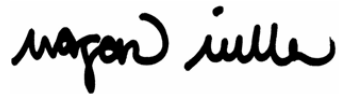


TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 08-26
Date:	April 13, 2026
Keywords:	Child Care
Effective:	Immediately

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



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

Subject: **Proper Use and Protection of Child Care Services Information**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with specific guidance on the high-level confidentiality requirements for Personally Identifying Information (PII) related to the Child Care Services (CCS) program.

This guidance ensures that PII is protected from unauthorized disclosure while allowing for its proper and necessary use to effectively administer the CCS program and serve Texas families.

For general requirements on how to handle and protect all PII, Boards must refer to [WD Letter 02-18, Change 1](#), issued March 18, 2024, and titled “Handling Personally Identifiable Information and Other Confidential Information.”

RESCISSIONS:

None

BACKGROUND:

The Texas Workforce Commission (TWC) and Boards jointly administer the CCS program, ensuring strict, statewide adherence to privacy laws.

Information collected through the CCS program is considered extremely sensitive and must be handled with the highest degree of care to maintain the trust of the families served. These rules govern the proper use and disclosure of this information without preventing its use for essential program functions.

To ensure clarity, this policy uses the following standard definitions:

- **Personally Identifiable Information (PII)** is the primary term for all confidential information that must be protected. PII includes any information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information. PII collected and maintained for the CCS program is confidential and must be protected from unauthorized disclosure.
- **A privacy incident** is the loss of control, compromise, or unauthorized disclosure of PII.

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."

Authorized Use of CCS Information

NLF: Boards must ensure staff and contractors understand that using PII is a necessary and authorized part of administering the CCS program. Authorized uses include all activities needed to effectively serve families and children, such as:

- determining eligibility for services;
- processing payments to child care providers; and
- sharing necessary information with a child care provider to complete a child's enrollment.

This is the **proper use** of PII and is not considered an unauthorized disclosure. The following sections provide rules for ensuring this information remains protected from improper use.

NLF: Boards must ensure staff and contractors protect the following categories of confidential CCS information from any unauthorized access, use, or disclosure:

- **Child and Family Information:** This includes names, addresses, contact information, dates of birth, family composition, income levels, and any information related to a family's eligibility for CCS.
- **Child Abuse or Neglect Records:** Any files, reports, or records related to an investigation of child abuse or neglect are subject to heightened legal protection and must be disclosed only as expressly permitted by Texas Family Code Chapter 261.
- **Confidential Provider Information:** A provider's internal business records, payment information, and child/family records are confidential (in contrast,

information such as a provider’s name, address, contact information, and provider-specific monitoring and inspection reports are public information and must be made available upon request).

Use of Live Data for Training

NLF: Boards must inform staff that using live, confidential CCS data for any external training purpose is prohibited. Staff and contractors may use live, confidential CCS data only when training new Board or contractor staff directly involved in CCS administration and service delivery.

NLF: Boards must inform staff that recording any training involving confidential CCS data is prohibited.

LF: Boards may inform staff that screenshots with all PII redacted are allowable for external training purposes.

Aggregate Data

NLF: Statistical data that summarizes information without revealing individual identities is not confidential. However, before sharing, Boards must ensure the data is sufficiently de-identified to prevent reidentification of any individual. When releasing de-identified information to any external party, Boards must provide the mandatory notice required by [WD Letter 02-18, Change 1](#) and subsequent issuances.

Privacy Incident Reporting for CCS Data

NLF: If a staff member suspects or knows that CCS PII has been compromised or mishandled, they must immediately follow the mandatory incident reporting steps outlined in [WD Letter 02-18, Change 1](#) and subsequent issuances.

INQUIRIES:

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

ATTACHMENTS:

None.

REFERENCES:

[WD Letter 02-18, Change 1](#), issued March 18, 2024, and titled, “Handling Sensitive Personal Information and Other Confidential Information—Update”
TWC’s Information Security Manual (For security reasons, direct links to the TWC Intranet are not provided on this notice. If you need assistance finding the TWC Intranet, your Workforce Board contact can provide more information about the location of specific resources.)
45 CFR Part 98 (Child Care and Development Fund)
Texas Family Code Chapter 261
Texas Business & Commerce Code Chapter 506