



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: May 22, 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. The text messaging functionality will make it easier for caseworkers to send communication to applicants and recipients.

For informational purposes, Text Message - Questions and Answers is attached and will be posted on FAST Help and ePASS. Majority of this information is beneficial to caseworkers as well as the clients.

NC FAST will post the FNS Text & Secure Messaging Training Webinar on the [NCFast Learning Gateway](#). The training is related to the Text & Secure Messaging. It is important that the department of social services FNS staff review the training.

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

Sincerely,

Madhu Vulimiri, MPP

Deputy Director

Division of Child and Family Well-Being

MV/vb

Attachment (1)

Text Message - Questions and Answers

EFS-FNSEP-16-2023

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