

#### MESSAGE IN BRIEF

- DHS is changing the way we do business, improving processes to ensure we are working quicker, more accurately, and cost-efficiently.
- The initiative will save \$7M and enhance services to the people we serve.
- DHS will continue to have a county assistance office presence in each county of the commonwealth. Any message to the contrary is incorrect.
- Consumers will still be able to access services at their local CAO, online, or through the myCOMPASS PA mobile app — just as they are able to do today.

**AS PART OF THE GOVERNOR'S BUDGET PROPOSAL**, DHS will improve the way we do business by allowing some "back office" county assistance office work to be consolidated in regional processing centers. This way, the work can be done more quickly, accurately, and cost-efficiently.

The "front office" functions — where consumers have face-to-face interactions with DHS — will remain in place. As a result, consumers will still be able to access services at their local county assistance offices, online, or through the myCOMPASS PA mobile app — just as they are able to do today.

DHS is committed to an open and transparent process that engages everyone. We will continue to have open lines of communication throughout this process to ensure we hear from you, and we'll develop a system that meets the needs of our citizens in the most efficient and effective way.

Below is some preliminary information about how we plan to proceed:

- **COUNTY ASSISTANCE OFFICES:** DHS will continue to have a county assistance office presence in each county of the commonwealth. Any message to the contrary is incorrect.
- **PROCESSING CENTERS:** The proposal includes the creation of five new processing centers with the intent of having two of the five in operation by June 30, 2018. We have not finalized the locations at this time.
- **STAFFING:** The proposed budget projects a reduction of 70 of the more than 6,850 staff in the county assistance offices. The department can use the early retirement option offered by the governor and the routine monthly attrition of 78 CAO workers to manage that reduction.

Thank you,



**Ted Dallas**  
Secretary