

**PPER Email 2014-31: BPR Mailing.**

Business Process Redesign (BPR) is scheduled to begin on Monday, October 27<sup>th</sup>.

Beginning this week, clients will be mailed a notice (attached) informing them how the changes that are occurring as a result of BPR will impact them. This notice will inform them that, effective October 27, 2014, SNAP-only clients will have a team of case managers helping them, that cash-only and combination (SNAP and cash) clients will continue to be served by individual case managers, and that all clients will have access to a list of specified services by phone. This notice will also answer some frequently asked questions about how to conduct business with DTA after October 27<sup>th</sup>. The notice will be mailed to all active and pending DTA clients.

To view attachment see PPER Email in the BPR folder.