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**DEPARTMENT OF WORKFORCE SERVICES
ISSUANCE NUMBER PY 15-07**

Daryl E. Bassett, Director

April 14, 2016

TO: ADWS Staff

SUBJECT: Policy on Entering Employment Services for Job Seekers in Arkansas JobLink (AJL)

1. **Purpose:** To distribute the Arkansas Department of Workforce Services policy and guidance for entering Employment Services in the Service and Training Plan (S&T) in AJL.
2. **General Information:** This policy provides guidance and instructions for “Staff-Assisted” and “Self-Service” employment services provided to job seekers.
 - a. Every time a staff-assisted employment service is provided to a client it must be entered into the client’s S&T.
 - b. Staff do not enter services for clients using AJL self-service. Self-services are automatically entered into the S&T when the client logs in to their account and selects the reason(s) for their visit.
 - c. “Services Quick Entry” is used for same-day services (started and completed on the same day). (Ex: Job Services)
 - d. “Add Service” is used for services that require more than one day to complete. (Ex: Job Development.) The “Actual End Date” of an “Add Service” is not entered until after the service is completed.

Note: Services that require more than one day to complete should never be input as a “Services Quick Entry”.

3. **Inquiries:** Arkansas JobLink (AJL) Help Desk at ajl.help@arkansas.gov
4. **Expiration Date:** Ongoing