



Administrative Policies

Text Messaging Policy

POLICY #:	<i>Admin-3008</i>
EFFECTIVE:	<i>October 14, 2026</i>
SUPERSEDES:	<i>N/A</i>

PURPOSE

This policy governs the use of text messaging (i.e., SMS-short message service) through WorkForce Central's Microsoft Teams Phone system. This policy applies to WorkForce Central staff who are provided text messaging-enabled Teams phone numbers and to any individual or organization who communicates via text with an official WorkForce Central phone number.

ACCEPTABLE USE

Staff must:

- Use text messaging only for business-appropriate and professional communications.
- Not send sensitive personal, financial, or legally protected information via text messages.
- Be aware that all business-associated text messages are public records and may be subject to disclosure, discovery, or audit.
- Direct all official communications through the approved Teams phone system rather than personal cell numbers, where possible.
- Not delete business-related text messages. Retention of business-related text messages is managed centrally in accordance with public records retention obligations.

PUBLIC RECORDS NOTICE

WorkForce Central is a public agency in the State of Washington. **All work-related text messages sent or received by WorkForce Central staff or via agency messaging services are public records** subject to the Washington Public Records Act (RCW 42.56), regardless of whether the message is sent from a work device, personal device, or third-party platform, when it relates to the conduct of WorkForce Central business.

Text messages may be requested, reviewed, and disclosed to the public upon a valid Public Records Act (PRA) request, subject to applicable exemptions. Messages are retained in accordance



with the Washington State Local Government Common Records Retention Scheduled (CORE) or WorkForce Central's applicable retention scheduled and are not deleted solely at staff discretion.

CONSENT TO RECEIVE TEXT MESSAGES

By texting a WorkForce Central phone number, or by providing a cell phone number to WorkForce Central and opting in to text messaging communications, users consent to receive text messages from WorkForce Central related to appointment reminders and scheduling; program service updates; general agency announcements; and requests for information or follow-up to an inquiry initiated by the user.

Text messages pertaining to recipients of WorkForce Central and/or its providers' services may be uploaded to the recipient's electronic program record.

Consent to receive text messages is not a condition of receiving any WorkForce Central service.

OPTING OUT

Users may opt out of text messaging communications at any time by replying **STOP** to any message. Upon opting out, users will receive the standard opt-out confirmation language similar to, *"You have been unsubscribed and will no longer receive messages"*. Users may opt back in by replying **START** or by contacting WorkForce Central.

DATA RATES

Message and data rates may apply based on the user's cell phone plan. WorkForce Central is not responsible for charges incurred from the user's wireless carrier.

PRIVACY

WorkForce Central will not sell or share your cell phone number or text messaging communications with third parties for marketing or other purposes. Information collected via text messaging may be used consistently with WorkForce Central's privacy practices and applicable public records laws.

AI-Assisted Content Notice: Portions of this policy were developed with the assistance of Artificial Intelligence (AI) tools. All content has been reviewed, validated, and approved by the organization to ensure accuracy, relevance, and alignment with organizational requirements.

WorkForce Central is an equal opportunity employer/program. Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.