Eligibility Services
Text Notifications (MP) 2
Multiple Programs

Date: July 5, 2017
Reference: ACL 13-61 CF E-Notification Waiver
Forms: ADM 109 - E-Notifications
text 100 - Text Notification Agreement
text 101 - Text Cancellation Notice

Background
C-IV utilizes the C4Yourself Text service to send courtesy text messages to customers’ mobile phone informing them of: appointments, missing documentation, phone number verification, CW/CF RE discontinuances, SAR 7 discontinuances, missing SAR 7, and other important information.

Policy
Staff will use the steps below to Opt-in to or Opt-Out of the text messaging feature that sends customer text notifications regarding matters related to their case. Customers will be a part of the initial opting in for text messaging.

Customer Opt-In
Customers can use their phone to scan the QR (Quick Response) code found on the ADM 109 - E-Notifications

- The text notification web service will check to see if the phone number exists in C-IV.
  - If the number does not exist in C-IV a text message is sent to customer advising them to contact their EW.
  - If the phone number is associated to more than one person a text message is sent to customer to contact their EW.
  - If the phone number is associated to only one person, a confirmation text will be sent to customer asking them to Opt-in.
- Once customer Opt-in, C-IV will:
  - Update the text message indicator to Opt-In.
  - Update the text message status on the Contact Detail Page to verify.
  - Add a Customer Contact History record and add a journal entry.
Customer has the option to Opt-In for text messaging from the Manage My Account in C4Yourself, if their account is linked to a C-IV case.

**Contact Detail Page**

If customer signs the **TEXT 100 - Text Notification Agreement** requesting C-IV send them text messages relating to their case:

- EW will go to the Contact Detail page (Eligibility > Customer Information > Contact > Contact Information (Edit)) and enter or make sure the phone number in C-IV is entered correctly.
- EW will select **Opt-In** from the drop down on the Text Message area and ensure Type is marked Cell.
- C-IV will send an initial confirmation text message to customer verifying phone number is good. C-IV will change the Text Message status to **Pending**.
- Customer will confirm the phone number is good by replying “Y” to text message. C-IV will convert the Text Message status to **Verified**, add a **Customer Contact History** record, and create a Journal entry.
- If EW sees **Undeliverable** in the Text Message status that tells EW the text could not be delivered to customer’s phone number. C-IV will change the Text Message status to **Opt-Out**, send customer a **TEXT 101 - Text Cancellation Notice**, create a Journal entry, and adds a Customer Contact History record.

Customer has the option of requesting text messaging on a **CF 37** or **CF 285**. If a request is made following steps above, the **Opting-In** customer will receive text messages. If customer **Opts-In**, send customer the **TEXT 100 - Text Notification Agreement** and **ADM 109 - E-Notifications**, making customer aware of what they are agreeing to.
**Opt-Out**  Customer can opt out of receiving text messages at any time.

- If customer contacts the Agency to stop text messaging, EW shall go into C-IV Contact Detail Page (Edit) and select **Opt-Out** from the drop down box under Text message.
  - C-IV will update the Text Message status on the Contact Detail Page to blank.
  - C-IV will create a Journal entry and add a Customer Contact History record.
- Customer can reply to a C4Yourself text with the cancellation message: **STOP, STOP ALL, END, QUIT, CANCEL, or UNSUSCRIBE.**
  - C-IV will update the Text Message status to blank, change the text message selection to **Opt-Out**, send a final message to customer informing him/her that he/she has been unsubscribed and will no longer receive text messages from C4Yourself, create a journal entry, and add a Customer Contact History record.
Signing up for the services below is optional and will not affect your benefits

**Texting**

The C4Yourself Text service sends text messages informing you of important case information.
To sign up, scan the QR code below or text C4Y to 62315

![QR code]

Go to [www.C4Yourself.com/ttc](http://www.C4Yourself.com/ttc) for terms and conditions.

**Online**

With a free C4Yourself account, you can:
- Get up-to-date case/benefit information
- Receive messages from your worker
- Find out about important upcoming due dates
- Check the status of your application/renewal
- Submit semi-annual reports (SAR 7) online
- Recertify (renew) online
- Report changes for your case
- Upload verification documents
- Download forms
- Receive electronic notifications

Go to [www.C4Yourself.com](http://www.C4Yourself.com) to create a secure account.

**Electronic Notifications**

You must have a C4Yourself account in order to receive electronic notifications

With electronic notifications, you will receive an e-mail when correspondence is available. Most correspondence will be posted to your account instead of being mailed, giving you quick and easy access to case and benefit information.

**Step 1** Go to [www.C4Yourself.com](http://www.C4Yourself.com) to create a secure account.

**Step 2** Complete and return the form on the back of this page or call your county office.
TEXT NOTIFICATION AGREEMENT

**Q:** What is a C4Yourself Text?

**A:** A C4Yourself Text is a message sent from your county to your phone that will alert you when you have an appointment, when you are missing necessary documents for your case, or other important information.

- I agree to keep my county/worker informed if my phone number changes by filling out a new Text Notification Agreement within ten days of any change.

- I understand that text notifications can be stopped by texting STOP, STOP ALL, END, QUIT, CANCEL or UNSUBSCRIBE to any C4Yourself Text. I agree to receive a final text message confirming my opt-out.

- I understand that I can receive help by texting HELP to a C4Yourself Text and I will receive a reply with instructions on how to receive help.

- I understand that text messages will be coming from an automated system. I will not receive any replies other than the ones mentioned above when I text to short code 62315.

- I understand that text messages are not confidential. Text messages can be seen by anyone who has access to my phone including messaging service providers.

- C4Yourself Text may send me up to 5 messages per month.

- I understand that Message and Data Rates Apply, depending on my text messaging plan.

- I understand that I can visit www.c4yourself.com/ftc for detailed C4Yourself Text terms and conditions.

- I understand that I can always contact my county/worker if I have any questions regarding C4Yourself Text.

THE PHONE NUMBER I WISH TO USE FOR C4YOURSELF TEXT, INCLUDING AREA CODE

SIGNATURE (OR MARK) OF ADULT HOUSEHOLD MEMBER OR AUTHORIZED REPRESENTATIVE

DATE SIGNED

TEXT 100 CIV (2/16)
TEXT NOTIFICATION CANCELLATION NOTICE

This notice is to inform you that you are no longer receiving messages from C4Yourself Text because:

☐ A text message was undeliverable to the phone number you provided to the county/worker. The phone number on record is: ________________________________.

☐ You contacted the county/worker and wanted to stop receiving messages from C4Yourself Text.

☐ You texted STOP, STOP ALL, END, QUIT, CANCEL or UNSUBSCRIBE to a C4Yourself Text.

☐ Other ____________________________________________.

If you want to restart C4Yourself Text, you will need to complete a new Text Notification Agreement form by contacting your county/worker at ________________________________.

TEXT 101 - CIV (2/15)