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# Employment Services Webinar Series

Non-Bundled and Bundled Services
Part 2 of 2 - Resume, Application, Interview Training

This is a webinar for both DARS staff and DRS Providers.

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## Slide 1; Introduction

Welcome to Employment Services-Non-Bundled Job Placement Webinar Part 2 of 2 - Includes information on Non Bundled and Bundled Services - Resume, Application and Interview Training.

A review of the changes to the Rehabilitation Policy Manual (RPM) and Standards for Providers (SFP) implemented on December 16, 2014 related to requirements of completing:

• Job Application Training Completion,

• Employment Data Sheet and Resume Training, and

• Interview Training.

The webinar will provide an overview of

• service definition,

• deliverables,

• forms,

• case studies, and

• examples.

This is a webinar for both DARS staff and DRS Providers.

## Slide 2; Requirements Prior to Viewing

You must watch the Employment Services- Non-Bundled Job Placement Part 1 **prior** to viewing this webinar.

Here is the link for part one: tiny.cc/esw2nba

This webinar is also a **requirement** for the Employment Services -Bundled Job Placement Services webinar.

This webinar will outline the service definitions, forms and deliverables required for Interview Training, Job Application Training, Employment Data Sheet and Resume Training.

These services are purchased as separate services in Non-Bundled Job Placement Services and are included as required deliverables in the comprehensive services of Bundled Job Placement Service.

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## Slide 3; Getting Credit for Attendance

Getting Credit for Attendance

Each DARS staff watching the webinar as a group needs to sign the Unit, Regional or Central Office sign-in sheet for each webinar in the series to gain credit for attendance.

If you are a DARS Staff viewing the webinar individually at your desk you will need to follow the link found on the last slide of the webinar to get credit.

Each DARS staff should take the evaluation survey after watching each webinar. The evaluation survey is being administered by DARS Center for Learning Management (CLM). The results of the survey will assist us in identifying additional training needs.

CRP staff can view the trainings free of charge accessing the UNTWISE website. If the CRP Staff want to receive CEU credits they need to register with UNTWISE through on demand trainings, take the course test and pay any required fees. This should be done after completing both parts of this course.

## Slide 4; Webinar Topics

Webinar Topics

* Section 1-Job Application Training Completion
* Section 2-Employment Data Sheet and Resume Training
* Section 3-Interview Training

## Slide 5; Job Application Training

Section 1 Title Slide: Job Application Training

## Slide 6; Job Application Training Completion

The Job Placement Specialistsupplies initial instruction, assistance, monitoring, and any resources and tools necessary to assist the consumer in completion of job applications and pre-employment screening questionnaires and/or testing.

## Slide 7; Job Application Training Completion

Job Application Training **must** include

* an overview of the Job Application process;
* an overview of the application types such as paper, website, and kiosk;
* how to identify appropriate responses to questions on job applications;
* how to write clear descriptive responses to questions;
* how to ensure your job application isfree of spelling and grammatical errors;

## Slide 8; Job Application Training Completion

Training **must** include

* strategies for addressing employment barriers such as gaps in work history; criminal background history, limited work experience, etc.;
* an overview of pre-employment screening practices; and
* an overview of the different types of pre-employment screenings such as aptitude, skills, literacy, personality, medical, and drug tests, as well as background checks to verify work history and credentials.

## Slide 9; Job Application Training Completion

The Job Placement Specialist completes the DARS1871, Summary of Non-Bundled Job Placement Service(s) Report or the DARS1835 Bundled Job Placement Services-Support Summary. This slide shows the section of the form used for Application Training.

The report must include a clear, descriptive summary of the assistance, training, and supports provided by Job Placement Specialist and must document a clear descriptive summary of the consumer’s skills at the conclusion of the training related to all of the skills in the previous slides.

## Slide 10; Job Application Training Completion

On this section of the DARS1871 or the DARS1835 the Job Placement Specialist will document the types of assistance provided to the consumer related to the Application Training. The terms used to describe the amount of assistance provided include:

* Initial instruction,
* Monitoring,
* Guidance with minimal assistance
* Hands on Assistance
* Extensive ongoing assistance
* Resource tools and
* Documents completed for the consumer.

If Application Training was not addressed, there is also a check box to indicate this.

## Slide 11; Job Application Training Completion

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will indicate if the State of Texas Application and/or other business applications have been completed. The Job Placement Specialist must list the name of the businesses in which applications were completed.

## Slide 12; Job Application Training Completion

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will describe the instructions and resources the consumer received related to the completion of both electronic and paper applications.

## Slide 13; Job Application Training Completion

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will describe the consumer’s ability and willingness to perform task completion and/or how any task(s) were completed by the consumer for both electronic and paper applications.

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## Slide 14; Job Application Training Completion

On this section of the DARS1871 or the DARS1835 the Job Placement Specialist will describe instructions and resources the consumer received related to the completion of pre-employment screening questions and/or testing such as drug screens, CBCs, medical reviews, personality testing and aptitude testing.

## Slide 15; Job Application Training Completion

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist lists the consumer’s response to the effort and preparation necessary to complete pre-employment screening questions and/or testing such as drug screens, CBCs, medical reviews, personality testing and aptitude testing

## Slide 16; Question and Answer

Question and Answer

This is a multiple choice question.

Job application training must include which of the following:

* 1. An overview of the job application process
	2. An overview of the application types
	3. How to identify appropriate answers to questions on job applications
	4. How to write clear, descriptive responses
	5. How to ensure the job application is free of spelling and grammar errors
	6. All of the above

Please pause the webinar, and answer the question, then resume the webinar.

## Slide 17; Question and Answer

Answer: F;

An overview of the job application process, must be included in Job Application Training.

## Slide 18; Question and Answer

Question and Answer

This is a True or False question.

On the DARS 1871 or the DARS 1835, the Job Placement Specialist must document the type of assistance provided to the consumer during application training.

Please pause the webinar, and answer the question, then resume the webinar.

## Slide 19; Question and Answer

Answer: True. The Job Placement Specialist must describe the type of assistance provided on the DARS1871 or DARS01835 forms.

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## Slide 20; Question and Answer

Question and Answer

This is a True and False question.

Other areas of instruction required during the application training are strategies on how to address employment barriers, overview of pre-employment screening practices and practice on pre-employment screening tests.

Please pause the webinar, and answer the question, then resume the webinar.

## Slide 21; Question and Answer

Answer: True. The Job Placement Specialist must describe how to handle employment barriers, pre-employment strategies and testing.

## Slide 22; Employment Data Sheet and Resume Training

Section 2 Title Slide: Employment Data Sheet and Resume Training

## Slide 23; Employment Data Sheet and Resume Training

Employment Data Sheet and Résumé Instruction Includes:

The completion of:

* + DARS1890, Employment Data Sheet Application and Résumé Builder or equivalent for the consumer.
		- Note any equivalent document must have all components of the DARS1890; and
	+ A résumé containing the relevant information that is on the DARS1890.

## Slide 24; Employment Data Sheet and Resume Training

DARS1890, the Employment Data Sheet - Application and Résumé Builder, is a tool to assist in the gathering of information that is required to complete an accurate job application and resume.

Job Placement Specialist either assists the consumer in completion of DARS1890 or completes DARS1890 for the consumer.

The DARS1890, Employment Data Sheet Application and Résumé Builder is an Adobe Reader form. Therefore, the form allows sections to be added to record additional information, and allows Spell Check to work.

In the next slides we are going to review the sections of the DARS1890, Employment Data Sheet-Application and Resume Builder.

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## Slide 25; Employment Data Sheet and Resume Training

The Demographic Information Section of the DARS 1890 contains the following information:

* Name
* Date of birth,
* Address
* Phone number
* Email address
* Best methods to contact
* Language spoken, and
* Reasons for gaps in the consumer’s work and volunteer history.

## Slide 26; Employment Data Sheet and Resume Training

The Arrest and Conviction History Section on the DARS1890 contains questions related to a consumer’s criminal history.

This section should be used to record offenses, dates, location and disposition related to any arrest or conviction of a criminal offense. This information should be verified by a CBC conducted by the DARS Counselor.

Additional subsections can be added to list additional offenses or charges by pushing the button at the bottom of the section.

Remember that DARS cannot release the CBC to the provider but can assist the consumer in sharing the results of the CBC.

Inaccurately recorded arrest and criminal convictions on job applications is a primary reason consumers do not get offered jobs.

## Slide 27; Employment Data Sheet and Resume Training

This section of the DARS1890 contains information about each paid job that a consumer has had.

The Paid Work History Section includes the following information.

* Employer;
* Job Title;
* Job Responsibilities;
* Roles of the consumer while in the employment setting such as technical, non-managerial, Supervisor/managerial;
* Type of Employment such as Full-time, Part-time, summer, contract, temporary;
* Start Date and End Date of the employment;
* Number of hours worked;
* Supervisor's name and contact information;
* Reason for leaving the job; and
* Questions related to references and hiring status.

After the first job is entered, another section to record another job in the consumer’s work history can be added by pushing the “Add Additional Employer” button on the form

## Slide 28; Employment Data Sheet and Resume Training

This section of the DARS1890 contains information about each volunteer position a consumer has had.

The Volunteer History Section includes the following information:

* Agency name, address and contact information;
* Volunteer job title, volunteer duties and number of hours volunteered;
* Start date and end date of the volunteer experience;
* Supervisor's name and contact information; and
* Questions related to references and hiring status.

After the first volunteer experience is entered, another section to record another volunteer experience can be added by pushing the “Add Additional Volunteer Work” button on the form

## Slide 29; Employment Data Sheet and Resume Training

This section of the DARS1890 contains Job Reference information. Questions within the section include:

* Name,
* Relations,
* Number of years known, and
* Contact information such as phone, email and address.

After the first reference is entered, another reference can be added by pushing the “Add Additional Reference” button on the form.

## Slide 30; Employment Data Sheet and Resume Training

The Career Objective Section allows one or multiple career objectives to be written.

The Career Objective should be written to capture the attention of the hiring manager. Remember hiring managers often sort through hundreds to thousands of resumes to fill one job opening.

The Career Objective should

* focus on how the consumer would benefit the employer;
* be specific;
* be concise; and
* contain a job title or job responsibilities the applicant is seeking.

Examples:

* To work within the telecommunications industry as a technical advisor.
* Talented and dependable secretary, skilled in all aspects of office management within nonprofit environments.
* Dedicated CIS graduate pursuing a help-desk position.

## Slide 31; Employment Data Sheet and Resume Training

This section of the DARS1890 contains information about training gained by the consumer.

The Training History Information section includes:

* Institution Name;
* Course Title;
* Length of Training Course;
* Status of the course; and
* Description of the course.

After the first training course is entered, another course can be added by pushing the “Add” button on the form.

**Slide 32; Employment Data Sheet and Resume Training**

This section of the DARS1890 contains information about a consumer’s occupational license or certifications he or she has gained.

The Occupational License or Certifications Section includes:

* Type;
* Issuer;
* Title;
* Number Issued;
* County, city, and state;
* Date issued, recertification date and expiration date.

After the first certification, license or registration is entered, another can be added by pushing the “Add” button on the form.

## Slide 33; Employment Data Sheet and Resume Training

This section of the DARS1890 contains High School and GED information about a consumer.

The section includes demographic information about the consumer’s high school or GED program completed.

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## Slide 34; Employment Data Sheet and Resume Training

This section of the DARS1890 contains College Education information about a consumer.

The section includes demographic information about the consumer’s college education.

## Slide 35; Employment Data Sheet and Resume Training

A resume is completed from the information collected on the DARS1890. On this slide is an example of a chronological resume template.

A chronological resume

* is the most popular resume format used,
* is used by individuals who have work experience,
* contains an objective and/or
* contains a career summary statement,
* contains a chronological listing (from most recent to past) of all your employers along with related accomplishments,
* lists educational information, and
* lists certifications and special skills.

**Slide 36; Employment Data Sheet and Resume Training**

A Functional Resume is another type of resume that can be used after the information is collected from the DARS1890.

A functional resume is particularly useful for individuals who:

* Have gaps in their work history;
* Are reentering the workforce;
* Have frequently changed jobs; or
* Are looking to transition into new careers.

## Slide 37; Employment Data Sheet and Resume Training

The Job Placement Specialist completes the DARS1871 or the DARS1835 and submits with an invoice, the DARS1890 or equivalent document and a resume.

The report must include a clear, descriptive summary of the assistance, training, and supports provided by Job Placement Specialist as the DARS1890 and resume was completed.

The next slides will highlight the contents of the DARS1871 and DARS1835 as it relates to the Employment Data Sheet and Resume.

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## Slide 38; Employment Data Sheet and Resume Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will document the types of assistance provided to the consumer for completion of the Employment Data Sheet and Resume.

The terms used to describe the amount of assistance provided include:

* Initial instruction,
* Monitoring,
* Guidance with minimal assistance
* Hands on Assistance
* Extensive ongoing assistance
* Resources tools and
* Documents completed for the consumer.

**Slide 39; Employment Data Sheet and Resume Training**

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will document if the DARS1890, Employment Data Sheet was completed. If the DARS1890 was completed, the Job Placement Specialist will describe the consumer’s abilities and willingness to complete tasks such as gathering required information and filling out the DARS1890 accurately. The Job Placement Specialist will also need to describe the instructions and resources they provided to the consumer related to completion of the DARS 1890.

## Slide 40; Employment Data Sheet and Resume Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will document if a resume was completed as well as the consumer’s willingness and abilities in completing an accurate and acceptable resume. The Job Placement Specialist will also need to describe the instructions and resources they provided to the consumer to complete the resume.

## Slide 41; Employment Data Sheet and Resume Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will document if an alternate type of Data Sheet was completed instead of the DARS 1890. If an alternate format was used to gain the information on the DARS1890, a description of the consumer’s willingness and abilities to complete the required task should be included. The Job Placement Specialist will also describe the instructions and resources they provided to the consumer in completing the alternate format of the DARS1890.

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## Slide 42; Question and Answer

Question and Answer

This is a True or False question.

A chronological resume is best used by people who have limited work histories.

Please pause the webinar, and answer the question, then resume the webinar.

## Slide 43; Question and Answer

Answer: False. People with limited work history should use a functional resume format

**Slide 44; Question and Answer**

Question and Answer

This is a True and False question.

Incomplete, unclear and incorrect information reported on a resume or job application is a common reason that applicants do not get picked to interview for jobs.

Please pause the webinar, and answer the question, then resume the webinar.

## Slide 45; Question and Answer

Answer: True. Incomplete, unclear and incorrect information reported in resumes and in job applications is a common reason applicants are not chosen for an interview.

## Slide 46; Interview Training

Section 3 Title Slide: Interview Training

## Slide 47; Interview Training

Interview Training must include:

* An overview of interview process;
* An overview of the interview types such as: screening, telephone, panel and/or group, behaviorally based, case, situational and technical;
* How to research businesses and positions;
* How to identify questions to ask the business when interviewing;
* Identification of typical interview questions asked by the business for the industry of the consumer’s employment goal(s) and how to answer them effectively;

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**Slide 48; Interview Training**

Interview Training must include continued:

* Strategies for “tricky” questions to address employment barriers such as gaps in work history, criminal background history, limited work experience, etc.;
* Instruction in personal grooming and presentation, including body language required for an effective interview; and
* Mock interviews to ensure that the consumer can effectively interview after learning the required skills.

## Slide 49; Interview Training

The Job Placement Specialist completes the DARS1871, Summary of Non-Bundled Job Placement Service(s) Report or the DARS1835 Bundled Job Placement Services Support Summary. This slide show the sections used for Interview Training.

The report must include a clear, descriptive summary of the assistance, training, and supports provided by Job Placement Specialist and must document a clear descriptive summary of the consumer’s skills at the conclusion of the training related to all of the skills in the previous slides.

## Slide 50; Interview Training

On this section of the DARS1871 or the DARS1835 the Job Placement Specialist will document the types of assistance provided to the consumer for completion of the Employment Data Sheet and Resume.

The terms used to describe the amount of assistance provided include:

* Initial instruction,
* Monitoring,
* Guidance with minimal assistance
* Hands on Assistance
* Extensive ongoing assistance
* Resources tools,
* Documents completed for the consumer, and
* Accompanied the consumer to interviews.

## Slide 51; Interview Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will describe what instructions and resources the consumer received related to an overview of the interview process as well as a description of the consumer’s effort and preparation needed to execute interview skills.

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**Slide 52; Interview Training**

On this section of the DARS1871 or the DARS1835 the Job Placement Specialist will describe what instructions and resources the consumer received related to the different types of interview as well as an description of the consumer’s ability and willingness to perform skills and tasks related to the different types of interviews.

## Slide 53; Interview Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will

* describe what instructions and resources the consumer received related to researching a business and/or positions, as well as,
* describe the consumer’s ability and willingness to perform skills and tasks related to researching a business and/or position

## Slide 54; Interview Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will

* describe what instructions and resources the consumer received related to developing questions to interview the business as well as,
* describe the consumer’s ability and willingness to perform skills and tasks developing questions to interview the business.

## Slide 55; Interview Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will

* describe what instructions and resources the consumer received related to identifying and responding to typical interview questions asked by businesses related to the consumer employment goal, as well as,
* describe the consumer’s ability and willingness to perform skills and tasks related to identifying and responding to typical interview questions.

## Slide 56; Interview Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will

* describe what instructions and resources the consumer received related to answering “tricky” interview questions
* describe the consumer’s ability and willingness to perform skills and tasks related to answering “tricky” interview questions including questions about employment barriers

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**Slide 57; Interview Training**

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will

* describe what instructions and resources the consumer received related personal grooming and presentation including body language,
* describe the consumer’s ability and willingness to perform personal skills and tasks related to personal grooming and appropriate body language, and
* describe when necessary the recommendation the provider has for DARS to address any personal grooming and body language issues before the consumer’s interview.

## Slide 58; Interview Training

On this section of the DARS1871 or the DARS1835, the Job Placement Specialist will describe any skills related to interview training that the Job Placement Specialist had to complete on behalf of the consumer related to interviewing with a business, establishing of accommodations and preparing for the first day on the job.

## Slide 59; Question and Answer

This is a Question and Answer Slide.

This is a Multiple Choice Question.

Interview skills training must include:

* 1. Interview practice and mock interviews
	2. Instruction on personal grooming, presentation and body language
	3. Development of strategies for addressing “tricky” interview questions, such as gaps in work history, limitations and criminal background
	4. All of the above

Please pause the webinar, and answer the question, then resume the webinar.

## Slide 60; Question and Answer

Answer: D. Interview skills training must include interview practice and mock interviews; instruction on personal grooming, presentation and body language; and development of strategies for addressing “tricky” interview questions, such as gaps in work history, limitation, and criminal background.

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**Slide 61; Summary**

In the handouts of this webinar you will find a sample case study, completed DARS1871 and DARS1890 for the consumer in case study.

In the Bundled Job Placement Webinar you will receive additional case studies, participate in exercises and will be provided a DARS1835.

Please review on your own time and use them as examples of what is expected in the documentation to be submitted by the Employment Service Provider.

## Slide 62; End

For questions, talk to a Subject Matter Expert.

## Slide 63; Thank You

**Employment Service Providers only:** contact UNTWISE to obtain Employment Service Provider credentials contact hours for this programs.

Visit <http://wise.unt.edu/on-demand> for details.

**DARS staff only**: to receive credit for this class, follow the link below and take the survey. [**tiny.cc/esw2**](http://tiny.cc/esw2)

**If viewing as a group:**

Managers, please scan and email approved sign-in sheet to clm@dars.state.tx.us . The sign-in sheet can be found in the handouts below (paper clip icon).

Managers, please forward the above link to everyone who attended and signed in. They need to click the link from their computers to receive credit and take the survey.

**Note: it may take up to two weeks for this training to appear on your CLM training record.**

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