



WS 21-04 Change 4
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Effective: Immediately
Training & Development
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To: All Contractors

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Subject: Online Learning Opportunities Change 4

Purpose

This issuance serves as a guide for leveraging Metrix Learning (Metrix) to facilitate job readiness activities, access online learning courses, and obtain industry certifications for the professional development, upskilling, and reskilling of eligible customers. It supersedes WS 21-04, Change 3, issued on May 15, 2023.

Background

Workforce Solutions, in collaboration with the Texas Workforce Commission and Metrix, extends access to upskilling and reskilling opportunities through a comprehensive education and training network. Supported by the Workforce Innovation and Opportunity Act (WIOA) statewide initiative, we offer a diverse range of high-quality online learning programs tailored to unemployed and underemployed individuals. These programs cater to customers across various labor market sectors, focusing on both foundational skills and specialized knowledge for diverse career paths. While some paths lead to certifications, others enhance skills without formal certification.

Policy

Service providers at Workforce Solutions must ensure that customers are eligible and enrolled under WIOA statewide initiatives before accessing Metrix services, including job readiness activities. Upon confirming WIOA eligibility, local Metrix Administrators should refer customers to Metrix services using the Metrix-Texas Administrator Guide. All Workforce Solutions staff are responsible for directing customers to Metrix Learning courses. Due to limited funds, only services outlined in the guidance are available through Metrix statewide initiatives funds. These services include General Online Coursework and Metrix Industry Certification Track Training and Assistance.

In addition to new customers, Workforce Solutions staff may enroll current Choices, SNAP E&T, and WIOA customers in Metrix General Coursework, with no limits on eligible customers. The enrollment goal for Workforce Solutions - Gulf Coast is to serve a minimum of 2,315 customers.

Enrollments and funding for Metrix Industry Certification Track Training and Assistance are limited to 19 customers. Workforce Solutions Board staff may request additional slots upon meeting enrollment goals. The Texas Workforce Commission (TWC) will notify the Board when WIOA Statewide funds for these services are no longer available.

Note: When statewide funds are no longer available, Workforce Solutions staff should assess customers for Workforce Solutions financial assistance (Choices, SNAP, and WIOA) and help them complete the application and submit eligibility documentation.

For each customer enrolled in Metrix services, documentation in The Workforce Information System of Texas (TWIST) is mandatory, covering WIOA Program Detail, counselor notes, and service tracking. Customers enrolled only in WIOA statewide programs, such as Metrix, will not be included in local performance measures.

Following confirmation of WIOA statewide enrollment and referral, Metrix staff will provide limited case management services, assisting with industry certification through practice tests, labs, and issuing exam vouchers.

Action

1. Make sure all staff review the [Online Learning Desk Aid](#).
2. Make sure staff understand available online learning resources and utilize them with customers as appropriate.
3. Make sure Metrix Portal Administrators follow the [Texas Administrator Guide](#) when assigning a customer to a training course.
4. Send a message to online.learning@wrksolutions.com if you encounter any issues.

References

TWC WD (Workforce Development) Letter 28-23: Guidance on the Use of Metrix Learning Services

Attachments

1. [Online Learning Desk Aid](#)

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to Workforcepolicy@wrksolutions.net.