

**County of San Diego, Health and Human Services Agency (HHS)A)
Eligibility Policy and Procedures Guide**

Text Messaging Service

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Revision Date:

12/20/2016

Background:

The Health and Human Services Agency (HHS)A) has implemented a Text Messaging service where customers can receive texts and/or voice messages on their cell phones to remind them of document due dates, as well as appointment and verification reminders. Customers were required to “opt in” to receive text message reminders by submitting the 16-157 “Text Messaging Service Agreement.”

Customers now will be able to “opt out” of this service by completing the Text Messaging Agreement Form and selecting the “opt out” box.

Policy:

Upon issuance of this policy, all customers will be enrolled by the Human Services Specialist (HSS) into the Text Messaging service during initial intake and/or renewal. The new 16-157-A “Text Messaging Service Agreement” form to “opt out” will also be provided. If a customer calls to request to opt out, no form is necessary; the HSS will take the appropriate action to remove the customer from the Text Messaging service and document in CalWIN with an adequate case comment.

Procedure:

When processing initial intakes and renewals, the HSS will enroll the customer into the Text Messaging service. If this is an ongoing case, the HSS will ensure the customer is already enrolled. If the customer is not already enrolled, then the HSS will enroll the customer.

To enroll the customer, the HSS will go to the CalWIN “Collect Case Summary Detail” window and enter the customer’s cell phone in the **Message** field. Then, the HSS will go to the CalWIN “Collect Case Special Indicators” window and enter the Special Indicator “Consent Text Messaging” using the date of contact for effective begin date. Staff can review HT 191 PROCESS THE TEXT MESSAGING SERVICE AGREEMENT for further instructions.

Program Impact/s:

All Programs

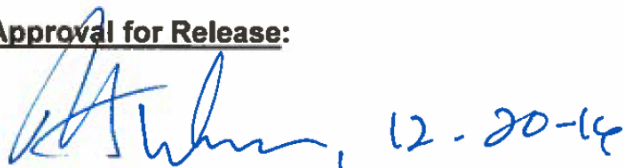
References:

Eligibility Essentials – Automation - HT 191 PROCESS THE TEXT MESSAGING SERVICE AGREEMENT
Eligibility Form Repository - 16-157 HHS)A) Text Messaging Service Agreement

Sunset Date:

This policy will be reviewed for continuance by 12/31/2019

Approval for Release:



Rick Wanne, Director
Eligibility Operations