

An Update on TX3C, August 26, 2026

The Texas Workforce Commission (TWC) is committed to providing a reliable and efficient child care case management system for Texas families and providers. We acknowledge the challenges and frustrations experienced by users following the launch of our new system, TX3C.

Based on feedback we previously received from child care providers, we implemented a new updated payment report that allows providers to easily generate a report that provides a comprehensive view of all CCS payments that they received for each payment period.

To address the remaining issues, which are primarily related to CCS case management functionality, TWC developed an aggressive corrective action plan and directed KinderSystems to resolve all identified system defects and make necessary enhancements. The plan outlines a clear path to address a total of 472 items, which include 388 outstanding bugs/support tickets and 87 system enhancements.

The corrective action plan is organized into a phased approach to ensure the most urgent issues are addressed first.

- Phase 1: The initial phase was launched into production on July 9th and resulted in the delivery of almost 200 fixes of the most critical and high-priority system bugs.
- Phase 2: The second phase was completed August 10th, with more than 100 additional fixes being delivered.

Phase 3: Following this, two additional releases will be launched into production in early and late September, delivering on the remaining critical deficiencies that need to be addressed.

Key improvements delivered in the first two phases focused on resolving core functionality in client intake, strengthened system automation for children's CCS authorizations and adjustments, and improved parent communication. Furthermore, updates were made to improve reporting functionality and to increase overall system stability.

These phases will address 398 of the 472 items. Through the remainder of calendar year 2026, TWC will continue to work with KinderSystems to address the remaining 74 system improvements and address any new issues which may arise.

TWC is closely monitoring KinderSystems' progress against this detailed plan to ensure they stay on track and meet quality standards. We are confident that this structured approach will bring the TX3C system to full functionality and deliver the quality service Texans expect. We appreciate your patience and will continue to provide updates as we work to resolve these issues.