

-Revised 05/08/11-

**Policy Clarifications**  
**Cash Assistance - PCA15361930**  
**Medical Assistance - PMA15361930**  
**SNAP - PFS15361-930**

**Submitted:07/01/10**

**Agency: CAOs**

**Citations:**

**Subject: Law Enforcement Requests for Information**

What procedure should CAOs follow when a law enforcement officer requests client information? When is it necessary for the CAO to contact the Office of General Counsel (OGC)?

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**Response By: DWRI**

**Date:07/07/10**

When a CAO receives a request for client information from any law enforcement officer, i.e., police, probation, parole or a constable, the CAO is required to contact the Office of General Counsel for instructions using the following procedure:

- Phone the Office of General Counsel at 717-783-2800 to obtain the name of the designated staff attorney. (Philadelphia area – 215-560-2192).
- ~~Call the Bureau of Operations Staff Support at 717-783-7342 or 717-787-5345 to obtain the name of the Operations staff assistant to contact.~~
- Email or fax the following information to the designated OGC attorney. Include “Law Enforcement Client Inquiry” on the email subject line. CC the designated Operations staff person on the email. **CC the Operations Headquarters Staff Assistants on the email.**
  - officer’s name
  - agency
  - phone number
  - the information requested
  - County, case record number and what benefits the client receives
  - copy of the request(subpoena, authorization, court order)

**Note:**

If the CAO receives a subpoena, summons, court order, or other document requesting client information, the CAO should follow the above procedure.

Also, if the CAO receives a request by a law enforcement officer for address information regarding a fugitive felon, parole or probation violator, refer to SH

930.34. If the law enforcement officer is only requesting address information and provides a search warrant, a contact with OGC is not required.

For any other requests or if uncertain if an OGC review is needed, the CAO should contact the OGC following the above procedures.