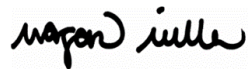


TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 06-23
Date:	April 24, 2023
Keyword:	Child Care
Effective:	Immediately

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers



From: Reagan Miller, Director, Child Care & Early Learning Division

Subject: **Child Care Services Provider Exit Survey**

PURPOSE:

The purpose of this Workforce Development (WD) Letter is to provide Local Workforce Development Boards (Boards) with guidance on distributing an exit survey to child care providers that have chosen to end their Child Care Services (CCS) Provider Agreement with the managing Board.

RESCISSIONS:

None

BACKGROUND:

[House Bill 2607](#), 87th Texas Legislature, Regular Session (2021), amended Texas Government Code §2308.3155 to require that all CCS providers funded by the Texas Workforce Commission (TWC) participate in the Texas Rising Star program. On October 3, 2022, TWC implemented the Entry Level designation for CCS providers and the two-year time frame for becoming certified as a Texas Rising Star provider.

Because of the requirement, some child care providers have decided to terminate their CCS Provider Agreement with the managing Board. In an effort to collect information about child care providers' decisions to end their CCS Provider Agreement, TWC created an exit survey. The survey results will help TWC identify both potential barriers to providing CCS or supports needed for child care providers.

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by "must."

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by "may" or "recommend."

NLF: Boards must distribute a link to the Child Care Services Provider Exit Survey to all child care providers that voluntarily terminate a CCS Provider Agreement with the Board. The survey is available in both [English](#) and [Spanish](#). A sample of the survey is included in this WD Letter as Attachment 1, Child Care Services Provider Exit Survey (Sample).

NLF: Within five business days of the child care provider's notification of the intent to end its CCS Provider Agreement, Boards must distribute to the child care provider a written request to complete the exit survey within 30 calendar days and include the requirements that a child care provider must meet in order to be reinstated as a CCS provider.

NLF: Boards must be aware that child care providers are not required to complete the exit survey.

LF: Boards may send the survey to child care providers that ended their CCS Provider Agreement after October 1, 2022, and before this guidance was provided.

INQUIRIES:

Send inquiries regarding this WD Letter to childcare.programassistance@twc.texas.gov.

ATTACHMENTS:

Attachment 1: Child Care Services Provider Exit Survey (Sample)

REFERENCES:

None