

2021 REFRESHER TRAINING Q&A SCRIPT

These are the questions we received as of the second week of July or so, when we put this presentation together. Some questions may have come to the email after the cut-off so to speak. However, we will be answering those questions via an ops log or an FR memo. And we encourage you to keep asking questions via the email. We will do our best to answer your questions throughout data collection.

I. Videos

The 8 videos are available for you to watch, if you have not had a chance to view them yet, please make sure to do so. The videos were created based on the questions you provided in the debriefing a few weeks ago.

The videos are located at:

<https://www.census.gov/content/census/en/programs-surveys/ahs/about/fieldrep-information.html>

II. Topics from FR Questions

We grouped the questions into categories. We will begin with questions that we will forward to our sponsor, the U.S. Department of Housing and Urban Development to which we will be referring to as HUD.

HUD Related

1. How long does the sample address stay in the AHS?

Current addresses have been in sample since 2015 and are expected to remain in sample until at least 2023. Remember that some housing units are surveyed every two years, but those in selected metro areas are interviewed every four years.

2. I'd like to know if it's possible to make this survey shorter like the New York City Housing Vacancy Survey, best known as NYCHVS.

The estimated time to complete the NYCHVS and AHS is about the same, but we hear your concern about the length of the survey. The topics covered in the AHS create a complete profile of the housing unit and its occupants,

allowing for cross-sectional analysis of the housing and demographic characteristics of a given area. If the respondent needs a break and is willing to complete the interview on another day, or by phone, you can schedule an appointment to complete the interview at another time.

3. Why do we ask a respondent 4 or 5 times, does anyone else live here after he or she says, " I live alone"?

We think this question is referring to the roster section where we need to capture all the people who usually live at this address. While a single person living situation can be very clear at times, in other instances asking a more specific question can result in a different response. For example, a lodger who may not be considered a resident, should be included on the roster.

4. Why do we keep addresses on the AHS after the residents have asked 2 years prior to be removed from the sample list?

Prior year refusals are kept in the sample for two reasons:

- 1) it is possible that the respondent who refused has moved, and a new occupant is at the sample address, and
- 2) it is possible that the respondent who refused may have a change of heart and is willing to complete the survey in a later year. If you encounter a prior year respondent who still does not want to participate, please contact your supervisor for guidance.

5. Why is the birth year of the occupants not sufficient for HUD's purposes? Why ask month and day?

Collecting the full birth date allows for better matching to administrative data sources after data collection. It also allows us to capture the exact age as of the interview date.

6. If a person refuses the age question, why does the instrument have the FR guess their age, especially if age was collected in a previous survey? And if the respondent does not know the age of their home, why does the instrument insist that the FR guess?

Obtaining the most accurate information on age and year built is of upmost importance for data quality. We first ask for the most detailed information

available, but if the respondent doesn't know, we probe to try to get the best information that can be provided.

7. When we do the decennial, we give them web links to finish it if they so choose. Why can't we do this for the AHS?

We are planning to introduce an internet self-response option by survey year 2027. AHS would still retain the CAPI (FRs with laptops) collection mode, to maximize response rates.

8. Consider offering a monetary amount for participation in the survey. It might be offset by the time/mileage incurred by FS's in doing repeat visits.

This survey year, we are conducting a respondent cash incentive experiment. This years' experiment will inform the feasibility of future incentives.

9. Is it possible (in the future) to group the questions in a way that similar themes are on the same page, to make the interview more of a dialogue instead of robotic single questions?

We appreciate the feedback and we will discuss this suggestion with HUD when we begin to develop the 2023 instrument.

MCM/Instrument Related Topics

1. Can I sort the cases by towns in MCM?

Yes, MCM allows you to sort the cases by town. Please refer to the 2021 AHS MCM CBT that you were assigned as part of your Pre-classroom Self Study.

2. Will efforts be made to improve the instrument or MCM over the next 2 years?

Yes, we make improvements on a regular basis.

3. When in CAPI, when there is no option for 'wrong number' (there is in CHI) - what am I to select?

Provide a case level note detailing which number was deemed incorrect and mark the “wrong number” option in CHI. If no alternate phone numbers are available in MCM or through research, we recommend making a personal visit. We will review this scenario for 2023.

4. How do I easily add a new phone number in CAPI? What is the expected way to enter a new phone number in the MCM selections?

New phone numbers may only be collected in CAPI, if the current number is no longer their preferred number, or if you attempt to contact a household by telephone and a new number is announced on the voicemail or answering machine message. The quickest way to add a phone number is through MCM on the Assignment Details page. You may also record any new numbers in the Case Notes.

5. Can phone numbers be deleted in the instrument?

No, phone numbers cannot be deleted. If you have a non-working phone number, please provide a note.

6. When first approaching a case and making first contact via voice message, or telephone; how is that information recorded?

As a reminder, you will enter case level notes describing the situation for every contact attempt. Notes will help you if you revisit the case, and it will help anyone else who could be assigned to the case later. The notes also help the RO understand the contact history.

The CHI instrument automatically launches after exiting the MCM notes page. Please answer all the questions in CHI about your case immediately following your contact attempt.

7. Can I text or email respondents?

At this point, emailing is not a permissible way to contact respondents. As far as texting, please follow the Respondent Text Messaging Protocols memorandum and Text Message Templates attachment you received from your Regional Office.

8. Why can't I revise the sample address?

Because the address was scientifically selected, and it is important to conduct an interview at the exact address. For this reason, if you edit the address in the instrument, the interview will end. For instances when the address does not exist, please contact your supervisor.

9. I have encountered a situation where the address in the instrument is not correct. The street names have been changed since the HH was introduced into the survey and there seems to be no way in the instrument interview to change the address.

The solution to this situation is to make a note in the case level notes that discuss the specifics of what you encountered. Also, please work with your FS and RO, this may need an address referral.

10. Can landlords, building owners, property managers or neighbors complete an occupied interview for a household respondent who refuses?

No, household members are the most knowledgeable. Someone in the household who is 16 years old or older must complete the interview.

Techniques on how to deal with reluctant respondents are shown in the refresher training Overcoming Reluctance video.

11. Who designs the AHS survey instrument?

The answer to this is that HUD determines which topics will be included and suggests question text. The suggested questions are cognitively tested, after which the final content is approved by HUD. Census is responsible for updating and maintaining the CAPI instrument.

12. Can you provide guidance for this question when it's the summer:

"Last week, were you enrolled in a high school, college, or university?"

- **What if a kid just graduated high school and is GOING to college in the fall - are they considered enrolled?** Yes, they are considered enrolled.
- **What if a kid is going from tenth grade to eleventh grade- are they still considered enrolled?** Even though it is Summer, it is assumed that the child is enrolled for the next school year.

13. A property owner has 13 people living at their home and he will not tell you anything about them, not a name, age, wage, race, etc. There are also a few litters of dogs and they tell you there are no animals. How do you proceed?

We recommend that regarding the litters of dogs, take the respondent's word **BUT** proceed with caution. Video 3, Overcoming Reluctance, has tips for respondent reluctance. It's more important to capture the number of people and their characteristics than it is to know their actual names.

14. For the question: "Can you enter or exit the household without climbing stairs or ramps?" A better question would be "How many steps or ramps are required to enter or exit your home?". I have also had many locations in which you can enter the garage without steps but then must go upstairs to enter the home; most homes have at least a one-step threshold.

We checked the instrument, and the question text reads: "Is it possible to enter this home **WITHOUT** climbing up or down any steps or stairs?"

In the example provided, where the occupant can enter the garage but not the home itself without going up or down steps, the CAPI response should be 'No.'

If at least one step is present, the CAPI response should be 'No.'

HUD is not interested in the number of steps, rather they are interested in knowing if someone in the household with mobility issues can enter the main part of the house without going up any steps.

15. The question about pensions does not make it clear whether this includes 401K or other disbursements.

This question is worded as "(Since [[a date 12 Months prior to date of interview](#)],) did [YOU] receive any retirement or survivor pensions?" 401ks are considered retirement income. Regular income from IRAs, 401ks, annuities, retirement pensions and survivor benefits. Periodic payments of these types of income should also be included in the answer.

Please refer to your FR manual for more information on the QRETIR screen, it should include the following income for this question:

- Retirement pensions and survivor benefits from a former employer, labor union, or Federal, State, or local government
- Disability or survivor benefits received from companies and unions, Federal, State, and local governments, and the U.S. military
- Periodic receipts from annuities and insurance
- Regular income from annuities and IRA and KEOGH retirement plans

We are recommending to add a help screen for this in the future.

16. Do federal and state stimulus checks count as income?

No, one-time payments such as those from the Coronavirus Aid Relief, and Economic Security or CARES act, should be **excluded** from all income questions. This is consistent with existing AHS instructions to exclude one-time payments such as from inheritance. However, recurring payments such as income from unemployment, etc., should still be included in the appropriate category. The guidance which is in Appendix F in your AHS FR Manual states: Do NOT include: Federal stimulus payments such as payments that are part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

17. Does the federal supplement to Unemployment Insurance (600 a week, 300 a week) count as unemployment insurance income? Or is the minimum provided by the state the only part that counts?

We just want to reiterate that information found at the AHS FR Manual, Appendix F - COVID 19 Specific guidance for specific AHS Questions specifies to NOT include: - Federal stimulus payments such as payments that are part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. However, recurring payments such as income from regular unemployment, etc., should still be included in the appropriate category.

18. What are the criteria for household members?

In the next slide we can see who is and who is not considered a HH member in the AHS.

a) Members in the Armed Forces

1. Stationed in this location and usually sleep here..... Yes
2. Members of this household at the time of the interview but are currently stationed elsewhere. No

b) Students

Students—away attending school—living quarters held for person here:

1. If they are Not married or not accompanied by their own family Yes
2. If they are Married and accompanied by their own family No, not included
3. If they are Attending school overseas No, they are not included in the HH membership

c) Citizens of foreign countries temporarily in the United States

- | | | |
|--|-----|----|
| 1. Living on premises of an embassy, ministry, legation, chancellery, or consulate | | No |
| 2. Not living on premises of an embassy, ministry, etc. | | |
| a. If living and studying here and no usual place of residence elsewhere in the United States | Yes | |
| b. If living and working here and no usual place of residence elsewhere in the United States | Yes | |
| c. If merely visiting or traveling in the United States | | No |

Please refer to the FR Manual Appendix A: AHS Info Booklet, Summary Table for Determining Who Is to Be Included as a Member of the Household. Also, look in your Info Booklet on page 34.

19. Respondents don't know square footage of their home-

Accept the respondent's best estimate. Leave an item note explaining that the response is an estimate.

20. Why does the property size (square feet or acres) not populate the survey from the prior sampling?

We acknowledge your feedback and will discuss this with HUD to reevaluate for next survey cycles.

21. There is no stucco option for siding on a house.

For this one, if the exterior is stucco, the CAPI response for WFRSIDING should be '4 Other.'

- 22. The instrument is particularly non-intuitive for handling cases where you show up to the site and get no response; or when you call and get no answer or an answering machine.**

FRs should be in the CAPI instrument and use the answer categories provided for the case. Leave notes and be sure to complete CHI for EVERY contact attempt.

- 23. On the question about rats and mice, the respondent sees them in the house seasonally during the winter, and the choice for "seasonal" is not available.**

Since the respondent says that they only see rats or mice seasonally (in the winter), the most appropriate response category would be '4- A few times.'

- 24. When calling your sample address, a non-case related person responds, what is the expected screen selection?**

The FR should choose "Inconvenient time" at the FR7_INTROB. This should take them to the appointment screens in the instrument and they will exit the interview. The FR should interview a household member at a later time.

- 25. The respondent paid someone to cut her tree and she used the wood from the tree for her wood stove. Is this considered part of the wood cost?**

The question relates to units where they answer yes to the question: "Do you use wood, coal, kerosene or any other fuel to heat your home?" and the related question about the total cost for those types of fuel. If the respondent considers the cost of cutting the tree as part of their wood cost, then include that cost in this item.

- 26. Why do we still ask questions that are readily available through real-estate websites like Zillow and redfin? Is it okay to use Zillow data for responses if the respondent does not know the answer?**

No, it is not ok to use any internet site to enter information into the CAPI. While internet sites may report such information, sometimes that data isn't as accurate as what the respondent can provide you. For data quality purposes, it's important to ask the respondents all of the AHS questions.

27. When selecting an option about the behavior of the respondent at the end of the interview, what is the option 'intends on quitting the survey' about? And please elaborate on the 'hostile' option.

For “Intend to quit the survey” this option should be chosen when the respondent indicates they will no longer participate. You will select the hostile option when you are threatened with harm.

28. For the correct path in the AHS software for vacant and Type B interviews, "personal visit" must be selected. If selecting "telephone", the software path is incorrect.

The instrument path is the same for Vacant interviews whether you are conducting a telephone or a personal visit interview. At the FR7_INTROB screen, you will select answer category 3 for a Vacant interview. For Type B interviews the instrument will allow you to select the option for non-interview by telephone interview or by personal visit. However, it would be difficult to determine a Type B status without conducting a personal visit.

29. When we cold call a case, why do we not confirm address then person vs. person then address? Wouldn't that cut out some confusion?

We took this question to ask why you are not confirming the address and then asking for a person.

Our answer is, for a returning case (meaning sample addresses where we have collected the data in a previous survey), we DO ask for the respondent by name prior to verifying the address. Because the survey is longitudinal, this makes the call a little bit more personable and builds on any rapport established in the past with the respondent.

There is a screen, the FR4a_HELLOCP, that has answer categories that you may choose to proceed with the interview if:

- The Person is not home now or not available
- The Person is unknown at this number
- The Person no longer lives there

30. Is there a flow chart that defines the recommended process for URE and Vacant interviews?

Unfortunately not, we don't have anything like that at this time, but we may include this suggestion for the 2023 training. You can refer to the information in the URE and Vacant Interview video that describes the instrument path in detail.

31. On a personal visit we provide our badge as a form of identification; However, how can we provide a form of identification through a follow-up call? (besides our name)

The answer to this is that you can provide the website for Census employment verification to the respondent, which is:

<https://staff.commerce.gov>

32. In future surveys, can we provide a visual to send or provide to the respondents that provides the types of questions in the AHS?

Thanks for the suggestion, we will consider this suggestion for 2023.

33. Is there any way to leave our contact information at the time of the visit outside of leaving the postcard?

Yes, you may leave a business card or write your contact information on the infographics, the Fact Sheets, and even the Data Wheels.

34. If you arrive at the right address and only see a flat terrain, what kind of interview do you do?

Since the sample address still exists, we'll want to Code it as a Type B - Demolished or Disaster Loss. Include detailed case level notes regarding your observation.

35. If the HU is a seasonal home and the owners are at their regular residence and can't be contacted, what are some ways that can be used to complete the survey? (None of the neighbors have relevant information and I have NO response from the letters sent to the owner's usual place of residence).

Try to obtain a phone number from Fast Data to call the owner. A tax assessor could verify that the unit is vacant. A realtor may be familiar with the type of house. And you can always discuss the case with your FS.

Gate Keepers and Refusals section

- 1. Section 8 housing is highly secured. I have no contact numbers or names for a couple of cases. I've contacted the Property Manager for the housing unit, but they do not return calls or respond to emails. Should I note these attempts as contacts because none have cooperated, and it seemed silly to add this to the record? What am I supposed to do next?**

Is important that we do our best to get an interview with these types of units. HUD is especially interested in understanding the characteristics of subsidized units since they provide Federal funding. Try sending the AHS Building Management letter through your Regional office.

And yes, please record all attempts in CHI to demonstrate the level of effort that has gone into reaching the respondent.

- 2. How do you respond to someone who is "anti-government" and refuses to participate?**

You may say something like, "I understand your feelings about the government. The purpose of the AHS is to help all Americans have adequate housing. Your participation is helping HUD reach that goal."

A couple of resources that can help you can be found at: 1) Refusal Avoidance Strategies on FRGPS Handout, 2) FR training manual.

- 3. How to reply to someone who says they have done the survey several years and aren't willing to do it any longer. They want a guarantee that their number is removed from our survey.**

While we cannot guarantee any respondent that their number will be removed from the survey, we can assure them that you will carefully note their concerns and reluctance, and any contact in future years will take those notes into account.

- 4. Can AHS sample addresses be swapped out for other addresses where the household members are willing to conduct the interview?**

No, we are unable to interview alternative addresses where the household would be more cooperative. Each sample unit was specifically selected

using criteria that allows AHS to ensure a representative sample in the US and our metro areas.

5. Can there be apartments or houses selected for the American Housing Survey that are right next to each other and in the same zip code?

This is unlikely but could occur. Be sure to conduct interviews only after you have confirmed the sample address, including the apartment number.

6. If I have a reluctant household with whom I have explained the purpose of the survey, but they will only provide the roster, can I submit the case?

No, you must complete the interview. You must try again.

7. I had one respondent refuse to answer so many times at the beginning of the interview that CAPI ended the interview. Why is that and how do I avoid that?

It sounds like there were too many item refusals in this situation. That will end the interview because the data quality is compromised. Explain the importance of quality data and the American Housing Survey. Try asking another eligible household respondent.

8. What do we do with people who have requested to be removed?

In this case, provide a refusal letter to the respondent, enter notes in your CAPI that the respondent wants to be removed, and talk to your FS about next course of action.

9. Is an FR required to revisit or send letters to respondents who are hostile, cursing, hard refusals who adamantly state they absolutely do not want to participate?

Please speak to your FS for the best course of action. FRs should never put themselves in dangerous situations. The RO will determine if a case needs follow up.

10. What are other options for respondents who are adamant about not participating?

We recommend that you talk to your FS for the best course of action, they will also determine if reassigning the case to another FR will be appropriate.

11.What do you do if you get to a gated community, the entry is locked, and you can't contact the owner?

Here are a few tips:

- Research who owns the community.
- Talk to your FS about sending a management letter from the RO with your name and contact information included.
- Look for the Homeowner's Association phone number,
- Talk to a local real estate agent,
- Try the assessor's office, and/or
- Call fast data

12.If we encounter a case where there is a death in the family, how long should we wait until we contact the respondent again?

Please speak with your FS for the most appropriate timing to revisit the sample address.

13.Is there a criterion for cases that I would consider an unsafe environment such as drugs sales, homeless people gathering, and other unsavory activities?

Again, talk to your FS who can advise your caseload areas and give you some advice on how to handle these situations.

14.I would like to know how you deal with a respondent that says they have called the Census Bureau on you because "I am personally harassing them"?

Try not to take what the respondent is saying personally. Talk to your FS about the situation.

15.Can we transmit in the middle of the day to view the result of our Fast Data Request? For example, we might need to transmit in the middle of the day to view a new phone number entered by the Regional Office under case notes.

Consult your FS, but it is permissible to transmit at any time of the day.

Procedures related questions:

- 1. What to do if you encounter a nonverbal household resident, who is possibly deaf, mute, or otherwise nonverbal?**

Some things you could do would be to provide the household resident with the advance letter and try to revisit the unit when another household member is present. You could ask if there is another eligible household member, call RO for a special accommodation, or an interpreter for the deaf.

- 2. What do you do if you encounter a unit that the neighbor says is vacant, but the owner says it's a storage shed?**

Remember, we must always assume that the owner is the most knowledgeable respondent. The instrument will determine if the unit is intended for occupancy.

- 3. At one sample address, the occupants had left for summer, I coded the case a vacant and asked the manager to answer the questions, but he/she didn't know many answers. Why do we ask these individuals if they have to guess?**

If the occupants are still on the rental lease, this is not a vacant interview. It may be a temporarily absent situation. Attempt to conduct an interview with the leaseholders of the sample unit when they return.

- 4. I have a commercial garage building that had a travel trailer as the previous housing unit, and it is gone. Can I go ahead and code this Type B, or do I have to interview the owner or a business tenant?**

The first step is to verify the sample address. If the commercial garage building is at the sample address, then this is a Type B permanent or temporary business or commercial storage. However, if the sample address is a vacant lot where the trailer used to sit, then this is a Type B Demolished, Disaster Loss.

In any case, be sure to enter detailed notes about this situation in the instrument.

- 5. A house is vacant and completely gutted inside; should this be handled as type B or as vacant? It may be considered vacant since there are external windows and doors, but there is nothing inside, like toilets, stove, heater, etc. MCM doesn't cover this case.**

If windows/doors/floors are in place or a unit is being renovated the unit IS NOT considered under construction. Conduct a vacant interview or occupied interview depending on occupancy.

- 6. If we research a case and determine the previous respondent no longer resides in an apartment but we found out the potential new tenant, can we change the name and contact number if known prior to further PV's?**

No, replacement households will be determined during a personal visit. The questionnaire will lead you through changes to the household.

- 7. I have noticed that on the list of strategies used to conduct the interview, incentive is listed as a strategy. What kind of incentive can we offer if the respondent is reluctant to do the interview?**

The use of incentives isn't a strategy that an FR can use, but some households may have received a cash incentive with their AHS Advance Letter. An FR Memo dated 4/30/21 briefly describes the experiment if you are interested.

- 8. Is there a way to update or correct responses once the survey is closed before transmitting?**

No, once the case is closed, you should not re-enter it. Contact your FS if information needs to be updated or corrected.

- 9. What if a previous response was entered incorrectly and cannot be corrected during the 2021 interview?**

Please add a case note indicating the situation and talk to your FS.

- 10. The respondent gave the wrong information, and when I tried to back up to correct the screen, I could not get there. I did a 'search' for the screen which resulted nothing. This was for the question regarding the**

home being "owned, rented, or occupied without payment of rent." I only made good notes as a result. Was there another option?

If you cannot back up by using the left arrow and up arrow keys to change the answers, then leaving good notes as you indicated, was your only option.

11. What if you find a sample unit where the original address is now appended with an A and the secondary is now B? Or what if the structure has been demolished and replaced with RVs?

If a sample unit (even an RV) is at the exact sample address, we would interview this unit and make a note. If there are multiple units (in this case multiple RVs) at the sample address, consult the 11-922 Field Guide to Locating Sample Addresses, Appendix C on your FR Manual and your talk to your Field supervisor. In that case, Headquarters will determine what unit to interview.

12. What should I do with a no contact case when I don't think it's vacant?

You can talk to a neighbor or postman to help determine if the unit is vacant. Talk to your FS on the next steps. Also, review the information on refusal and avoidance.

13. If we have cases that are not responding to letters, calls, or in person visits, can FRs enter information obtained from the Tax Assessor for the County? If yes, what notes would the FS add at this point?

No, we need to interview the most knowledgeable respondent 16 years old or older who lives at the sample unit. HUD has asked Census to conduct the survey with respondents because the information occupants provide is often better than the data available from a tax assessor or information found at their website.

14. What are some best practices or tips for connecting with respondents in large apartment buildings? Most directories list names and not apartment numbers, and often names from previous survey are no longer listed.

Some tips include:

- Talk to the building manager,
- talk to your FS,

- make a personal visit to the apartment building and talk to the residents.

To summarize, investigate the case thoroughly to the best of your ability.

15. What do we do with all the open cases where “No one is Home” or there is a vehicle in the driveway, but they chose not to open the door since day one?

Keep trying. Talk to your FS, they will determine if reassigning is the next course of action.

16. What are some strategies to overcome the obstacle of going to the restroom while in the field?

Make note of what’s in the area. Fast-food restaurants, grocery stores, libraries, and malls are examples of places that may have restrooms available to you. Be sure to plan your route each day that you are conducting personal visits. Also, your FS may also be able to give you more tips. Another suggestion we had during the refresher trainings is that township halls are great “pit stops” while in the field.

17. I have a residence that was heavily fire damaged over a year ago so there is now a trailer in the yard. The neighbor says they are trying to renovate it. Is this a type B?

Based on the details just discussed, this is most likely an occupied interview, BUT you are collecting housing characteristics of the trailer, rather than the damaged residence. In future years, when the residence is rebuilt, the interview would collect characteristics of the rebuilt unit.

Other Question:

1. Unless given time to research, respondents will not have any realistic estimate of the annual cost of minor repairs. Can you provide a written copy of the survey questions on utility bills, mortgage balances, and remodeling costs?

This is a great suggestion that we will consider a respondent checklist for future AHS.

2. Will budget be spent / efforts made to improve the technology used in training to make it smoother? Many have experienced enough significant technical problems to make their training ineffective.

This time around due to the pandemic we did Skype-remote trainings.

However, we plan to take advantage of emerging technologies in the future to make the training interactive and interesting.

III. Administrative Topic Questions.

Some of the questions we receive are more related to administrative topics.

We will forward these types of questions to your RO.

IV. Questions?

Please check the consolidated list of questions from all the 6 RO sessions. They are divided by the following topics: HUD, Gatekeepers/Refusals, MCM/Instrument, Procedures, and Other. You can search the document by pressing Ctrl + F and entering a key word on what you are looking for.

V. Conclusion

We hope that this information will help you as you continue to conduct your AHS cases. If you have any other questions, please do not hesitate to email them to the 2021 AHS Refresher Training Feedback email.