All Texans have access to Metrix 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/).

In addition, individuals receiving unemployment insurance may be eligible for an additional license that provides access to specialized courses in the Manufacturing or Medical industries.

Local Administrators are tasked with outreaching these customers to offer them access to this opportunity.

# Outreach

1. Each career office contractor should run a UI Claimant Report from TWIST on a weekly basis and provide it to the Metrix administrative lead for the contractor.
2. The Metrix administrative lead must review the list and determine which claimants have a background in either the medical or manufacturing fields.
3. If needed, the Metrix administrative lead will access email addresses for these claimants from TWIST.
4. The Metrix administrative lead will then send an outreach message to each claimant either through email, text messaging, or a phone call.
   1. Email messages to individuals with a medical background should read:

*Workforce Solutions in collaboration with the Texas Workforce Commission (TWC) would like to offer you the opportunity to participate in specialized healthcare courses through MedCom using the online learning platform, Metrix. Workforce Solutions has a limited number of licenses as part of this initiative to help individuals in the healthcare industry complete Continuing Education (CE) and skill development courses.*

*If you would like to participate, contact us at* [*online.learning@wrksolutions.com*](mailto:online.learning@wrksolutions.com)*.*

*To get you connected to the free online learning opportunity mentioned in the message you received, you must first register for a Metrix learning account:* [*https://tx.metrixlearning.com/sd/sdusertx.cfm?tg=*](https://tx.metrixlearning.com/sd/sdusertx.cfm?tg=)

*Once you have registered, please respond to this email and provide the following information:*

*• First name*

*• Last name*

*• Email address*

*• Phone number*

*• Metrix User ID you created*

*• Specialization you are interested in – either Medical or Manufacturing*

*Once the information above is received, you will be assigned the specialized licenses.*

*We look forward to helping you connect with this amazing opportunity.*

* 1. Email messages to individuals with a manufacturing background should read:

*Workforce Solutions in collaboration with the Texas Workforce Commission (TWC) would like to offer you the opportunity to participate in specialized manufacturing courses through Amatrol using the online learning platform, Metrix. Workforce Solutions has a limited number of licenses as part of this initiative to help individuals in the manufacturing industry complete Continuing Education (CE) and skill development courses.*

*If you would like to participate, contact us at* [*online.learning@wrksolutions.com*](mailto:online.learning@wrksolutions.com)*.*

*To get you connected to the free online learning opportunity mentioned in the message you received, you must first register for a Metrix learning account:* [*https://tx.metrixlearning.com/sd/sdusertx.cfm?tg=*](https://tx.metrixlearning.com/sd/sdusertx.cfm?tg=)

*Once you have registered, please respond to this email and provide the following information:*

*• First name*

*• Last name*

*• Email address*

*• Phone number*

*• Metrix User ID you created*

*• Specialization you are interested in – either Medical or Manufacturing*

*Once the information above is received, you will be assigned the specialized licenses.*

*We look forward to helping you connect with this amazing opportunity.*

* 1. Text outreach messages to individuals with a medical background should read: “Interested in specialized courses in the medical field through Metrix? Send a message to [online.learning@wrksolutions.com](mailto:online.learning@wrksolutions.com)”
  2. Text outreach messages to individuals with a manufacturing background should read: “Interested in specialized courses in the manufacturing field through Metrix? Send a message to [online.learning@wrksolutions.com](mailto:online.learning@wrksolutions.com)”
  3. Claimants who receive and respond to the text message, will be sent a follow up email requesting the additional information needed to get them enrolled.

# Enrollment

1. Customer responds to [online.learing@wrksolutions.com](mailto:online.learing@wrksolutions.com) indicating their interest in participating in the Metrix online learning platform.
2. Board Metrix Administrator adds license to the learner’s account in Metrix.
3. Board Metrix Administrator sends learner a message informing them the license has been activated.
   1. The Metrix administrative lead for each career office contractor must be copied on the email for tracking purposes.
4. The Metrix Administrative lead for each career office contractor (and/or designated staff) must record Metrix license assignment in a TWIST counselor note.
   1. Make sure customer is not already in TWIST before adding them.
   2. Subject Line: Metrix License
   3. Document the appropriate fund and office 5 (4095 – Metrix)
      1. Service Category: 14- Case Management
      2. Service: 99 – Local Tracking
      3. Office 5: 4095 – Metrix

# Managing Progress

1. On a monthly basis, each career office contractor must run a referral list report through Infomaker (by filter name Office 5, 4095-Metrix).
2. The Metrix Administrative lead for each career office contractor (and/or designated staff) must reach out to each individual on the report to check on the learner’s progress and determine if there are additional services that can be offered.
3. The Metrix Administrative lead for each career office contractor (and/or designated staff) must record progress in a TWIST counselor note.
4. Subject Line: Metrix Progress