

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 28-23
Date:	November 21, 2023
Keyword:	WIOA
Effective:	Immediately

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



From: Courtney Arbour, Director, Workforce Development Division

Subject: **Guidance on the Use of Metrix Learning™ Services**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on how to access and use Metrix Learning™ (Metrix) for eligible individuals interested in accessing job readiness and other online courses and earning industry certifications.

RESCISSIONS:

WD 25-21, Change 2

BACKGROUND:

The Texas Workforce Commission's (TWC) three-member Commission approved combining funds from Workforce Innovation and Opportunity Act (WIOA) statewide and Temporary Assistance for Needy Families Employment and Training (TANF E&T) statewide dollars under a contract with Metrix to provide job readiness skills activities, online learning courses, and industry certification assistance to eligible individuals.

Effective September 25, 2023, Boards may provide occupational training leading to Metrix industry certification assistance to eligible participants through Metrix in addition to continued access to job readiness activities.

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.”

Metrix Services

NLF: Boards must be aware that Metrix services are funded at the state level. No local formula funds will be distributed to Boards for these purposes.

NLF: Boards must ensure that Workforce Solutions Office staff members are aware that only services specified in this guidance are available through the Metrix statewide initiative.

NLF: Boards must be aware that TWC has contracted with Metrix to provide job readiness skills activities and occupational training leading to industry certification assistance to eligible individuals. Metrix services available through this Metrix statewide initiative include the following:

- General Online Coursework—This includes job readiness courses, such as non-occupational courses that may provide soft-skills training or other job-related preparation, and other online courses not intended to lead to Metrix Industry Certification Assistance.
- Metrix Industry Certification Track Training and Assistance—This includes occupational training courses in a specific Metrix certification track, as well as Metrix Industry Certification Assistance, such as practice tests, exam vouchers, and exam scheduling.

Workforce Enrollment

NLF: Boards must ensure that individuals are eligible for and enrolled as WIOA statewide program participants before receiving any Metrix services, including General Online Coursework, such as job readiness courses. Access to Metrix through the Online Learning Resources page in WorkInTexas.com and the [Metrix portal](#) are limited to participants identified and enrolled by local Workforce Solutions Offices staff.

NLF: Additionally, Boards must ensure that for each individual enrolled in Metrix services, appropriate staff documents the following in a TWIST WIOA *Program Detail*:

- For all individuals: work authorization, age, and Selective Service registration status; and
 - for youth: in-school or out-of-school status; and
 - for dislocated workers: dislocation documentation.
- Enrollment in the appropriate WIOA statewide program using:
 - WIOA Adult Statewide Fund (11), WIOA DW Statewide Fund (21), or WIOA Youth Statewide Fund (31)
- Provision of applicable services, as follows:
 - Short-term Work Readiness Services (84) with subfund (83) for General Online Coursework, including job readiness courses or other online courses not intended to lead to Metrix Industry Certification Assistance
 - Occupational Vocational Training (01) with subfund (83) for Metrix Industry Certification Track Training and Assistance, including industry certification track training enrollment and subsequent certification assistance, with detailed counselor notes documenting specific activities.

Metrix General Online Coursework

LF: Boards may enroll local workforce program participants or partner program customers in Metrix General Online Coursework.

NLF: Boards must be aware that there is no limit on the count of eligible participants who may be provided Metrix General Online Coursework, including job readiness and other online courses not intended to lead to Metrix Industry Certification Assistance. Enrollment Goals for each Board are provided in Attachment 1, Metrix General Online Coursework Enrollment Goals—Count by Board.

NLF: Boards must be aware that Metrix General Online Coursework, including basic job readiness services and other online courses not intended to lead to Metrix Industry Certification Assistance, are not training services.

Metrix Industry Certification Track Training and Assistance

Funding and Enrollment Limitations

NLF: Boards must be aware that funding for Metrix Industry Certification Track Training and Assistance is limited.

NLF: Boards must ensure that Workforce Solutions Office staff members do not enroll more eligible participants in training services and subsequent Metrix Industry Certification Assistance than are identified in Attachment 2, Metrix Industry Certification Track Training and Assistance Participant Estimates—Count by Board.

LF: Boards may request additional Metrix Industry Certification Track Training and Assistance slots once they have met their enrollment goals. Information about goals and the request process are detailed in Attachment 2 of this guidance.

NLF: Boards must be aware that Workforce Development Division staff will inform Boards when funds for these services are no longer available for their local workforce development areas.

Referral to Metrix for Metrix Industry Certification Assistance

NLF: Boards must ensure that a Board Metrix Administrator refers eligible WIOA statewide participants to Metrix Industry Certification Assistance using the process described in Attachment 3 of this WD Letter.

NLF: Boards must be aware that, following confirmation of WIOA statewide enrollment and referral by appropriate Workforce Solutions Office staff, Metrix staff:

- will provide limited case management services to individuals while providing industry certification assistance; and
- may provide eligible individuals with industry certification assistance on one or more of the following, as appropriate:
 - Completing practice tests or labs
 - Issuing exam vouchers

- Scheduling the certification exam

Documentation

NLF: Boards must ensure that Workforce Solutions Office staff uses the below steps to document Metrix Industry Certification Track Training and Assistance (including certification track course assignments and subsequent Metrix Industry Certification Assistance) only for eligible participants who are enrolled in courses aligned with Metrix industry certification tracks identified in Attachment 4, Metrix Certification Tracks—Comprehensive Assistance Costs.

- Enter Occupational/Vocational Training (01), and click the Select Provider button to choose the appropriate Metrix training program in TWIST.
- Enter the earliest of the following dates as the service begin date:
 - The date the participant is enrolled in Metrix certification track training courses by Workforce Solutions Office staff; or
 - The date the participant begins receiving Metrix Industry Certification Assistance.
- Enter the final date of certification assistance (which may be the date of certification testing) for the final exit date of the service.

NLF: Boards must be aware that TWC will maintain Metrix training programs in TWIST. Metrix training programs are courses included in Metrix industry certification tracks.

Performance

NLF: Boards must ensure that Workforce Solutions Office staff documents participation and outcomes, including measurable skill gains, credential attainment, and employment, as appropriate, for participants enrolled in the Metrix statewide initiative.

NLF: Boards must be aware that participants enrolled only in WIOA statewide programs, such as Metrix, will not be included in local performance measures.

INQUIRIES:

Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.texas.gov.

ATTACHMENTS:

Attachment 1: Metrix General Online Coursework Enrollment Goals—Count by Board

Attachment 2: Metrix Industry Certification Track Training and Assistance Participant Estimates—Count by Board

Attachment 3: Metrix—Texas Administrator Guide

Attachment 4: Metrix Certification Tracks—Comprehensive Assistance Costs

REFERENCES:

None