

October 22, 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:

- The Workforce Solutions for North Central Texas (WSNCT) online waiting list application for services will no longer be available as of November 15, 2024.
- You can continue to report changes or request provider changes and transfers by calling 940-382-6712.
- WSNCT will begin using TX3C on December 9, 2024. Some services may be slower than usual as our team 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 WSNCT for these types of absences so they will not count towards the 40 allowed absences.

### **Parent Share of Costs**

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.

Your current PSoC will remain the same unless your income decreases or your family size changes. WSNCT will use the new methodology beginning with your next eligibility period. 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.

### **Change to a Weekly Rate**

TX3C pays providers for the child care you receive on a biweekly basis, instead of a monthly basis. Your family copay must match the pay period for providers. Effective January 1, 2025, your copay will be calculated weekly.

WSNCT will share the specific amount of your new weekly fee. Your 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

WSNCT 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 WSNCT 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 questions, please contact WSNCT Child Care Services at 940-382-6712.

Sincerely,



Phedra Redifer  
Executive Director  
Workforce Solutions for North Central Texas