



WestCentral FSET Headquarters: 2124 Eastridge Center, Eau Claire WI 54701 | 715-492-2272 | MyFSET.net

## Text Message Agreement

Customer Name		Customer Phone Number	Date
PIN		Case	
Worker Name		Worker Phone Number	Main Office Number

**Text Messages:**     Yes, I want to use text messaging.     I decline to use text messaging.

- I understand my worker is only available during their work hours. FSET standard hours are 8am – 4:30pm, Monday – Friday, though some workers have a different schedule. *A worker may not be available during work hours if they are meeting with other customers, in a meeting, or out of the office.* My worker will respond within two business days. I know I can always call the Main Office number during business hours if I need to speak to someone immediately.
- If I have an emergency, I understand I should call 911, my local Crisis Line, or other emergency service numbers.
- Messages are not confidential as they may be monitored by the worker’s employer.
- Messages may be saved as part of my case record.
- I agree not to message/tag/etc. workers on their personal social media accounts.
- I agree to only send messages and make contact related to my program services. The following checked are topics that can be communicated via text messages:

Text	Topic
<input type="checkbox"/>	Appointments, including needing to reschedule or cancel
<input type="checkbox"/>	Update on activities
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

- If I send inappropriate messages (soliciting, harassing, or threatening) via text or to the worker’s personal social media accounts, I may lose access to some or all program services.
- I will report any concerns about messages I receive from my worker to a manager. The manager contact information is:

Name	Phone	Email

- I can revoke the option to communicate via text messages by informing my worker verbally or via text message, email, or other forms of writing.

Customer Signature

Date

Staff Signature

Date