

Policy Clarification
Cash Assistance – All - PCA-22595-135
Employment & Training – All
EPP-22595-135

Submitted: September 16, 2026

Agency: CAOs

Subject: Family Works Services Application

Question: Are County Assistance Offices (CAOs) able to accept a verbal signature for the Family Works Services Application (PA 1720)?

Response By: Policy Clarification Unit

Date: September 16, 2026

Yes. CAOs can act as a representative to assist in completing a PA 1720 and **may accept** a verbal signature and record in the case narrative. CAOs should also note on the application that a verbal signature was accepted and include the date.

The narrative must state the following:

“The individual’s identity was verified using the last four digits of the Social Security Number, Date of Birth, Address, and phone number.

[Applicant/recipient’s name] has orally signed the Family Works Services Application (PA 1720).”

A provider completing the PA 1720 application on behalf of an applicant **may not accept** a verbal signature. The applicant must provide a written or digital signature. The program may submit a signed PA 1720 by email or upload it to the Commonwealth Workforce Development System.