ABSENCE RESOURCE GUIDE

KinderSystem Tools

The new system allows parents and caregivers (referred to as "sponsors") to report child care attendance through the following KinderSystems tools:

KinderConnect:

A web-based portal for providers to track and share attendance data with state or local Workforce Solutions staff.

KinderSign

An app for iPads and Android tablets that helps sponsors log a child's attendance at the provider location.

KinderSmart

A mobile app for smartphones (iOS/Android) that allows sponsors to record attendance on their personal devices.

TWC Will Enforce All Child Care Attendance Requirements Starting March 31, 2025.

The TX3C information site and help desk support, are available to help child care sponsors and providers use the new child care automated tracking system.

- Support website: Families, Parents, and Sponsors page
- Phone: 1+ (888) 265-6461
- Email:supportTX@kindersystems.com

Reporting Attendance

Relative providers must use the Interactive Voice Response (IVR) system (713-242-1606) to report attendance. Only sponsors may report attendance, but providers can log check-ins or check-outs in cases where the sponsor isn't present. Misuse of the system, including entering false attendance records, may result in fraud investigations. All attendance data uploaded to KinderSystems, including corrections, will be monitored for accuracy.

Absences

Absences will reset on March 30, 2025. Any unexplained absences exceeding **40** within a 12-month period will be flagged and may lead to termination of the child care scholarship. Starting March 31, 2025, absence notifications will be automatically generated and sent to the caregiver. Caregivers may submit documentation for prolonged absences due to illness or extenuating circumstances to have the absence credited.

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