

Policy Clarification

Cash Assistance – All - PCA-20723-178

Food Stamps – All - PFS-20723-578

Medical Assistance – All - PMA-20723-378

LIHEAP – All – PLA-20723-678

Submitted: 10/15/21

Agency: CAO

Subject: The use of Social Media to verify Applicant/Recipient Information

Question: What is the Department’s policy pertaining to the use of Social Media, such as Facebook, as a means of verifying applicant/recipient information?

Response By: Policy Clarification Unit

Date: 12/27/2021

The CAO should not be researching Social Media on applicants/recipients. If the CAO does become aware of information on Social Media that indicates household status is not as reported and/or suspects possible fraud, the CAO may use the information as a lead and should complete an Office of State Inspector General referral for further investigation. Social Media is not a source of verification of information.