



## Online Learning Opportunities - Metrix Learning

The purpose of this desk aid is to provide step-by-step instructions for documenting eligibility for Metrix services in WorkInTexas.com (WIT).

Texas Workforce Commission (TWC) and Metrix Learning (Metrix) have collaborated to offer job readiness skills activities and specialized occupational training that can lead to industry certifications for qualified individuals. Access to Metrix Learning is exclusively for eligible participants and can be found through the Online Learning Resources section on WorkInTexas.com and via the [Metrix Portal](#). Metrix Services include the following:

### General Online Coursework—Appendix B

- 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—Appendix C

- 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.

### Determining Metrix Learning Eligibility

Workforce Solutions staff are required to identify eligible participants and refer them to Metrix Learning courses. Eligible participants include customers whose career goals match Metrix services **or those interested in exploring potential career pathways through Metrix**. This is vital to ensure broad access to essential training and skills development opportunities. Once identified, staff must record participant eligibility and enrollment details, including case notes, in WorkInTexas.com.

### Documenting Metrix Learning Eligibility Enrollment and Services:

1. Appropriate staff must obtain WIOA Statewide Initiative eligibility documents and upload all supporting documents into WorkInTexas.com in *Documents (Staff)* under *Staff Profiles—General Profile*.
  - a. Eligibility documents include the following:
    - i. Proof of Age;
    - ii. Eligibility to work in the United States (Authorization to Work checklist included),
    - iii. Selective Service registration, as applicable, for male participants, and
    - iv. Orientation to Complaint Form (OTC).



2. Complete all sections of the Wagner-Peyser (WP) application.
3. Create a case note with the subject line “Eligible Metrix” documenting the following:
  - a. Age;
  - b. Authorization to work in the United States;
  - c. Selective Service Registration, as applicable, for male participants; and
  - d. The WIOA Statewide Initiative Grant the participant has been determined eligible for: WIOA Adult, Dislocated Worker or Youth.
    - i. Staff must include the documentation used for all criteria in case notes.
4. Create a WIOA Program Application (if one is not already active).
  - a. Enter all information required to meet Adult, Dislocated Worker, or Youth program eligibility as applicable.
5. When you reach the Eligibility Summary of the current WIOA Program Application, select all applicable Statewide Grants under *WIOA Grant Eligibility*.
  - a. Statewide Grants will be the same as the Programs the customer are eligible for.

### WIOA Grant Eligibility

Changes in this section will create immediate updates to the record.

**Incumbent Worker Eligibility:**  Yes  No  Not Applicable  Inactive

Applicant does not meet the requirements for Incumbent Worker eligibility.

**National Dislocated Worker Grant NDWG:**  Yes  No  Not Applicable  Inactive

**Statewide Adult Eligibility:**  Yes  No  Not Applicable  Inactive

**Statewide Dislocated Worker Eligibility:**  Yes  No  Not Applicable  Inactive

**Statewide Youth Eligibility:**  Yes  No  Not Applicable  Inactive

Applicant does not meet the requirements for Statewide Youth eligibility.

**Statewide Rapid Response Additional Assistance Eligibility:**  Yes  No  Not Applicable  Inactive

6. At the bottom of the page under *Grants*, add the Grant Name by selecting 'Add.'
  - a. Once grants have been added and signatures collected, click *Finish*.

Grants

No grants have been added.

Select from the list of available grants.

Grant Type	Grant ID	Grant Name	Local Grant Code	Date Added	Action
Statewide Adult	28	WIOA Adult Statewide	NA		Add
Statewide Dislocated Worker	29	WIOA Dislocated Worker Statewide	NA		Add

7. When prompted, add the customer's participation in the WIOA Program Application for provision of applicable services attached to the appropriate statewide *Customer Program Group* and *Grant* selection in *Activity Enrollment* as follows:

a. **Statewide Adult and Dislocated Worker eligible participants:**

- i. **203 – Comprehensive Objective Assessment;**
- ii. **205 – Individual Employment Plan (IEP/EDP); and**
- iii. **269 – Short-Term Work Readiness Services for General Online Coursework, including job readiness courses or other online courses not intended to lead to Metrix Industry Certification Assistance; or**
- iv. **328 – Occupational Vocational Training (Non-ITA) for Metrix Industry Certification Track Training and Assistance, including industry certification track training enrollment and subsequent certification assistance, with detailed case notes documenting specific activities.**

b. **Youth eligible participants:**

- i. **412 – Comprehensive Objective Assessment – Youth Funded;**
- ii. **413 – Individual Service Strategies (ISS) – Youth Funded; and**
- iii. **459 – Short-Term Educational Services – Youth Funded for General Online Coursework, including job readiness courses or other online courses not intended to lead to Metrix Industry Certification Assistance; or**
- iv. **454 – Occupational Vocational Training (Non-ITA) – Youth Funded for Metrix Industry Certification Track Training and Assistance, including industry certification track training enrollment and subsequent certification assistance, with detailed case notes documenting specific activities.**



### Documenting Metrix Learning Services:

In the WIOA Program Application, select *Create Activity/Enrollment/Service* and complete with the following information:

1. General Information:
  - a. Select the appropriate Customer Program Group.
    - i. 90 – Statewide Youth
    - ii. 93 – Statewide Adult
    - iii. 96 – Statewide Dislocated Worker
  - b. Select *Grant – Metrix Statewide Training* under *Enrollment Information*.
  - c. Select the appropriate Activity Code for Adult, Dislocated Worker or Youth funded service.
  - d. Enter the earliest of the following dates as the Projected Begin Date or Actual Begin Date:
    - i. The date the participant is enrolled in Metrix certification track training courses by Workforce Solutions office staff; or
    - ii. The date the participant begins receiving Metrix Industry Certification Assistance.
  - e. Enter the estimated date of completion for Projected End Date.
2. Service Provider:
  - a. Select *Provider*
  - b. Select *Service, Course, or Contract*
  - c. Occupational Training Code
3. Enrollment Cost:
  - a. Set all costs to zero
4. Closure Information (once training and assistance services are completed):
  - a. Enter the final date of certification assistance (which may be the date of certification testing) for the Last Activity Date of the service
  - b. Select the appropriate Completion Code

### Providing Access to Metrix Learning:

1. Inform the service provider appointed Metrix Administrator to setup the participant's Metrix account and assign course(s) using the [Texas Administrator Guide](#).
2. Once their account is active, the participant will receive an automated "Welcome" email with their login details.
3. Staff can view Metrix catalog drop down menu to locate and assign General Online Coursework activities (skill tracks) or industry certifications to the participant for successful completion.

### Customer Progress:

1. Complete coursework or training modules.
2. Take a practice test; and

3. If passed, Metrix provides the customer with an exam voucher. The exam must be administered by a proctor, such as Pearson Vue, and staff must request a copy of the certificate to upload to the document management system.

### **Performance Outcomes:**

1. General Online Course:
  - a. Staff are **not required** to maintain monthly contact to track performance outcomes for participants enrolled in Metrix courses for the following services:
    - i. 269 – Short-Term Work Readiness Services*
    - ii. 459 – Short-Term Educational Services – Youth Funded*
2. Metrix Industry Certifications:
  - a. Staff **are required** to maintain monthly customer contact for participants enrolled in Metrix courses for the following services:
    - i. 328 – Occupational Vocational Training (Non-ITA)*
    - ii. 454 – Occupational Vocational Training (Non-ITA) – Youth Funded*
  - b. Measurable skill gains, credential attainments, and employment assistance are required for Metrix Industry Certifications.

If a customer needs work-related support services or has other needs to complete the certification, follow the standard procedures for providing financial aid outlined in [WS 23-05 Financial Aid Standards and Guidelines](#).



## Appendix A

### Additional Online Learning Resources

In addition to Metrix, it is recommended staff share the following resources with customers as appropriate:

#### **Workforce Solutions Online Learning Webpage**

Various lessons previously available only as live training has been converted into narrated PowerPoint presentations and are available on the Workforce Solutions website, including the adult job search curriculum and [WorkInTexas.com](http://WorkInTexas.com) tutorials. This page also includes a calendar of all scheduled training and hiring events.

#### **Houston Public Library**

Houston Public Library (HPL) offers a variety of free online learning resources to anyone with an HPL card. Anyone with a state of Texas issued ID can get an HPL card by visiting [My Link Card Registration](http://MyLinkCardRegistration) – Houston Public Library ([houstonlibrary.org](http://houstonlibrary.org)).



## Appendix B

### Metrix General Online Coursework Tracks

Course Name	Description
Artificial Intelligence (AI)	Introduction and advanced course of understanding AI and its applications for personal advancement.
Basic Skills	Academic and business math, writing, grammar, creative thinking, critical thinking essentials, problem solving. General Skills, personal skills, and workplace skills.
Business Skills	Administrative, analysis, business law, coaching/mentoring, employee management, financial/accounting, human resources, leadership, management, operations, QuickBooks, sales, sales/marketing, and writing.
Commercial Driving	Time management, learning from failure and success, manage stress, defensive driving, distracted driving, emergency situations, urban driving, flatbed cargo securement, hazardous weather driving.
Computer Skills	Coding/programming, databases, development/design, hardware/software, internet skills, MS Office 365 Suite, Mobile Apps, networks, operating systems (OS), security, software testing.
Construction	Coding/programming, databases, development/design, hardware/software, internet skills, MS Office 365 Suite, Mobile Apps, networks, operating systems (OS), security, software testing.
Digital Literacy	Digital literacy using a computer, mobile devices, Virtual Conferencing/Collaboration Apps how-to guide.
Google Apps	How to use Google Applications.
Healthcare	Healthcare basics and bloodborne pathogens awareness, HIPPA and Safety.
Job Readiness	Job readiness 1-4, Overcoming Barriers.
Job Search/Career Management	Managing strengths, career, work/life balance, presentation skills, professional networking, LinkedIn: setting up a profile, managing connections, posting updates, using network tools.
Management	Managing goals, leading and motivational strategies, confronting difficult employees, Preventing identity theft, active shooter course.
Manufacturing	Fundamentals, management, materials, safety, Supply Chain/Logistics, transportation, and equipment.
Other – Chinese Tracks	Basic skills, digital skills, MS Office 365 offered in Chinese language.
Other – Spanish Tracks	Basic academics, basic skills, computer skills, digital literacy, job readiness and professional development offered in Spanish language.
Professional Development	Develop a plan to further your career.
Retail Sales	Customer service, Food Industry, and management.
Salesforce	Learn how to use Salesforce Lightning program a Customer Relations Management (CRM) system.



## Appendix C

### Metrix Certification Tracks – Comprehensive Assistance Costs

Certification Track
CompTIA Industry Fundamentals (ITF+)
CompTIA A+ 220-1101
CompTIA A+ 220-1102
CompTIA Network+ N10 – 008
CompTIA Security+ SY0-601
CompTIA Cybersecurity Analyst (CySA+) CSO-002
ComTIA Cloud Essentials+
ComTIA Cloud+
ComTIA Server+
ComTIA Data+
ComTIA CASP+
ComTIA PenTest+
ComTIA Project+
ComTIA Linux+
Cisco CCNA 220-301
PMI Certified Associate in Project Management (CAPM)
PMI Project Management Professional (PMP)
PMI ACP
ASQ Six Sigma Yellow Belt
ASQ Six Sigma Green Belt
ASQ Six Sigma Black Belt
Certified Business Analysis Professional (CBAP)
Microsoft AZ-900: Microsoft Azure Fundamentals
AWS Certified Developer Associate
AWS Certified Solutions Architect Associate
AWS Certified Solutions Architect Professional
AWS Certified SysOps Administrator – Associate
AWS Certified Cloud Practitioner
AWS Certified DevOps Engineer Professionals
AWS Certified Machine Learning Specialty
ASQ – CMQ/OE
HCRI – PHR
HCRI – SPHR
Oracle Java SE 8 Programmer I IZO-808



SHRM CP
Certified Information Systems Auditor (CISA)
Certified Information Security Manager (CISM)
ISC2 – Certified Cloud Security Professional (CCSP)
ISC2 Certified Information Systems Security Professional (CISSP)
ITIL Foundation 4
ITSQB Software Testing Foundation Exam
PRINCE2 Foundation
Digital Marketing
Red Hat Certified System Administrator EX200K

