

[DATE]

Dear Child Care Provider:

On **July 1, 2024**, the Texas Workforce Commission (TWC) will launch a new case management system for the Child Care Services 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 July 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.
* 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.

## 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. Providers must **ensure that parents record attendance** directly in TX3C or through a child care management system that uploads CCS attendance data to TX3C. More information about the attendance tracking system is available at <https://tx3c.info>.

## Expanded Age Groups

A new state law requires TWC to match age groups for provider payments with Child Care Regulation age groups. TX3C will support this change beginning on July 1, 2024. You will be able to designate rates for more age groups, as demonstrated in the following table.

| **Rate Groups**  **before July 1, 2024** | **New Rate Groups**  **Effective July 1, 2024** |
| --- | --- |
| 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

As Phase 2 of the TX3C project begins, processing of parent applications may be delayed during the transition period starting on **June 3, 2024**. Additionally, a system freeze will occur June 25-30, 2024, while data is converted from the old system to the new system. Payments may be halted during this final week of the transition.

**Please urge the parents you serve to submit their summer and back-to-school child care changes as soon as possible! This will help reduce delays in your payments.**

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

Respectfully,

[Workforce Solutions \_\_\_]



[DATE]

Dear Parent/Guardian:

On July 1, 2024, the Texas Workforce Commission (TWC) will launch a new case management system for the Child Care Services 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 in the following services beginning on **July 1, 2024**:

* The [Workforce Solutions \_\_\_] online application for services will no longer be available as of [June 3, 2024].
* [add any other information about info or services that will be unavailable or directions for alternative processes if applicable to your Board area].
* If your eligibility is due to be recertified between [June 15 and July 31, 2024], [Workforce Solutions \_\_\_] will extend your recertification date [to/by … insert time frame or date].
* TX3C is scheduled to launch on July 1, 2024. Some services may be slower than usual as [Workforce Solutions \_\_\_] staff learns the new system.

**Please submit any summer or back-to-school changes to Child Care Services as soon as possible! This will help us ensure your case changes are processed without delay.**

# Parent Share of Cost

TWC has approved a new way to calculate your Parent Share of Cost (PSoC). The new calculation will be available after 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 calculation **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.

**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.

For more information or if you have questions, please contact [insert contact information].

Respectfully,

[Workforce Solutions \_\_\_]

# Messaging for website [parent-focused]

On July 1, 2024, TWC will present a new system called Texas Child Care Connection (TX3C) for the Child Care Services program.

New applications for the CCS program will be temporarily unavailable from June 3–June 30, 2024.

We appreciate your patience while [Workforce Solutions \_\_\_] and 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