**DATE: November 7, 2016**

**OPERATIONS MEMORANDUM #16-11-02**

**SUBJECT:** Commonwealth of Pennsylvania Access to Social Services (COMPASS) Mobile App – ‘myCOMPASS PA’

**TO:** Executive Directors

**FROM:** Inez Titus

 Director

 Bureau of Operations

**PURPOSE**

 To inform County Assistance Offices (CAOs) that the Department of Human Services (DHS) is introducing its first mobile application (mobile app) ‘myCOMPASS PA’ which will provide a more efficient way of providing services and improve customer service to Pennsylvania residents. Effective November 28 2016, the mobile app will be available for downloading from the Apple App and Google Play stores for use on Android and iOS smartphones.

**BACKGROUND**

 The ‘myCOMPASS PA’ mobile app provides a new way for individuals to access and manage their benefits. The ‘myCOMPASS PA’ mobile app adds to the self-service capabilities that the COMPASS website currently provides in that it allows individuals to use the camera on their smartphones to take a picture of their verification document and upload it to their application or case. This and other features of ‘myCOMPASS PA’ will be available to individuals who have an existing My COMPASS Account (MCA) and to new individuals who create an account.

**DISCUSSION**

 The mobile app provides an additional avenue for individuals with an MCA to access benefit information and communicate information to the CAOs. The most significant feature of the mobile app is that it allows individuals to upload and submit verification documents to the CAO on their smartphone. This provides applicants and recipients with another way to submit verification documents and will increase efficiency from both a customer and caseworker perspective. It is very important for applicants and recipients to be aware of COMPASS and the advantages of using the new ‘myCOMPASS PA’ mobile app.

Executive Directors -2-

Features of ‘myCOMPASS PA’ include:

* Upload verification documents:

Individuals will be able to upload photos from their mobile device, and submit for their case or application after logging into their MCA.

* Create an MCA:

Individuals will be able to create an MCA for their active case by using the county and case record number, or by using the e-Form number and password for an application submitted by a Community Partner (CP) on their behalf.

* Get login help:

Individuals will be able to retrieve their username; this is something they cannot do today on the COMPASS website. Individuals will also be able to reset their MCA password.

* Check application status:

Individuals will be able to check their application processing status after logging into their MCA.

* Check benefit status:

Individuals will be able to view information about active benefits on their case after logging into their MCA.

* Update personal information:

Individuals will be able to report changes to their case after logging into their MCA. The Report Changes feature will be limited to residential address, mailing address, phone number, and email address.

Executive Directors -3-

Individuals can report other changes (for example, income), by logging into their MCA from the COMPASS website from their mobile phone, tablet, or laptop/desktop computer.

* View broadcast messages:

Individuals will be able to view system-wide, mobile relevant messages on the Login screen of the mobile app.

**NEXT STEPS**

 1. Review this Operations Memorandum with appropriate staff.

 2. Contact your Area Manager if you have any questions.