



WS 21-04 Change 6
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To: All Service Providers

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Subject: Online Learning Opportunities Change 6

PURPOSE

This policy 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. *This update also provides guidance on required co-enrollments of all current WIOA participants into Metrix General Online Coursework within 30 days of the eligibility determination date beginning May 01, 2024.*

RECISSIONS

WS 21-04 Online Learning Opportunities, Change 5, April 11, 2024

BACKGROUND

Workforce Solutions, in collaboration with the Texas Workforce Commission (TWC) 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 who determine customer eligibility for financial assistance must verify that customers are eligible and enrolled under WIOA statewide initiatives. Customer **cannot** receive access to the Metrix Portal **prior** to eligibility determination. ***Additionally, effective May 1, 2024, service providers are required to co-enroll all currently active WIOA participants in Metrix General Online Coursework within 30 days of their eligibility determination date; and provide customer access to the Metrix Portal. This requirement will also apply to all newly enrolled WIOA customers until the goal is met.***

Upon confirming WIOA eligibility and all required services are entered, only the service providers designated Metrix Administrators are permitted to setup accounts and assign courses in the Metrix Portal using the Texas Administrator Guide. Due to limited funds, only services outlined in the policy are available through Metrix statewide initiatives funds. These services include General Online Coursework and Metrix Industry Certification Track Training and Assistance.

The enrollment target for the Workforce Solutions - Gulf Coast General Online Coursework is 2,315 participants. The Metrix Industry Certification Track Training and Assistance goal of 37 has been reached, with all slots filled. Once enrollment goals are met, Workforce Solutions Board staff may request additional certification slots. The Texas Workforce Commission (TWC) will inform the Board when WIOA Statewide Funds for these services are exhausted.

Note: Once industry certification slots funded by WIOA Statewide Initiatives are filled, the use of regular WIOA Adult, Dislocated Worker, or Youth funds for these certifications is prohibited by the TWC. Staff must direct customers to alternative training options and resources using the High Skill/High Growth Occupations (HSHG) list, Eligible Training Providers List (ETPL), and other resources to help them achieve their training goals.

For every participant enrolled in Metrix services, documentation in the case management system is mandatory. This includes the completed Wagner-Peyser and WIOA Program Applications, Individual Employment Plan/Individual Service Strategy (IEP/ISS), case notes, and accurate service entries. ***Additionally, individuals co-enrolled in both regular WIOA and statewide initiative funded programs may be included in performance measures based on education or training enrollment status.***

After confirming WIOA statewide eligibility and service enrollment, Metrix staff will offer targeted case management services. These include assistance with industry certification preparations such as practice tests and labs, issuing exam vouchers, and scheduling exams at proctored locations.

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 another 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 senior and office management at service provider locations must ensure their staff are trained on and correctly apply this policy and the corresponding desk aid when assisting customers interested in Metrix Learning.
2. All senior and office management at service provider locations must ensure that only their designated Metrix Administrators set up participant accounts and assign courses in the Metrix Portal, using the Texas Administrator Guide. Additionally, it is mandatory for all office staff to be aware of who their Metrix Administrators are. Giving customers access to the portal by any staff member other than the Metrix Administrators is strictly prohibited.
3. All service providers are required to co-enroll all currently active WIOA participants in Metrix General Online Coursework within 30 days of the eligibility determination date; and enter the required services listed in the corresponding desk aid. This requirement will also apply to all newly enrolled WIOA participants until the goal is met. Once enrolled the Metrix Administrators must setup an account and assign courses.

REFERENCES

- [WD Letter 28-23, Change 2: Guidance on the Use of Metrix Learning Services. Effective May 7, 2024.](#)
- [WD Letter 13-22, Change 2: Online Learning Management Systems and Performance Expectations Update. Effective March 18, 2024.](#)
- [Metrix Industry Certification Assistance – Frequently Asked Questions](#)

ATTACHMENTS

- [Online Learning Opportunities Desk Aid Revised 05/23/2024](#)
- [Texas Administrator Guide](#)
- [Service Provider Appointed Metrix Administrators](#)
- [Workforce Hub](#): to locate all information related to Metrix Learning.
- [Workforce Case Management System; WIOA Case Management Training Guide:](#)
general data entry assistance

QUESTIONS

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