



DIVISION OF WORKFORCE SERVICES
ISSUANCE NUMBER PY 20-01



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FROM: Charisse Childers, Ph.D., Director

TO: Local WIOA Workforce Development Area Administrators/Service Providers

SUBJECT: Scheduling Services in AJL

1. Purpose: To provide instructions for scheduling future participant services in AJL
2. General Information:
 - a) When a service is anticipated to be provided in the future, especially when there are no open services except services such as the Individual Employment Plan (IEP) or Individual Service Strategy (ISS), that anticipated service must be entered on the S&T with the status of "scheduled".
 - b) A participant record in AJL will not automatically exit if a "Scheduled Service" has been entered on the S&T with an estimated end date in the future. The scheduled service must be entered in AJL within a reasonable time period from when it becomes known. The estimated start date must be a reasonable time period, including time to address any existing barriers to continued participation.
 - c) A note must be entered in the text box on the service page to explain that the service was scheduled. The note must include the date on which the service was scheduled and the estimated service start date. The note must also include the reason for scheduling the service, including the participant's intent to return and complete program services. This note will provide historical evidence that the service had been scheduled. Otherwise, when the service status changes to "in-progress" a record will not exist to explain that the service had been scheduled.
 - d) During the time period of an extended scheduled service, case managers must continue to contact the participant to learn if any services are necessary in the interim, and to make sure the participant continues to be interested in the scheduled service. Contacts with participants must be documented in case notes.
3. Action Required: Begin entering scheduled services when appropriate. For current scheduled services, enter a note in the text box.
4. Inquiries: Email WIOATA@arkansas.gov
5. Expiration: Ongoing