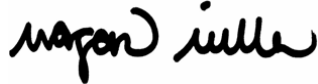


TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 04-25, Change 1
Date:	May 27, 2026
Keywords:	Child Care
Effective:	May 28, 2026

To: Local Workforce Development Board Executive Directors
Commission Executive Offices, Integrated Service Area Managers



From: Reagan Miller, Director, Child Care & Early Learning Division

Subject: **Department of Family Protective Services Case Referral Intake, Updates, and Terminations in Texas Child Care Connection—Update**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with updated guidance on entering Department of Family Protective Services (DFPS) cases into Texas Child Care Connection (TX3C).

RESCISSIONS:

WD Letter 04-25

BACKGROUND:

As stated in the [Child Care Services Guide](#) (D-704), Boards have three days from receipt of a completed DFPS Form 2054 (Service Authorization) to authorize child care for children in protective services. Beginning May 28, 2026, DFPS will send referrals, terminations, and updates automatically through TX3C: KinderTrack.

In addition to the required processes listed below, Boards should refer to the updated DFPS Referral Desk Aids in the TX3C Guidebook for step-by-step instructions on intaking, terminating, and updating DFPS child care cases.

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must.”

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

DFPS Automated Case Intake in TX3C: KinderTrack

NLF: Beginning May 28, 2026, Boards must ensure that staff members follow the established procedures outlined in the updated DFPS Referral Intake Desk Aid in the TX3C Guidebook when setting up Child Care Services (CCS) services for children who are referred by DFPS, including the following requirements:

- Ensure staff members check **Intake > Referrals** in TX3C: KinderTrack **at least once per business day** and import any available referrals.
- Ensure staff members review the DFPS Form 2054 to validate information imported into TX3C: KinderTrack and make corrections as needed. If staff receives a Form 2054 from DFPS, but a corresponding referral is missing in TX3C: KinderTrack, staff must manually enter the authorization information, and the Board should submit a help desk ticket to the Workforce Automation > Child Care Systems Service Now portal.

DFPS Case Data Entry and Identification in TX3C: KinderTrack

NLF: For all child care cases referred by DFPS, Boards must ensure that staff members adhere to the following requirements:

- Each child referred by DFPS must have their own “child only” case in which the case number is the child’s DFPS number as shown on DFPS Form 2054. The case number/DFPS child number must be entered into **Family > Family Screen**.
- Staff must also add the child’s DFPS **Person ID** into the **Child** field under DFPS.
- The **Customer Identification Number (CIN)** for the (primary or secondary) caregiver must be the same across each DFPS case for which they are the caregiver.
- An individual child’s CIN in the DFPS “child only” case must match the child’s CIN in the family case record, if applicable.

Entering DFPS Case Changes into TX3C: KinderTrack

NLF: Boards must ensure that staff members know that automated case changes (updates, extensions, and terminations) will only appear in TX3C: KinderTrack **Intake > Referrals** if the original referral also came from the automated interface. If the original referral data was manually entered, referral changes (including early terminations) will not be transmitted and must also be manually entered. Boards must ensure that staff members manually terminate or update DFPS referrals for cases entered into TX3C: KinderTrack prior to May 28, 2026.

- Boards must ensure that staff members follow the established procedures outlined in the updated TX3C Guidebook for referral updates and terminations, as follows:
 - Staff members must follow the DFPS Referral Updates Desk Aid to process referral and case updates for children who are referred by DFPS.
 - Staff members must follow the DFPS Referral Updates Desk Aid to process referral and case updates for children who are referred by DFPS.
 - Staff members must follow the updated DFPS Referral Early Terminations Desk Aid to process terminations for children who are referred by DFPS.

Required Family Notes for DFPS Child Care

NLF: Boards must ensure that staff members create **Family Notes** for children receiving care referred by DFPS as follows:

- For new DFPS child care cases, include the following information:
 - The DFPS Service Code (which indicates whether DFPS is using Child Care & Development Fund (CCDF) dollars to fund care and 12-month eligibility is required)
 - If it is an initial referral and DFPS is funding the care with CCDF, include the child's initial eligibility start date (the date care begins) for future reference
- For early terminations in which DFPS care was funded with CCDF, include the following information:
 - The DFPS Service Code
 - If the child's DFPS child care was funded with CCDF, refer to the child's original eligibility start date and note if the child has received 12 months of care
 - If the child's care was CCDF-funded, and they have not received 12 months of child care, note their eligibility for Former DFPS child care, including the end date of their 12-month eligibility period
 - Note whether the family/caregiver is accepting Former DFPS care (as indicated by DFPS in the early termination notice)
- For updates to DFPS cases, include the following information:
 - If the update includes a change to a Service Code that changes how a child's care is funded, include a note about the change and new CCDF eligibility dates if applicable
 - If DFPS switches the funding source for a child's care from a CCDF- to a non-CCDF-funding source, they remain eligible for 12 months of child care beginning with the original CCDF-funded referral. DFPS may pay for care during that period, but if the child's DFPS-funded care is terminated before 12 months from the original CCDF-funded referral, the child is eligible for Former DFPS care.

INQUIRIES:

Send inquiries regarding this WD Letter to childcare.programassistance@twc.texas.gov.

ATTACHMENTS:

Attachment 1: Revisions to WD Letter 04-25, Shown in Track Changes

REFERENCES:

TX3C Guidebook

[Child Care Services Guide](#)