NORTHCENTRAL FSET PROGRAM
EMPLOYMENT & TRAINING

FEN

CW SOLUTIONS

WOOD COUNTY Human Services Department

FSET Headquarters: 111 W Jackson St, Wisconsin Rapids WI 54495 | 715-421-8608 | 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
☐	Appointments, including needing to reschedule or cancel
☐	Update on activities
☐	
☐	
☐	

☐ 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