



California Complete Count

**Training Participant Handout –
Questionnaire Assistance Center Staff
and Volunteers**



QAC STAFF AND VOLUNTEERS PARTICIPANT HANDOUT

In addition to the QAC training presentation deck, staff and volunteers may want to reference the following key materials as they engage with members of the community at a QAC site.

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Steps to Use When Engaging Members of The Community

Step 1: Greet members of the community as they arrive and introduce yourself.

Step 2: If a staff member/volunteer is not immediately available, encourage the community member to wait and direct them to a designated waiting area.

Step 3: Once a staff member/volunteer is available, greet the community member, introduce yourself, and ask how you can provide support for Census 2020.

- Ensure community member is offered in-language assistance as applicable (through staff, volunteers, or language guides).
- Ensure people with disabilities are offered accommodations as needed.

Step 4: Offer printed materials for community member to use as a tool as they respond individually and independently to the 2020 Census questionnaire (when community member is able to self-respond).

Step 5: Provide responses to all questions and validate with the community member that their questions or concerns have been fully addressed.

Step 6: If the community member has not completed their 2020 Census questionnaire, ask if they would like to complete it on site.

- **If no**, provide responses to any other questions related to Census 2020 and let the community member know that the QAC is an available resource should they need support in the future.
- **If yes**, offer available options and ask for their preference for completing the questionnaire.

Step 7: Provide the community member with the right equipment (e.g., computer/phone). Ensure the USCB phone number is provided or the link to USCB is clicked.

Step 8: Provide privacy while the community member completes the 2020 Census questionnaire. Inform them that you are available if they have questions while completing the form.

Step 9: Should an individual request assistance, you may enter or help to enter an individual's response, if needed. (See protocol on page 20 of the QAC/QAK Guide).

Step 10: Once a community member has completed their 2020 Census questionnaire, encourage them to share the importance of the 2020 Census with friends, neighbors, family and coworkers, and refer anyone needing supporting to a QAC.

Step 11: Thank the community member for their time.

Step 12: Complete Visitor Interaction Form and submit to your Census lead and/or Census contracted partner.

Quick Reference Guide

What to Do
Wear your California Complete Count badge while at the QAC location.
Understand the difference between a USCB Partner Specialist and a USCB Enumerator, and their roles.
Check that a screen lock with password is on devices at QAC workstations.
Check that device workstations are labeled with signage from the California Census Office. Note: Staff/volunteers who are responsible for setting up QAC workstations should refer to the Set Up phase in the QAC/QAK Guide for Outreach Partners.
Privacy:
Create an environment where individuals can respond without interference. This environment should ensure that someone's responses cannot be seen by anyone unless they are a sworn USCB employee. USCB employees are sworn for life under the law to keep an individual's responses confidential.
Ensure that others (for example those waiting for a device or for assistance) maintain a reasonable distance from those completing their questionnaire.
Staff/volunteers to use a lowered voice tone when engaging with community members completing a 2020 Census questionnaire (especially when answering sensitive questions) and step away from the workstation after providing an answer to maintain privacy.
To protect respondents' confidentiality, staff and volunteers should encourage community members to respond independently via the phone, online or paper questionnaire option that best suits their needs.
Do report—in-person or via phone—any suspicious activity to your Census lead and/or Census contracted partner.
Do ensure community members use the link set up on the device landing page: https://my2020census.gov/
Do ensure that community members know how to: <ol style="list-style-type: none"> 1. Submit their questionnaire once all responses are completed. 2. Record their Census Confirmation Code. 3. Close the browser.
Engagement:
Direct community members to the 2020 Census questionnaire and USCB resource.
Be clear you are not an employee of the USCB but an employee/volunteer of the Partner organization hosting the QAC/QAK.

What to Do

Do answer questions from community members about the Census questionnaire and provide clarifications. For example, who is considered a household member to be counted.

Note: Community members must make their own decisions about their responses on the 2020 Census questionnaire.

Encourage the community member to complete their questionnaire and provide access to a computer or phone. Ensure the USCB phone number is provided and the link to the USCB 2020 Census website is clicked.

If a member of the public requests assistance in completing their form, please direct them to the response option (online, phone, mail/paper, or census taker visit to the home) that best suits their needs. For example, if an individual is responding online and needs language assistance, please encourage them to respond through the phone response option, instead of the online response option.

If they still request your assistance with online response, you can provide this assistance but please inform them that you are not a Census Bureau employee and therefore their answers are not protected by law with you. Their response is only protected by the Census Bureau once their response is received.

If they still want this assistance following that explanation, you should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire, (community members must make their own decision about their response).

Provide language assistance or access to language assistance. Ensure Language Guides (59 in-language guides provided by the U.S. Census Bureau are available to help respondents complete the 2020 Census Questionnaire.

<https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html>

Offer accommodations to people with disabilities (e.g. space access and appropriate supporting ADA devices). [Resources: **Tips for Providing Accommodations and How to Assist People with Disabilities** and **2020 Census Disability Community Toolkit**

[\[https://www.disabilityrightscalifornia.org/post/2020-census-disability-community-toolkit\]](https://www.disabilityrightscalifornia.org/post/2020-census-disability-community-toolkit)

Complete the Visitor Interaction Form once engagement with each individual is complete to document outcomes.

What Not to Do

Do not collect or retain response information outside of the USCB's online form. Do not collect information from people that you intend to later enter into the USCB's 2020 Census response Web site. For example, do not gather information on paper and later enter it in the USCB's online response website yourself.

Do not guide responses for the 2020 Census questionnaire.

Frequently Asked Questions (FAQs)

Tip: Print out this FAQ section along with the toll-free numbers for USCB to support responding to consumer questions.

QUESTION FROM THE PUBLIC	ANSWERS
<p>What is the Census?</p>	<p>Every 10 years, people across the country and in California fill out the Census in order to have an accurate count of all the people in the United States.</p> <p>The Census determines California's federal funding for important community services that help support our families and fair share of representation in California and Washington DC.</p> <p>The next Census is in Spring 2020. Let's ensure all Californians are counted so we can put those resources to good use here at home!</p>
<p>What are the important dates for the Census?</p>	<p>Starting mid-March 2020, each household will receive a postcard in the mail informing them of the options for filling out the Census questionnaire. That includes online, by phone, or with a paper form.</p> <p>Households that do not fill out the questionnaire during the self-response period (March through April 2020) will be contacted by the U.S. Census Bureau during Non-Response Follow-Up (May to July 2020):</p> <ul style="list-style-type: none"> • March 12-20: Households will receive an invitation via postcard to respond online to the 2020 Census. Some households will receive paper questionnaires directly. • March 16-24: A reminder letter will be sent. • If you still have not responded: <ul style="list-style-type: none"> ○ March 26-April 3: A reminder postcard will be sent to households that have not responded. ○ April 8-16: A reminder letter and paper questionnaire will be sent. ○ April 20-27: A final reminder postcard before the U.S. Census Bureau follows up in person with designated Enumerators knocking on doors. • U.S. Census Bureau enumerators may also contact households that submit partially filled-out questionnaires in an effort to obtain complete answers.

QUESTION FROM THE PUBLIC	ANSWERS
<p>Why should I complete the Census?</p>	<p>The 2020 Census will help decide how billions of dollars will reach our families. Your answers will help determine funding for dozens of programs that provide essential resources to Californians. Census data determines funding allocations for schools, childcare programs, road maintenance projects and social assistance programs.</p> <p>The 2020 Census will ensure the health and wellness of our families and neighborhoods. By filling out the form, your data informs where new hospitals are built, improve our health programs, and increase jobs and business opportunities.</p> <p>The 2020 Census will determine the number of representatives California has in the U.S. House of Representatives and the number of votes we have in the Electoral College. Your information will also be used to redraw State Assembly and Senate boundaries. Participating in the 2020 Census ensures that you and your communities have fair representation.</p>
<p>How do I complete the Census?</p>	<p>Every person in the country is required to fill out the 2020 Census form. We encourage you to complete your questionnaire today via phone or online. You have four ways to respond:</p> <ol style="list-style-type: none"> 1. By Phone: The Census can be completed by phone in 13 languages including Telecommunications Device for the Deaf. 2. Online: For the first time, the Census form will be available to complete online in 13 languages. 3. Paper Questionnaire: March 12-20: Some households will receive paper questionnaires directly. April 8-16: If you still have not responded: A reminder letter and paper questionnaire will be sent. 4. In-Person: A designated Enumerator visit your home to collect your responses to the 2020 Census directly. <p>Whichever you choose, just make sure you fill out the form!</p>

QUESTION FROM THE PUBLIC	ANSWERS
<p>Are there other in-language resources available?</p>	<p>Video and printed guides are also available in 59 non-English languages. There is a printed guide in large print, a video guide in American Sign Language, and a printed guide in Braille. Whichever you choose, just make sure you fill out the form!</p> <p>Link to printed guides: https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html</p> <p>Video guides are forthcoming (ETA per USCB is February 2020).</p>
<p>Who should be counted?</p>	<p>If you are filling out the census for your home, you should count everyone who is living there as of April 1, 2020. This includes anyone who is living and sleeping there most of the time. If someone is staying in your home on April 1, and has no usual home elsewhere, you should count them in your response to the 2020 Census.</p> <p>Everyone living in each household, including newborns, older individuals, and people who are not family members, should be counted on the household's 2020 Census form.</p>
<p>I am unsure if someone else has counted our household. Should I still complete it?</p>	<p>Yes, it is ok to complete the form even if you think someone else in your household has already completed it. Please complete the 2020 Census and include everyone living in their household (children, non-relatives, and other families), even if they think others may have already responded. The USCB has processes in place to resolve duplicate submissions.</p> <p>You should include everyone in your household (babies, children, including foster children, non-relatives, and other family members). For a complete list of who should be counted, visit https://2020census.gov/en/who-to-count.html</p>

QUESTION FROM THE PUBLIC	ANSWERS
Can you help me fill out the Census form/questionnaire?	<p>Are you unable to complete the questionnaire on your own? <i>If they answer yes, direct them to the response option (online, phone, mail/paper, census taker visit to the home) that best suits their needs. For example, if an individual is responding online and needs language assistance, please encourage them to respond through the phone response option, instead of the online response option.</i></p> <p><i>If they still request your assistance with online response, respond:</i> I am not a US Census Bureau employee and therefore the answers you provide me are not protected by law. Your response is only protected by the Census Bureau once your response is received. However, I am able to assist you with entering your responses. Let's get started.</p> <p><i>Provide assistance as needed based on community member circumstance. You should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire.</i></p>
Do I have to complete the online form?	No, you may choose which method you would like to complete and are most comfortable with. You can either complete the 2020 Census form online, complete it via phone, by mail or choose to have a census enumerator visit your home to collect your responses for the form.
The USCB website is down. How do I complete by form?	We recommend you complete your questionnaire today, via phone. All you have to do is provide your address instead of the code that was mailed to you.
Will the USCB visit my home?	It's possible, but don't be afraid or alarmed. It's a normal process. Census enumerators will be canvassing local neighborhoods from April through the end of July to follow up with households who have not responded or have an incomplete response. They will have badges and identification to prove that they work for the USCB.
Do you work for the USCB?	No, I do not. I am a team member of this QAC/QAK helping to provide access to the device and help answer any general information about the Census.
What is the difference between a USCB Partnership Specialist and an Enumerator?	Both work for the USCB. An enumerator's job is to conduct research and count the population by canvassing neighborhoods and visiting homes and businesses. A Partner Specialist does not count the population, they connect community partners to tools and resources offered by USCB and conduct outreach and education about the Census.

QUESTION FROM THE PUBLIC	ANSWERS																
What resources are available to help me answer the Questionnaire?	The USCB website includes a glossary where you can search a term and receive a definition, e.g. definition of 'race'. To learn more, visit the USCB glossary at https://www.census.gov/glossary/																
I lost my paper questionnaire, or I never received one in the mail. How do I get a replacement?	You can still complete the questionnaire online at https://my2020census.gov/ or by phone, all you have to do is provide your address instead of the code that was mailed to you.																
My neighbor received their Census letter invitation, but I didn't, what should I do?	<p>It's ok. The USCB is staggering the mailer so not everyone will be receiving their letter at the same time. Here's what the USCB says about what and when you will receive your letter.</p> <p>Note: Community members may complete the 2020 Census questionnaire without a mailer code when responding online or over the telephone. QAC staff/volunteers may offer them a workstation to complete the questionnaire.</p> <p>Source: https://www.census.gov/library/fact-sheets/2019/dec/2020-invites-everyone.html</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #0056b3; color: white;">WHAT WE WILL SEND IN THE MAIL</th> </tr> <tr> <th style="background-color: #0056b3; color: white;">On or between</th> <th style="background-color: #0056b3; color: white;">You'll receive:</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e6f2ff;">March 12-20</td> <td>An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)</td> </tr> <tr> <td style="background-color: #e6f2ff;">March 16-24</td> <td>A reminder letter.</td> </tr> <tr> <td colspan="2" style="background-color: #e6f2ff;">If you haven't responded yet:</td> </tr> <tr> <td style="background-color: #e6f2ff;">March 26-April 3</td> <td>A reminder postcard.</td> </tr> <tr> <td style="background-color: #e6f2ff;">April 8-16</td> <td>A reminder letter and paper questionnaire.</td> </tr> <tr> <td style="background-color: #e6f2ff;">April 20-27</td> <td>A final reminder postcard before we follow up in person.</td> </tr> </tbody> </table> </div> <p>We understand you might miss our initial letter in the mail.</p> <ul style="list-style-type: none"> Every household that hasn't already responded will receive reminders and will eventually receive a paper questionnaire. It doesn't matter which initial invitation you get or how you get it—we will follow up in person with all households that don't respond. 	WHAT WE WILL SEND IN THE MAIL		On or between	You'll receive:	March 12-20	An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)	March 16-24	A reminder letter.	If you haven't responded yet:		March 26-April 3	A reminder postcard.	April 8-16	A reminder letter and paper questionnaire.	April 20-27	A final reminder postcard before we follow up in person.
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I do not understand some of the terms used in the questionnaire, where can I get help to understand these terms?	You can call the 844 number for support or visit the USCB glossary at https://www.census.gov/glossary/ and use the search box to type in the term you need help to understand.																
I am hearing rumors about the Census 2020; how can I know what is true or false?	<p>You can visit the USCB's official rumors web page at https://2020census.gov/en/news-events/rumors.html to learn the facts about Census 2020.</p> <p>You can also report false information to rumors@census.gov.</p>																

QUESTION FROM THE PUBLIC	ANSWERS
Is my information safe and confidential?	Information collected during the 2020 Census can't be shared or used against you in any way. Your information is only used to generate statistics, it can't be shared with immigration or law enforcement agencies, and it can't be used to determine your eligibility for government benefits. Your privacy and security are taken extremely seriously.
Is my information protected? I am concerned about the government having my information, what should I do?	<ul style="list-style-type: none"> • The U.S. Census Bureau (USCB) is required by law to protect any personal information it collects and keep it confidential. • The U.S. Census Bureau is bound by Title 13 of the United States Code. These laws not only provide the Bureau with authority for its work, but also stipulate strong protections for the information the Census collects from individuals and businesses. • U.S. Census Bureau employees are sworn to protect confidentiality. Every person with access to data is sworn for life to protect personal information and understands that the penalties for violating this law are applicable for a lifetime. • Violating confidentiality or sharing the information other than for statistical purposes is a serious federal crime. Anyone who violates this law will face severe penalties, including a federal prison sentence of up to five years, a fine of up to \$250,000, or both.
How is the information collected used by the Census?	<ul style="list-style-type: none"> • The U.S. Census Bureau uses responses to produce statistics. • Private information may not be published when it is collected. After 72 years, it may be published for historical purposes by the National Archives. It is against the law to disclose or publish any private information that identifies an individual or business, such as names, addresses (including GPS coordinates), Social Security numbers, and telephone numbers. • Answers cannot be used for law enforcement purposes or to determine personal eligibility for government benefits. • Personal information cannot be used against respondents for the purposes of immigration enforcement.

QUESTION FROM THE PUBLIC	ANSWERS
Does the 2020 Census include a question about citizenship?	<p>The 2020 Census questionnaire will NOT include a question about an individual's citizenship status. Everyone, regardless of their immigration status, has certain basic rights.</p> <p>For those who have concerns about opening your doors, there are other ways you can participate. You can participate from the comfort of your home online and over the phone, or at a community run assistance center.</p> <p>Please complete your Census questionnaire. An incomplete questionnaire may increase your chances of nonresponse follow-up by the U.S. Census Bureau. Households will receive an invitation to respond online to the 2020 Census beginning March 12, 2020. Your participation is vital, and your information is protected.</p>
What should Californians be aware of when filling out the Census?	<ul style="list-style-type: none"> • It is critical to be cautious of any requests that seem suspicious. • The U.S. Census Bureau will <u>never</u> ask for the following: <ul style="list-style-type: none"> ○ Payment to fill out the questionnaire ○ Social Security number ○ Financial information • U.S. Census Bureau field staff will always show a valid Census Bureau ID. You can confirm that they are a U.S. Census Bureau employee by entering their name into the Census Bureau Staff Search or by contacting the California Regional Office. • It is a federal crime to impersonate a federal official, and anyone who violates this law is subject to imprisonment.
How can I record my confirmation number?	Individuals with a smart phone may take a photo of their confirmation number or may write down their confirmation number before they leave the QAC/QAK.

Phone Numbers

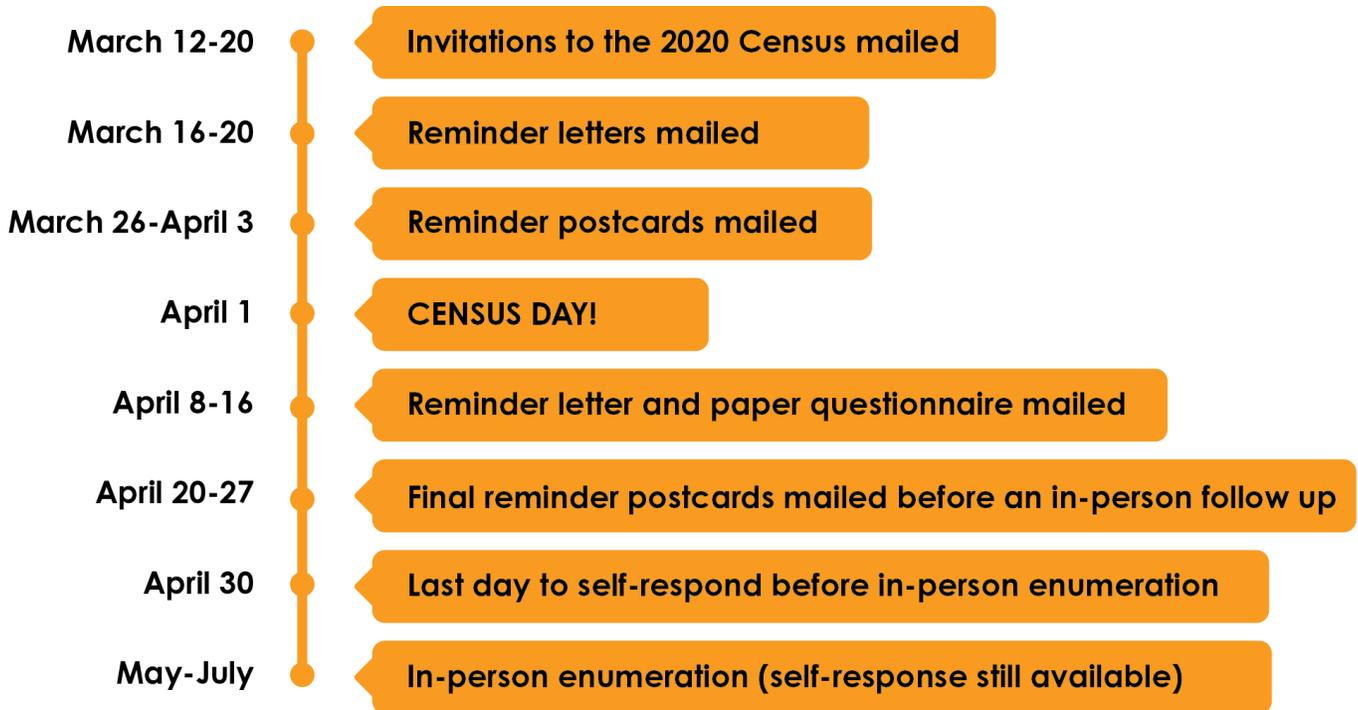


California Complete Count U.S. Census Bureau In-Language Phone Assistance

English 844-330-2020	Spanish 844-468-2020
Chinese (Mandarin) 844-391-2020	Chinese (Cantonese) 844-398-2020
Vietnamese 844-461-2020	Korean 844-392-2020
Russian 844-417-2020	Arabic 844-416-2020
Tagalog 844-478-2020	Polish 844-479-2020
French 844-494-2020	Haitian Creole 844-477-2020
Portuguese 844-474-2020	Japanese 844-460-2020
Telephone Display Device (TDD) 844-467-2020	

Note: Individuals do not need a mailer/code to respond via phone or online.

Key Dates



Providing Accommodations to Individuals with Disabilities

Think Access



According to the United States Centers for Disease Control and Prevention, there are approximately 61 million people with disabilities in the United States. This includes people with physical disabilities (walking, dexterity and mobility related) and sensory disabilities (people who are blind, deaf or have processing disorders). Disabled people make up about 26 percent of the U.S. population – over one in four people. **This means that if you're not making your QAC/QAK accessible to disabled people, California is not getting a complete count.**

Access is a Civil Right in the United States

This tip sheet is provided as a public service to help you understand the basics and to ensure that everyone feels welcome at your Questionnaire Assistance Center or Kiosk.

Where to Begin: Access works best when you prepare in advance and when there is accountability.

- Designate a person on your team who will be responsible for ensuring equal access.
- Budget to provide equal access to census takers with disabilities.

Consider: Think about how a person with a disability will navigate your space and use the devices provided to take the Census.

- What barriers would a wheelchair-user encounter when visiting your location?
- Would a blind person be able to move around, or enter your location without assistance?
- How would you or your colleagues communicate with a Deaf person who stopped by?
- How would someone on your team explain the Census to a person with an intellectual or learning disability?

In order to provide a seamless and inclusive experience for every person who may come to your site to take the Census you need to have answers and solutions to these questions before they arrive.

Venue Entrance and Location Access

- Is your location near an accessible public transportation stop? If not, where is the nearest accessible transportation stop, and how can people get to you from there?

- Is there an entrance that does not require using stairs?
- Is the main entrance to your space wheelchair accessible? **NOTE:** Wheelchair accessible means the entrance to the building is completely flat and well-marked.
- If the main entrance isn't wheelchair accessible, you need to determine if there is a second entrance, elevator, or ramp that is, and if it has signage that makes it easy to find.
- Are the doors easily opened by someone who uses a wheelchair, or who has limited mobility, or does someone in your office need to provide assistance? Decide who that person, or better yet, persons should be.

Internal Access

- Is your location easy to navigate for manual, power chair and/scooter users, including seniors who use canes or have mobility disabilities? Would blind visitors be able to enter your Census space unattended, or without additional assistance?
- Is the area clear of furniture or other items that would prevent ease of movement within the space by a blind person or wheelchair user?
- Is there an accessible route that is at least 36" wide?
- Is there clear, easy-to-read, high-contrast signage with Braille identifying your census-taking location?
- What accommodations are available for someone who is Deaf or has difficulty hearing?

Equipment Access

Physical Access: Make sure that the computers or tablets you provide are physically accessible to wheelchair users. You will need to provide a table or desk with clearance for a wheelchair.

Digital Access: People who are blind don't read text on a screen; they use text-to-audio software to hear the information displayed the screen. Newer computers and tablets come with screen-reader software installed (Voiceover on Macs, Narrator on PCs). Macs and PCs also have other accessibility features (large font, keyboard navigation). Become familiar with those features. iPads are pre-loaded with a variety of useful accessibility features that help disabled users have a seamless experience including a screen reader, support for playback of closed-captioned content, and other innovative universal access features including:

Voiceover: A gesture-based screen reader for blind users. Instead of memorizing keyboard commands or pressing tiny arrow keys, users simply touch the screen to hear a description of the item under their fingers, then double-tap, drag, or flick to control iPad. Voiceover speaks 21 languages and works with all of the applications built into iPad.

Contrast: If a person taking the census requires a high contrast screen, the iPad allows users to change the display to white on black. Users can access the White on Black feature in any application, as well as on the Home, Unlock, and Spotlight screens, and with Zoom and Voiceover.

Zoom: This feature lets users magnify the entire screen of any application up to five times the regular size. Users can move left, right, up, and down to view any portion of the screen close up.

Visit disabilitycounts2020.org to learn more about providing equal access for people with all types of disabilities!

Provided by: Disability Rights Education & Defense Fund and California Foundation for Independent Living Centers

Confirmation Code Template



I completed the
2020 Census
Questionnaire for my
household on date:

My confirmation code is:



I completed the
2020 Census
Questionnaire for my
household on date:

My confirmation code is:



I completed the
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household on date:

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Visitor Interaction Form

Partner to complete Interaction Form daily or weekly depending on visitor traffic. Please keep these forms on file to provide the California Census 2020 office with visitor data in final report or as requested.

Partner Organization/Agency	<Organization/Agency Full Name>
QAC Location	<Name of Site/Building> <Street Number and Street Name> or <input type="checkbox"/> Mobile or "roving" QAC <City, State, Zip Code>
Partner Staff/Volunteer Name	<First Name, Last Name>
Form Date or Date Range	<Month/Day/Year>

Use the table below to track the types of interactions, such as: answered questions, distributed Census 2020 outreach collateral, and/or provided device/telephone workstations for use by community members visiting the QAC. **Tip:** Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each type of visitor interaction listed below.

Total Number of Visitors:	Qty
Visitor Interaction Types	Qty
Provided printed information and/or responded to questions but did not complete Census Questionnaire.	
Visitor completed Census Questionnaire via tablet or desktop at QAC.	
Visitor completed Census Questionnaire via phone at QAC.	
Visitor contacted USCB via phone at QAC and requested an in-person enumerator.	

Use the table below to track the types of in-language support provided or Census 2020 outreach and education collateral distributed to community members visiting the QAC. **Tip:** Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each language listed below. Add any additional languages served.

Languages Reached	Qty	Language Reached	Qty	Language Reached	Qty	Language Reached	Qty
Assyrian Neo-Aramaic		Hindi		Punjabi			
Arabic		Hmong		Russian			
Armenian		Iu Mien		Spanish			
Cantonese		Japanese		Tagalog			
Chinese		Khmer		Telugu			
Chaldean Neo-Aramaic		Korean		Thai			
English		Mandarin		Ukrainian			
Farsi		Min Nan Chinese		Vietnamese			
Filipino		Portuguese					

Note: Use blank row entries in "Language Reached" table above to manually fill in other languages available at QAC/QAK.

Use the table below to record QAC strategies or support processes that: 1) helped to engage community members, 2) need enhancement to better reach targeted hardest-to-count community members, and 3) provide general observations regarding the QAC's location, support services, and effectiveness in serving community members. **Tip:** Use the back of this form or create an Excel worksheet to record bullet points for each assessment category listed below.

What Went Well?	
What Could be Improved?	
Staff/Volunteer Notes:	