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Rogelio Treviño
EXECUTIVE DIRECTOR

November 2, 2024

Dear Parent/Guardian:

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.

Transition Period

There may be some delays as we transition to the new system:

- Workforce Solutions for South Texas CCS online waiting list application, will no longer be available as of Friday, November 29, 2024.
- Requesting provider transfers will not be permitted until the start of the second pay period following their request.
- The reporting changes must be done through the portal, once available.
- Workforce Solutions for South Texas CCS will notify you separately of your new certification date, if applicable.
- Workforce Solutions for South Texas will begin using TX3C on December 9, 2024. Some services may be slower than usual as Workforce Solutions for South Texas CCS staff learns the new system.

Absence Tracking

Effective December 9, 2024, absences will be tracked for children in care. You will be responsible for complying with TWC's attendance standards or risk termination of eligibility for excessive absences. Meeting attendance standards for child care consists of no more than 40 total unexplained absences in your 12-month eligibility period. You are required to report your child's attendance using the attendance reporting system located at your provider's location or through mobile app (if available for your provider).

Absences due to a child's documented chronic illness, disability, or court-ordered visitation are not counted in the number of unexplained absences. You must submit documentation to Workforce Solutions for South Texas (Email) for these types of absences.

Parent Share of Cost

TWC has approved a new calculation methodology for Parent Share of Cost (PSoC). The new methodology will be available at the time TX3C is launched and will apply to your PSoC at your next eligibility period

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Unless you have a change in income or in your family size, your current PSoC will remain the same.

You may request a review of your PSoC prior to your recertification if you are experiencing an extenuating financial situation.

Change to a Bi-Weekly Rate

TX3C pays providers for the child care services you receive on a bi-weekly basis, equivalent to the bi-weekly payment received by the providers. Your family Parent Share of Cost (PSoC) must match the pay period for providers. Effective January 2, 2025, your PSoC will be calculated on a bi-weekly basis and will be due to the provider bi-weekly instead of monthly.

Your bi-weekly fee will be calculated from your current monthly fee, ensuring your total cost does not increase.

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.

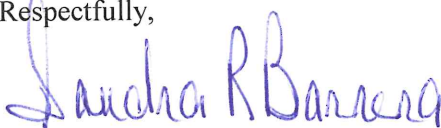
The new system will feature the following:

- 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 for South Texas CCS will continue to manage your CCS case, determine eligibility, and manage the local waiting list. We will provide more information regarding TX3C and how you will access the new system within the next month.

Please be patient with Workforce Solutions for South Texas CCS staff as we work with the new statewide system that will ultimately be more efficient and user-friendly for our child care families. For more information or if you have any questions, please contact Workforce Solutions for South Texas Child Care Services at 956-794-1500 or via e-mail ccs@southtexasworkforce.org.

Respectfully,


Rogelio Trevino
Executive Director