



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well  
Being

**Date:** March 9, 2023

**Dear County Directors of Social Services**

**Attention:** Food and Nutrition Services and Work First Managers, Program Integrity Managers, Supervisors, Investigators, and Income Maintenance Caseworkers

**Subject:** FNS Text & Secure Messaging Training Webinar

**Effective:** Upon Receipt

**Priority:** Information and Action

North Carolina's Food and Nutrition Services (FNS) program is using federal American Rescue Plan Act (ARPA) funds for enhancements to the NC FAST system to improve the beneficiary and caseworker experience. One of North Carolina's prioritized uses of federal ARPA funding is to build the capability in NC FAST for caseworkers to be able to send text messages and secure messages through NC FAST to clients to communicate information with the client to increase timely and accurate processing of FNS cases. Division of Child and Family Well-Being (DCFV), in conjunction with NC FAST, plans to deploy this new functionality on April 8, 2023.

In advance of the deployment, DCFV and NC FAST will be hosting a training webinar for **FNS Text & Secure Messaging** targeted to FNS program staff at county DSS agencies. Training webinars will be held March 28, 2023, at 10:00 a.m. and March 30, 2023, at 2:00 p.m. Please use the links below to register for the training webinars.

This training will provide guidance to county Departments of Social Services (DSS) FNS program staff regarding how to:

- Add a telephone number in NC FAST,
- Subscribe clients to text messaging in NC FAST,
- Send a new text message to clients that are subscribed and
- Send a secure message to clients that are subscribed.

**Please register for a webinar on FNS Text & Secure Messaging:**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF CHILD AND FAMILY WELL-BEING**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603  
MAILING ADDRESS: 2416 Mail Service Center, Raleigh, NC 27699-2420  
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

3/28/23 on Mar 28, 2023, 10:00 AM EDT at:

<https://attendee.gotowebinar.com/register/1233979030783366999>

or

3/30/23 on Mar 30, 2023, 2:00 PM EDT at:

<https://attendee.gotowebinar.com/register/4900969056672138586>

**After registering, you will receive a confirmation email containing information about joining the webinar.**

This training will be recorded and housed in the Learning Gateway for your staff that are unable to attend the webinar.

If you have any questions regarding this material, please contact the Continuous Quality Improvement Team (CQI) [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

Sincerely,



**Madhu Vulimiri, MPP**

Deputy Director

Division of Child and Family Well-Being

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