

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](mailto:supportTX@kindersystems.com)



Service Improvement Agreement (SIA)

Providers that are not using the attendance system will be placed on a Service Improvement Agreement (SIA) notifying them that they have one month to use the new system. The SIA will also notify providers that if they are not using the new attendance system within one month of the execution of the SIA, CCS payments will be withheld until they come into compliance. If a provider cannot use the system due to factors like not receiving equipment, they must provide documentation and will not face penalties.

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

Providers must report when a child stops attending care within one week of the authorization date. Payments will be based on enrollment, except for relative providers, who will not be reimbursed for absent days.

Absences will reset on **March 30, 2025**, and any unexplained absences over 40 in a 12-month period will be flagged.