COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
SOCIAL SERVICES ADVISORY BOARD (SSAB)

MEETING NOTICE: WebEx ONLY
WebEx: (470) 238-5742 US Toll Free
Meeting number (access code): 177 235 4155
Meeting password: xFaKYnMJ969

July 14, 2021
9:30 a.m. to 11:30 a.m.

AGENDA

9:30 - 9:31  1. Call to Order


PUBLIC COMMENTS

9:34 - 9:45  3. Guidelines for Public Comment on Items not listed on the agenda:
   ➢ Members of the public may request to speak about any issue within the purview
     of the Board
   ➢ Each speaker will be limited to three (3) minutes
   ➢ Board members may not discuss or take action on issues raised during public
     comment unless the issue is listed in this Agenda

PRESENTATIONS/DISCUSSION ITEMS

9:45-10:00  4. Information Item: SSAB Bylaw and Membership Review: Anahid Brakke,
   Chair, Social Services Advisory Board

10:00-10:20 5. Discussion Item: Youth Engagement on Social Services Advisory Board:
   Andrew Thompson, Live Well Youth Sector, Health and Human Services
   Agency (HHSA)

10:20-10:40 6. Information Item: CalSAWS Overview: Assmaa Elayyat, Chief, Self-
   Sufficiency Services, Health and Human Services Agency (HHSA)

10:40-11:00 7. Information Item: Update on Local Response to COVID19 Emergency for all
   Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data:
   Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services
   Agency (HHSA)

11:00-11:30 8. Discussion Item: SSAB Ad Hoc Enrollment Task Force Subcommittee:
   Anahid Brakke, Chair, Social Services Advisory Board
Next regular meeting will be held on August 11, 2021 at Via WebEx

ASSISTANCE FOR THE DISABLED:
Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the Social Services Advisory board website: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html
1. Meeting called to order via WebEx at 9:34 by Vice Chair, Vino Pajanor.

2. The revised April 14, 2021 and May 12, 2021 Meeting Minutes were approved, with all Board Members present voting yes.

3. Public Comments:
   - No Public Comment

4. Presentation Item: County of San Diego Office of Equity and Racial Justice: Andrew Strong, Director, Office of Equity and Racial Justice. Mr. Strong was unable to attend and is rescheduled to present at the Social Services Advisory Board meeting on August 11, 2021.
5. Information Item: CalFresh and Medi-Cal Community Based Organization Application Referral Data: Rick Wanne, Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). As requested during the May 12, 2021 meeting, Mr. Wanne presented Community Based Organization referral data for CalFresh and Medi-Cal applications retrieved from the public web portal, MyBenefits CalWIN. Mr. Wanne also presented SNAP and CalFresh Recipient Trends, used to track persons enrolled in California, and nationwide.

6. Presentation Item: 211 San Diego, CalFresh Outreach and Enrollment Overview: Bill York, President and CEO, 211 San Diego. Mr. York and Ms. Karla Samayoa presented an overview of 211 San Diego’s history, CalFresh Process, 2021 Application Assistance data and challenges faced during large surges such as SSI and COVID.

7. Information Item: CalSAWS Overview and Program Updates: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal and CalWORKs flexibilities and waivers, producing a discussion and agreement on the drafting of a letter to the State regarding continuing the Interview Waiver. The CalSAWS Overview was rescheduled for the July 14, 2021 Social Services Advisory Board Meeting.

8. Discussion Item: SSAB Enrollment Ad Hoc Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke updated the SSAB on the upcoming resident listening sessions with Supervisor Lawson-Remer and disseminating surveys to various groups and focus groups. Ms. Brakke also provided updates on the timeline of hiring the consultant to assist the SSAB Ad Hoc Subcommittee along with the written and released RFP and potential stakeholder interest.

9. Action Item: Agenda Topics for the SSAB July 2021 meeting: Social Services Advisory Board Members. Agenda Topics are to be requested via e-mail and discussed with SSAB chair prior to the next Social Services Advisory Board meeting.

**ADJOURNMENT/SET NEXT MEETING:**
The meeting was adjourned at 11:27 a.m. Next regular meeting will be held on July 14, 2021 Via WebEx.
ITEM #4 SSAB BYLAW AND MEMBERSHIP REVIEW

Anahid Brakke
SSAB Chair
ITEM #5 YOUTH ENGAGEMENT ON SSAB

Andrew Thompson
Live Well Youth Sector
Item #6 CalSAWS Overview

California Statewide Automated Welfare System
## STATEWIDE AUTOMATED WELFARE SYSTEMS

<table>
<thead>
<tr>
<th>System</th>
<th>Counties</th>
<th>Residents Served</th>
<th>Caseload</th>
</tr>
</thead>
<tbody>
<tr>
<td>*CalWIN</td>
<td>18</td>
<td>6.4 million</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C-IV</td>
<td>39</td>
<td>4.8 million</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LRS</td>
<td>1</td>
<td>4.5 million</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CalSAWS</td>
<td>58</td>
<td>15.7 million</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Ssan Diego is a CalWIN County*
ONLINE APPLICATION PORTALS

MyBCW  C4Yourself  YBN  BenefitsCal
CALSAWS

STAKEHOLDER ENGAGEMENT

Resources and information available at www.calsaws.org

Joint Powers Authority (JPA) and Project Steering Committee (PSC) public meetings

CalSAWS videos

CalSAWS Buzz Newsletter

CalSAWS documents, release schedule, updates
ITEM #7
UPDATE ON LOCAL RESPONSE TO COVID-19 EMERGENCY FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat
Chief, Self-Sufficiency Services
PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- COVID flexibility waivers approved through December 31, 2021, or 30 days after the public health emergency ends, whichever comes sooner
  - Initial application and recertification interview waivers
  - Telephonic and verbal signatures/attestation
  - Quality Control
- Able Bodied Adults Without Dependents – CA waiver extended through June 30, 2022
- Emergency Allotment – Approved for July, to be issued August 8th
- All households now receive a minimum allotment of $95 monthly as of April
PROGRAM FLEXIBILITIES & WAIVERS

- Consolidated Appropriations Act of 2021
  - Temporary student rule exemptions
  - Temporary 15% benefit increase for January – September 2021
  - Pandemic Unemployment Compensation (now exempt for CalFresh) – extended through September 2021
- Able Bodied Adults Without Dependents – CA waiver extended through June 30, 2022
- CDSS moving forward with CalFresh Quality Control (QC) efforts effective July 2021
- New Pandemic EBT (P-EBT) 2.0 campaign
CALWORKS OVERVIEW

PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on June 30, 2020 extends the following provisions until the EO is rescinded or the state of emergency ends:
  - Initial application interview waiver
  - Telephonic/verbal signature on application
  - Flexibilities on identity and pregnancy verifications
- Pending CDSS guidance regarding other waiver and flexibility extensions
- Pandemic Unemployment Compensation (now exempt for CalWORKs)
- Golden State Grant Program
- Pandemic Emergency Assistance Fund payments - $640 one-time payment to CalWORKs families
- End of P100 program
- Home Visiting Program Outreach
EXPANDED SERVICES FOR FAMILIES

During the COVID-19 pandemic, many families have not been able to fully take advantage of the various services and supports offered through Employment Services. To better deliver essential supportive services to CalWORKs families, the following activities have been implemented:

- Computer program
- Housing Support Program expansion & outreach
- Family Stabilization outreach
PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on June 30, 2020 extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency renewed throughout 2021 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

Medi-Cal Quality Control (MEQC) reviews resumed effective December 1, 2020
PROGRAM FLEXIBILITIES

- Quarterly reports have been eliminated for the unemployable population
- Monthly reports have been eliminated for employable population
- Intake interviews scheduled via phone
- New program revisions per Board of Supervisor approval:
  - Permanent online applications via My Benefits CalWIN
  - Removal of General Relief lien
SELF-SUFFICIENCY SERVICES

TELEWORK PERFORMANCE SUMMARY JUNE 2021

- Staff Telework
  - Feb 2020 – 30
  - June 2021 – 1,517
    - Permanent Telework – 1,103

- Daily Attendance
  - Feb 2020 – 85% of Staff Attendance
  - June 2021 – 88% of Staff Attendance
  - 3% Improvement in attendance

- Access Call Center
  - Feb 2020 – 140,000
  - June 2021 – 124,938
  - 0% increase in calls received

- Access Average Speed of Answer
  - Feb 2020 – 8 Minutes
  - June 2021 – :39 Seconds
  - 92% improvement in Average Speed of Answer

- Access Calls Abandoned
  - Feb 2020 – 13,430
  - June 2021 – 790
  - 94% Decrease in Abandoned Calls

- Applications Received
  - Feb 2020 – 30,310
  - June 2021 – 32,369
  - Total Apps Feb 2020 – June 2021: 604,158

- Applications Processed
  - Feb 2020 – 43,000
  - June 2021 – 42,569
  - All applications processed timely

- Increase in Total Recipients
  - Feb 2020 – June 2021 : 226,727
  - 22% increase in total recipients

- Benefits Issued Feb 2020 – June 2021:
  - All Programs: $1,243,272,200
  - CalFresh: $928,324,421

- Performance
  - CalFresh Accuracy Rate – 96%
  - Customer Service Satisfaction Rate : 97%
July 6, 2021

Supervisor Nathan Fletcher, Chair
Via Nick Macchione, Director, Health and Human Services Agency
County Board of Supervisors
1600 Pacific Highway
Room 335
San Diego, CA 92101

Dear Chair Fletcher,

During the COVID-19 Pandemic, San Diego County’s Self-Sufficiency Services department was tasked with delivering critical and essential benefits and services to over a million San Diego County residents. To meet the high demand for record Medi-Cal and CalFresh application submission and caseload volumes, the State and Federal governments provided several waivers to counties to allow for more flexible and expedited case processing.

The various waivers in place include the ability to process CalFresh applications and annual recertifications without requiring interviews, as well as securing information telephonically for most programs rather than utilizing the traditional complex paper verification processes. The County was also able to shift the customer service delivery model to that of a primarily virtual one, allowing more phone and online service options to the community. These changes have been significant and were key to allowing the County to serve a high-volume of customers safely, timely, and efficiently during the COVID-19 Pandemic.

These various practices and flexibilities have facilitated more enrollment for vulnerable individuals and families into public safety net programs as quickly as possible. To continue making the necessary improvements for the community to quickly access services, the County would like to continue with the more expedited lobby and in-person service model utilized during the COVID-19 Pandemic on a more permanent basis.

Advocating the extension of program waivers and flexibilities on a permanent basis would help eliminate barriers that customers face, in addition to improving access to benefits more quickly. On behalf of the SSAB, I am writing to recommend that the San Diego County Board of Supervisors and its legislative lobbyists actively support any and all legislation allowing for the permanent or extended use of program waivers and flexibilities.

Respectfully,

Anahid Brakke
Chair, Social Services Advisory Board
cc: Supervisor Nora Vargas, Vice Chair
    Supervisor Joel Anderson
    Supervisor Terra Lawson-Reimer
    Supervisor Jim Desmond
    SSAB Board Members
    Rick Wanne, Director, Self-Sufficiency Services
    Alberto Banuelos, Assistant Director, Self-Sufficiency Services
ITEM #8
SSAB ENROLLMENT AD HOC SUBCOMMITTEE

Anahid Brakke, Chair, SSAB
MONTHLY UPDATES
PARTICIPANTS

- **CalFresh**: 331,975 recipients, down 5.53% from last year.
  - 120,197 child recipients (0-18), down 7.41% from last year.
  - 63,587 senior recipients (60+), up 10.13% from last year.
- **CalWORKs**: 37,173 recipients, down 16.58% from last year.
  - 29,467 child recipients (0-18), down 17.66% from last year.
  - Welfare-to-Work: 7,395 participants, down 3.66% from last year.
- **CMS**: 21 CMS recipients, up 5.00% from last year.
- **General Relief**: 2,400 recipients, down 53.23% from last year.
- **Medi-Cal**: 888,175 recipients, up 15.15% from last year.
  - 312,363 child recipients (0-18), up 8.54% from last year.

*Recipients include 311,846 under ACA Medicaid Coverage Expansion.

**The number of unduplicated recipients for all programs.
## PROCESSING

### Applications Registered

<table>
<thead>
<tr>
<th>Program</th>
<th>June 2021</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalFresh</td>
<td>18,612</td>
<td>173,341</td>
</tr>
<tr>
<td>CalWORKs</td>
<td>1,775</td>
<td>21,299</td>
</tr>
<tr>
<td>CMS</td>
<td>77</td>
<td>950</td>
</tr>
<tr>
<td>General Relief</td>
<td>1,632</td>
<td>18,899</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>10,273</td>
<td>146,537</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>32,369</strong></td>
<td><strong>361,026</strong></td>
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### Renewals Generated

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<thead>
<tr>
<th>Program</th>
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<th>FYTD</th>
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<tbody>
<tr>
<td>CalFresh</td>
<td>3,331</td>
<td>96,790</td>
</tr>
<tr>
<td>CalWORKs</td>
<td>851</td>
<td>16,378</td>
</tr>
<tr>
<td>CMS</td>
<td>2</td>
<td>69</td>
</tr>
<tr>
<td>General Relief</td>
<td>72</td>
<td>1,685</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>37,031</td>
<td>407,536</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>41,287</strong></td>
<td><strong>522,458</strong></td>
</tr>
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### Periodic Reports Generated

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<thead>
<tr>
<th>Program</th>
<th>June 2021</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalFresh</td>
<td>17,257</td>
<td>195,985</td>
</tr>
<tr>
<td>CalWORKs</td>
<td>623</td>
<td>8,214</td>
</tr>
<tr>
<td>General Relief</td>
<td>0</td>
<td>18,115</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>17</td>
<td>229</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>17,897</strong></td>
<td><strong>222,543</strong></td>
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### Documents Imaged

<table>
<thead>
<tr>
<th>June 2021</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>360,612</td>
<td>4,366,628</td>
</tr>
</tbody>
</table>

### Tasks Created

<table>
<thead>
<tr>
<th>June 2021</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>354,299</td>
<td>4,257,266</td>
</tr>
</tbody>
</table>

## ACCESS CUSTOMER SERVICE CENTER

### Customer Service

<table>
<thead>
<tr>
<th>Month</th>
<th>June 2020</th>
<th>June 2021</th>
<th>Change</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>162,171</td>
<td>124,938</td>
<td>-37,233</td>
<td>1,813,666</td>
</tr>
<tr>
<td>Abandoned</td>
<td>2,754</td>
<td>790</td>
<td>-1,964</td>
<td>41,639</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>1:18</td>
<td>0:17</td>
<td>-1:01</td>
<td>1:48</td>
</tr>
</tbody>
</table>

### Community Based Organization (CBO)

<table>
<thead>
<tr>
<th>Month</th>
<th>June 2020</th>
<th>June 2021</th>
<th>Change</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>5,255</td>
<td>4,680</td>
<td>-575</td>
<td>56,042</td>
</tr>
<tr>
<td>Abandoned</td>
<td>60</td>
<td>44</td>
<td>-16</td>
<td>737</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>1:23</td>
<td>0:39</td>
<td>-0:44</td>
<td>1:12</td>
</tr>
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</table>

### Emails Received

<table>
<thead>
<tr>
<th>June 2021</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,501</td>
<td>53,251</td>
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</table>

## FAMILY RESOURCE CENTER VISITS

<table>
<thead>
<tr>
<th>Month</th>
<th>June 2020</th>
<th>June 2021</th>
<th>Change</th>
<th>FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Tickets Issued</td>
<td>30,439</td>
<td>32,345</td>
<td>6%</td>
<td>357,918</td>
</tr>
<tr>
<td>Average Wait Time (min.)</td>
<td>(*)</td>
<td>(*)</td>
<td>N/A</td>
<td></td>
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</tbody>
</table>
Processing Timeliness
Applications, Periodic Reports, and Renewals

CalFresh
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 11 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97.52%
- Annual Renewal Timeliness = 99.96%

CalWORKs
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.76%
- Annual Renewal Timeliness = 99.80%

Medi-Cal
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Annual Renewal Timeliness = 99.84%

Program Recipients Trend

<table>
<thead>
<tr>
<th>Medi-Cal Recipients</th>
<th>FY Jul 09</th>
<th>FY Jun 21</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Jul 09</td>
<td>306,194</td>
<td>888,175</td>
<td>Increase 190%</td>
</tr>
<tr>
<td>FY Jun 21</td>
<td>145,114</td>
<td>331,975</td>
<td>Increase 129%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CalFresh Recipients</th>
<th>FY Jul 09</th>
<th>FY Jun 21</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Jul 09</td>
<td>73,277</td>
<td>37,173</td>
<td>Decrease -49%</td>
</tr>
<tr>
<td>FY Jun 21</td>
<td>984</td>
<td>2,400</td>
<td>Increase 144%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>CalWORKs Recipients</th>
<th>FY Jul 09</th>
<th>FY Jun 21</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Jul 09</td>
<td>145,114</td>
<td>331,975</td>
<td>Increase 129%</td>
</tr>
<tr>
<td>FY Jun 21</td>
<td>984</td>
<td>2,400</td>
<td>Increase 144%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Relief Recipients</th>
<th>FY Jul 09</th>
<th>FY Jun 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Jul 09</td>
<td>145,114</td>
<td></td>
</tr>
<tr>
<td>FY Jun 21</td>
<td>331,975</td>
<td></td>
</tr>
</tbody>
</table>
Monthly Self-Sufficiency Services Performance Dashboard (FY 20/21)

Data Month: June 2021

**Work Management System (WMS) Subtasks Created**

- **FYTD** 4,257,296

**WMS Intake Appointments Calendared**

- FYTD 202,293

**WMS Renewal Appointments Calendared**

- FYTD 133,499

**WMS Subtasks Created by FRC**

- FYTD 4,039,768

**Monthly Sub-Tasks Created by FRC**

- FYTD 433,778

**FYTD Sub-Tasks Created by FRC**

- FYTD 369,796

**Monthly Application Tasks Created**

- Jul-20 14,028
- Aug-20 14,410
- Sep-20 21,964
- Oct-20 13,324
- Nov-20 7,457
- Dec-20 12,017
- Jan-21 15,058
- Feb-21 14,174
- Mar-21 17,294
- Apr-21 16,175
- May-21 18,353
- Jun-21 21,945

**Monthly Periodic Report Tasks Created**

- Jul-20 30,907
- Aug-20 30,497
- Sep-20 32,429
- Oct-20 35,965
- Nov-20 30,364
- Dec-20 35,903
- Jan-21 31,407
- Feb-21 28,403
- Mar-21 29,523
- Apr-21 22,643
- May-21 22,224
- Jun-21 29,434

**Monthly Annual Renewal Tasks Created**

- Jul-20 14,731
- Aug-20 14,530
- Sep-20 14,522
- Oct-20 15,600
- Nov-20 13,910
- Dec-20 20,758
- Jan-21 19,514
- Feb-21 17,697
- Mar-21 19,058
- Apr-21 17,204
- May-21 15,112
- Jun-21 20,659

**FYTD 28,969**

**FYTD 35,699**

**FYTD 133,499**

**FYTD 2,078,639**

**Monthly FRC Tickets Issued**

- Jul-20 252,248
- Aug-20 1,300
- Sep-20 589,546
- Oct-20 541,590
- Nov-20 71,212
- Dec-20 1427
- Jan-21 130,391
- Feb-21 242,211
- Mar-21 71,388
- Apr-21 243,933
- May-21 470,045
- Jun-21 433,802
- Jul-20 450,704
- Aug-20 364,628
- Sep-20 44,397
- Oct-20 30,513
- Nov-20 317,919
- Dec-20 29
- Jan-21 30
- Feb-21 9
- Mar-21 26
- Apr-21 27
- May-21 23
- Jun-21 27

**Monthly FRC Average Wait Time**

- Jul-20 192,706
- Aug-20 188,166
- Sep-20 178,327
- Oct-20 218,562
- Nov-20 173,436
- Dec-20 192,418
- Jan-21 165,896
- Feb-21 160,204
- Mar-21 181,135
- Apr-21 140,536
- May-21 131,178
- Jun-21 156,075

**Monthly FRC Average Wait Time**

- Jul-20 56.7%
- Aug-20 55.2%
- Sep-20 59.7%
- Oct-20 58.1%
- Nov-20 53.9%
- Dec-20 53.6%
- Jan-21 51.8%
- Feb-21 53.6%
- Mar-21 51.8%
- Apr-21 53.6%
- May-21 51.8%
- Jun-21 51.8%

**Monthly Auto Assigned Sub-Tasks from CERMS**

- Jul-20 62.2%
- Aug-20 60.5%
- Sep-20 60.6%
- Oct-20 64.0%
- Nov-20 62.5%
- Dec-20 56.7%
- Jan-21 55.2%
- Feb-21 59.7%
- Mar-21 58.1%
- Apr-21 53.9%
- May-21 53.6%
- Jun-21 51.8%