Workforce Solutions provides access to upskilling and reskilling opportunities through its existing education/training network. To expand those opportunities, Workforce Solutions is working with Metrix Learning (Metrix) to offer a wide range of high-quality online learning programs for unemployed and underemployed individuals. Online learning is a tool we offer to customers from any sector of the labor market. Online learning options provide development for basic skills as well as those needed for specific career paths, which may or may not conclude with a certification. Licenses for online learning are available to all customers in our region, regardless of age; customers do not have to meet any eligibility criteria to qualify. However, to receive a voucher to pay for the cost of a certification exam (see [Appendix A](#_Appendix_A) for available certifications), customers must meet certain eligibility criteria.

***Note:*** A customer may be assigned an online learning license simultaneously while participating in a training provided by a partner on the Eligible Training Provider List (ETPL), if Workforce Solutions staff determines it would help the customer attain their career goals.

# **Texas Workforce Commission (TWC) Metrix Certification Vouchers**

TWC has contracted with Metrix Learning (Metrix) to provide industry certification assistance to eligible individuals. Metrix is an online learning management system which helps individuals upgrade their skills and gain certifications to secure and maintain employment. Metrix offers comprehensive and impactful job skills training, certification preparation and assessment testing in the following industries:

* Entry-Level Workplace Skills
* Business
* Construction/Maintenance
* Finance
* Health Care
* Hospitality & Tourism
* Information Technology
* Manufacturing
* Marketing/Sales/Retail
* Personal Care/Human Services
* Transportation/Logistics

All Texans have access to Metrix Learning through the Online Learning Resources page in [WorkInTexas.com](https://www.workintexas.com/vosnet/Default.aspx), [MyTxCareer.com](https://www.mytxcareer.com/vosnet/Default.aspx) and the Metrix Portal at [tx.metrixlearning.com/info](https://tx.metrixlearning.com/info/).   
  
A Metrix license is valid for one year. Customers can select and complete the trainings in which they are interested. There is no limit to the number or type of courses and pathways an individual can explore while the license is active.

***Note:*** As part of our agreement with Metrix, we also have limited availability to invite employers and community partners to join us in utilizing these upskilling tools via our [Metrix Partner Portal](https://workforcesolutions.skillupamerica.org/).

See [Appendix A](#_Appendix_A) for Texas certification exams available through Metrix.

# **Customer Referral Process**

If a customer expresses an interest in Metrix to enhance their skills or if staff determines that Metrix can help a customer achieve their career goals, staff must refer the customer to <https://workforcesolutions.skillupamerica.org/> to register for access to Metrix.

Metrix will also directly outreach individuals to encourage participation in industry certifications. Individuals outreached by Metrix will be referred to Board staff. Board staff will update the TWC Metrix Voucher tracking spreadsheet in SharePoint weekly.

## Career Office Responsibilities

1. Within one business day of receiving the Metrix list from Board staff, career office staff must outreach each customer via email **(**See [***Appendix B***](#_Appendix_B)**)** using the customer’s contact information provided to expedite Wagner-Peyser (W-P) participant eligibility determination for individuals interested in earning industry certifications. All outreach activities must be documented on the tracking spreadsheet in SharePoint.
   1. If the customer responds to our outreach email with a zip code outside of our region, career office staff must send an email to Metrix at [certifications@metrixlearning.com](mailto:certifications@metrixlearning.como) and copy [online.learning@wrksolutions.com](mailto:online.learning@wrksolutions.com).

* Enter “N/A” in the “Eligible” column on the spreadsheet and add to the “Notes” column the customer is outside our service region. Include the date Metrix was notified.
  1. If the customer is not reached on the first attempt, at least three (3) additional outreach attempts should be made within the next ten (10) business days, using all contact information available.
  2. If the customer fails to respond after at least three outreach attempts (to all contact information available), staff must document the customer’s failure to respond in TWIST Counselor Notes and move to step “d” below.
* Staff must enter “N/A” in the “Eligible” column on the spreadsheet and add to the “Notes” column they were unable to reach the customer after at least three attempts.

1. ***If the customer responds and is interested in pursuing a Metrix certification, staff must:***
   1. ***Verify basic eligibility and upload supporting documents in WorkInTexas.com through the Documents (Staff) tab;***

* ***18 years of age or older***
* ***Eligibility to work in the United States (completed WIOA Authorization to Work checklist)***
* ***Selective Service registration, as applicable, for male participants*** 
  1. ***Open a W-P participant application in WorkInTexas.com or ensure an active one exists;***
  2. ***Identify Metrix industry certification referral;***
* ***Select Metrix 7B - Certification Assistance from the Special Project/Indicators under the Miscellaneous tab of the customer’s W-P application***
* ***Open the OST – (147, OST) Other State or Local Training service*** 
  + ***Staff should use the date of the email in which they notified Metrix the individual was eligible as the start date of service (OST)***
* ***Document eligibility in TWIST Counselor Notes using TWIST Subject Line – Eligible: Metrix***
  1. ***Maintain monthly contact with the customer while they are in training and provide employment assistance after the training is complete. If a customer requires work-related support services or other needs to complete the certification, follow the normal procedures for providing financial aid. Refer to*** [***WS 17-06 Managing Financial Aid***](https://www.wrksolutions.com/Documents/Staff/Issuances/WS-17-06-Revised.docx)***.***

1. If an individual does not meet basic eligibility requirements, document the reason in TWIST Counselor Notes.
   1. ***Use TWIST Subject Line – Ineligible: Metrix***
   2. Staff must enter “N/A” in the “Eligible” column on the spreadsheet and add to the “Notes” column the ***information on when the email was sent to Metrix***
2. Once a customer’s status has been determined or required outreach efforts have been exhausted, notify [certifications@metrixlearning.com](mailto:certifications@metrixlearning.com) and copy [online.learning@wrksolutions.com](mailto:online.learning@wrksolutions.com):
3. Determined eligible
4. Not interested
5. Failed to respond

Once Metrix is notified, they will remove any customer who was determined ineligible, not interested, or failed to respond to the outreach. Customers who were determined eligible will follow the steps to be certified:

1. Complete training module
2. Take a practice test
3. If passed, Metrix provides the individual with an exam voucher. The exam must be administered by a proctor, such as Pearson-Vue, and staff will request a copy of the certificate to upload to the document management system.

# **Additional Online Learning Resources**

In addition to Metrix, staff should also share these resources with customers, as appropriate.

## [Workforce Solutions Online Learning Webpage](https://www.wrksolutions.com/for-individuals/online-learning)

Many lessons previously available only as live training have been converted into narrated PowerPoint presentations and are available on the Workforce Solutions website, including the adult job search curriculum and WorkInTexas.com tutorials. This page also includes a calendar of all scheduled trainings and hiring events.

## [Houston Public Library](https://houstonlibrary.org/online-learning)

Houston Public Library (HPL) offers a multitude 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 - Houston Public Library (houstonlibrary.org)](https://houstonlibrary.org/my-link-card-registration).

# **Appendix A**

**Certifications**

|  |  |
| --- | --- |
| * CompTIA A+ | * Microsoft Office Specialist |
| * CompTIA Network+ | * Microsoft Azure |
| * CompTIA Security+ | * Microsoft Windows 10 |
| * CompTIA CySA+ | * Microsoft Windows Server |
| * CompTIA CASP+ | * Microsoft SQL Server |
| * Cisco CCNA | * Amazon AWS Solution Architect – Associate |
| * PMI CAPM/PMP | * Amazon AWS Solution Architect – Professional |
| * ASQ Six Sigma – Yellow Belt | * Amazon AWS Certified SysOps Administrator – Associate |
| * ASQ Six Sigma – Green Belt | * ISACA Certified Information Security Manager (CISM) |
| * ASQ Six Sigma – Black Belt | * ISACA Certified Information Systems Auditor (CISA) |
| * ISC2 Certified Information Systems Security Professional (CISSP) | * Microsoft Office Specialist |
| * Oracle Database | * Microsoft Azure |

# **Appendix B**

**Sample Email**

Insert Salutation,

Congratulations on completing or nearing completion of a career pathway in the Metrix online learning system! We would like to offer you the opportunity to receive a voucher to complete a certification exam related to that pathway. Please reply to this message to let us know if you would like to take advantage of this opportunity. In your response, please include your zip code and a good phone number so we can connect you with your local office to complete the eligibility process. We look forward to helping you reach your education and employment goals.

Sincerely,

Insert Signature