

PAC Questions and Answers

06-20-2024

Are some siblings required to wait 24 months as well?

Siblings that are part of the case, and their parent request that care be suspended, we can add them back to care. However, if they need to be added to the case, such as a newborn, they are added to our sibling waitlist. Parents are informed.

Would mom need to go ahead and fill out an addition for the case?

Yes, however they won't go on our regular waitlist. They would need to contact us, and we will work on adding them manually to the sibling waitlist.

A family that is coming up for eligibility do they need to apply on the waitlist?

No, as long as they are eligible, and they renew their scholarship their care will continue.

Any changes for Child Care teacher children to get more of a priority in funding?

Not at this time. Right now, we don't have the funding; we have more flexibility with funds from the city or county. However, we are looking into options for child care staff. Our biggest hurdle right now is funding.

Is Texas outside of the federal funding?

We are looking for funding opportunities-for example, currently reviewing at a department of labor funding grant to determine if we can qualify to apply for funds. We are actively pursuing funding opportunities.

Will providers be sent out the weekly rate (regarding the PSoC TX3C change)?

Yes, we will send out the weekly rates to both parents and providers. We will encourage parents to work with providers to work out a collection date.

Absence Tracking: Sometimes my internet kicks me off and I don't know until the parent lets me know. How will this system help?

As long as there is a connection made within 6 days, TWC stated the attendance should upload. If there are corrections that need to be made, we can adjust them manually at the board level.

On my KinderConnect some kids are assigned incorrectly to the parents.

This is a common system defect that TWC is aware of and working on getting corrected.

For the standard application, does that include funding for all purposes like COC?

Yes, the parent will apply and then be placed on a waitlist. Based on the priority group the family falls under, we will reach out to notify them of opportunities available.

Regarding the 40 absences – what if the child has a regular sick absence or an illness, we require them to be out, like hand, foot and mouth, how do we document this? Will this be case by case?

A good practice going forward, would be for families/providers to contact us to credit those absences when it happens instead of waiting to accumulate close to 40 absences and then trying to go back and explain absences. We are able to credit qualifying absences.

My concern is that with absence tracking – we have 24 hours policy for kids who are sick that we must require children are out for multiple days. This is for in-homes.

Please contact us at the point of illness to work with families regarding exceptions. We will be providing more guidance in the coming months.

Should families reach out to case workers or provider services?

Send an email to austinccs@wfscapitalarea.com regarding the illness.

Will you send out a form for attendance that we should return completed in order to receive payment?

No, payment is not based on attendance.

Do we need to rework our payment schedule to accommodate the changes coming from boards?

Ultimately, it is up to providers to decide payment dates. TWC will be releasing a statewide payment schedule and you'll need to determine if you need to make any changes.

What happens if parents want to transfer in the middle of our pay period?

With TX3C, the effective date of the transfer will vary 3-4 weeks following the date the parent submitted the request; some exceptions may be approved for instances such as health and safety concerns.

Will 2450 still reflect the monthly PSoC?

No, their notices are going to show a weekly fee.

The way the system will report and how are parents pay – will the affect our current pay schedule?

The new payment dates and how often you collect the parent fee may affect your payment schedule.; each provider will need to decide that for their program.

Have the relative rates changed?

No, they will remain the same.

Payments will be every other week, but it won't fall on a Friday like usual?

Correct

Do we have to inform you about a birthdate during that time and is there a time frame for us to reach out so the next payment is adjusted?

The rates are based on the age of the child on the first day of the pay period. If the birthday occurs after the first day of the pay period, you will be reimbursed at the new rate starting the next pay period.

We are currently using Tadpoles which doesn't connect with Kinder Connect and use the tablet, however we are switching systems to Kaymbu in August. Do you know if this program is supported with Kinder Connect?

It doesn't appear that Kaymbu is supported by KinderConnect. Currently supported systems are located here:

<https://tx3c.info/index.php/api-cms-vendor-list/>

When is procare web based going to be connected to kinder connect?

It appears that ProCare web based v3.5 is now supported by KinderConnect.

Technical Support: support@procaresoftware.com and pjholden@procaresoftware.com

Will there be an adjustment to the next payment due to the bump up in age?

If a child has a birthday that advances them to the next age group, you'll be paid based on the age the child is on the first day of the pay period. If the child's birthday occurs after the first day of the pay period, the new age group will be made effective starting the following pay period.

How are the current funds in arrears going to be caught when the new method is started?

During the month of the system deployment, it's been shared that you would be receiving payment for both prospective and arrears.

Can you share the availability portal?

<https://childcare.twc.texas.gov/find/>

Parents said ccs told them they don't have to pay at the beginning of the month and can pay weekly now.

Because fees will be calculated based on a weekly fee, some parents may assume that they can pay weekly. Programs will decide how often they collect fees and we will be encouraging parents to communicate with you about the PSoC collection schedule.

What is the potential effect of weekly payments when parents are required to provide 2-week transfer notice?

With the new transfer policy, there would be no conflicts with the collection of the weekly fee. Parents would need to wait to an estimated 3 weeks to transfer out, allowing enough time to provide notices to the current and new provider.

Were providers included when we changes were decided?

These rules are driven by the federal regulations. There are areas where there is more flexibility than others but ultimately, TWC had to mostly decide how to best implement the new federal regulations with the existing framework. For example, there is flexibility with how often providers want to collect PSoC.

Can you describe how we should approach using the local referral application given the upcoming changes? As the waitlist time grows, we are struggling to actually enroll new students without funding in place already and it seems the other priority groups are similarly waitlisted.

Continue to use the local referral application, which will give priority to customers with needs. There is still a waitlist, but it is important to apply through the referral application.

Shouldn't the parent fee stay the same per month for our monthly billing systems, but allow the parent to make partial payments, and the non-payment reports dates will change to the end of the month?

The current PSoC amount is going to be re-calculated to a weekly amount (and parent won't be paying more or less). If you want to try to maintain a monthly collection schedule, it will technically vary from month to month because it will be based on the number of weeks in that month. When you receive your statement, you will see weekly PSoC deductions and you will have to reconcile that with your collection process. This new change will impact our local procedures to report non-pays, and we will be providing additional guidance in the coming months.

Will the referral form still be handled the same way after the launch of the new platform?

We don't know yet, but for now continue to use it the way you normally do. We will provide additional guidance in the coming months.

Was there any change in the policy that parents could not be charged beyond the CCS rate to equalize the cost of care?

There is not. Parents are still unable to be charged the difference of CCS rates and your facility's published rates.

How are we going to notify WFS if we did not receive our payments?

For now, everything will remain the same until September 1st. As we get closer to launch, we will provide additional guidance.

When would we consider a parent did not pay their fee?

We currently give until the end of the month. This will change and we will provide additional guidance in the coming months.

How often do we have to check their attendance?

Every 6 days – which will allow families to backdate.