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6/3/24

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. It is called the 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 Rural Capital Area 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 Rural Capital Area 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 Rural Capital Area 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 Rural Capital Area 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 as 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 Rural Capital Area 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 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		<u>New</u> 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)

You may provide updated rates for your program at any time, however; Workforce Solutions Rural Capital Area will request updated rates from providers during Annual Update later this summer.

Transition Period

As Phase 2 of the TX3C project begins, processing of parent applications may be delayed during the transition period starting on **June 14, 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,

Provider Services

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