



Overview

This document will show the frequently asked questions (FAQ) related to text and secure messaging in NC FAST & ePASS and provide the response to the questions.

Question and Answer Section for Text & Secure Messaging

Q. Will the client and caseworker be able to return messages?

R. **The current process is one-way communication, from caseworker to client.**

Q. Will there be a check box selection for text messaging for the DSS-2435 and DSS-8207 paper forms?

R. **This question is not being added to forms currently.**

Q. Can the client block the text message?

R. **Client can unsubscribe/block messages by replying with STOP as this is a standard requirement for text messaging.**

Q. What happens if the client tries to respond via text?

R. **If they reply, the information/message is not sent. Your agency can inform the client to not reply via text message, however, there is a 160-character limit for responses.**

Q. There was a previous communication a few years back stating to not use a Mobile Number, has this changed?

R. **The only way the client can receive a text message is via a mobile number, which will need to be on a linked ePASS account.**

Q. Is it possible for a text message to go out to all households with a mobile number in NC Fast to remind them it's time to recertify without having to have an ePASS account?

R. **Currently, NC Fast is working on this functionality for FNS. It will only go to the individual(s) subscribed to text messaging.**

Q. When a client opts into Text message notices, will they get a notice when time to recertify for benefits and will they receive a link to access their recertification to complete it?

R. **Yes, upon completion of the functionality listed above.**

Text & Secure Messaging and eNotice (FAQs)



NC FAST

North Carolina Families Accessing
Services through Technology

Text & Secure Messaging

Produced by the NC FAST Team

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Q. If a text is sent out to a wrong number (example the client changed phone numbers and forgot to update), is there a way for the wrong person to respond back to stop it?

R. **Yes, client can unsubscribe/block messages by replying with STOP as this is a standard requirement for text messaging.**

Q. If the text message maxes out at 160 spaces, a little concerned about message being cut off in Spanish?

R. **DHHS will have to ensure that message in both English and Spanish is not over the 160-character limit.**

Question and Answer Section for eNotices

Q. Certain forms require a worker's signature. When the client request e-docs that are generated by the worker, will the form generate a signature or will the worker still have to print, sign, and mail the form as well? Will there be a formal training that all workers can participate in that will be more of a step-by-step guide?"

R. **The same process would be needed by the caseworker as far as the signature but could still be completed through NCFAST. A training video and a Job Aid has been created.**

Q. Most of the notices are being edited using Adobe before sending them to the client. For example, adding the case worker phone number, email and date sent. Will the caseworker be able to upload and edit the notice and the system be able to provide the edited notice as an eNotice.

R. **Yes, the system will send the edited eNotice.**

Q. If a client informs DSS of an email address change and a worker changes it on the Person Page, will that automatically change for the eNotice(s) to go to the new email or does the client have to make that change via their account?

R. **Preferred Contact Method would have to be updated in order for it to reflect on eNotices.**

Q. If the eNotice is not viewed timely by the client, i.e., the notice is bounced back and a paper notice mailed, what affect will that have on the county? For example, the DSS-8553 - if this is sent via eNotice and is bounced back then mailed by paper, will the counties be penalized if a negative action is taken but the paper notice was not sent until 2-3 days later?

R. **No, policy requirements will be changed. The same time frame will exist with eNotices.**

Q. Will additional forms become eNotices?

R. **Additional forms/notices will be added later.**

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- Q. How will caseworkers know if the eNotice was not opened by the client? Will the DSS-2435 Recertification be fillable for the client to return electronically?
- R. **At this time there is no way to inform the worker if the eNotice was opened. This will come later. NC Fast is working on creating an online COC/Recertification, so that information can be provided electronically.**
- Q. What happens if an eNotice was sent and then the client requests to have it mailed, or it was undeliverable. From my understanding the system will change it back to DRAFT and the worker will be responsible to print and mail it, however that process is not completely captured in the history and therefore may look as if the worker mailed out a manual notice late.
- R. **At this time this will remain as is until future updates can be implemented.**
- Q. In the future, for clients who opt for electronic notices, will future random residency verification be a requirement?
- R. **Per Policy this is not a requirement.**
- Q. Should the e-notices update automatically overnight or is there a 24-to-48-hour delay?
- R. **Yes, it does update overnight. If the email or text message delivery fails and if the notice is not a Central Print notice, then the communication status will be updated to Draft after 2 days (4 times tried to send the notifications). Any notices that are in the status of Draft eNotice will be changed to the status of Draft if the user is unsubscribed from eNotices prior to batch sending the notices. This will require the case workers to manually send the eNotices.**
- Q. Electronic notices that are in "draft" status does not allow to edit and change to "sent". The system will allow for the eNotice to be deleted entirely. Is the system functionality for delete only, or should it include edit to change? Should workers be able to delete a notice that has been sent?
- R. **Regarding the capability for managing notices, we have not altered any existing functionality. Workers now have an option to issue the notices electronically instead of issuing a paper notice. The worker can carry out all tasks they previously performed with eNotices as well.**
- Q. It was discovered that a caseworker unsubscribed from eNotices received a notice via email. Will this be corrected?
- R. **If the client was unsubscribed from eNotices, the client should not receive notices electronically. A defect has been created to analyze and correct if necessary.**

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- Q. If the customer has one email address on their person page, and another on the e-pass application, how does the system determine where to send the notice?
- R. **The email that the client has on their linked account should be the email that notifications are sent too.**
- Q. How will caseworkers know that the notice is still in draft?
- R. **The caseworkers will be notified with an eNotice Delivery Failure Task.**
- Q. Can NC Fast fix it so that if a notice was sent as an eNotice, a caseworker cannot delete it? Based on the response, it would seem we can manually move it from draft to sent, but this function is not available.
- R. **Currently stopping a caseworker from deleting an eNotice is not part of the requirement. As far as moving the status from "draft" to "sent" this can be done by editing the Draft notice and change the status to sent. See screenshot below.**

Edit Pro Forma Communication ? x

* required field

Correspondent Name [Redacted]

Address * [Redacted]

Communication Status: Draft | Date Sent: 10/17/2022

Associated Files: [Redacted]

File Location: [Redacted]

Document Location: [Redacted] | Document Reference: [Redacted]

Comments: [Redacted]

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