APD Field Services

In the Loop

Home and community-based services (HCBS)
Supporting residential providers during the transition period

Residential providers licensed prior to January 2016 have until September 2018 to come into full compliance with HCBS regulations. However HCBS providers must make measurable progress towards meeting the regulations.

One of the biggest expressed fears of residential providers is there will be a "gotcha" moment during the transition period where they are accused of being out of compliance, even though we have assured them this is not the case. How do we support residential providers and consumers during the transition period in a way which does not feel like a "gotcha" moment?

One way is simply understanding residential providers and all of us are trying to come to terms with what it means to be in compliance with HCBS expectations. Previously, we have discussed in detail the new freedoms and rights (door locks, decorating/furnishing, visitors and food any time, and control over one's own schedule).

With the exception of door locks, most of these freedoms and rights are based on the perception of the resident. *Do I, as a resident of ABC facility, believe I could have a snack whenever I am hungry? Have I ever felt I could not have a visitor at any time?* As you meet with individuals

Supporting APD/AAA field structure by providing efficient, timely, and accurate information through superior customer service.

Continued from the previous page

over the transition period, you can begin to get a sense of the resident's perceptions in residential settings you are visiting.

If you find a particular facility is restrictive in any of these areas or the residents' perceive they are not able to exercise the freedoms and rights, you can gently ask about the provider's plans in the area in question.

If, for example, an individual felt they could not have a late evening visitor, it would be ok to have a discussion with the provider to explore how the provider might be able to accommodate this request; kind of a practice run to see how allowing this visit might work.

Gustav - Karen Kaino, Central Office

The best case scenario is we find ways together to allow the freedoms and rights without putting in place any limitations. After all, limiting freedoms and rights should be a last resort to protect the health and safety of the individual and/or others.

In a future article we will discuss more about the process we will use if we get a request to limit an individual's freedoms or rights.

Medicaid Home and Community-Based Policy

Excel tip – Adding a second line

If you want to add a second line within a single Excel cell (inside the same box), use the *Alt+Enter* command instead of spacing.

Place the cursor at the end of what will be the first line, hold down the *Alt* key (bottom left of your keyboard) and tap *Enter*. This will give you a new line which will be formatted the same as the first one. It will look like the example with each item on its own line:

Send to:	Use for:
District Branch Name Date	SNAP D4 RACF
Branch Date Prime	EPD

Using the *Alt+Enter* command, you can add more lines quickly and easily without disturbing the other entries; spacing over is just confusing. Plus, adding extra spacing to "fake" a second line means any changes to the entries or to formatting, such as font, will require additional work on your part and additional spaces.

The *Alt+Enter* command will allow you to resize and sort the spreadsheet without additional work. Don't force the formatting – use the program tools and save time and effort!

Total CAPI applications in AAA and APD
April 2014 - March 2016

Data points: Apr 1033, May 810, Jun 730, Jul 767, Aug 784, Sep 794, Oct 780, Nov 705, Dec 976, Jan 984, Feb 860, Mar 820, Apr 795, May 761, Jun 788, Jul 798, Aug 812, Sep 665, Oct 620, Nov 651, Dec 652, Jan 616, Feb 644, Mar 699
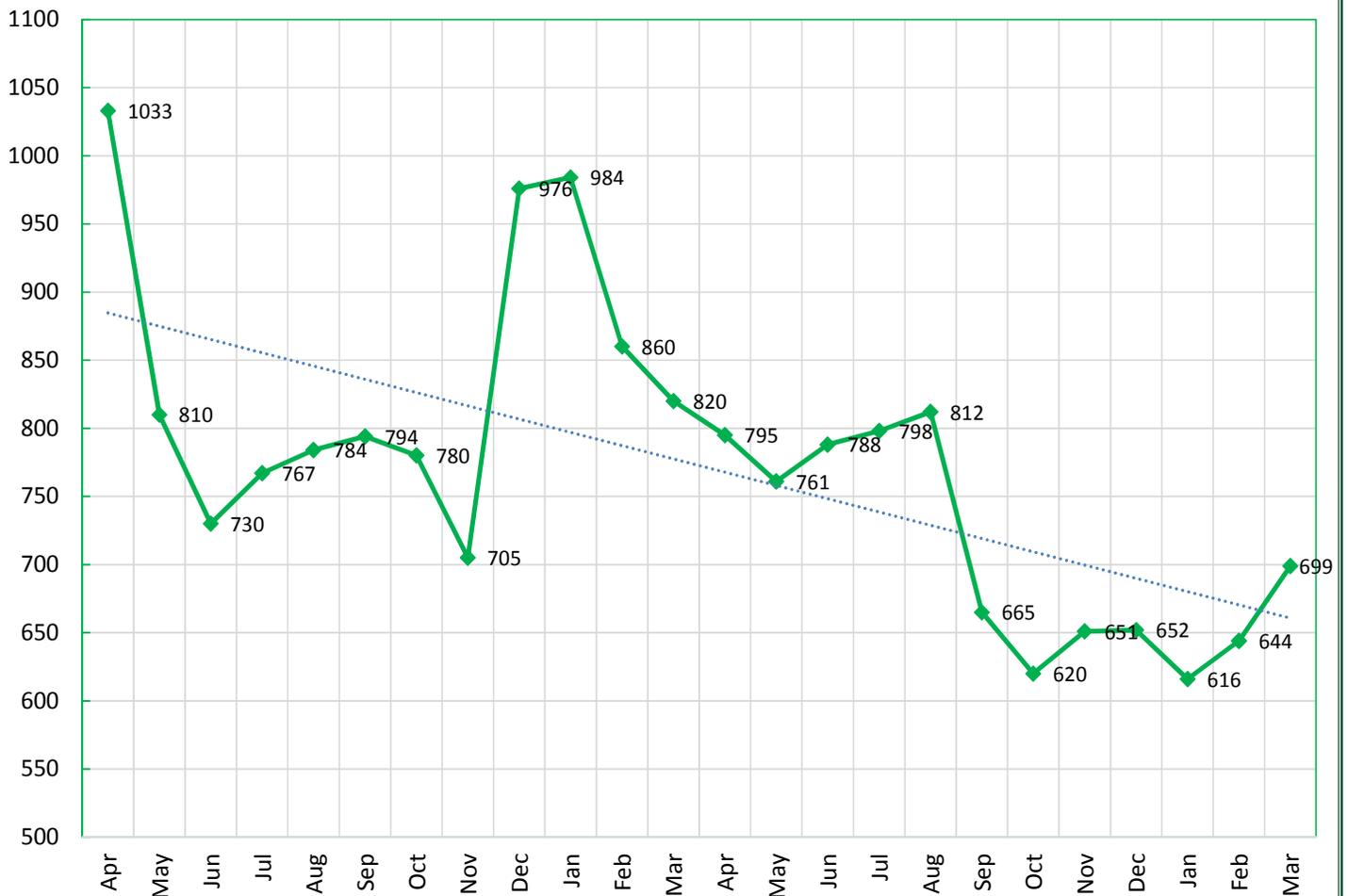
Homecare worker notice of incorrectly completed voucher

As indicated in APD-PT-16-012 a form has been created and posted on the Case Management Tools webpage for staff to use when returning a voucher to a homecare worker (HCW). The form is titled, *HCW Notice of Incorrectly Completed Voucher* and can be found on the *In-Home Support* Services webpage under the *Tools* section, as well as the *Provider Time Capture (PTC) Information* webpage under the *Tools* section.

Ralphy and Mea - Karin Olson, The Dalles

Local offices who prefer to use their own letter <u>must</u> have it reviewed and approved by one of the policy analysts listed on the transmittal indicated above. Please consider keeping a copy of this notification to track HCWs who repeatedly need to have their vouchers returned.

Special thank you to Supervisor Shannon Hunter in the North Bend office for sharing this tool so it could be available for all staff to use!

Medicaid APD LTC Systems

More NVRA Q&A

Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Kaino by phone, 503-569-7034, email: karen.l.kaino@state.or.us, or IM.

Q: Our office needs more envelopes for when we send in the voter registration cards. How do we go about getting more of those?

A: Your local office forms ordering clerk can get more envelopes for you through the FBOS. If you are completely out and there is a delay getting more, use a plain manila envelope and, using a black Sharpie, write *#4* on the back flap as a <u>temporary</u> solution (for emergencies only! The envelopes <u>are required</u>). FSAM: VIII.E.3

FYI – All voter registration forms, envelopes, and posters are available via the standard forms ordering process; Central Office cannot get them for you.

MIghty Mighty PeteMo - Jennifer Weiss, The Dalles

Q: Can a worker assist with filling out a Voter Registration Card (filling in their name, address, etc.)? The customer was able to sign but needed help completing the rest.

A: Yes you can – and we absolutely should! The NVRA requires we treat a registration form the same way we treat all other forms and offer the same level of assistance in completing it. Just please be careful you don't use any inflections which would influence their answers. For instance, don't be all excited when reading the parties and you get to your own…. FSAM: VIII.A

Q: Do I have to ask about voter registration when I determine OPI?

A: You do not! OPI remains outside of the NVRA requirements.

Q: I was told we don't need a declination if they say yes, or if they are already registered – is that true?

A: No! That is not true – every person who applies or recertifies *any* benefit or changes their address gets a declination, every time! (Non citizens are exempt - everyone else is mandatory.) DHS approved forms with the voter registration question printed on it, such as applications and address change forms (SDS 400), are considered to be a declination *if the question is completed*. If the person has not completed an approved form, for instance they have asked for additional service hours during an ongoing certification, workers need to use a voter registration declination (DHS 503D) to capture their response.

A declination and narration is required regardless of the customer response – yes, no, already registered, none of your business (whatever). If they want to register as a new voter or update their information, the declination is considered a *Yes*; every other negative response is considered a *No*. Please do not narrate why the customer said yes or no as this could cause voter privacy issues. For questions related to declinations, including electronic storage and retention, please see FSAM: VIII.C

Continued from the previous page

Q: The authorized rep asked for a voter registration card so I gave her one but I'm not sure that was right.

A: Any time <u>any</u> person asks for a voter registration card, we are required to provide one. If you are in the lobby, you can direct a non-applicant/non-customer to the MSC 500, which is required to be in the lobby at all times. If that isn't possible, tear off the declination and hand them the customer form, MSC 503 (which can never ever, ever be in the lobby), recycle the declination when you get back to the office; we only track customer responses.

Sawyer - Kathy Shipman, Roseburg

NOTE! E*very person, regardless of age, citizenship status, or other eligibility criteria has the right to try and register to vote – if they ask for a card, GIVE IT TO THEM! (The lawsuits in other states on this topic are crazy!) FSAM. VIII. A*

As for the authorized rep – no one but the potential voter can say yes or no to voter registration. We don't ask the authorized rep, legal guardian, or anyone else about NVRA, we don't track their responses, and we don't narrate what they say. Legal guardians occasionally think they can respond for the customer but they cannot - voter registration is unique. Authorized reps sometimes complete the forms "on behalf' of the customer – we can't stop them. If the authorized rep completes the form for a customer and the customer is not present, shred it. If the authorized rep completes the forms and mails it in, Elections will compare signatures and take care of it. FSAM: VIII. A; E. Registration forms.

Q: When we narrate, do we say *Yes* is it was offered (regardless of the response) and *No* it was not offered. Is Yes or No still the preferred narration?

A: *Yes* and *No* actually refer to the customer response, not if the registration was offered (it is <u>always</u> offered). Staff should narrate *Yes* if the customer wants to register or re-register to vote and *No* if they do not want to register for any reason. *Yes* or *No* is still the preferred narration. Please avoid narrating anything about why the customer did or did not want to register to vote; one word is all we need! FSAM: VIII. B. Procedures

Q: Now that Oregon has passed a law that everyone is registered unless they opt out… do we still need to be asking?

A: Sadly, we do. Unfortunately the change in law did nothing to alleviate our responsibility towards NVRA. I think the thought process is the person may have registered recently but then they changed their mind about their party, they moved, or whatever. So, things go on as usual with no change for us.

Remember - check the manual first and then follow up with Karen if you still have questions.

Don't forget! If you have a MEDC application, please (securely) email it to Lauren Mitchell, lauren.e.mitchell@state.or.us; the apps will be processed following this method. If it is urgent, mark it urgent to be processed more quickly.

March 2016 SNAP honor roll

100% accuracy!

0111	Baker City APD	100%	1612	Madras APD	100%
0913	La Pine APD	100%	2311	Ontario APD	100%
1017	Roseburg APD	100%	3111	La Grande APD	100%
1211	John Day APD	100%	3112	Enterprise APD	100%
1311	Burns APD	100%	3211	Florence AAA	100%
1611	Prineville APD	100%			

90% or better accuracy!

2518	Portland West AAA	96.67	0914	Redmond APD	92.86
1513	Medford SSO	96.00	1717	Grants Pass APD	92.00
2911	Tillamook AAA	93.33	1811	Klamath Falls APD	92.00
3011	Pendleton APD	93.33	0911	Bend APD	91.70
3013	Hermiston APD	93.33	2011	Eugene AAA	91.67
3311	The Dalles APD	93.33	0511	St. Helens APD	90.00
3415	Tigard APD	93.33	2411	Salem AAA	90.00
3518	East Multnomah AAA	93.10			

57% of all AAA and APD branches are on the honor roll!

EDMS expansion project is closing!

The rollout of EDMS throughout AAA, APD, and SSP is now complete and all offices are actively using the new Case Information sections of EDMS to store customer documents! Roseburg APD piloted EDMS in August 2015 followed by trainings in all AAA and APD offices; all offices received training by February 2016. The EDMS project will officially close at the end of April and future support will be provided by APD and SSP operations.

Here are just a few of the benefits of storing case files electronically:

- Customer files are no longer transferred through the mail;
- File rooms are being repurposed as they empty out;
- Reviewers are accessing files directly from EDMS;
- Work is more easily shared between offices.

Disco - Terry Sutton, Coos Bay

Future improvements will continue to be made as new ideas come forward and are analyzed. The EDMS User Guide will still be accessible from the EDMS Home Page. AAA/APD-related resources will also be available on the APD Staff Tools page. Thanks everyone for all your hard work and the time you committed to making this project a success!

May 2016 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
2	**3** Medical financial eligibility, week 1 (8:30 - 4:30)	**4** Medical financial eligibility, week 1 (8:30 - 4:30)	**5** Medical financial eligibility, week 1 (8:30 - 4:30)	**6**
9 Cultural competency and cultural humility (8:30 - 4:00)	**10** Service Priority Level (SPL) rule training (8:30 - 4:30) Cultural competency and cultural humility, Medford (8:30 - 4:00)	**11** Service Priority Level (SPL) rule training (8:30 - 4:30)	**12** Service Priority Level (SPL) rule training (8:30 - 4:30)	**13** *Ziggy von Schnauzer - Cindy Pryor, Central Office*
16 Medical financial eligibility, week 2 (1:00 - 4:30) Cultural competency and cultural humility, Portland (8:30 - 4:00)	**17** Medical financial eligibility, week 2 (8:30 - 4:30)	**18** Medical financial eligibility, week 2 (8:30 - 4:30)	**19** Medical financial eligibility, week 2 (8:30 - 4:30)	**20**
23	**24** APD 101 Person centered service planning (8:30 - 4:30) Ask diversity (9:00 - 4:00)	**25** APD 101 Person centered service planning (8:30 - 4:30)	**26** Independent Choices Program (8:30 - 4:30) Ask diversity, Portland (9:00 - 4:00)	**27**
30 CLOSED MEMORIAL DAY	**31** Cultural competency and cultural humility (8:30 - 4:00)		*Dates and availability are subject to change. Please review availability on the DHS Learning Center.*	

Reporting a privacy or security incident

We all have a role in maintaining the privacy and security of customer information. The DHS/OHA Information Security and Privacy office (ISPO) is our greatest resource in this effort and have created tools for your use; see their intranet page for information.

ISPO has a new web form to report a privacy or security incident. The link to the web form, and multiple examples of privacy and security incidents can be found on ISPO's *How to report an incident* intranet page.

Remember, *everyone* makes mistakes, so if you or a co-worker unintentionally violated security and privacy policies, don't be afraid to report it as soon as possible (AAA offices as well!). ISPO is there to help and you can report incidents without fear of retaliation. Report the incident to your manager or contact ISPO directly: dhs.privacyhelp@state.or.us or 503-945-5780.

May 2016

ALS awareness month
National military appreciation month
Strike out strokes month

May 1-7: Public service recognition week
May 8-14: National nursing home week
May 15-21: EMS week
May 23-30: Backyard games week

May 2: Melanoma Monday
May 4: Intergalactic Star Wars day
May 8: Victory in Europe (VE) day
May 11: Donate a day's wages to charity
May 15: Peace Officer memorial day
May 23: Crohn's and colitis day
May 25: World Multiple Sclerosis day
May 30: **CLOSED** - Memorial Day

Assessment tips

Sometimes completing an accurate assessment for a consumer with severe cognitive impairments can prove to be more difficult than building a snowman in Arizona in the month of June. Or what about consumers who deny needing any kind of help and their caregiver is vigorously shaking their head but not saying anything so as to not make the consumer feel bad. Then of course there are those consumers who claim to need help with everything and inevitably you see them pushing a shopping cart at the local grocery store.

Here are some tips to help you determine what a consumer's real limitations are:

- Use your judgment. If the consumer and provider says the person is a full assist in transfers but you see the consumer get up unassisted, document what you saw;

Shorty - Merry Bayly, Roseburg

- Request medical records. We can ask for, and should use, collateral information;

- Follow-up with a caregiver, family member, or long-term care community nurse and ask additional clarifying questions;

- Re-phrase a question previously addressed;

- If the HCW is not allowing the consumer to answer questions for themselves, ask them if they would please allow the consumer to answer the questions themselves, if they are able. You can also ask to speak to the consumer privately;

Continued from the previous page

- Ask quantifying questions like:
  - How many times a day, week, or month do they need assistance?
  - How long does the task take each time?
  - How many providers are needed to complete the task?
- Ask qualifying questions like:
  - Why do you need assistance x times per month?
- Be as clear as possible in your comments to support the need level selected;
  - Your comments should include the type of assistance needed, how often assistance is needed, limitations preventing the consumer from managing the task on their own, and in what part of the task the consumer is able to participate. Address all assistive devices used for each task and any observations made during the assessment;
- Use all your senses:
  - What do you see?
  - What do you hear?
  - What do you smell?
  - What do you feel?

Eileen - Melissa Frye, Portland

What it boils down to, is you need to use your best judgment when completing an assessment. Go with your gut if something doesn't seem to match up or make sense with what is being said. Ask questions and then ask them again, until you are confident and comfortable with your conclusion.

Once a consumer is found eligible for service benefits, we have the burden of proof if we propose reducing benefits; however you are not beholden to prior assessments. Once you've done your best to document an accurate complete assessment, don't second-guess yourself.

Christine Maciel, Medicaid APD LTC Systems Policy

Elderly Rental Assistance (ERA)

Consumers who may be eligible for the Department of Revenue's Elderly Rental Assistance (ERA) program have received this year's letter describing the ERA program, and informing them of the amount of cash assistance received during the previous year (2015) which must be reported when they apply for ERA.

The letter advises the consumer to contact the Department of Revenue if they have questions about the program and to contact the local office if they believe the amount of assistance included in the letter is wrong.

Staff can access copies of letters using View Direct WCE0020R and the WISH screen to view most of the cash payments the consumer received. If staff still questions about the amount on the letter, contact Michael Avery at Central Office: michael.g.avery@state.or.us.

Avoid phishing email

"Phishing" is when criminals try to trick you into doing something by impersonating a business or someone you should trust. Phishing email attacks will try to get you to take some type of action, like clicking on a link, opening an attachment, or providing sensitive or confidential information.

Remember, if you receive email from untrustworthy or unknown sources, DO NOT click on links or open attachments.

How to spot a phishing attack:
For a phishing attack to work, the scammers need to trick you into taking some type of action. Here are some common clues an email may be a phishing attack:

- The email is not personalized and includes a generic greeting, like "Dear Customer";
- The email is unexpected and includes an attachment for you to open or a link for you to click on;
- The email creates a sense of urgency, telling you to take "immediate action";
- The email requests sensitive or confidential information.

How to avoid a phishing attack:

- If you believe an email is a phishing attack, delete it;
- Don't click on links in the email;
- Don't open attachments in the email.

If you have questions or fell victim to a phishing attack:

- Contact ISPO at dhsinfo.security@state.or.us;
- See this phishing awareness poster on ISPO's intranet site for more information.

DHS/OHA Information Security and Privacy Office

Heather and McDermott - Michael Palmer, EAU

Mortgages and estate recovery

As Estate Administrators evaluate a case for potential recovery, we look to a variety of available assets. Information regarding bank accounts, cash, saving bonds, and annuities ,for example, is always important.

The most significant asset though is ***real property***.

Did the recipient own a home or land? If a property is noted in Oregon ACCESS, we'll naturally look for any information regarding a mortgage. A copy of a recent mortgage statement, particularly if it is a reverse mortgage or line of credit, could help us in determining a course of action. Even a narration regarding the loan information is extremely valuable.

Thanks for keeping EAU *In the Loop!*

Kathleen Rossi, Estates Administration Unit

Closing checklists

When closing cases it's not always possible to remember which customer has which benefit to take the correct actions. Using the closing checklists will help complete actions in the correct order for all benefits at the same time and save duplicate effort.

Remember: Closing SNAP on Oregon ACCESS does <u>NOT</u> close the SNAP case; SNAP closures must be completed on the mainframe.

Workers do NOT have to wait until the next month to close service benefits or anything else on a single person case; the vouchers and teh SNAP benefits do not have to issue prior to closing. However, it is important to take all the correct actions in the right order.

The closing checklists come in two forms: financial and case management. Checklists may be printed or completed electronically.

Don't forget! Medical applications requiring a due process review *will not be processed if they are scanned to 5503*; please do not fax due process applications with the other apps (writing "Due Process" at the top <u>will not</u> make a difference). Send due process apps to the APD leads, following the procedure document.

ADRC Aging and Disability Resource Connection — of OREGON

"Like" ADRC of Oregon on Facebook to get the latest news and information from the Oregon ADRC.

FSAM updates

A lot of work has been going on in the Field Support Assistance Manual (FSAM). Aside from the dozens of fixes to broken links, odd formatting, and other fussy improvements to readability, content has been clarified, verified, and updated.

Recent updates include entirely new sections on archiving, case files, and case transfers to reflect the EDMS process: V. Case files and archiving; IX. F. Case transfers.

Tater - Nicola Estrada, OLRO

The section on responding to an audit or review request is also updated to include EDMS procedures: IX. G. Request for audit or review files.

We've also updated the voter registration section with the current procedures for both coordinators and eligibility staff; verified the information for the Background Check Unit is correct and procedures for issuing medical cards are still accurate. Plus a lot more!

Nearly every section has been updated within one year (the others were updated barely past that time-frame), so take a look and let us know what you think. Many thanks to everyone who had helped make this happen!

If there is something missing you would like to have included, contact Karen Kaino or Janet Morse with your ideas.

A letter from Lean Academy

Cohort corner

Cohort 3: Recruiting!

Lean Academy will be recruiting an additional 12 participants for Cohort 3. Recruitment starts April 6th, 2016. <u>**The deadline for submissions is Friday May 6th, 2016**</u>. Please submit to the OCI.Director@state.or.us by the deadline in order to be considered. Applications and other information about the Academy is available on the Office of Continuous Improvement Intranet Site: https://inside.dhsoha.state.or.us/dhs/continuous-improvement/the-lean-academy.html.

<u>**REMINDER:**</u> **Lean Academy is open to DHS Staff of all salary ranges** and positions who can commit to the program.

Cohort 2: Training:

Cohort 2 successfully recruited 12 additional participants early this year. Each participant has successfully completed the first 2 in class sessions and are moving within the 7 step process for their identified projects, each facing their own challenges and wins.

Cohort kudos

<u>**Erika Mooney,**</u> an analyst from Information Technology Business Solutions (ITBS) is partnering closely with her mentor, Setha Nhoung and her project sponsor, Nathan Singer, to improve the onboarding process for new employees and partners on large IT projects, gaining state-wide efficiencies for the new ONE Automation project. If successful, this project could have outcomes impacting large IT projects in the future.

She has been successful in creating her problem statement, current state map, and recently completed a root cause analysis session to determine the main pain points within the process. Amazing progress for the first two months in the Academy. We are excited to see what she can accomplish!

Questions?

Do you have any questions about Lean Academy, its participants, mentors or the program? Please send any questions to: **OCI.Director@state.or.us**.

Don't forget! Please review Manual Letter #71 on the APD Staff Tools website for updated rules, procedures, and changes to the Counting Client Assets (CCA) manual. Please see SS-PT-16-004 and SS-PT-16-005 for a complete list of updates. The update also includes an update to the 10-day notice deadline calendar in the APD worker guide.
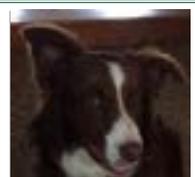
Ruby - Ann Michaels, Beaverton

Narration reminder

AAA and APD continue to see problems with late narration when we have audits and reviews. A late narration will never be as accurate or complete as a timely one just because of how your brain works - and the auditors are highly skeptical of all late narrate (just FYI).

Stop straining and follow the guidance on the in the Case Management tools Documenting Eligibility For Medicaid Services: *Narration should be done at the time of contact or activity, or within at least 3 days.*

Don't forget! APD Client Receipting has a new email to assist with payments and direct deposit questions – it's not just for EPD questions. Instead of sending email to a specific person, please use this new address so questions can be answered as quickly as possible: APD Client Receipting in Outlook, or APD. ClientReceipting@dhsoha.state.or.us**.**

APS reports at OLRO
From the Stronger Together II conference

The best defense of your report at an administrative hearing is to have completed a thorough, objective, balanced investigation.

Before conducting an interview on reported abuse check your pre conceptions, including assumptions about reported victims and staff. This can be especially challenging if you have investigated in the facility before, hold beliefs about individuals working there, or about the facility itself.

Avoid leading questions, especially at the start of the interview. This is often referred to as inviting free narrative, and allows the witness to tell you what they know in their own way. Good questions start *Tell me what you know about what happened?* It is important to allow the witnesses' narrative to flow without interruption, and go at his/her own pace. You can prompt the witness who pauses by asking, *What*

Chief - Joshua May, Licensing

happened next? and let the witness pause to collect themselves if they need to, but let the narrative flow.

If the free narrative is very detailed, follow-up questions seeking more detail may not be necessary, but you can ask open questions asking for more details, like *Do you remember more about where you were, or who was there?* Ask for more detail with specific questions if there are still gaps, but again, avoid leading questions.

If there are inconsistencies in the witness statement, address them towards the end of the interview, but as gently as possible: *You said the staff hit (reported victim), but you also said (reported victim), hit the staff. Can you explain?*

Margaret Semple, AFH manager, OLRO

Homecare workers paid time off

Many homecare workers(HCWs) are not sure how to request or receive paid time off, and they ask for help from the local APD / AAA office.

APD is no longer directly involved in processing or paying paid time off requests. When homecare workers want to take paid time off, there are three separate steps they should follow.

Jack and Bella - Antoinette Phillips, Klamath Falls

1. The HCW must request the time off from the consumer or consumer's representative. APD/AAA staff do not approve or deny time-off requests. Live-in HCWs must take time off in either a 1-12 hour block or a 24-hour block.

2. The HCW should let the consumer's case manager know about the scheduled leave as far in advance as possible so the consumer's service authorization can be adjusted.

3. The HCW should contact the Oregon Homecare Workers Benefit Trust to claim pay for time off. HCWs with questions must contact the Trust Office at 1-844-507-7554, option 3 and then option 2. HCWs may also ask questions via email at OHCWTPTO@bsitpa.com.

APD Medicaid Long Term Care Policy Systems Unit

List of available APD LTC online trainings

A list of current Medicaid APD LTC Systems online trainings has been added to the Case Management Tools website. The list will be updated as more online trainings are completed and made available for staff to access.

You may access the list by going directly to the Case Management Tools website and clicking on *APD Training* listed under *Training and Events*. The list is titled *APD LTC Systems List of Online Trainings.*

You may also click here to view the current list. Please contact Christine Maciel at christine.c.maciel@dhsoha.state.or.us with additional online training suggestions.

Political activity reminder

A public employee, while on the job during work hours may not:

- Solicit or collect any money for or against a candidate or ballot measure;

- Assist with producing or distributing printed materials advocating for or against a candidate or ballot measure;

- Send e-mails or post items to a website advocating for or against a candidate or ballot measure;

- Display any posters, buttons or other materials advocating for or against a candidate or ballot measure in an area viewable by the public.

Don't forget! When renting a car from Enterprise, don't request the fuel service option. This option adds a high cost per gallon for a gas fill-up when the car is returned to the rental agency. In our contract with Enterprise, they charge us the going rate for gas and we are not required to fill up before we return the car.