



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—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 Heart of Texas online application for services will no longer be available as of June 14, 2024.
- If your eligibility is due to be recertified between June 15 and July 31, 2024, Workforce Solutions Heart of Texas will extend your recertification date by 60 days.
- TX3C is scheduled to launch on July 1, 2024. Some services may be slower than usual as Workforce Solutions Heart of Texas 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 Heart of Texas will use the new calculation **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.

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.

www.hotworkforce.com/ChildCare

Workforce Solutions for the Heart of Texas Child Care Services

1416 S. New Road | Waco, Texas 76711 | (254) 296-5374 | (800) 772-2269 toll free | FAX (254) 753-6355

The Heart of Texas Workforce Board, Inc. is an equal opportunity employer/programs and auxiliary aids and services are available upon request to include individuals with disabilities. TTY/TDD via RELAY Texas service at 711 or (TDD) 1-800-735-2989 / 1-800-735-2988 (voice).



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 Heart of Texas 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 via phone at 254-296-5312, or via email at ccswaitlist@hotworkforce.com.

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