Chautauqua County — Text Message and Voice Reminder Program Terms

Last updated: 10/27/2026

Program Description

Chautauqua County operates a text message (SMS) and voice reminder program to deliver appointment reminders, recertification deadlines, and related service notifications to clients who have given consent. TipCo Automated Systems is Chautauqua County's messaging provider and delivers these messages on the county's behalf.

The program is used only for information related to the recipient's own interaction with the county. It is not used for marketing or promotional messages.

Consent

You are enrolled in the reminder program only after providing prior express consent to Chautauqua County. Consent is captured during the application or intake process, or during an ongoing conversation with a county caseworker, through a standardized disclosure. If we do not have a consent record for your phone number on file, you will not receive messages.

Message Frequency

Message frequency varies based on your upcoming appointments and service interactions. Most recipients receive between one and four messages per month. Message volume may be higher around open-enrollment or recertification periods.

Charges

Message and data rates may apply. Standard carrier charges for text messages and voice minutes are the recipient's responsibility and are set by your wireless carrier.

How to Opt Out

You may opt out of all future reminder messages at any time by:

- Replying **STOP**, **STOPALL**, **UNSUBSCRIBE**, **CANCEL**, **END**, or **QUIT** to any SMS message

Or

- Pressing **9** or saying "stop" during any voice reminder call.

An opt-out is permanent, is honored across both SMS and voice reminder channels for that phone number, and is confirmed with a single reply message. If you wish to re-enroll later, you may do so by contacting Chautauqua County DMHSS or by giving consent again through the application or intake process.

How to Get Help

For help with the reminder program, reply **HELP** or **INFO** to any SMS message, or contact Chautauqua County DMHSS at **716-661-8200**, Monday–Friday, 8:30 a.m.–4:30 p.m. Eastern Time. For TTY/relay, dial 711.

Supported Carriers

Supported carriers include AT&T, Verizon Wireless, T-Mobile, Sprint, U.S. Cellular, Boost, MetroPCS, Cricket, and Virgin Mobile. T-Mobile is not liable for delayed or undelivered messages. Carrier delivery is not guaranteed and may be affected by factors outside the county's or TipCo's control.

Eligibility

Recipients must be 18 years of age or older or have the consent of a parent or legal guardian, to be enrolled in the reminder program.

Privacy

Information collected through the reminder program is handled in accordance with Chautauqua County's Privacy Policy at **[link to the Chautauqua County privacy policy]** and the applicable agreement between Chautauqua County and TipCo Automated Systems.

Changes

Chautauqua County may update the terms of the reminder program. Material changes will be posted on this page with a revised "Last updated" date. Continued participation after changes are posted constitutes acceptance.

Questions

Questions about these terms or the reminder program may be directed to Chautauqua County DMHSS at 716-661-8200.