6/3/24

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. 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.

**Transition Period**

There may be some delays in the following services beginning on **July 1, 2024**:

* The Workforce Solutions Rural Capital Area online application for services will no longer be available as of June 14, 2024.
* If you have an upcoming recertification for services, you may be contacted to extend your services due to limited processing during the system change. This will not affect all upcoming recertifications.
* TX3C is scheduled to launch on July 1, 2024. Some services may be slower than usual as Workforce Solutions Rural Capital Area 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 Rural Capital Area will use the new calculation **beginning with your next eligibility period, at recertification**. 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 Rural Capital Area 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 us using your For Child Care Portal Account, [rcachildcareservices@ruralcapital.net](mailto:rcachildcareservices@ruralcapital.net) or by calling 512-260-1397 option 5.

Respectfully,

**Family Services**

**Workforce Solutions Rural Capital Area, Child Care Services**  
512-260-1937 Option 5  
Fax: 855-584-7332  
Relay TX: 711 or 1-800-735-2988 (Voice) or 1-800-735-2989 (TDD)  
[rcachildcareservices@ruralcapital.net](mailto:rcachildcareservices@ruralcapital.net)