

**TEXAS WORKFORCE COMMISSION**  
**Workforce Development Letter**

<b>ID/No:</b>	WD 13-22
<b>Date:</b>	September 19, 2022
<b>Keyword:</b>	TANF/Choices
<b>Effective:</b>	30 days after issuance

**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**

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**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.

**RESCISSIONS:**

None

**BACKGROUND:**

The Choices program is an Employment and Training program administered by the Texas Workforce Commission (TWC) to help 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 classes, 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.

Beginning in July 2020, TWC partnered with Metrix Learning™, an OLMS that helps job seekers upgrade their skills in order to secure employment. All Texans may access this resource, which has more than 5,000 online courses, all at no cost. On August 17, 2021, TWC's three-member Commission approved expanding the partnership with Metrix Learning™ to include more than 130 industry-recognized certification tracks. In addition to Metrix Learning™, 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” or “shall.”

**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 a Choices participant’s participation goal, which will include that participant in the numerator for 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 Learning™ Business Execution: Understanding the Fundamentals course would meet the definition of service code 58, Entrepreneurial Training, based on the description of this course as being training on entrepreneurship.

**NLF:** Boards must be aware that adult basic education 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 only be entered when adult basic education is provided by an AEL grant recipient.

**NLF:** Boards must be aware that OLMS courses designed to provide job readiness are not included in Board performance. For example, the Metrix Learning™ Being an Effective Team Member course addresses job readiness skills and therefore would not count toward the full engagement performance measure.

## **INQUIRIES:**

Send inquiries regarding this WD Letter to [wfpolicy.clarifications@twc.texas.gov](mailto:wfpolicy.clarifications@twc.texas.gov).

## **ATTACHMENTS:**

None

## **REFERENCES:**

[Texas Workforce Commission Choices Guide](#)

Board Contract Year 2022 Local Workforce Development Area Contracted Performance  
Measure Definitions