Revised - Policy Clarification

Cash Assistance – PCA-21619-107

Employment & Training - EPP-21619-135

Supplemental Nutrition Assistance - PFS-21619-535

Submitted: **February 28, 2024**   **Agency: CAOs**
January 25, 2024

Subject: Revised Guidance for Electronically mailing (E-mailing) the Agreement of Mutual Responsibility (AMR) (PA 1661) or Employment Development Plan (EDP) (PA 1531) for Signature

Question: Can the County Assistance Office (CAO) send and receive an AMR via e-mail for a Temporary Assistance for Needy Families (TANF) applicant/recipient? Can the CAO send and receive an EDP via e-mail for a Supplemental Nutrition Assistance Program (SNAP) recipient who volunteers to participate in a SNAP Employment and Training (E&T) program?

Response By: Policy Clarification Unit   **Date: January 26, 2024**

Yes, the CAO can provide the option during a phone interview for TANF applicants/recipients to receive and return a signed or electronically signed (e-signed) AMR via e-mail. Similarly, the CAO can provide SNAP recipients who volunteer to participate in SNAP E&T the option to receive and return a signed or e-signed EDP via e-mail. The CAO must use the CAO Resource Account (RA) and the [O365 Message Encryption Email Encryption Procedure](#).

Signed AMRs or EDPs returned via e-mail must have a legible name and signature. The CAO must scan the e-mail received showing the date and time received, the legible AMR or EDP, and any additional attachments to ImageTrust. The CAO will use the date and time received in the CAO RA as the date stamp. The CAO must narrate the date and time of receipt in the case comments to match the document received date. Send a signed copy to the E&T contractor if appropriate.

The CAO should also inform the applicant/recipient that they can submit the signed or e-signed AMR or EDP through My Commonwealth of Pennsylvania Access to Social Services (MyCOMPASS) PA mobile app or MyCOMPASS Account online and explain the benefits of creating a MyCOMPASS account. The mobile app is a safe and useful tool to access case information, submit renewals, report changes, and upload documents.