

# WORKFORCE SOLUTIONS

BRAZOS VALLEY

September 23, 2011

Dear Child Care Vendor,

The Texas Workforce Commission is in the process of consolidating two of its statewide software application systems. This process will begin September 30, 2011 and end October 3, 2011. During this period the Texas Provider Portal of CCAA will not be accessible. Any provider accessing the system will receive a "System in Maintenance" screen. The system will return to service on October 3, 2011 by 5:00 pm.

Additionally, the parent Interactive Voice Response (IVR) system will be unavailable. Callers will receive a "System in Maintenance" response when calling to report attendance, make changes to PINs, or activate attendance cards. The system will return to service on October 3, 2011 by 5:00 pm. Parents utilizing the IVR for reporting attendance are asked to please use the previous check in and checkout progress to report any attendance from 6:00 pm, Friday, September 30, 2011 to 5:00 pm, Monday, October 3, 2011.

All Child Care providers with a Point of Service (POS) device will notice that the device will go into Store and Forward (SAF) mode during this maintenance period. Parents are asked to continue to use the devices to report attendance as normal. The stored transactions will be processed on Monday, October 3, 2011.

Again, CCAA will not be available from September 30, 2011 until October 3, 2011. Below is what will be printed from POS devices for the next week:

**A T T E N T I O N !**

**CCAA access will be UNAVAILABLE  
starting Sept 30 at 6pm Central  
Time/5pm Mountain Time. POS will  
be in SAF mode & Provider Portal  
will be DOWN until Oct 3. Please  
contact your Board for details.**

**A T T E N T I O N !**

In addition to these changes, we are now coming up on the end of the fiscal year and it is time to make sure that all child care claims for FY11 (October 1, 2010 through September 30, 2011) have been paid. Any past due manual claims must be received by Gayle Mann in Child Care Services **no later than October 15, 2011** for review and payment processing. Any FY11 claims not received by this date will be rejected and will not be paid.

Equal Opportunity Employer/Services

Relay Texas: (800) 735 - 2989 • TDD (800) 735-2988 Voice • TTY (979) 595-2819

3991 East 29th Street, P.O. Drawer 4128, Bryan, Texas 77805

Phone: 979.595.2801 Fax: 979.595.2810

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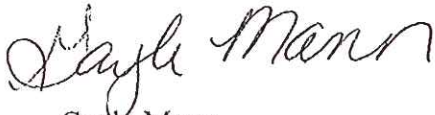


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Thank you for all that you do for the Workforce Solutions Brazos Valley-CCS program. If you need further assistance you can contact me at 979-595-2800 ext 2136 or by email at [gmann@bvcog.org](mailto:gmann@bvcog.org).

Sincerely,



Gayle Mann  
Provider Accounts Representative

CC: Jamie Calobrisi, Client Services Manager

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