**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.