

We are writing to inform you about an important update regarding the Comprehensive Child Welfare Information System (CCWIS) that will be implemented by DCS in 2026. As part of this new software system, certain automated SMS text messages will be sent to individuals involved in the child welfare system. These messages may include notifications, updates, and other crucial information related to the services and support provided by DCS.

**Opt-Out Option for Automated Text Messages:**

You have the option to opt out of receiving automated text messages from the CCWIS system. You can cancel the CCWIS automated text messaging service at any time. Simply text "STOP" in response to the message you received. After sending the SMS message "STOP" to DCS, you will receive a confirmation SMS indicating that you have been unsubscribed. Following this, you will no longer receive automated SMS messages from the Department of Children's Services.

**Important Note:**

Please note that the option to opt out does not apply to non-automated text messages sent by case managers working directly with you or your family on a case. These messages, which may include critical information related to your case or direct communication from your case manager, are vital for the ongoing management of your situation and cannot be opted out of.

We understand the importance of clear and consistent communication and will continue to ensure that you are informed of all necessary updates.

**Messaging / Data Rates**

Message and data rates may apply for SMS messages sent to or received from DCS. The number of messages you receive may vary. Carriers are not liable for delayed or undelivered messages. For questions regarding your text or data plan, it is best to contact your wireless provider.

**Changes to Terms of Service**

These terms of service may be updated by DCS at any time without prior notice.