

Board Child Care Services Website Requirements

Purpose

Local Workforce Development Boards (Boards) must provide clear, accessible information on their websites to help families understand and access Child Care Services (CCS) scholarships and make informed child care decisions. Websites must also provide clear, accessible information for providers participating in, or seeking to participate in, the CCS program. The following checklist supports compliance with Texas Workforce Commission (TWC) requirements and offers examples of language for Boards to use on their websites.

For Families

Boards are encouraged to organize their website content for families in an order that reflects families' priorities.

1. Apply for Child Care Assistance (Required)

Boards must provide clear information on how families can apply for CCS.

Required Website Elements:

- Prominent link to the Texas Child Care Connection CCS web page:
<https://www.childcare.texas.gov/for-families/child-care-scholarships>
 - Example: “The Child Care Services (CCS) program helps eligible Texas families pay for child care with scholarships. To learn about and apply for child care scholarships through the CCS program, visit Texas Child Care Connection at <https://www.childcare.texas.gov/for-families/child-care-scholarships>.”
- Direct link to the online CCS scholarship application:
<https://childcare.twc.texas.gov/find/register?mode=signup>
 - Example: “To apply for the CCS program, start your application at <https://childcare.twc.texas.gov/find/register?mode=signup>.”
- Use the term “child care scholarship” in public-facing materials.

Recommended Content:

- Brief overview of CCS and how it helps families pay for child care:
<https://www.childcare.texas.gov/for-families/child-care-scholarships>
 - Example: “The Child Care Services (CCS) program helps eligible Texas families pay for child care with scholarships so families can go to work, search for work, and attend school or job training. To learn more, visit <https://www.childcare.texas.gov/for-families/child-care-scholarships>.”

- Basic eligibility overview (work, school, training, and income guidelines):
<https://www.childcare.texas.gov/for-families/child-care-scholarships>
 - Example: “There are basic eligibility requirements for the CCS program that include: living in Texas, the child is under the age of 13 (or 19 with a disability), and the child is a U.S. citizen or has legal immigration status. There are additional work, school, initial job search, training, and income requirements to be eligible for the CCS program. To learn about the CCS program eligibility requirements, visit <https://www.childcare.texas.gov/for-families/child-care-scholarships>.”
- Link to CCS income limits, the parent share of cost chart, and a cost calculator:
<https://www.childcare.texas.gov/for-families/child-care-scholarships>
 - Example: “Families with CCS scholarships pay a portion of the child care cost. To view the current CCS income limits, the parent share of cost chart, and a cost calculator, visit <https://www.childcare.texas.gov/for-families/child-care-scholarships>.”

2. Waitlist and Application Status (Required)

If a waitlist exists, Boards should clearly communicate waitlist information. Boards have flexibility to determine the best information to provide for their local workforce development area. Information should be regularly (at least monthly) reviewed and updated if necessary:

Required Website Elements:

- Whether the Board currently has a waitlist:
 - Examples: “There is currently a CCS program waitlist” or “There is currently not a CCS program waitlist.”
- Estimated waitlist time frame:
 - Examples: “Waiting times vary but generally range from six months to a year” or “Waiting times vary but average 15 months.”
- Contact information for families requesting waitlist status:
 - Example: “To request a waitlist status on your CCS application, please contact . . .”

Recommended Website Elements:

- Frequency of pulling from the waitlist:
 - Example: “Families are pulled from the CCS program waitlist every . . .”
- Date of most recent waitlist pull:
 - Example: “We are currently processing applications for families who applied in *month/year*.” . . .”

3. Finding Child Care (Required)

Boards must help families understand their child care options.

Required Website Elements:

- Plain-language explanation of eligible provider types: <https://www.childcare.texas.gov/for-families/child-care-scholarships>
 - Licensed child care centers
 - Licensed child care homes
 - Registered child care homes
 - Relative care (when permitted)
 - Example: “Certain types of child care providers can serve children in the CCS program. To learn about the types of child care providers that are eligible to serve children in the CCS program, visit <https://www.childcare.texas.gov/for-families/child-care-scholarships>.”
- Link to search for providers through Texas Child Care Connection: <https://www.childcare.texas.gov/for-families/finding-child-care>
 - Example: “To search for a provider, visit <https://www.childcare.texas.gov/for-families/finding-child-care>.”

4. Child Care Quality and School Readiness (Required)

Boards must provide information about programs that support high-quality child care.

Required Website Elements:

- Link to video for parents about Texas Rising Star: https://youtu.be/owtAK_0n7JI
 - Example: “Learn how the Texas Rising Star program can help you choose the best child care provider for you at https://youtu.be/owtAK_0n7JI.”
- Information about Texas Rising Star, Texas’s child care quality rating system:
 - Example: “Texas Rising Star is a quality rating and improvement system for eligible child care programs. To learn about the Texas Rising Star program, including information on the child care provider criteria and requirements to achieve certification status, visit Texas Child Care Connection at <https://www.childcare.texas.gov/texas-rising-star/about-texas-rising-star>.”
- Link to list of providers meeting quality indicators (updated at least quarterly):
 - Example: “To view a list of child care providers that meet quality indicators, visit Texas Child Care Connection at <https://www.childcare.texas.gov/for-families/understanding-quality-child-care>.”

* Alternatively, Boards may provide a link to search Texas Child Care Connection, with information on how to filter by provider quality level.

Recommended Website Elements:

- Information about Texas School Ready: <https://texasschoolready.org/>
 - Example: “Texas School Ready is a comprehensive early childhood teacher training program combining a research-based, state-adopted curriculum with ongoing professional development and progress monitoring tools. The goal of this program is to help children prepare to enter school. To learn more about Texas School Ready, visit <https://texasschoolready.org/>.”
- Information about prekindergarten partnerships: <https://www.childcare.texas.gov/families/child-development-and-wellness/learning-and-development>

Example: “Pre-k partnerships are when schools team up with high-quality childcare programs to help teach and care for children. To learn more about pre-k partnerships, visit <https://www.childcare.texas.gov/families/child-development-and-wellness/learning-and-development>.”

5. Health and Safety Information (Required)

Boards must link families to information about child care health and safety standards.

Required Website Elements:

- Links to the Texas Health and Human Services Commission (HHSC) Child Care Regulation (CCR) resources covering the following:
 - Infectious disease prevention
 - Building and facility safety
 - Provider training requirements
 - Provider regulatory compliance history
 - Example: “Texas Health and Human Services Commission (HHSC) Child Care Regulation (CCR) has health and safety requirements for child care providers, including infectious disease prevention, building safety standards, provider training, and provider regulatory compliance history. To learn about the requirements, how to find your local HHSC CCR office, and check the compliance history of a provider, visit <https://www.childcare.texas.gov/families/child-development-and-wellness/health-safety>.”

6. Developmental Screening and Early Intervention (Required)

Boards must provide information about developmental screenings and referral services.

Required Website Elements:

- Information about Early and Periodic Screening, Diagnosis, and Treatment (EPSDT): <https://www.hhs.texas.gov/providers/health-services-providers/texas-health-steps-providers>

- Example: “To learn about the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program, visit <https://www.hhs.texas.gov/providers/health-services-providers/texas-health-steps-providers>.”
- Information about developmental services under IDEA Part B and Part C: <https://www.earlychildhood.texas.gov/child-development>
 - Example: “To learn about developmental screening services through Part B and Part C of the Individuals with Disabilities Education Act (IDEA), visit Early Childhood Texas at <https://www.earlychildhood.texas.gov/child-development>.”
- Link to developmental screening resources through Early Childhood Texas: <https://www.earlychildhood.texas.gov/child-development>
 - Example: “To access developmental screening resources, visit <https://www.earlychildhood.texas.gov/child-development>.”

7. Maintaining Child Care Assistance (Recommended)

Boards should provide information to help families successfully participate in CCS.

Required Website Elements:

- Prominent link to the CCS Parent Rights and Responsibilities form: <https://www.childcare.texas.gov/child-care-services/ccs-forms-families>
 - Example: “To view the Parent Rights and Responsibilities form, visit <https://www.childcare.texas.gov/child-care-services/ccs-forms-families>.”

Recommended Website Elements:

- Information on the requirement for a two-week notice for provider transfers: <https://www.childcare.texas.gov/for-families/child-care-scholarships>
 - Example: “Families requesting a transfer from one child care provider to another must begin the process at least two weeks in advance. For more information about CCS program provider transfers, visit <https://www.childcare.texas.gov/for-families/child-care-scholarships>.”
- Easy access to common CCS forms: <https://www.childcare.texas.gov/child-care-services/ccs-forms-families>
 - Example: “To view common CCS program forms, visit <https://www.childcare.texas.gov/child-care-services/ccs-forms-families>.”
- Required attendance reporting: <https://www.childcare.texas.gov/for-families/child-care-scholarships>
 - Example: “It’s important for all children in the CCS program to regularly attend and report attendance. All CCS providers have attendance rules. To learn more about

the CCS program, visit <https://www.childcare.texas.gov/for-families/child-care-scholarships>.”

8. Additional Family Resources (Required)

Boards must connect families to broader support services.

Required Website Elements:

- Information about 2-1-1 Texas, including how families can access community resources such as food, housing, and health services: <https://www.earlychildhood.texas.gov/find-program>
 - Example: “2-1-1 Texas offers access to community resources such as food, housing, and health services. To learn more, visit <https://www.earlychildhood.texas.gov/find-program> or dial 2-1-1 from a phone.”
- Parenting classes or family support resources available locally (if available): <https://www.earlychildhood.texas.gov/find-program>
 - Example: “To find local parenting classes or family support resources, visit <https://www.earlychildhood.texas.gov/find-program>.”

For Providers

1. Become a CCS Provider (Required)

Boards must provide information for child care providers seeking to become CCS providers.

- Prominent link to Texas Child Care Connection (state consumer education website): <https://www.childcare.texas.gov/>
 - Example: “Texas Child Care Connection is the best place for families and providers to find all things child care! Visit Texas Child Care Connection at <https://www.childcare.texas.gov/>.”
- Information on requirements for CCS providers: <https://www.childcare.texas.gov/for-providers/offering-child-care-services>
 - Example: “To learn about the requirements to become and remain a CCS provider, please visit <https://www.childcare.texas.gov/for-providers/offering-child-care-services>.”
- Information on how to apply to become a CCS provider: <https://www.childcare.texas.gov/for-providers/offering-child-care-services>
 - Example: “Learn about the application process to become a CCS provider at <https://www.childcare.texas.gov/for-providers/offering-child-care-services>.”

2. CCS Provider Requirements and Policies Status (Required)

Boards must provide easy access to key information for providers that participate in the CCS program. This information may be provided on the Board’s website or a provider-specific portal, or the website/portal may link to a provider handbook.

- Information about the parent share of cost (PSOC), including:
 - How PSOC is calculated on a weekly basis (not monthly):
 - Example: “The parent share of cost (PSOC) is calculated on a weekly basis and is determined by the family’s gross monthly income and family size.”
 - Instructions for how providers should collect PSOC:
 - Example: “CCS providers must collect the parent share of cost (PSOC) from the family by [insert payment method].”
 - When and how to report parents who fail to pay PSOC:
 - Example: “If a family fails to pay a parent share of cost (PSOC) to a CCS provider, the CCS provider must report the instance to the Board by [insert method of contact] within [insert number] business days after the due date of the missed payment.”
- Explanation of attendance expectations:
 - Example: “All CCS providers have attendance rules. If a child is not attending care regularly, families are not signing their child(ren) in and out of care every day, or other issues arise regarding attendance, CCS providers must reach out to their Board by [insert method of contact].”
- Information on required reporting (such as facility or permit changes, pending ownership changes, closures, a child no longer attending, failure to pay PSOC, and so on):
 - Example: “CCS providers must inform the Board by [insert method of contact] [insert number] business days in advance of provider changes as stated in the CCS Provider Agreement and the following Board-specific requirements: [insert requirements]. CCS provider facility changes, including a change in ownership, location, or facility/permit type require a new Provider Agreement to be signed.”
- Easy access to common CCS forms/online reporting:

<https://www.childcare.texas.gov/child-care-services/ccs-forms-providers>

 - Example: “To view common CCS program forms for providers, visit <https://www.childcare.texas.gov/child-care-services/ccs-forms-providers>.”
- The Board’s payment calendar and a statement about when payments are issued:
 - Example: “Payments are issued on or before the first Monday of the two-week payment period. Depending upon your bank’s processing time, it may take up to two business days for the funds to be available.”

Boards must provide information about the Texas Rising Star program, which CCS programs are required to participate in.

Required Website Elements:

- Prominent link to Texas Child Care Connection’s Texas Rising Star web page:
<https://www.childcare.texas.gov/texas-rising-star>
 - Example: “All CCS program providers must participate in the Texas Rising Star program. To find out about the Texas Rising Star program and how to get certified, visit <https://www.childcare.texas.gov/texas-rising-star>.”
- Link to TWC’s video for providers about Texas Rising Star: https://youtu.be/RkHquWeh_JY
 - Example: “To view the Texas Rising Star program overview video for providers, visit https://youtu.be/RkHquWeh_JY.”
- Information about the process/timeline to become Texas Rising Star certified:
<https://www.childcare.texas.gov/texas-rising-star/getting-certified>
 - Example: “The Texas Rising Star program certification process includes three steps that CCS providers must complete within a two-year time frame. To learn about the certification process, visit <https://www.childcare.texas.gov/texas-rising-star/getting-certified>.”
- Web form/email address for submitting questions about Texas Rising Star:
<https://www.childcare.texas.gov/tx3c-contact-us>
 - Example: “To submit questions about the Texas Rising Star program, fill out and submit the form at <https://www.childcare.texas.gov/tx3c-contact-us>.”

Recommended Website Elements:

- Information about the Texas Rising Star mentor staff/team (such as bios, how to contact them, and so on)

4. Local Child Care Committee (Required)

Boards must provide information about their local Child Care Committee.

Required Website Elements:

- Description of the committee, its purpose, and how frequently it presents to the full Board
- Contact information for questions or additional information regarding the committee

Recommended Website Elements:

- Committee membership, including each member’s title, role, and organization
- Meeting agendas and/or minutes from past meetings

- Information on how to provide input to the committee (such as an email or web form, survey, provider meetings, and so on)

5. Prekindergarten Partnerships (Required)

Boards must provide information about prekindergarten (pre-K) partnerships.

- Information about pre-K partnerships (what a pre-K partnership is, criteria, and benefits):
 - Example: “A pre-K partnership is when a school partners with one or more quality-rated child care programs to provide high-quality care and education to three- and four-year-old children. Child care programs must meet criteria to participate in a pre-K partnership. For providers who want to learn more about pre-K partnerships, visit the Texas Child Care Connection pre-K Partnership web page at <https://www.childcare.texas.gov/for-providers/growth-and-sustainability/prekindergarten-partnerships>.”

For All: Reporting Fraud

Boards must provide information on how to report suspected fraud.

Required Website Elements:

- Prominent link to TWC’s website for reporting suspected fraud:
<https://www.twc.texas.gov/services/report-fraud>
 - Example: “To report suspected child care fraud to TWC, visit <https://www.twc.texas.gov/services/report-fraud>.”

Optional Website Elements:

- Provide information on how to report suspected fraud to the Board.

Website Design Best Practices

To ensure websites are useful and accessible for families, Boards should take the following actions:

- Use plain language and avoid technical policy terminology
- Ensure key information is easy to find within two clicks
- Prioritize mobile-friendly design
- Link to Texas Child Care Connection (<https://www.childcare.texas.gov/>) and Early Childhood Texas (<https://www.earlychildhood.texas.gov/>) whenever possible rather than duplicating state content