TEXAS WORKFORCE COMMISSION
Workforce Development Letter

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Keywords:	Child Care
Effective:	Immediately

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

[signature]

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

Subject: **Texas Child Care Connection and Child Care Automated Attendance—Update**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on the implementation of automated attendance tracking and the new child care case management system—Texas Child Care Connection (TX3C)—as well as managing excessive child absences. This updated letter reflects timeline changes for attendance tracking in TX3C.

RESCISSIONS:

WD Letter 08-23, Change 7

BACKGROUND:

TX3C, which is powered by KinderSystems and includes automated attendance-tracking functionality, was introduced on May 17, 2023. The new system allows parents and/or caregivers (referred to as "sponsors" in KinderSystems' applications) to report child care attendance in an automated manner through the following suite of KinderSystems products:

- KinderConnect—A web-based provider portal that collects child attendance data for providers and state or local Workforce Solutions staff to view
- KinderSign—An application for child care providers' iPads and Android tablets that makes it easier for a sponsor to enter a child's attendance status at the child care provider location
- KinderSmart—A mobile application for iPhones and Android phones that allows sponsors to enter attendance information using a personal smartphone

Boards notified all Texas Workforce Commission (TWC) scholarship-accepting child care providers that the new automated attendance tracking system, which consists of KinderConnect, KinderSign, and KinderSmart, became available on May 17, 2023, and

that automated attendance collection began on May 17, 2023 (or as soon as the child care provider completed its setup).

On April 25, 2023, the TWC's three-member Commission (Commission) voted to reinstate all child care attendance requirements and procedures in conjunction with the implementation of the full TX3C system. The TX3C system launched January 13, 2025. TWC reinstated all child care attendance requirements and procedures on August 4, 2025.

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."

Absence Reporting Responsibility and Information

NLF: Boards must inform staff that KinderSystems began to ship tablets in May 2023 to providers that stated in the Subsidy/Scholarship Child Care Provider Survey that they did not have a tablet to use for attendance entry. These state-issued devices arrived ready to use with the appropriate software already loaded.

NLF: Boards must inform staff that providers that use child care management software (CCMS) supported by a KinderSystems application programming interface connection may continue to use their current CCMS for attendance collection. Only attendance information for children receiving child care scholarships will be uploaded to KinderSystems. The CCMS programs that are currently supported can be found on the TX3C software.

NLF: Boards must ensure staff provides sponsors with information on how to access the automated attendance tracking system through the KinderSmart or KinderSign applications. Sponsors may download the KinderSmart application on their personal devices from the appropriate app store (for iPhone or Android). Additionally, sponsors must also be informed of how to use KinderSign on a provider's tablet if they choose not to use the KinderSmart application.

NLF: Boards must notify sponsors whose child care provider will continue to use its existing CCMS that the sponsors will continue using their respective provider's existing attendance system instead of KinderSmart or KinderSign.

NLF: Boards must inform staff that the TX3C information site and help desk support are available to help child care sponsors and providers to use the new child care automated attendance tracking system.

NLF: Boards must provide the following KinderSystem support information to sponsors who have issues recording attendance if the Board is unable to remediate:

- Support website: [Families, Parents, and Sponsors](#) page
- Phone: 1+ (888) 265-6461
- Email: supportTX@kindersystems.com

NLF: Boards must notify Child Care Services (CCS) providers of the following:

- Providers that are not using the attendance system will be placed on a Service Improvement Agreement (SIA) notifying them that they have one month to use the new system.
- The SIA will also notify providers that if they are not using the new attendance system within one month of the execution of the SIA, CCS payments will be withheld until they come into compliance.

NLF: Boards must inform staff that if a provider is unable to use the automated attendance system through no fault of their own (for example, they have not yet received a tablet), the provider must not be placed on an SIA or have their payments withheld. The provider must supply documentation of their due diligence to connect to and use the system.

NLF: Boards must also inform staff that providers are required to report when a child stops attending or fails to begin attending a child care provider location within one week of the effective date on the authorization notice so that staff may take appropriate action and reach out to the sponsor to determine whether the child still requires child care.

NLF: Additionally, Boards must continue to pay providers based on enrollment, except for relative providers. Boards must ensure that a relative child care provider is not reimbursed for the days that a child is absent, as set forth in Title 40, Texas Administrative Code (TAC), Part 20, Chapter 809, Child Care Services rule [§809.93(c)](#).

Child Care Absence Tracking and Notification Process

NLF: Boards must inform staff that attendance standards and notice and reporting requirements, as set forth in [§809.78](#), will become effective in conjunction with the full implementation of TX3C, scheduled for August 4, 2025. As of system launch, all children's absences were reset to zero on August 3, 2025.

NFL: Boards must inform staff that absences must be reset at recertification to align with the start date of a new eligibility period.

NLF: Boards must inform staff that the provider automated attendance and notification requirements, as set forth in [§809.95](#), remain in effect with the implementation of TX3C.

NLF: Boards must inform staff that, pursuant to [§809.2(11)](#), "excessive unexplained absences" are defined as more than 40 unexplained absences in a 12-month eligibility period. If the Board extended a child's eligibility period beyond 12 months, the Board must review the child's previous 12-month attendance record to verify absences prior to termination.

NLF: Furthermore, Boards must inform staff that absence notifications to families and providers must begin following the August 4, 2025, attendance reset. These notices will

be automatically generated and sent by TX3C based on absences counted beginning August 4, 2025.

NLF: Boards must ensure that a sponsor reports a child's attendance using the relative provider's phone number to record attendance using the Interactive Voice Response (IVR) system. The IVR phone number is (713) 242-1606. A child's absences in relative care count toward the maximum number of allowable absences.

NLF: Boards must inform staff that, pursuant to §809.95, only a sponsor may report a child's attendance. However, in instances where there is not a sponsor performing the drop-off or pick-up of the child (such as when the provider is transporting the child to or from school), the provider may record the appropriate check-in/check-out. The sponsor must still record at least one daily check-in or check-out for the child. However, the sponsor is not required to perform both a check-in and a check-out. Additionally, sponsors may backdate attendance records by up to six days.

NLF: Boards must notify providers that provide transportation to and from their program of the above information and requirements.

Attendance Reporting Using the Provider's Child Care Management Software

NLF: Boards must inform staff that, except for the exception described above where the provider is transporting a child, the requirements in §809.95 apply to providers using their own CCMS for attendance collection, including the requirement that providers must not perform the attendance or absence reporting function on behalf of the sponsor. However, for providers using a CCMS that does not allow sponsors to report backdated attendance, providers may correct backdated attendance on behalf of the sponsors.

NLF: Boards must inform staff that provider misuse of attendance reporting, including intentionally entering false attendance reports through the provider's CCMS, is grounds for potential fraud determination.

NLF: Boards must inform staff that attendance uploaded to KinderSystems, including provider-entered backdated attendance, is subject to monitoring for accuracy. Based on local procedures, providers may be required to provide documentation from the sponsor of actual attendance for backdated entries.

NLF: Boards must notify providers that use their own CCMS for attendance tracking of the above information and requirements.

INQUIRIES:

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

ATTACHMENTS:

Attachment 1: Revisions to WD 08-23, Change 7, Shown in Track Changes

REFERENCES:

Texas Workforce Commission Chapter 809 Child Care Services Rules
Texas Workforce Commission Child Care Services Guide