



2 Capitol Mall  
P.O. Box 2981  
Little Rock, AR 72203  
dws.arkansas.gov

Asa Hutchinson  
Governor

Daryl E. Bassett  
Director

---

**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](mailto:ajl.help@arkansas.gov)
4. **Expiration Date:** Ongoing