



Connecticut Paid Leave Strengthens Financial Operations with CloudCollect



ORGANIZATION

Connecticut Paid Leave Authority

INDUSTRY

Government

HEADQUARTERS

Connecticut

SUMMARY

- Centralized employer contribution management
- Real-time collections visibility statewide
- Reconciliation and compliance tracking
- Interest and penalty calculations
- Scalable financial operations

The Challenge

The launch of Connecticut Paid Leave (CTPL) marked a major statewide initiative to provide paid family and medical leave benefits to workers across Connecticut. The program is funded through mandatory payroll contributions and requires the Connecticut Paid Leave Authority to collect, track, and reconcile payments from tens of thousands of employers, each using different payroll systems and operating at varying levels of sophistication.

From day one, the Authority needed a financial operations platform that could support scale, accuracy, and compliance without relying on manual processes. In particular, the program faced several operational challenges:

- Collecting and reconciling payroll contributions from employers statewide
- Tracking outstanding balances and enforcing compliance consistently
- Calculating interest and penalties for late or missed payments
- Integrating remittance data from a wide range of payroll providers
- Providing real-time visibility into collections and receivables

Without a centralized system, these processes would be time-consuming, error-prone, and difficult to scale—putting both compliance and program sustainability at risk.

The Solution: *CloudCollect*

To support the statewide rollout, West Coast Consulting Group implemented CloudCollect, a Salesforce-based collections and accounts receivable platform designed to manage complex, high-volume financial operations. *CloudCollect* became the central system of record for contribution tracking and collections. It automated receivables management, standardized payment rules, and enforced consistent calculation of interest and penalties.



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The platform was configured to integrate with external payroll systems, allowing employers to continue using their existing tools while ensuring accurate and timely data exchange with the Paid Leave Authority.

By replacing manual reconciliation with automated workflows, *CloudCollect* gave administrators a clear, real-time view of contribution activity across the entire employer base.

Results and Impact

With *CloudCollect* in place, Connecticut Paid Leave established a scalable and transparent financial foundation capable of supporting long-term program growth. The implementation delivered measurable operational improvements:

- Improved visibility into contribution flows and employer compliance
- Reduced administrative effort through automated tracking and reconciliation
- Greater accuracy in receivables, penalties, and interest calculations
- Faster issue resolution through centralized, real-time reporting
- Native Salesforce application with direct access to relevant CRM records

As a result, the Paid Leave Authority was able to focus less on manual financial operations and more on supporting the successful delivery of benefits to Connecticut workers. The successful deployment provided Connecticut Paid Leave with a modern financial backbone, designed to scale as participation grows and program requirements evolve. As more states launch Paid Family and Medical Leave programs, CTPL's experience demonstrates how cloud-based collections technology can translate public policy into reliable, sustainable operations.