

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

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Effective:	Immediately

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



From: Courtney Arbour, Director, Workforce Development Division

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

PURPOSE

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on how to access and use Metrix Learning™ industry certifications for individuals receiving workforce services.

Updated guidance is provided to Boards to ensure that eligibility determination and subsequent enrollment in the appropriate Workforce Innovation and Opportunity Act (WIOA) statewide fund code are expedited by staff for individuals interested in industry certifications.

BACKGROUND

The COVID-19 pandemic significantly affected Texas' labor market. Beginning in July 2020, the Texas Workforce Commission (TWC) partnered with Metrix Learning™, an online learning management system that helps job seekers upgrade their skills to secure employment. All Texans may access this resource, which has more than 5,000 online courses, 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. Although these certifications were not previously available under prior agreements with Metrix, more than 1,800 Texans completed 90 percent or more of the courses required by targeted certification tracks before May 2021.

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.”

Metrix Industry Certification Assistance

NLF: Boards must be aware that TWC has contracted with Metrix using WIOA statewide funds to provide industry certification assistance to eligible individuals. Industry certification assistance is an additional set of services provided to individuals who have completed Metrix courses linked to targeted certification tracks.

LF: Eligible individuals may receive assistance from Metrix staff with one or more of the following, as appropriate:

- Identification of incomplete courses required for industry certification
- Completion of practice tests or practice labs
- Issuance of exam vouchers
- Scheduling of the certification exam

NLF: Boards must be aware that industry certification assistance is funded at the state level. No funds will be allocated to Boards for these purposes.

NLF: Boards must be aware that Texas certification exams available through Metrix include, but are not limited to, the following vendors:

- ASQ (includes Six Sigma)
- Cisco (includes CCNA and CCENT)
- CompTIA (includes A+, Network+, and Security+)
- Amazon AWS (includes Solutions Architect, Developer, and SysOps)
- IIBA Certified Business Analysis Professional (CBAP)
- Microsoft (includes MOS, MCTS, and MCITP)
- Project Management (PMP, CAPM)
- Human Resources (includes PHR, SPHR, SHRM-CP)

Metrix Outreach

NLF: Boards must be aware that Metrix will directly outreach individuals in stages using the platform to encourage participation in industry certifications. Metrix will outreach first those individuals who have completed all of the required courses for an industry certification track.

NLF: Boards must be aware that Metrix will also outreach individuals who have completed most of the courses required for certifications to encourage them to complete the remaining courses.

NLF: Boards must be aware that Metrix will refer outreach individuals who are interested in industry certifications to their local Board. Such information will be sent to the Board’s Metrix administrators.

Workforce Enrollment

NLF: Boards must ensure that individuals referred by Metrix are eligible for and enrolled in WIOA Adult, Dislocated Worker (DW), or Youth Statewide programs prior to confirmation of participant eligibility for Metrix industry certification assistance.

NLF: Boards must be aware that for each individual enrolled in Metrix industry certification assistance, appropriate staff must document the following in The Workforce Information System of Texas (TWIST):

- For all individuals (including Adults): work authorization, age, and Selective Service registration status
 - For Youth: in-school or out-of-school status
 - For DWs: dislocation documentation
- Enrollment in the Metrix statewide program using:
 - WIOA Adult Statewide Fund (11), WIOA DW Statewide Fund (21), or WIOA Youth Statewide Fund (31), as applicable
 - WIOA Statewide Project sub-fund (83)
 - Short-term Educational Service (82)

NLF: Boards must ensure that staff members are aware that no services other than Short-term Educational Service (82) may be provided through the WIOA Statewide Project sub-fund (83). Additional services, including any support services, must be provided through locally funded programs for eligible individuals.

LF: Boards may coenroll current local program participants in WIOA Statewide Project sub-fund (83), when determined eligible, in order to provide referrals to Metrix industry certification assistance.

Referral of Eligible Individuals to Metrix

NLF: Boards must ensure that appropriate staff members use certifications@metrixlearning.com to inform Metrix staff members when participants have been approved for Metrix industry certification assistance.

NLF: Boards must ensure that staff uses the date of the email in which an individual was referred to Metrix certifications as the start date of service (82).

NLF: Boards must be aware that, following confirmation of WIOA Statewide Project sub-fund (83) enrollment, Metrix staff will provide limited case management services to individuals while providing industry certification assistance.

Performance

NLF: Boards must be aware that WIOA Statewide Project sub-fund (83) participants will not be included in local performance outcomes. This includes Measurable Skill Gains and Credential Achievement.

NLF: Boards must be aware that Metrix industry certification assistance is not a training service.

Metrix General Information

NLF: Boards must be aware that the Amatrol (manufacturing) and MedCom (health care) licenses, available through Metrix beginning July 2020, are separate from the above industry certification assistance. These licenses are still available for Boards to assign to qualified claimants.

NLF: Boards must be aware that all Texans continue to have access to Metrix through the Online Learning Resources page in WorkInTexas.com, MyTxCareer.com, and the Metrix Portal at tx.metrixlearning.com/info.

NLF: Boards must be aware that workforce program participation is not required for individuals to be able to take Metrix courses, including those courses required for Metrix industry certifications.

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: Revisions to WD Letter 25-21, Shown in Track Changes

REFERENCES:

None