



**DATE:** **January 17, 2025**  
**December 31, 2024**

**OPERATIONS MEMORANDUM # 24-12-02**

**SUBJECT:** **Revised** Agreement of Mutual Responsibility (AMR) Telephonic Signature

**TO:** Executive Directors

**FROM:** Robert Hixson  
Director  
Bureau of Operations

**PURPOSE**

To inform County Assistance Offices (CAOs) that they must offer the option to orally sign and initial the AMR pages during a telephonic interview by following the procedures outlined below.

**BACKGROUND**

Temporary Assistance for Needy Families (TANF) requires each member of the budget group who is required to sign the Application for Benefits (PA 600) to complete and sign the AMR. Completion of the AMR is required at application, renewal, partial renewal, and when there is a change in circumstances. An individual who refuses to complete or sign the AMR without good cause is ineligible for TANF cash assistance **and Refugee Cash Assistance**. For Extended TANF (ETANF) the entire budget group is ineligible. Currently, individuals may choose to sign the AMR by e-mail, in person, or through regular postal service.

**DISCUSSION**

Effective immediately, **all** Cash Assistance applicants and recipients who are required to complete an AMR **or Diversion Agreement form** can opt to orally sign and initial appropriate sections telephonically.

**PROCEDURES**

The CAO can receive an individual's oral attestation of the AMR **or Diversion Agreement form** information, including the individual's signature, over the phone. The CAO will narrate that the individual's identity was verified using the last four digits of the Social Security Number, Date of Birth, Address, and phone number. The CAO will

document the oral attestation on the AMR or **Diversion Agreement form** and in the case narrative to show that the individual has orally signed and initialed the appropriate sections of the AMR or **Diversion Agreement form**.

**The narrative must state the following for an AMR:**

“[Applicant/recipient’s name] has orally signed the AMR and orally attested to:

- Understanding their responsibility – page 1
- Their plan – pages 2 and 3
- Their rights, good cause, and the acknowledgement statement – page 3
- Their acknowledgement of penalties – page 4.”

**The narrative must state the following for a Diversion Agreement form:**

“[Applicant’s name] has orally signed the Diversion Agreement form and orally attested to:

- Understanding their responsibility and the acknowledgement statement.”

will: Completing an AMR Agreement through DocuShare and mailing locally, the CAO

1. Read and review each **AMR Agreement** section with the applicant/recipient. If the **AMR Agreement** is completed in a non-English language, the CAO will read the **AMR Agreement** sections to the individual through an interpreter.
2. Enter “*oral signature*” in each initial/signature section.
3. Scan the orally signed **AMR Agreement** to Imaging.
4. Send the orally signed **AMR Agreement** to the applicant/recipient.
5. Send the orally signed **AMR Agreement** to the work contractor if applicable.
6. Enter the oral signature narrative provided above. If the **AMR Agreement** was completed in a non-English language, the narrative must also include that the oral signature process was explained to the applicant/recipient through an interpreter.

Completing an AMR Agreement through the Electronic Client Information System and mailing centrally, the CAO will:

1. Read and review each **AMR Agreement** section with the applicant/recipient. If the **AMR Agreement** is completed in a non-English language, the CAO will read the **AMR Agreement** sections to the individual through an interpreter.
2. In the Agency Assistance and Referrals block of the AMR enter “*The*

- individual is orally signing and initialing this document during the telephone interview on (DATE)”.*
3. Save orally signed **AMR Agreement** as a Portable Document Format (PDF) to be scanned to the record and sent to the work contractor, if applicable.
  4. Send orally signed **AMR Agreement** centrally to applicant/recipient.
  5. Enter the oral signature narrative provided above. If the **AMR Agreement** was completed in a non-English language, the narrative must also include that the oral signature process was explained to the applicant/recipient through an interpreter.

If the individual or other household members opt out and choose to complete the **AMR or Diversion Agreement form** by mail, it must be returned within 30 days from the date of the CAO signature on the **AMR or Diversion Agreement form**. Their decision to complete the **AMR or form** by mail **must** be narrated. If not returned within 30 days, the applicant/recipient who failed to complete the AMR is ineligible for TANF. In ETANF cases, the entire household is ineligible if the applicant/recipient fails to complete the AMR. **If the applicant fails to return the Diversion Agreement form within 30 days, they must either reapply or request a reconsideration.**

It is important that the CAO follow this procedure in detail. If there is an unsigned **AMR or Diversion Agreement form** in Imaging that is not annotated as orally signed and/or the narrative is missing, this will **constitute an incorrect eligibility authorization with an overpayment for the household.** ~~result in a quality control error and a possible overpayment for the household.~~

### **NEXT STEPS**

1. Share and review this information with appropriate staff members.
2. Direct questions regarding this Operations Memorandum (Ops Memo) to your Area Manager.
3. This Ops Memo becomes obsolete when updates are incorporated in the handbook.