



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:** April 12, 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:** Food and Nutrition Services (FNS) Text & Secure Messaging

**Effective:** Upon Receipt

**Priority:** Information

The purpose of this letter is to provide clarifications for FNS staff, regarding Text & Secure Messaging to households. Text messaging is an optional functionality/enhancement in NC FAST. The text messaging functionality will make it easier for caseworkers to send communications to FNS applicants and recipients.

For informational purposes, Text Message – Frequently Asked Questions (FAQ) is attached and will be posted on FAST Help and ePASS. The information in this FAQ is intended to help both caseworkers as well as the clients.

NC FAST posted the FNS Text & Secure Messaging Training Webinar on the [NCFAST Learning Gateway](#) on April 6, 2023. DSS staff that are opting to use Text & Secure Messaging should review the training prior to using this functionality.

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*

**Madhu Vulimiri, MPP**  
Deputy Director  
Division of Child and Family Well-Being  
MV/vb

**Attachment (1)**  
Text Message - Questions and Answers  
EFS-FNSEP-10-2023

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