

#8: Texting

Is Texting a feasible option to use to communicate to families for the Central Coordination Contractors (CCC) and for Home Visitors?

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Response:

- Texting is an option for the Central Coordination and Home Visiting Contractors to be able to reach families. Often families do not have minutes available on their phone. If you have a cell number you may try texting as a way to reach a family. ODH would recommend that you use either a cell phone that is dedicated for work to text families, or a computer program that will allow you email to text option.
- Texting would allow contact to either set up initial contact from the CCC. The family would then be able to either call a number left via text or text back stating interest in the program.
- Texting would allow a Home Visitor to remind families of Home visits, Playgroup, parenting groups. Let them know a change in schedule.
- Texting could also be used to relay resource information to the families.
- Personal Information should not be shared on text or email. HIPPA and FERPA laws apply.

Questions to Consider for Planning and Programming:

- ODH does not have a policy on texting. We encourage you to develop an agency specific policy on texting and Help Me Grow.
- You are able to send a Text via Gmail. This is free to the Gmail account user, however Texting rates may apply to the recipient. Directions are available.