



July 30, 2019

Dear Tarrant County CCMS Provider,

On behalf of Child Care Associates and the Child Care Management Services (CCMS) program, I would like to thank you for providing services to children and families in Tarrant County. A special thanks to our Texas Rising Star (TRS) providers who have validated their star-level of quality to support quality child care to our families in Tarrant County. Nearly 2 in 3 CCMS children now receive child care services from a TRS provider.

The Texas Workforce Commission (TWC) who manage Texas CCMS services will be upgrading the statewide system that is used for the child care programs. This is a mandatory upgrade. This upgrade will continue to help families confirm their eligibility and to help providers with their reimbursement payments. From August 9 through August 15, the system will need to be down for the upgrade.

What does this mean for you as a CCMS Provider?

- From Aug. 9-15, new enrollments will not be seen on the online portal. During this upgrade period, new CCMS parents will experience a short delay in receiving their new swipe cards and will not be able to swipe. As a good business owner, it's important that you keep good documentation on attendance for new enrollments to ensure payment.
- For CCMS parents already enrolled, their current swipe cards will work and these parents should continue to swipe as always.
- Providers will not receive their normal CCMS payment on Wednesday, August 21st. Instead, providers payments will need be paid on Wednesday, August 28th – a one week delay. The August 28th payment will be especially large as it will cover two weeks of services.
- If you contact the CCMS office, please document all communication with the CCMS office.

The good news – Tarrant County is the only county in Texas that pays our child care providers on a weekly basis. However, the challenge for Tarrant child care providers this time is because we pay weekly, all providers will be experience a one-week delay in payment. Our apology for any inconvenience.

If you have any questions or concerns, please feel free to contact your CCMS representative. Normal CCMS services will begin again once the upgrade is complete (targeted no later than September 1).

Sincerely,

Rita Morris

Program Director

Tarrant County CCMS

An Equal Opportunity Employer/Program whose auxiliary aids and services are available upon request to individual with disabilities.
TDD/TTY 1-800-735-2989