

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 13-22, Change 1
Date:	March 27, 2023
Keyword:	TANF/Choices
Effective:	April 26, 2023

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



From: Courtney Arbour, Director, Workforce Development Division

Subject: **Online Learning Management Systems and Performance Expectations—
Update**

PURPOSE:

The purpose of this Workforce Development (WD) Letter is to provide Local Workforce Development Boards (Boards) with guidance on using an online learning management system (OLMS) to fulfill the Choices program performance measure requirements.

This updated letter clarifies the use of OLMS courses to meet participation requirements and performance goals.

RESCISSIONS:

WD Letter 13-22

BACKGROUND:

The Choices program is an Employment and Training program administered by the Texas Workforce Commission (TWC) that helps Temporary Assistance for Needy Families (TANF) applicants, recipients, nonrecipient parents, and former recipients gain employment. The goal of the Choices program is to transition participants from public assistance to employment through participation in work-related activities, including job search and job readiness courses, basic skills training, education, vocational training, and support services. Choices participants must work or participate in Choices activities to receive TANF benefits. The hourly program requirement is based on each participant's unique situation.

Since July 2020, TWC has partnered with Metrix Learning™ (Metrix), an OLMS that helps job seekers upgrade their skills in order to secure employment. All Texans may access this resource, which offers more than 5,000 online courses at no cost. On August 17, 2021, TWC's three-member Commission approved expanding the partnership with Metrix to include more than 130 industry-recognized certification tracks. In addition to Metrix, there are other OLMS options available to Choices participants, such as OLMS

courses that are self-funded or funded by Boards, which may also count toward participation.

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.”

NLF: Boards must be aware that although OLMSs 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.

NLF: Boards must be aware that OLMS courses count toward the Board’s Choices Full Engagement Rate, only if the courses are:

- Occupational/Vocational Training (TWIST Service Code – 1); or
- Entrepreneurial Training (TWIST Service Code – 58).

NLF: If a Choices participant is enrolled in an OLMS course, Boards must use the OLMS course description and the TWIST service descriptions to determine the appropriate service code and then enter that code into TWIST, when appropriate. For example, the Metrix Business Execution: Understanding the Fundamentals course would meet the definition of TWIST Service Code – 58, Entrepreneurial Training, based on the description of this course as being training on entrepreneurship.

NLF: Boards 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.
- TWIST Service Code – 2, Basic Educational 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, visit the [Adult Education Provider Directory](#).

NLF: Boards must be aware that OLMS courses designed to provide job readiness (such as the Metrix course, Being an Effective Team Member):

- are not included in Board performance;

- may be used to meet participation requirements; and
- may be coded as TWIST Service Code – 38.

INQUIRIES:

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

ATTACHMENTS:

Attachment 1: Revisions to WD Letter 13-22 Shown in Track Changes

REFERENCES:

[Texas Workforce Commission Choices Guide](#)

[Board Contract Year 2022 Local Workforce Development Area Contracted Performance Measure Definitions](#)