



[DATE]

Dear Child Care Provider:

On **December 9, 2024**, the Texas Workforce Commission (TWC) will launch a new case management system for the Child Care Services (CCS) program—Texas Child Care Connection (TX3C). Below is more information about upcoming changes to policies and procedures resulting from the TX3C launch.

### **New Statewide Application for Families**

TX3C will include an online statewide application for parents who are applying to the Child Care Services (CCS) program. The application is web-based and mobile device-friendly.

[Workforce Solutions] will continue to determine eligibility for CCS families, manage a waiting list, authorize services, and pay child care providers.

### **Improvements to Provider Payments**

#### **NEW: Advance Payments**

Beginning in December 2024, [Workforce Solutions] will pay licensed centers, licensed homes, and registered homes for authorized child care before care is provided (similar to private-paying families that pay tuition beforehand). The following are details on these prospective payments:

- Payments will cover two-week periods, Monday–Sunday; you will be paid for the days that a child has been authorized to attend your program at the beginning of each two-week payment period.
- The first two-week payment period beginning December 9th will be transitional, and payments may not be issued until [insert expected payment issuance time frame for the first payment period].
- [Workforce Solutions] will provide a payment period calendar in future correspondence; the calendar will outline each two-week payment period and how quickly providers should anticipate receiving payments each cycle.
- For children that enroll in CCS in the second week of a payment period, payment for the initial week of child care will not be paid prospectively but will be paid with the next available payment run (typically one to three weeks after services).
- If you receive an overpayment for a child whose authorization changes or ends during a period for which payment has already been made, [Workforce Solutions] may adjust a future payment or require you to repay the overpayment.
- TX3C will determine each child’s age group for rates based on the first day of the two-week billing cycle. In other words, if a child has a birthday that places them in the next age group, the change will not be applied until the beginning of the next pay period.
- TX3C will base the prospective payment on the provider’s location (Board area), rather than the child’s residence. The change will ensure that payments reflect the market rates and costs where the provider operates.

## Parent Copays

To align with the new prospective payments that will be based on a two-week payment cycle, parent copays will also be aligned to weekly fees (which may be paid weekly or biweekly, in alignment with the payment period) beginning December 9, 2024, for new or recertifying families and in January 2025 for existing families. The Board will notify you of each family’s weekly copayment amount, which will be converted from their current monthly rate.

The new system will continue to calculate payment amounts by determining the applicable rate for the type of care provided and subtracting the parent copay. Ensuring parents pay based on a weekly or biweekly interval will help ensure payments are accurate.

## Child Attendance

A child’s regular attendance is imperative; consequently, [Workforce Solutions] will continue to monitor attendance to ensure that funds go to the families that are most in need of services.

Your payments are not affected by a child’s occasional absences—payment is based on the child care authorized. However, a child’s eligibility may be affected if they are not consistently attending care.

[Workforce Solutions] will use the new time and attendance features in TX3C to monitor attendance. In accordance with your agreement to provide subsidized child care, you must **ensure that parents record attendance** directly in TX3C or through an approved child care management system (CMS) that uploads CCS attendance data to TX3C. Additionally, if you are not making the attendance system or your approved CMS available to parents to record their children’s attendance, the Board may terminate your agreement to provide subsidized care.

More information about the attendance tracking system is available [on the TX3C information site](#).

## Expanded Age Groups

A new state law requires TWC to match age groups for provider payments with Child Care Regulation age groups, and TX3C will support this change. You will be able to designate rates for more age groups, as demonstrated in the following table.

<b>Rate Groups Before December 9, 2024</b>	<b>New Rate Groups December 9, 2024</b>
Infant: 0–17 months	Infant-0: 0–11 months Infant-1: 12–17 months
Toddler: 18 months–2 years	Toddler-1: 18–23 months Toddler-2: 2 years
Preschool: 3–5 years	Preschool-3: 3 years Preschool-4: 4 years Preschool-5: 5 years
School Age: 6–13 years	School Age: 6–13 years (no changes for this age group)

[Workforce Solutions] will request updated rates from providers [add details on when and how].

## Transition Period

Processing of parent applications may be delayed during the TX3C transition period in early December.

For more information or if you have questions, please contact your local Workforce Solutions Office.

Respectfully,

[Workforce Solutions \_\_\_\_\_]



[DATE]

Dear Parent/Guardian:

On December 9, 2024, the Texas Workforce Commission (TWC) will launch a new case management system for the Child Care Services (CCS) program—Texas Child Care Connection (TX3C). Below is more information about upcoming changes to policies and procedures resulting from the TX3C launch.

### **Transition Period**

There may be some delays as we transition to the new system:

- The [Workforce Solutions \_\_\_\_] online [waiting list] application for services will no longer be available as of [local date].
- [Add any other information about info or services that will be unavailable or directions for alternative processes if applicable to your Board area; for example, will the process for reporting changes, or requesting provider changes/transfers be different?].
- If your eligibility is due to be recertified between [local dates], [Workforce Solutions \_\_\_\_] will extend your recertification date. [You have been/will be notified separately of your new recertification date].
- [Workforce Solutions \_\_\_\_] will begin using TX3C on December 9, 2024. Some services may be slower than usual as [Workforce Solutions \_\_\_\_] staff learns the new system.

### **Absence Tracking**

Effective December 9, 2024, absences will be tracked for children in care. You will be responsible for complying with TWC's attendance standards or risk termination of eligibility for excessive absences. Meeting attendance standards for child care consists of no more than 40 total unexplained absences in your 12-month eligibility period. You are required to report your child's attendance using the attendance reporting system located at your provider's location or through mobile app (if available for your provider).

Absences due to a child's documented chronic illness, disability, or court-ordered visitation are not counted in the number of unexplained absences. You must submit documentation to [Workforce Solutions \_\_\_\_] for these types of absences.

### **Parent Share of Cost**

TWC has approved a new calculation methodology for Parent Share of Cost (PSoC). The new methodology will be available at the time TX3C is launched.

Your current PSoC will remain the same unless your income decreases or your family size changes. [Workforce Solutions \_\_\_\_] will use the new methodology beginning with your next eligibility period.

You may request a review of your PSoC before your recertification if you have experienced a change in income, family size, or have an extenuating financial situation.

### **Change to a Weekly Rate**

TX3C pays providers for the child care you receive on a biweekly basis, instead of a monthly basis. Your family copay must match the pay period for providers. Effective January 1, 2025, your copay will be calculated weekly.

[Workforce Solutions] will share the specific amount of your new weekly fee. Your weekly fee will be calculated from your current monthly fee, ensuring your total cost does not increase.

### **What's changing?**

- The new sliding fee scale for PSoC will be statewide.
- If you relocate to another area of the state and transfer your care, your PSoC will remain the same until you recertify your eligibility.
- The new scale will have more gradual increases for families with rising incomes between certification periods.

### **New Statewide Online Application for Families**

TX3C will include an online statewide application for parents applying or recertifying for a new eligibility period of participation in the CCS program.

The new system will feature the following:

- A new statewide application for families
- An easy-to-use interface that works with mobile devices
- A common user experience for all Texans

[Workforce Solutions] will continue to manage your CCS case, determine eligibility, and manage the local waiting list. We will provide more information regarding TX3C and how you will access the new system within the next month.

Please be patient with [Workforce Solutions] staff as we work with the new statewide system that will ultimately be more efficient and user-friendly for our child care families. For more information or if you have questions, please contact [Workforce Solutions] Child Care Services at [contact info].

Respectfully,

[Workforce Solutions]

## **Messaging for website [parent-focused]**

On December 9, 2024, TWC will launch a new system called Texas Child Care Connection (TX3C) for the Child Care Services (CCS) program.

New applications for the CCS program will be temporarily unavailable from [insert local dates].

We appreciate your patience while [Workforce Solutions \_\_\_\_] and the Texas Workforce Commission (TWC) complete the transition to TX3C.

The new system will feature the following:

- A new statewide application for families
- An easy-to-use interface that works with mobile devices
- A common user experience for all Texans