

June 14, 2024

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—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 of Central Texas 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 of Central Texas 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 at the beginning of each two-week payment period.
* The first two-week payment period beginning July 1st will be transitional, and payments may not be issued until July 3rd.
* Workforce solutions of Central Texas will provide a payment period calendar in future correspondence; the calendar will outline each two-week payment period and how quickly providers should anticipate receiving payments each cycle.
* For children that enroll in CCS in the second week of a payment period, payment for the initial week of child care will not be paid prospectively but will be paid with the next available payment run (typically 1-3 weeks after services).
* 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 of Central Texas 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.

## Parent Copays

To align with the new prospective payment that will be based on a two-week payment cycle, parent copays will also be aligned to weekly fees (which may be paid weekly or biweekly, in alignment with the payment period) beginning July 1, 2024. The Board will notify you of each family’s weekly copayment amount which will be converted from their current monthly rate.

The new system will continue to calculate your payment amount by determining the applicable rate for the type of care provided and subtracting the parent copay. Ensuring parents pay based on a weekly or biweekly interval will help ensure your payments are accurate.

## Child Attendance

A child’s regular attendance is imperative; consequently, Workforce Solutions of Central Texas 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—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 of Central Texas will use the new time and attendance features in TX3C to monitor attendance. In accordance with your agreement to provide subsidized child care , you must **ensure that parents record attendance** directly in TX3C, or through an approved child care management system (CMS) that uploads CCS attendance data to TX3C. Additionally, if you are not making the attendance system or your approved CMS available to parents to record their children’s attendance, the Board may terminate your agreement to provide subsidized care.

More information about the attendance tracking system is available at [**https://tx3c.info**](https://tx3c.info).

## Expanded Age Groups

A new state law requires TWC to match age groups for provider payments with Child Care Regulation age groups and TX3C will support this change. You will be able to designate rates for more age groups, as demonstrated in the following table.

| **Rate Groups**  **before October 1, 2024** | **New Rate Groups**  **Effective October 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) |

Workforce Solutions of Central Texas will request updated rates from providers **in early August 2024 so they can be effective by October 1, 2024.**

# 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. We will do all we can to insure your payments remain as regular as possible.

**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** Workforce Solutions Financial Specialist by **email** at:

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Respectfully,

Workforce Solutions of Central Texas