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**Rogelio Treviño**  
EXECUTIVE DIRECTOR

November 2, 2024

Dear Child Care Provider:

On **December 9, 2024**, the Texas Workforce Commission (TWC) will launch a new case management system for the Child Care Services (CCS) 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 on-line 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 for South Texas Child Care Services (CCS) 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 December 2024, Workforce Solutions for South 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 prospective two-week payment period, December 9<sup>th</sup> through December 22, 2024, will be considered the transitional and there for payment will be issued Thursday, December 19, 2024.
- Workforce Solutions for South Texas will provide a payment period calendar via e-mail and it will be uploaded in [www.southtexasworkforce.org](http://www.southtexasworkforce.org) in the child care provider tab; 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 during 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 one to three weeks after services).

Serving Jim Hogg, Webb and Zapata Counties  
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- 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 for South Texas will 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 Share of Cost (PSoC)**

To align with the new prospective payments that will be based on a two-week payment cycle, effective December 9, 2024 PSoC will be aligned to bi-weekly for new enrollments and recertifications. For existing families, the parent copays will be aligned to bi-weekly effective January 2025. The Board will notify you of each family's weekly PSoC amount, which will be converted from their current monthly rate.

The new system will continue to calculate payment amounts by determining the applicable rate for the type of care provided and subtracting the PSoC. Ensuring parents pay based on a bi-weekly interval will help ensure payments are accurate.

Effective January 2, 2025, PSoC Collection date must be the same as the CCS payment date. Non-payment of PSoC must be reported to CCS within three (3) business days from the collection date via Jot Forms <https://form.jotform.com/231524983706158>.

### **Child Attendance**

A child's regular attendance is imperative; consequently, Workforce Solutions for South 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 for South 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 on the TX3C information site.

**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.

<b>Rate Groups Before December 9, 2024</b>	<b><u>New</u> Rate Groups December 9, 2024</b>
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 for South Texas Child Care Services (CCS) will request update rates from providers to be submitted by November 15, 2024 via email to [ccsprovider@southtexasworkforce.org](mailto:ccsprovider@southtexasworkforce.org).

Processing of parent applications may be delayed during the TX3C transition period in early December 2024.

For more information or if you have questions, please contact Child Care Services at 956-794-1500 or via-mail to [ccsprovider@southtexasworkforce.org](mailto:ccsprovider@southtexasworkforce.org).

Respectfully,



*for* Rogelio Trevino  
Executive Director