



WS 21-04 Change 5
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To: All Service Providers

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Subject: Online Learning Opportunities Change 5

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 participants.

Recissions

WS 21-04 Online Learning Opportunities, Change 4, December 21, 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 participants 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

Workforce Solutions staff must ensure participants are eligible and enrolled under WIOA

statewide initiatives before accessing Metrix services, including job readiness activities. Upon confirming WIOA eligibility, local Metrix Administrators must refer participants to Metrix services using the Metrix Texas Administrator Guide. All Workforce Solutions staff are responsible for directing participants 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 participants, Workforce Solutions staff may enroll current Choices, SNAP E&T, and WIOA participants in Metrix General Coursework, with no limits on eligible participants. The enrollment goal for Workforce Solutions - Gulf Coast is to serve a minimum of 2,315 participants.

Enrollments and funding for Metrix Industry Certification Track Training and Assistance are limited to 37 participants. 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 industry certification slots through WIOA Statewide Initiatives are filled, the use of WIOA Adult, Dislocated Worker or Youth funds to pay for these certifications is not permitted by TWC. Staff are required to guide customers toward alternative training options and resources to help them achieve their training objectives.

For each participant enrolled in Metrix services, documentation in the case management system is mandatory, covering WIOA Program Application, Individual Employment Plan/Individual Service Strategy (IEP/ISS), case notes, and service documentation. Participants 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.

Workforce Solutions staff must be aware that although Online Learning Management Systems (OLMS) offer a variety of course types, including, but not limited to, job readiness, adult basic education, occupational and vocational training, and entrepreneurial training, not all OLMS courses count toward Choices participation and performance.

Workforce Solutions staff must also be aware that OLMS courses count toward the Choices Full Engagement Rate, only if the courses fall into one of the following categories:

- **328 - Occupational/Vocational Training (Non-ITA) or**
- **302 - Entrepreneurial Training**

If a Choices participant is enrolled in an OLMS course, career office staff must use the OLMS course description and the case management system service descriptions to determine the appropriate service code to enter in the case management system.

Career offices must be aware of the following:

- Adult basic education and English as a Second Language (ESL) courses taken through an OLMS are not included in Choices performance.
- Choices participants who need adult basic education services must be referred to the Adult Education and Literacy (AEL) program.
- 214 - Literacy, Basic Skills/ABE, must be entered only when adult basic education is provided by an AEL grant recipient or other approved provider. For a complete list of approved AEL and ESL providers in the state for which Choices hours may be counted toward participation and performance, use the Adult Education Provider Directory.

Action

1. All staff must read and apply the revised [Online Learning Desk Aid](#) when assisting customers interested in Metrix Learning.
2. Service provider management must ensure that they train and equip all staff with the necessary knowledge to assist customers interested in Metrix Learning.
3. Service provider senior management are responsible for actively monitoring and ensuring staff adhere to the procedures outlined in the Online Learning Opportunities guidance and desk aid.
4. Service provider management must ensure all appointed Metrix Administrators follow the [Texas Administrator Guide](#) when assigning a participant to a training course.

References

1. [WD Letter 28-23, Change 1: Guidance on the Use of Metrix Learning Services. Effective March 18, 2024.](#)
2. [WD Letter 13-22, Change 2; Online Learning Management Systems and Performance Expectations Update. Effective March 18, 2024.](#)

Attachments

[Online Learning Desk Aid Revised 04/15/2024](#)

Questions

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