

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

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Date:	March 18, 2024
Keyword:	WIOA; WorkInTexas.com
Effective:	April 15, 2024

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers
Courtney Arbour

From: Courtney Arbour, Director, Workforce Development Division

Subject: **Guidance on the Use of Metrix Learning™ Services—Update**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with updated guidance on how to access and use Metrix Learning™ (Metrix) for eligible individuals interested in accessing job readiness and other online courses and earning industry certifications.

This WD Letter update provides clarification relating to the implementation of WorkInTexas.com as the Texas Workforce Commission’s (TWC) workforce case management system.

RESCISSIONS:

WD Letter 28-23

BACKGROUND:

The Texas Workforce Commission’s (TWC) three-member Commission approved combining funds from Workforce Innovation and Opportunity Act (WIOA) statewide and Temporary Assistance for Needy Families Employment and Training (TANF E&T) statewide dollars under a contract with Metrix to provide job readiness skills activities, online learning courses, and industry certification assistance to eligible individuals.

Effective September 25, 2023, Boards may provide occupational training leading to Metrix industry certification assistance to eligible participants through Metrix in addition to continued access to job readiness activities.

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must.”

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

Metrix Services

NLF: Boards must be aware that Metrix services are funded at the state level. No local formula funds will be distributed to Boards for these purposes.

NLF: Boards must ensure that Workforce Solutions Office staff members are aware that only services specified in this guidance are available through the Metrix statewide initiative.

NLF: Boards must be aware that TWC has contracted with Metrix to provide job readiness skills activities and occupational training leading to industry certification assistance to eligible individuals. Metrix services available through this Metrix statewide initiative include the following:

- General Online Coursework—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—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.

Workforce Enrollment

NLF: Boards must ensure that individuals are eligible for and enrolled as WIOA statewide program participants before receiving any Metrix services, including General Online Coursework, such as job readiness courses. Access to Metrix through the Online Learning Resources page in WorkInTexas.com and the [Metrix portal](#) are limited to participants identified and enrolled by local Workforce Solutions Offices staff.

NLF: Additionally, Boards must ensure that for each individual enrolled in Metrix services, appropriate staff documents the following in a WorkInTexas.com WIOA *Program Application*:

- Adult, Dislocated Worker, or Youth program eligibility, as applicable, including all required information
- Enrollment in the appropriate WIOA statewide grant by selecting the following on the program application *Eligibility Summary* tab:
 - WIOA Grant Eligibility – Statewide Adult Eligibility, Statewide Dislocated Worker Eligibility, or Statewide Youth Eligibility; and
 - Adding the WIOA Grant Name
- Provision of applicable services, attached to appropriate statewide *Customer Program Group* and *Grant* selection in Activity Enrollment, as follows:
 - For statewide adult and dislocated worker eligible participants –
 - 203 - Comprehensive Objective Assessment;
 - 205 - Individual Employment Plan (IEP/EDP); and

- 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
 - 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.
- For youth eligible participants –
- 412 - Comprehensive Objective Assessment - Youth Funded;
 - 413 - Individual Service Strategies (ISS) - Youth Funded; and
 - 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
 - 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.

Metrix General Online Coursework

LF: Boards may enroll local workforce program participants or partner program customers in Metrix General Online Coursework.

NLF: Boards must be aware that there is no limit on the count of eligible participants who may be provided Metrix General Online Coursework, including job readiness and other online courses not intended to lead to Metrix Industry Certification Assistance. Enrollment Goals for each Board are provided in Attachment 1, Metrix General Online Coursework Enrollment Goals—Count by Board.

NLF: Boards must be aware that Metrix General Online Coursework, including basic job readiness services and other online courses not intended to lead to Metrix Industry Certification Assistance, are not training services.

**Metrix Industry Certification Track Training and Assistance
Funding and Enrollment Limitations**

NLF: Boards must be aware that funding for Metrix Industry Certification Track Training and Assistance is limited.

NLF: Boards must ensure that Workforce Solutions Office staff members do not enroll more eligible participants in training services and subsequent Metrix Industry Certification Assistance than are identified in Attachment 2, Metrix Industry Certification Track Training and Assistance Participant Estimates—Count by Board.

LF: Boards may request additional Metrix Industry Certification Track Training and Assistance slots once they have met their enrollment goals. Information about goals and the request process are detailed in Attachment 2 of this guidance.

NLF: Boards must be aware that Workforce Development Division staff will inform Boards when funds for these services are no longer available for their local workforce development areas.

Referral to Metrix for Metrix Industry Certification Assistance

NLF: Boards must ensure that a Board Metrix Administrator refers eligible WIOA statewide participants to Metrix Industry Certification Assistance using the process described in Attachment 3 of this WD Letter.

NLF: Boards must be aware that, following confirmation of WIOA statewide enrollment and referral by appropriate Workforce Solutions Office staff, Metrix staff:

- will provide limited case management services to individuals while providing industry certification assistance; and
- may provide eligible individuals with industry certification assistance on one or more of the following, as appropriate:
 - Completing practice tests or labs
 - Issuing exam vouchers
 - Scheduling the certification exam

Service Documentation

NLF: Boards must ensure that Workforce Solutions Office staff uses the steps below to document Metrix Industry Certification Track Training and Assistance (including certification track course assignments and subsequent Metrix Industry Certification Assistance) only for eligible participants who are enrolled in courses aligned with Metrix industry certification tracks identified in Attachment 4, Metrix Certification Tracks—Comprehensive Assistance Costs. In the WIOA program application, complete the Create Activity/Enrollment/Service with the following:

- *General Information*
 - Select appropriate Customer Program Group
 - 90 - Statewide Youth
 - 93 - Statewide Adult
 - 96 - Statewide Dislocated Worker
 - Select Grant – Metrix Statewide Training
 - Select Activity Code 328 - Occupational/Vocational Training (Non-ITA)
 - Enter the earliest of the following dates as the Projected Begin Date or Actual Begin Date:
 - The date the participant is enrolled in Metrix certification track training courses by Workforce Solutions Office staff
 - The date the participant begins receiving Metrix Industry Certification Assistance
 - Enter the estimated date of completion for Projected End Date.
- *Service Provider*
 - Select Provider
 - Select Service, Course, or Contract
 - Occupational Training Code
- *Enrollment Cost*

- Set all cost fields to zero.
- *Closure Information* (once training and assistance services are completed)
 - Enter the final date of certification assistance (which may be the date of certification testing) for the Last Activity Date of the service.
 - Select appropriate Completion Code.

NLF: Boards must be aware that TWC will maintain Metrix training programs in WorkInTexas.com. Metrix training programs are courses included in Metrix industry certification tracks.

Performance

NLF: Boards must ensure that Workforce Solutions Office staff documents participation and outcomes, including measurable skill gains, credential attainment, and employment, as appropriate, for participants enrolled in the Metrix statewide initiative.

NLF: Boards must be aware that participants enrolled only in WIOA statewide programs, such as Metrix, will not be included in local performance measures.

Additional Guidance

NLF: Boards must ensure that appropriate staff members are aware that TWC will maintain a [frequently asked questions document](#) related to Metrix industry certification assistance.

INQUIRIES:

Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.texas.gov.

ATTACHMENTS:

Attachment 1: Metrix General Online Coursework Enrollment Goals—Count by Board

Attachment 2: Metrix Industry Certification Track Training and Assistance Participant Estimates—Count by Board

Attachment 3: Metrix—Texas Administrator Guide

Attachment 4: Metrix Certification Tracks—Comprehensive Assistance Costs

Attachment 5: Revisions to WD Letter 28-23 Shown in Track Changes

REFERENCES:

None