



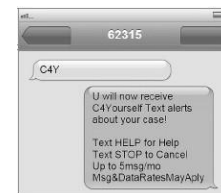
Eligibility Services
Text Notifications (MP) 2
Multiple Programs

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.

- Begin sending text messages to customer as needed

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

Phone Numbers					
Number	Type	IVR Consent	Text Message	Text Message Status	
<input type="checkbox"/> (999)999-9999 ext. <input type="text"/>	Cell	<input type="text"/>	Opt-In		
<input type="checkbox"/> <input type="text"/> ext. <input type="text"/>	<input type="text"/>	<input type="text"/>			

Remove Add

Notification Agreement Opt-In

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.

Customer Contact History Page

Customer Contact History

Display From: To: View

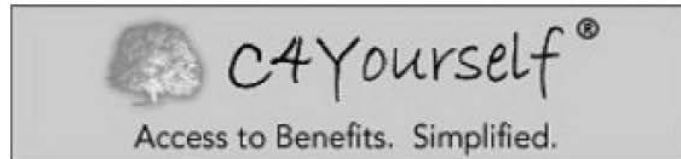
Search Results Summary Results 1 - 6 of 6

Add Call

Date/Time	Name	Type	Reason
04/13/2017 11:33 AM	<input type="text"/>	Phone	Missing Document
04/14/2017 11:35 AM	<input type="text"/>	Text	Missing SAR 7

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 UNSUBSCRIBE.**
 - 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.

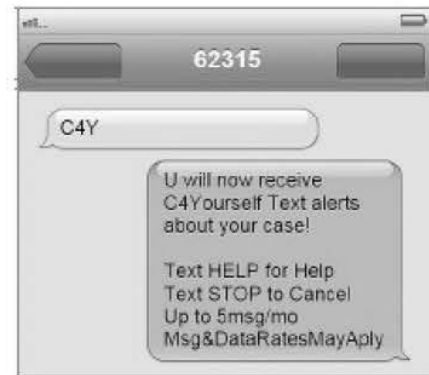


Signing up for the services below is optional and will not affect your benefits

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



Go to 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 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 to create a secure account.

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

ADM 109 CIV (7/13)

County of Madera - Eligibility Services

Phone: (559) 675-2300 Fax: (559) 675-7690

Worker Name: _____

Worker ID: _____

Worker Phone Number: _____

Date: _____

Case Name: _____

Case Number: _____

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/ttc 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 (2/15)

County of Madera - Eligibility Services

Phone: (559) 675-2300 Fax: (559) 675-7690

Worker Name: _____

Worker ID: _____

Worker Phone Number: _____

Date: _____

Case Name: _____

Case Number: _____

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 _____.