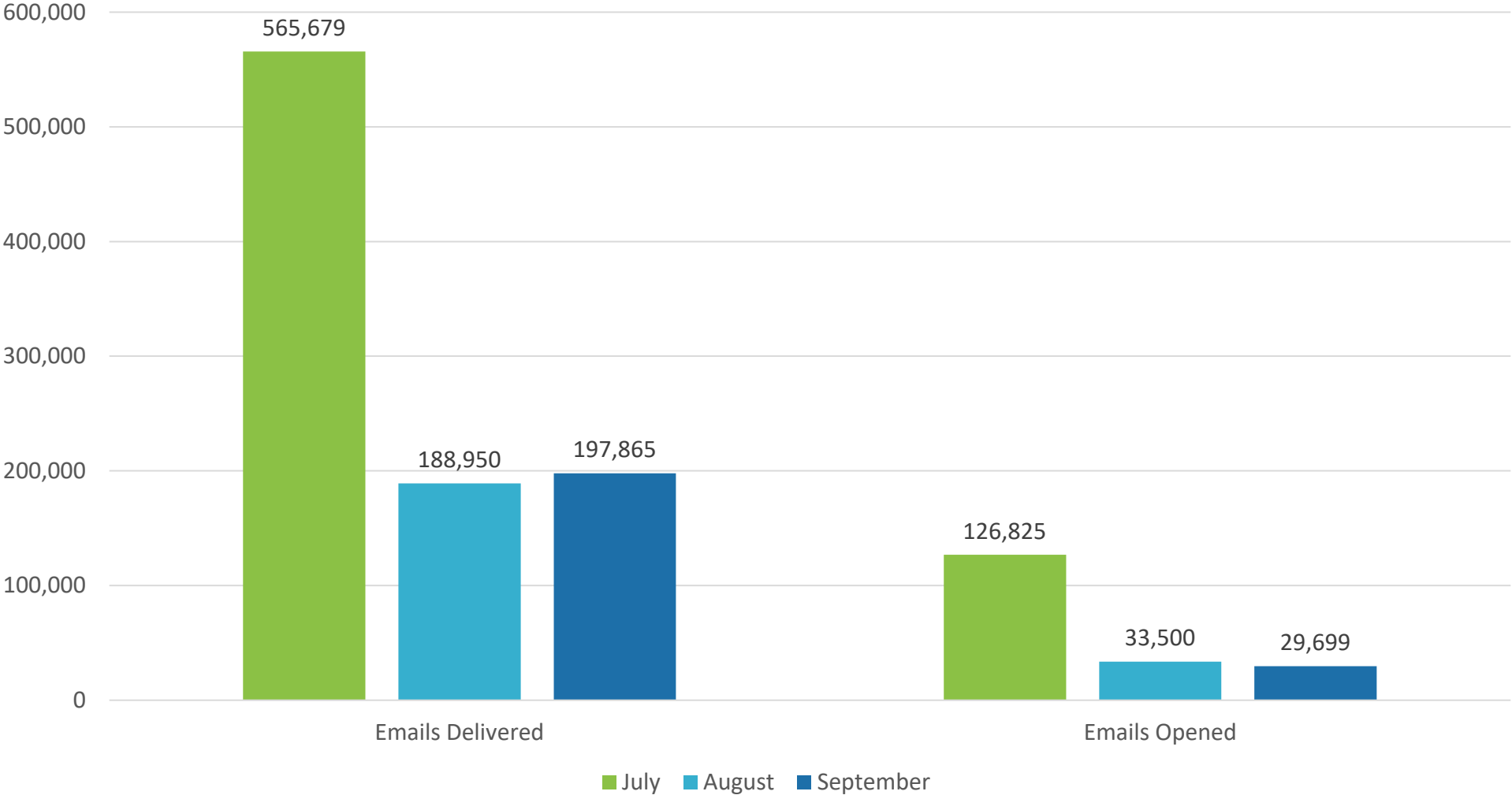
Making Strides Against
Breast Cancer – Hartford
(10/3)



Walk to End
Alzheimer's – New Haven
(9/26)

Outreach & Engagement

Email Deployments



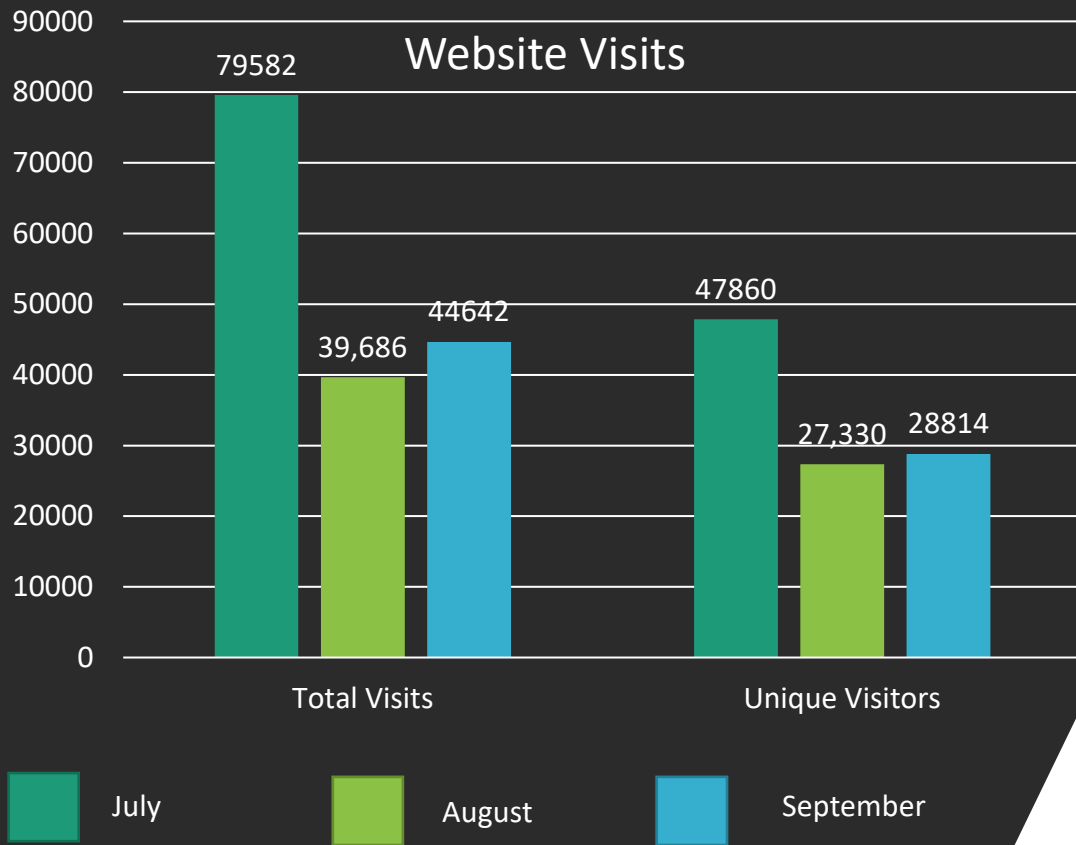
Open Rates:

July: 24.4%
August: 17.7%
September: 15.01%

September Email Campaigns:

HR Newsletter #6
Small Business Page Launch

Website Performance Metrics



In the month of October (October 1 – October 13), we have already had **30,508 visits** to the website from **21,526 unique visitors**.

The split is exactly 50/50 new visitors and returning visitors.

#1:
Employee
Landing
Page

#2:
My
Account

#3:
Employer
Landing
page

Top page visited in September

New Website Page: Prepare to Submit a Claim

https://ctpaidleave.org/s/prepare-to-submit-a-claim?language=en_US

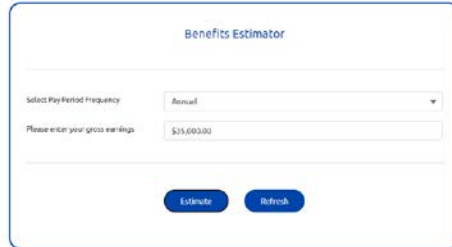
What Benefits May I Receive?

You can use the benefit estimator to see how much your weekly benefit might be. To estimate what your income-replacement benefit may be, enter your gross earnings based on the average from the two highest earning quarters across the first 4 of the last 5 completed quarters. If you have more than one employer, you should enter one number for all jobs.

This estimation is applicable to sole proprietors or the self-employed only if they have enrolled into the program.

This tool provides only an ESTIMATE of your potential benefits based on the amount entered and assumes that you would be receiving benefits in connection with a leave of a full week. The actual calculation of benefits will take into account whether your leave is for a full week or for a shorter amount of time as well as any paid time off that you will receive from your employer or other state or federal wage replacement programs.

\$585.85



Benefits Estimator

What Are Qualifying Circumstances?

Expand the qualifying circumstance that applies to you to view the necessary requirements.

▼ I'M STARTING OR EXPANDING MY FAMILY

If you are bonding with a new addition to your family — by birth, adoption, or foster care. You may also be eligible to receive income-replacement benefit appointments, traveling, etc.

- CT Paid Leave – Employment verification form
- Required identification verification documents
- Bonding statement or related bonding documentation

▼ I AM EXPERIENCING A SERIOUS HEALTH CONDITION

If you are receiving treatment for or recovering from a serious health condition, including pregnancy, or organ or bone marrow donation.

- CT Paid Leave – Employment verification form
- Required identification verification documents
- Your own injury or illness (including pregnancy and organ/ marrow donation): CT Paid Leave Certification for Serious Health Condition form must be

▼ I NEED TO CARE FOR A FAMILY MEMBER EXPERIENCING A SERIOUS HEALTH CONDITION

If you are caring for a family member who is receiving treatment for or recovering from a serious health condition. A family member means a spouse, parent, grandparent, sibling, sibling in law or an individual related to you by blood or affinity whose close association with you is the equivalent to one of the list

- Statement of Family Relationship
- CT Paid Leave – Employment verification form
- Required identification verification documents
- CT Paid Leave Certification for Caregiver Leave and/or Statement of Family Relationship form must be completed you and the healthcare provider of the family member who has a serious health condition.

▼ I HAVE BEEN IMPACTED BY FAMILY VIOLENCE

If you are experiencing family violence, you may be eligible to receive up to twelve (12) days of CT Paid Leave benefits to seek medical or psychological care, to seek support, or to participate in any civil or criminal proceeding relating to family violence.

- Copy of appointments, court dates, or other proof of services

Prepare to Submit a Claim

The steps below explain the process of submitting a claim as well as what information you will need before you submit a claim. You will be able to submit a claim beginning on December 1, 2021 for events happening on or after January 1, 2022.

CT Paid Leave Claim Process



STEP 1 NEW CLAIM SUBMISSION

Claims for income-replacement benefits should be submitted 30 days in advance for foreseeable leaves and as soon as practicable for unforeseen leaves. You will be able to submit a claim beginning December 1st by accessing your account online or by submitting your application via email, phone, fax or mail.



STEP 2 EMPLOYER VERIFICATION

Employment information will be requested to validate eligibility and determine appropriate claim payments. Return of information should be as soon as possible after filing your claim, but no later than 10 calendar days from new claim submission or the first date of absence, whichever is later. You will be provided with an employment verification form to present to your employer for completion.

- Date of hire
- Typical work days
- Scheduled work hours
- Other income - Paid sick time, Paid time off, etc.



STEP 3 SUPPORTING DOCUMENTATION

Required documentation should be submitted as soon as possible after filing your claim, but no later than 15 calendar days from new claim submission or the first date of absence, whichever is later.

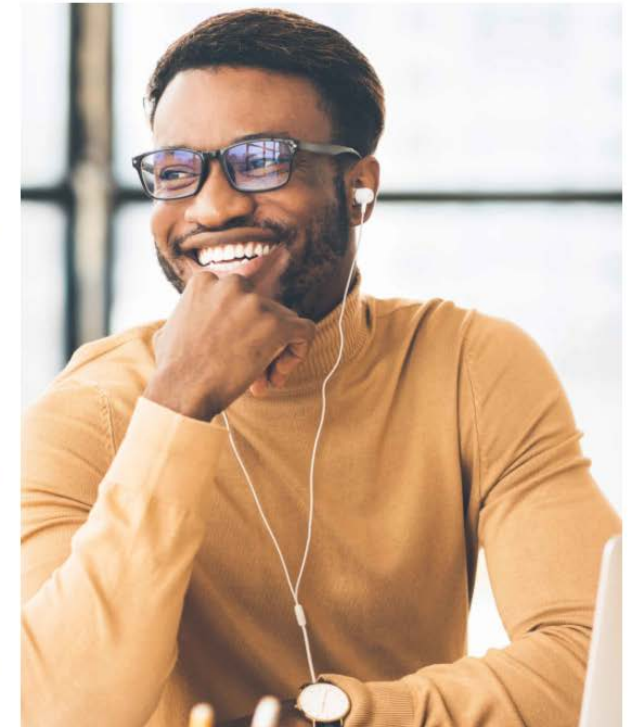
Refer to the Do I Qualify section below to see a list of required documents by qualifying circumstance.



STEP 4 CLAIM DECISION

A claim decision will be made within 5 business days of receipt of all completed information. Decisions will be communicated based on claimant preference (e.g., telephone call, email, letter, portal).

Step by Step
“What to
Expect”



List of require forms by qualifying event

New Page: Small Business Support

Profiles real small business owners from throughout the state

Focus on your business. We've got this.

Focus on running your business and growing your business, we're here to help your employees (even if it's just one) manage the paid leave process.



CHELSEA MOUTA BICKNESE

Director of Operations
Parkville Market, Hartford

"I used the toolkit for posters, paycheck inserts, and video to explain CT Paid Leave to my employees."

[DOWNLOAD TOOL KIT](#)



ANDREW AND ROBIN ELY, RN, DNP

Owners
Mind Matters, LLC, Old Saybrook

"You are not responsible for the application or approval process. The Authority managed it all."

[LEARN MORE](#)



DEBRA GIANNETTO

Co-Owner
Hawk Ridge Winery

"How much to deduct? Where to file it? The process is easy and can be done fully online."

[LEARN MORE](#)



SHIVONNE MATHISON

Founder & CEO
CURA Home Care Services, Stamford

"Need tips on staffing and managing leave? The Small Business Development Center offers programs."

[VISIT CTSBDC](#)

CT Paid Leave is Partnering with CT SBDC

Webinar series will launch on 10/26 and will address the operational considerations that paid leave may present (does the business have a written absence and attendance policy? Are they cross-training employees to cover for each other when someone is out?)



A blue banner with a keyboard background. On the left is the 'AMERICA'S SBDC CONNECTICUT' logo. In the center is a stylized leaf logo. On the right is the text 'CTPL'. Below the logo is a grey box with the text 'Implementing The New CT Paid Leave Program'. At the bottom, it says 'LIVE WEBINAR SERIES' and 'Register now: ctsbdc.uconn.edu'.

AMERICA'S
SBDC
CONNECTICUT

CTPL

**Implementing The New
CT Paid Leave Program**

LIVE WEBINAR SERIES

Register now: ctsbdc.uconn.edu



Implementing the New CT Paid Leave Act in Your Small Business

Learn tips and processes you can implement in your business to help it operate smoothly when an employee requests leave

The new CT paid leave law will go into effect January 1, 2022. Is your small business prepared?

The Connecticut Small Business Development Center along with experts from The Human Resources Consulting Group will present an informational webinar on how to continue running your business as this new law gets implemented.

For many small businesses, this law can have a significant impact on your operations so it is important to have a plan and processes in place to be prepared. Our experts will provide actionable advice small businesses can incorporate.

WEBINAR SERIES DATES

Tuesday, Oct 26, 2021	11am
Tuesday, Nov 9	2pm
Tuesday, Nov 23	9am
Tuesday, Dec 7	11am
Tuesday, Dec 21	9am
Tuesday, Jan 4, 2022	2pm
Tuesday, Jan 18	11am
Tuesday, Feb 15	9am
Tuesday, Mar 15	2pm
Tuesday, Apr 12	11am

Please note, the presentation will cover the same information on all dates. Each session will be one hour long.

Register Now

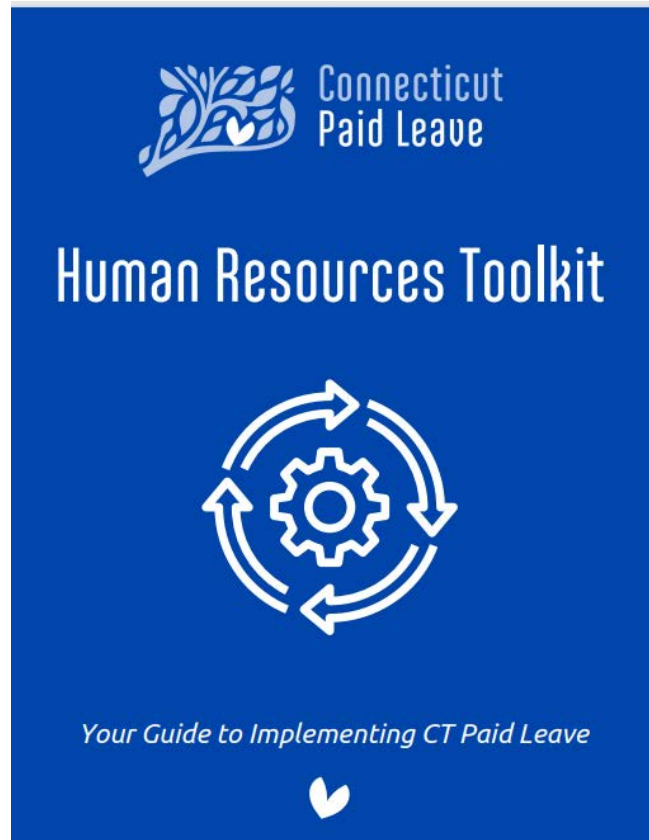
There is no charge for these webinars but advance registration is required.

This program is supported by:



The Connecticut SBDC is funded in part through a cooperative agreement with the U.S. Small Business Administration, the Connecticut Department of Economic and Community Development, and the University of Connecticut. All programs of the Connecticut SBDC are open to the public on a non-discriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance.

New and Updated Toolkits Are Available



New Outreach Materials

Connecticut Paid Leave

BONDING LEAVE AND CT PAID LEAVE (CTPL)



Bonding Leave

Adding to your family is a special time. CTPL can provide income replacement while you are away from work, so you can enjoy every moment. Bonding leave may be taken anytime in the 12 months following the child's birth or placement in your home.



Family

Whether you are expanding your family through birth, adoption, or foster care, CTPL can help you bond with your child by providing up to 12 weeks of income replacement.



Bonding is healthy

Children are healthier when parents can take time off from work in the first months of their life. Appropriate bonding time shows that children are more likely to grow up to become happy, independent and resilient adults. Bonding time also benefits the physical and mental health of the parents. Let CTPL help your family have time together. Income replacement benefits are available starting January 1, 2022 with CTpaidleave.org.



Find out more about benefits
at ctpaidleave.org

Scan the QR code to visit the CT Paid Leave website

Connecticut Paid Leave

CAREGIVERS AND CT PAID LEAVE (CTPL)



UP TO 12 WEEKS PAID LEAVE

Caregivers play an important role in Connecticut families. No one should have to choose between caring for a family member with a serious health condition and maintaining financial security. CTPL can help with providing up to 12 weeks of income replacement for qualifying life events.



PEACE OF MIND

Caregivers are those we depend on in times of need. 7 out of 10 working caregivers report making work related accommodations because of caregivers responsibilities. Those responsibilities include arriving late, leaving early and stopping work altogether. Let CTPL help with income replacement.



When you are a caregiver who do you turn to when you need support? CTPL provides workers the ability to care for a family member with a serious health condition without worrying about losing your wages. You may start applying December 1, 2021 for events on or after January 1, 2022. Visit CTPAIDLEAVE.ORG to find out everything you need to prepare to submit a claim.



CTPAIDLEAVE.ORG

Scan the QR code to visit our website

Fall Webinar Series Update

We began our fall webinar series on 9/24

To date we have held **8** webinars

Total of **498** participants

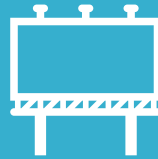
Average of **62** participants per webinar

Webinars thus far have been focused on businesses preparing for implementation of paid leave. Webinars for workers begin
10/25

Media Campaign: Statewide Presence



Radio launches this week – commercials and interviews with Andrea



Digital, outdoor (billboards), and buses launch by end of October



Events continue: CTPL will be in Shelton on 10/30, Mystic on 11/14, and Bridgeport on 12/10