

Board Policy and Procedure Updates Checklist

Implementation of Child Care Program Changes Effective with TX3C Phase 2 Release

What?

A checklist of the policies and procedures that a Board must consider related to changes effective with the release of TX3C Phase 2 (case management and parent portal), with the implementation of TX3C.

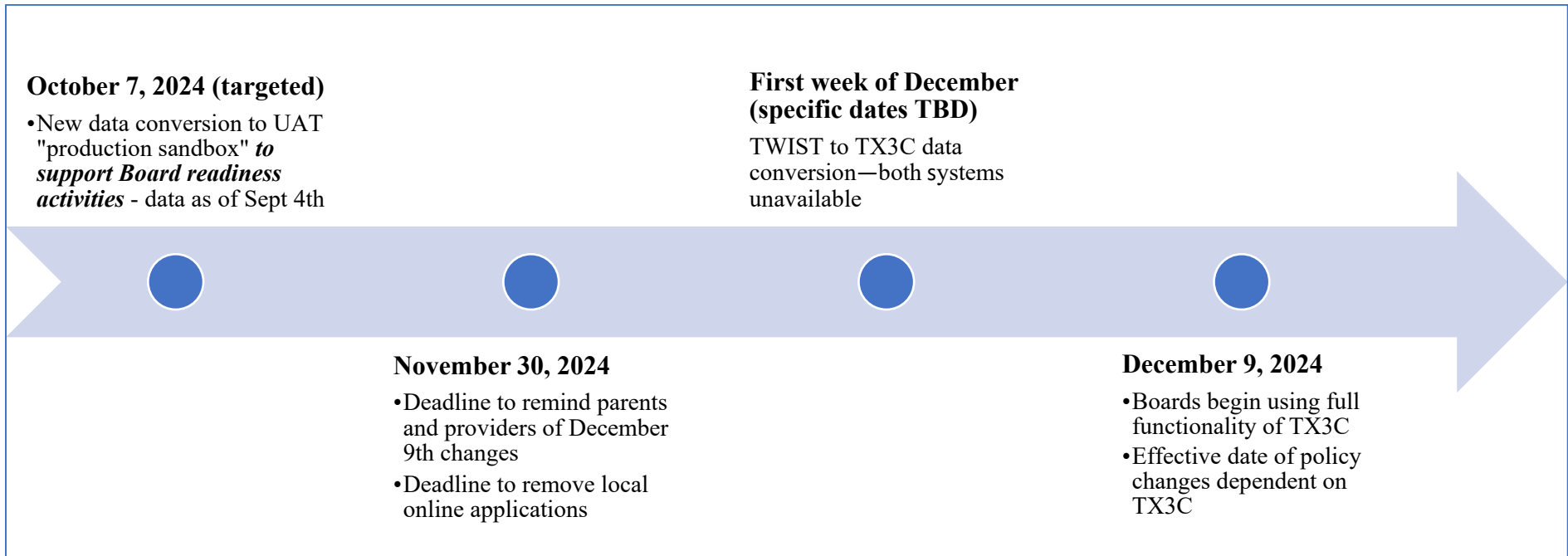
Why?

To assist Boards in identifying and prioritizing changes needed to local processes, policies, procedures, guidance, and communication.

Who?

- Child care contract managers
- Fiscal management staff
- Child Care Services program staff members who develop and implement local child care policies and procedures

When?



New Statewide Policies

The following Child Care Services (CCS) policies are now set at the state level:

- Prospective provider payments (except for Relative Care)—two-week payment periods (effective September 1, 2024)
- Parent Share of Cost (PSoC) methodology (effective September 1, 2024)
- Maximum family income for eligibility (effective October 3, 2022)
- Eligibility for children with disabilities up to age 19 (effective October 3, 2022)
- Child care during education (effective October 3, 2022)
- Waiting list management (effective September 1, 2024)

Provider Payments and Fiscal Monitoring

Review and update procedures related to the following payment and fiscal processes:

- Implementing prospective payments:
 - Paying providers in advance for two weeks of authorized child care (excluding Relative Child care)
 - Verifying authorizations/checks and balances for payment approval (Currently, Boards verify child attendance before issuing payment. Because payments occur prior to child care service delivery, Boards will now make provider payments after verifying the number of children authorized to receive care.)
 - For new child care authorizations—prorating care for the current two-week pay period
 - Managing changes that affect a payment (changes become effective in the next two-week pay period):
 - Child age group changes
 - Provider quality level/enhanced rate changes
 - Provider published rate changes
 - Managing overpayments, including those related to transfers, withdrawals, early terminations, and fraud
 - Remediating financial reports that may be impacted by prospective payments
 - Updating cash draw processes to ensure adequate funds for prospective payments
- Updating any out-of-area provider agreements to ensure that the provider payment is based on the maximum rate in place in the local workforce development area where the provider is located
- Updating recoupment processes for parents and providers to leverage TX3C levee and payment adjustment features
- Developing a plan for the transition period and the impact on provider payments (See page 5, a graphic illustrating the transition timeline for payments out of each system.)

Intake and Case Management Procedures

Review and update procedures related to the following CCS case management business processes:

- Outreach and waiting list pulls
- Waiting list management, including:
 - Parent or guardian notifications (New statewide policy requires Boards to outreach parents every three months.)
 - Board priority group management (Boards will now use TX3C to track local Board priorities.)
 - Maintenance and/or purging of the waiting list (New statewide policy requires Boards to outreach parents every three months.)
 - Application intake methods, including:
 - Processing applications submitted through the statewide parent application
 - Disabling any locally developed online application or intake form and/or workflow systems
 - Processing staff-assisted applications (This is for customers who need help with completing the online application.)
- Calculating family income and PSoC
 - Procedure to calculate family income (TX3C will include a pay stub calculator that standardizes collection of pay stubs.)
 - Procedure to calculate PsoC (TX3C will calculate PsoC based on the new statewide methodology.)
- Eligibility determination, including:
 - Implementing verification of digitally submitted eligibility documentation
 - Aligning document verification procedures with statewide application requirements for standardized residency and income verification (A revised Child Care Eligibility Documentation Log is forthcoming, as well as additional details on TX3C processes regarding new statewide parameters for residency documentation requirements.)
 - Implementing statewide policy regarding the number of hours of employment or education a family must be participating in (The requirement is 25 hours for a single-parent family and 50 hours for a two-parent family.)
 - Implementing statewide policy regarding the maximum amount of time a parent may receive child care services while enrolled in full-time education
- Business processes for case status changes, including:
 - Board-to-Board transfers
 - Provider-to-provider transfers
 - PSoC reductions
 - Income and household changes
- Redetermination processes, including:
 - Managing notifications and redetermination application submissions
 - Termination of care and notifications
 - Implementing statewide policy regarding making progress toward successful completion of a job training or education program

- Monitoring child attendance, including:
 - Verifying use of the automated attendance system
 - Parent communication regarding excessive absences
 - Attendance data corrections, including for providers using an approved case Childcare Management System (CMS) such as ProCare, Brightwheel, and so forth
- Managing program violations, including:
 - Excessive unexplained absences—notifications and termination of care

Note: Boards must review and update local policies and procedures for absence notifications by September 1, 2024, to ensure TX3C is used to track excessive absences and to generate the required notifications. Absence notification procedures must be consistent with the requirements in [§809.78](#).
 - Unpaid PSoC and other parent recoupments
 - Substantiated fraud

Communication with Parents and Providers

Communicate with parents about the following changes:

- New statewide online application for services
 - Notify current customers of changes to the redetermination process
 - Update websites (Remove local applications and redirect to TX3C application instead, as well as update information about eligibility and documentation requirements, the waiting list, and changes to other relevant policies.)
 - Post information for customers who need assistance accessing TX3C

Communicate with providers about the following changes:

- New statewide online application for parents
- New statewide PSoC policy
- New policy to pay providers prospectively (except relative care providers)
- New policy to pay providers based on provider location, not family residence
- Improvements to the Child Care Availability Portal
- TWC provider communication

Note: TWC is developing communication resources, including social media, to assist Boards with communicating changes related to the implementation of TX3C.

TWIST to TX3C Transition: Timeline Impacts on CCS Payments

