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TO: Local WIOA Workforce Development Area Administrators/Service Providers

SUBJECT: Transactional Services

1. **Purpose:** To provide information regarding Transactional Services, and instructions for entering these services on the Service and Training Plan (S&T) in Arkansas JobLink (AJL).

2. **General Information:** According to recent Department of Labor (DOL) monitoring reports, services considered to be one day services, or Transactional Services, must be entered on the S&T with a start date representing the date the service actually began and an end date on the same date.

Services entered incorrectly on the S&T may result in incorrect exit dates, incorrect service reporting on the Participant Individual Record Layout (PIRL), and after exit reporting of wages. Additionally, incorrect exit dates may negatively affect performance measure outcomes.

A Transactional Service pilot was completed at one Local Board without significant issues. After the pilot, instructions for Transactional Services were emailed to each Local Board for comment. No comments were received.

Transactional services are services that will be opened and closed on the same date. For example, if a Transactional Service such as "Job Referrals" is provided 5 times during a month, then it must be entered 5 separate times on the S&T.

To further clarify:

- Job Placement Services, a Transactional Service, provided on January 8, 2019 must be ended January 8, 2019.

If that same service is provided on January 9, 2019 then a new entry must be made on the S&T with a start and end date of January 9, 2019. Each time a Transactional Service is provided there must be a new entry on the S&T.

- To lessen the case notes burden for these services, case managers may choose to use the Notes text box on the Service Page for notes regarding Transactional Services. Notes entered will automatically be transferred to Program Notes with the

designation of “ServTran Editor” identified on the case note, or you may continue to use Case Notes.

Periodic Services

These are services that span a period of days. They must be opened on the date the participant actually begins the service and closed on the date the service is actually ended. Examples include:

- Occupational Skills Training
- Work Experience
- Summer Employment Opportunities

Transactional Services List:

Most of these services are one day services. However, services such as Financial Literacy, Job Club Workshop, or Citizenship Training may last two days depending on program design. In that case, enter the actual end date using the second day.

Adult/Dislocated Workers

Career Exploration Services
Career Guidance
Comprehensive Assessments
Eligibility Determination
Establishing Financial Aid Eligibility Assistance
Federal Bonding Assistance
Financial Literacy Education
Group Counseling
Individual Counseling
Individual Counseling/Career Planning
Information on Available Supportive Services
Information on Filing Unemployment Claims
Information on In-Demand Occupations
Information on Non-Traditional Employment
Initial Assessment
Job Club Workshops
Job Development
Job Referrals
Job Search and Placement Assistance
Local Area Performance Information
Needs Related Payments
Out of Area Job Search Assistance
Outreach, Intake and Orientation
Performance and Cost Info on Program Providers

Placed in Federal Training
Provision of Labor Market Information
Recruitment/Referral to Specialized Business Services
Referral to Educational Services
Referral to Federal Training
Referral to Jobs for Veterans State Grants
Referral to Partner Services
Referral to Unemployment Insurance Services
Relocation Assistance
Supportive Services (all)

- Exception: If it is “planned” to provide a supportive service for a period of time, then it can remain open until the time period has been reached.

Testing
Workforce Information Services

Youth

Career Development Assistance
Career Exploration Services
Citizenship Training
Civic Engagement Activities
Community & Service Learning Projects
Comprehensive Guidance & Counseling
Dropout Prevention and Recovery Strategies
Drug and Alcohol Counseling
Eligibility Determination
Exposure to Postsecondary Educational Opportunities
Financial Literacy Education
Group Counseling
Guidance and Counseling
Information on In-Demand Occupations
Job Placement Services
Job Readiness
Job Referrals
Leadership Development
Life Skills Workshop
Objective Assessment
Peer-Centered Activities
Post Exit Post Sec Trng Leading to Credential
Referrals to Counseling

Supportive Services (all)

- Exception: If it is “planned” to provide a supportive service for a period of time, then it can remain open until the time period has been reached.

Training in Decision Making

Training Organizational & Team Work

Transition Services

Work Readiness/Pre Employment Skills

3. **Action Required**: Recording Transactional Services on the S&T, as described above, should begin as soon as possible after the publication of this issuance or by October 9, 2019. This will be for currently open participants and all future new enrollees.
4. **Inquiries**: Please send questions or comments to WIOATA@arkansas.gov
5. **Expiration Date**: Continuing