



Ted Strickland, Governor | Barbara E. Riley, Director

**PASSPORT Participant Satisfaction Survey Results - FY 2007
Including Comparison to FY 2006 Results**

March 2008

PASSPORT Participant Satisfaction Survey – FY 2007

Introduction: Ohio's PASSPORT program currently serves more than 27,000 older adults by providing in-home services that allow them to continue to live in the community rather than nursing homes. In October 2007, the latest PASSPORT Participant Satisfaction Survey was sent to 5,429 program participants. It measured overall participant satisfaction with the home care program, as well as consumer satisfaction with the work of their case managers.

Sampling: Program participants who had received at least two PASSPORT services and were on the PASSPORT program for at least six months as of August 2007 were used as the base for the sample. The sample size for each PASSPORT Administrative Agency (PAA) was determined by the total number of consumers in each region at that time. Surveys were sent to a random sample of 20 percent of each PAA's eligible August census (page 8).

Return: The survey requested that participants complete and return it by November 30, 2007. The deadline was extended to December 14, 2007 to ensure all survey results were included in the data analysis. By December 14, 2007, 3,123 surveys (58

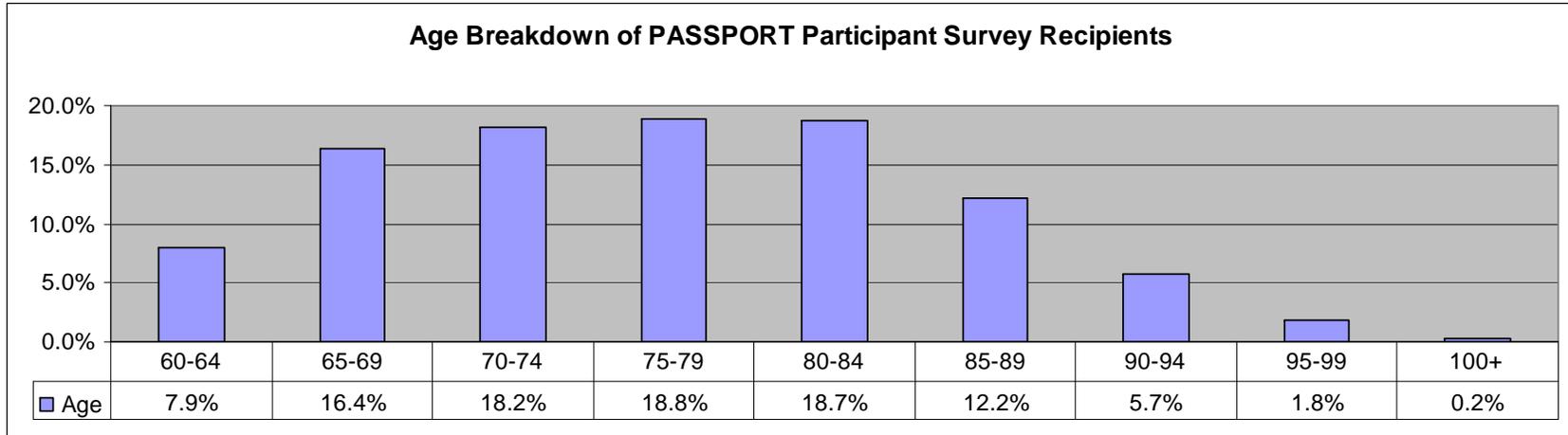
percent) were returned. This response rate is identical to that from the 2006 survey (page 8). A majority of the surveys (51 percent) were completed by the participant alone (page 9). Family members were involved in completing another 38 percent of the surveys.

Results: Overall, the majority of PASSPORT participants are very pleased with the services they are receiving (page 11). Statewide, 92 percent of surveyed participants were "very satisfied" or "extremely satisfied," which is slightly higher than the 2006 results. The percentage of participants who would "definitely" recommend the PASSPORT program to a friend remains very high, with a statewide average of 87 percent, unchanged from 2006. Only one percent reported that they would "probably not" recommend the program (page 19). The outstanding results of this year's survey signify that the level of satisfaction on each critical aspect of the PASSPORT program has either remained constant from last year or has increased slightly from an already high rate.

Survey note: Grand totals for each question may add up to a little under or a little over 100 percent due to rounding.

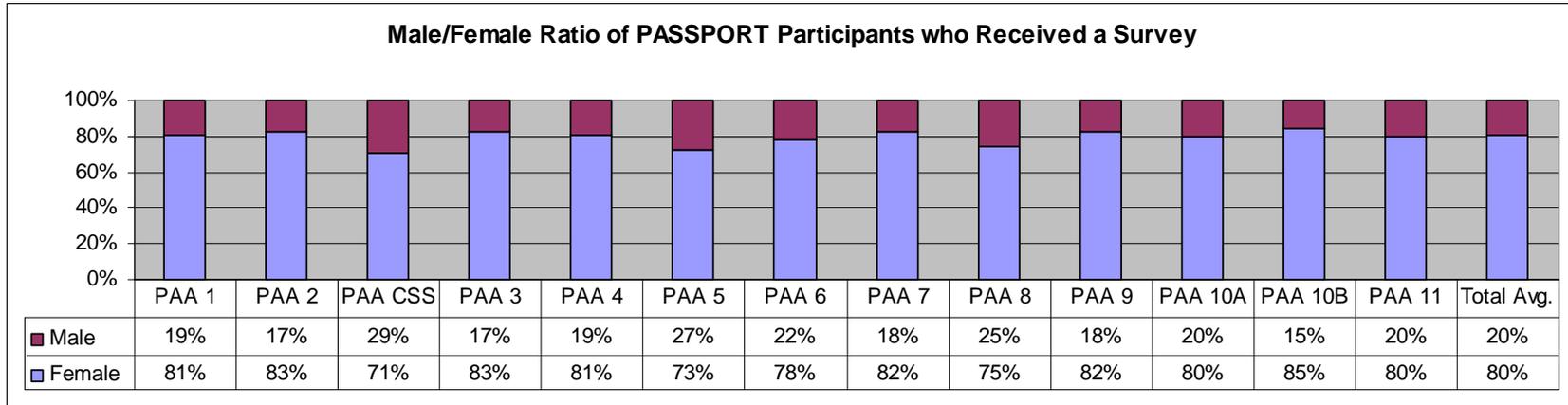
Demographic Profile of Survey Recipients

Demographic Profile of Survey Recipients



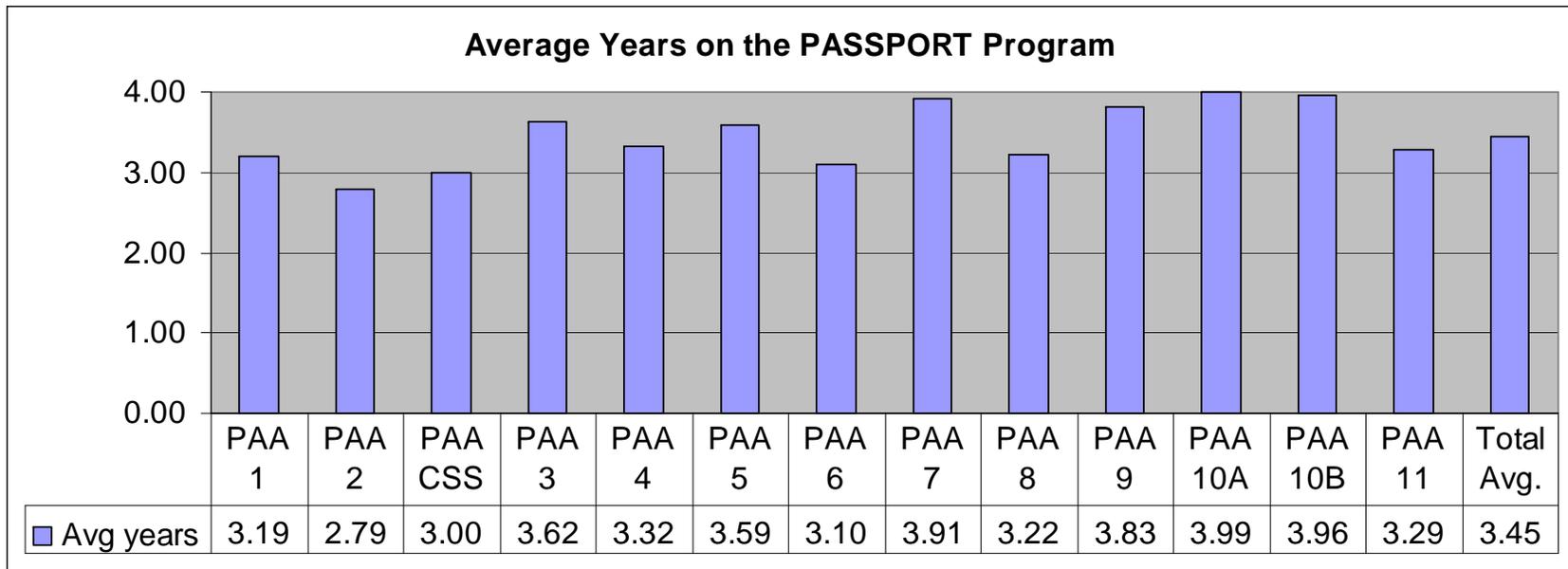
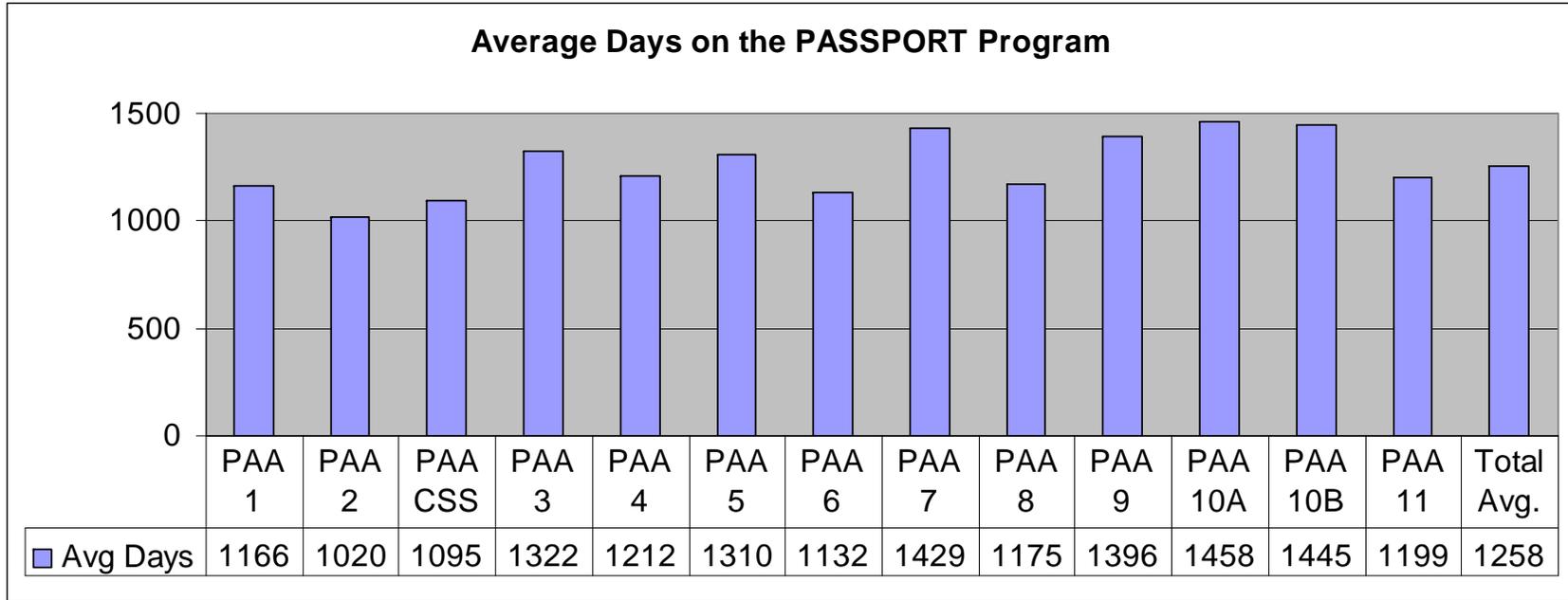
| PAA | PAA 1 | PAA 2 | PAA CSS | PAA 3 | PAA 4 | PAA 5 | PAA 6 | PAA 7 | PAA 8 | PAA 9 | PAA 10A | PAA 10B | PAA 11 | Total |
|--------------|-------|-------|---------|-------|-------|-------|-------|-------|-------|-------|---------|---------|--------|-------|
| 60-64 | 33 | 47 | 5 | 11 | 41 | 22 | 51 | 62 | 7 | 20 | 55 | 63 | 13 | 430 |
| 65-69 | 79 | 74 | 28 | 13 | 64 | 51 | 118 | 128 | 24 | 38 | 132 | 104 | 39 | 892 |
| 70-74 | 91 | 100 | 34 | 15 | 58 | 56 | 102 | 111 | 26 | 73 | 171 | 113 | 39 | 989 |
| 75-79 | 84 | 100 | 23 | 21 | 87 | 56 | 96 | 113 | 33 | 51 | 208 | 104 | 47 | 1023 |
| 80-84 | 112 | 84 | 24 | 19 | 71 | 52 | 85 | 109 | 29 | 51 | 201 | 119 | 58 | 1014 |
| 85-89 | 52 | 37 | 18 | 8 | 48 | 57 | 64 | 72 | 13 | 41 | 143 | 82 | 27 | 662 |
| 90-94 | 32 | 25 | 4 | 3 | 23 | 19 | 29 | 22 | 7 | 20 | 68 | 36 | 21 | 309 |
| 95-99 | 13 | 5 | 4 | 2 | 3 | 4 | 12 | 8 | 3 | 7 | 18 | 15 | 4 | 98 |
| 100+ | 2 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 4 | 1 | 0 | 12 |
| Total | 498 | 474 | 141 | 92 | 396 | 317 | 557 | 625 | 142 | 302 | 1000 | 637 | 248 | 5429 |

Demographic Profile of Survey Recipients

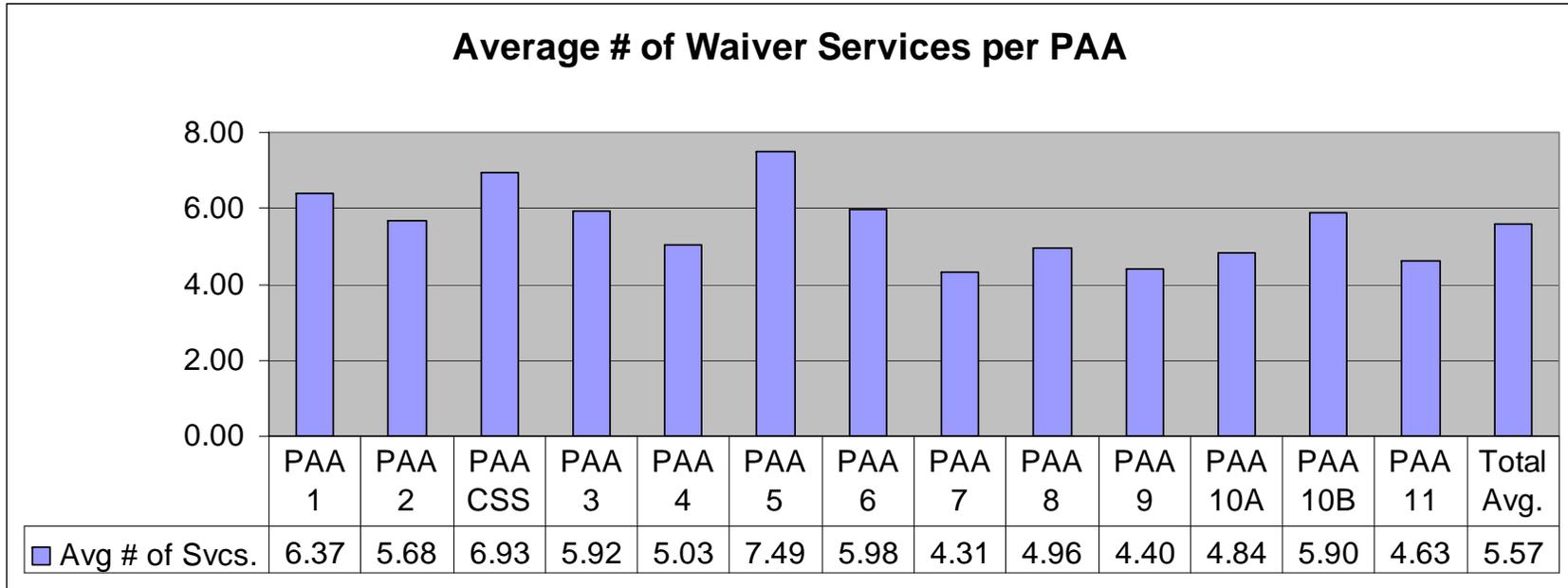


| PAA | PAA 1 | PAA 2 | PAA CSS | PAA 3 | PAA 4 | PAA 5 | PAA 6 | PAA 7 | PAA 8 | PAA 9 | PAA 10A | PAA 10B | PAA 11 | Total Avg. |
|---------------|-------|-------|---------|-------|-------|-------|-------|-------|-------|-------|---------|---------|--------|------------|
| Female | 81% | 83% | 71% | 83% | 81% | 73% | 78% | 82% | 75% | 82% | 80% | 85% | 80% | 80% |
| Male | 19% | 17% | 29% | 17% | 19% | 27% | 22% | 18% | 25% | 18% | 20% | 15% | 20% | 20% |

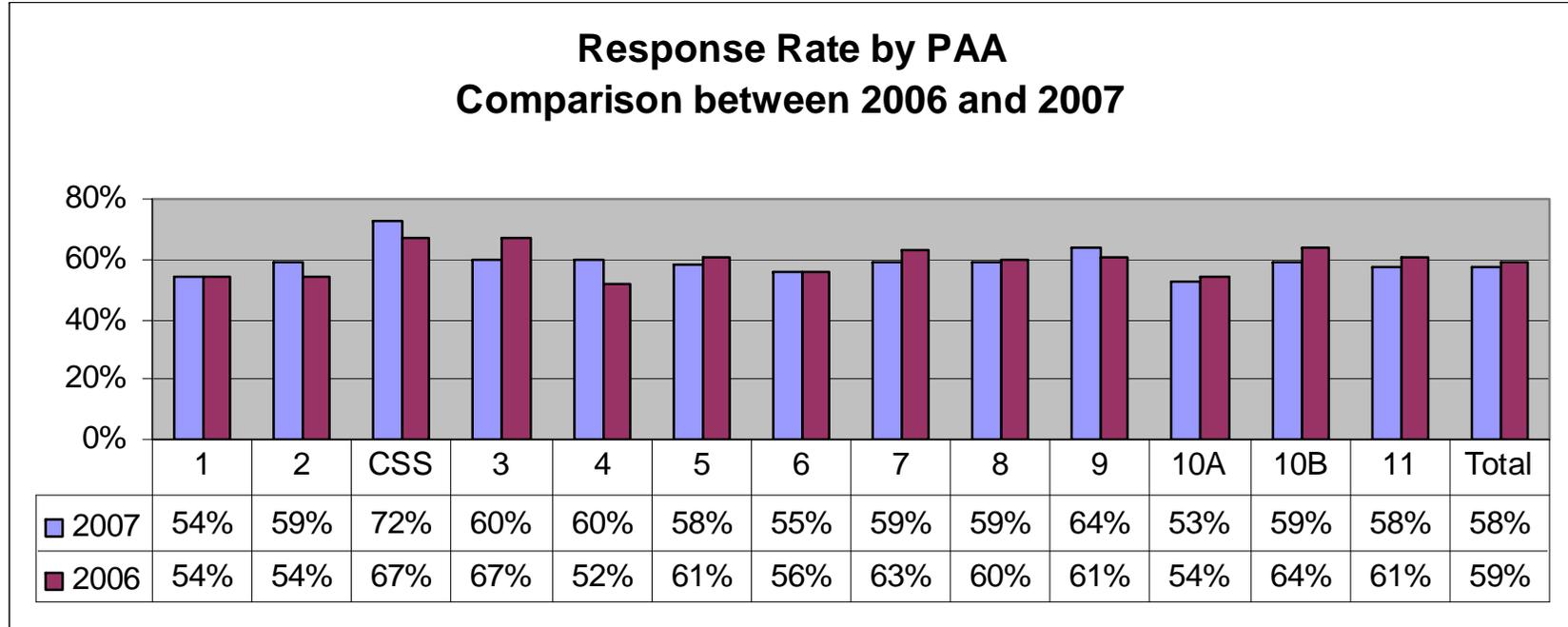
Demographic Profile of Survey Recipients



Demographic Profile of Survey Recipients



Demographic Profile of Survey Recipients



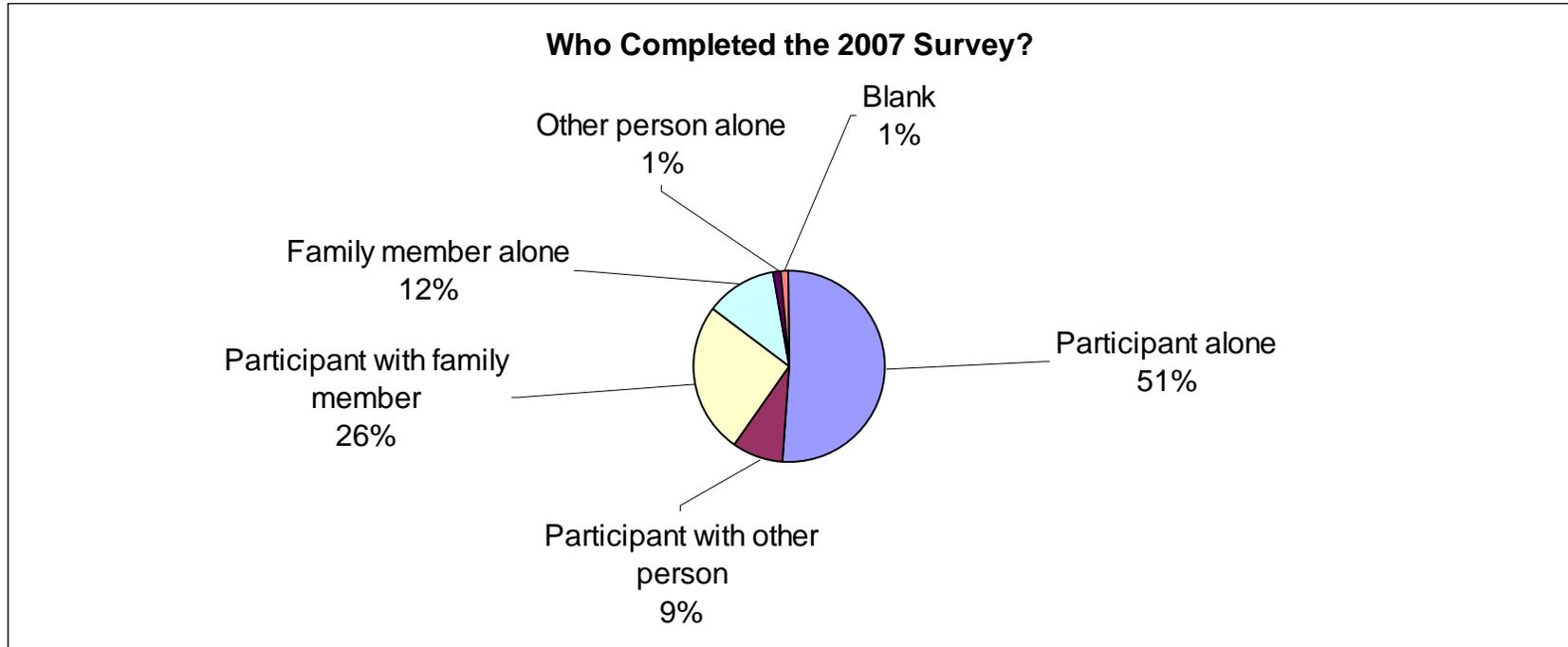
Response Rate for 2007: Number of Surveys Returned per PAA

| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
|------------------|-----|-----|-----|----|-----|-----|-----|-----|-----|-----|------|-----|-----|-------------|
| Sample | 498 | 474 | 141 | 92 | 396 | 317 | 557 | 625 | 142 | 302 | 1000 | 637 | 248 | 5429 |
| Surveys Returned | 269 | 279 | 102 | 55 | 237 | 184 | 309 | 369 | 84 | 192 | 526 | 374 | 143 | 3123 |

Notes:

1. Sample: Number of surveys sent to PASSPORT participants in each PAA.
2. Surveys Returned: Number of surveys that were completed by PASSPORT participants and were returned to ODA.

Demographic Profile of Survey Recipients

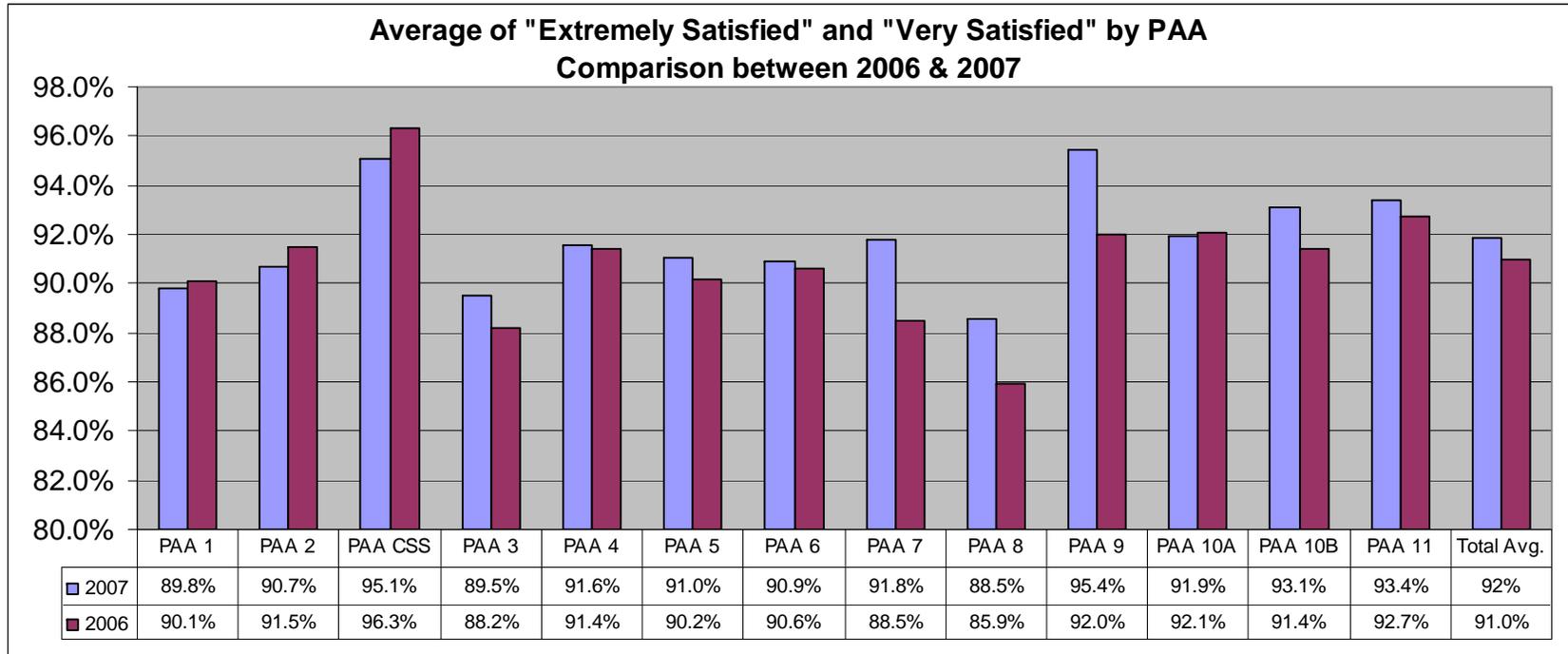


| Who Completed the 2007 Survey? | | | | | | | | | | | | | | |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
| Participant alone | 46% | 52% | 56% | 51% | 55% | 53% | 45% | 57% | 49% | 49% | 46% | 51% | 52% | 51% |
| Participant with other person | 10% | 6% | 6% | 5% | 10% | 10% | 7% | 11% | 10% | 10% | 8% | 8% | 10% | 9% |
| Participant with family member | 28% | 24% | 25% | 25% | 22% | 21% | 32% | 21% | 30% | 26% | 31% | 25% | 26% | 26% |
| Family member alone | 14% | 15% | 11% | 16% | 12% | 12% | 14% | 9% | 8% | 13% | 13% | 13% | 10% | 12% |
| Other person alone | 0% | 1% | 1% | 0% | 0% | 2% | 1% | 0% | 2% | 1% | 1% | 2% | 1% | 1% |
| Blank | 3% | 1% | 2% | 2% | 1% | 2% | 2% | 1% | 1% | 3% | 1% | 1% | 1% | 1% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

**Participant Satisfaction Level by PAA:
Results of Participant Satisfaction Survey Questions**

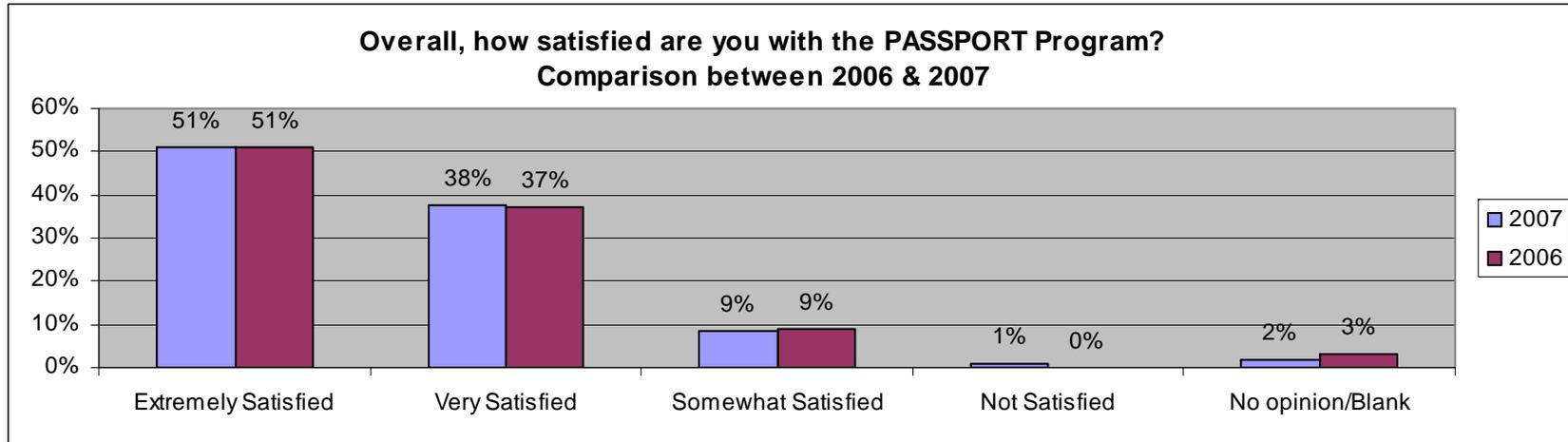
Participant Satisfaction Level by PAA



Notes:

1. This chart represents the combination of "extremely satisfied" and "very satisfied" replies averaged across all questions.
2. Percentages may add up to a little under or over 100 percent due to rounding.

Participant Satisfaction Level by PAA

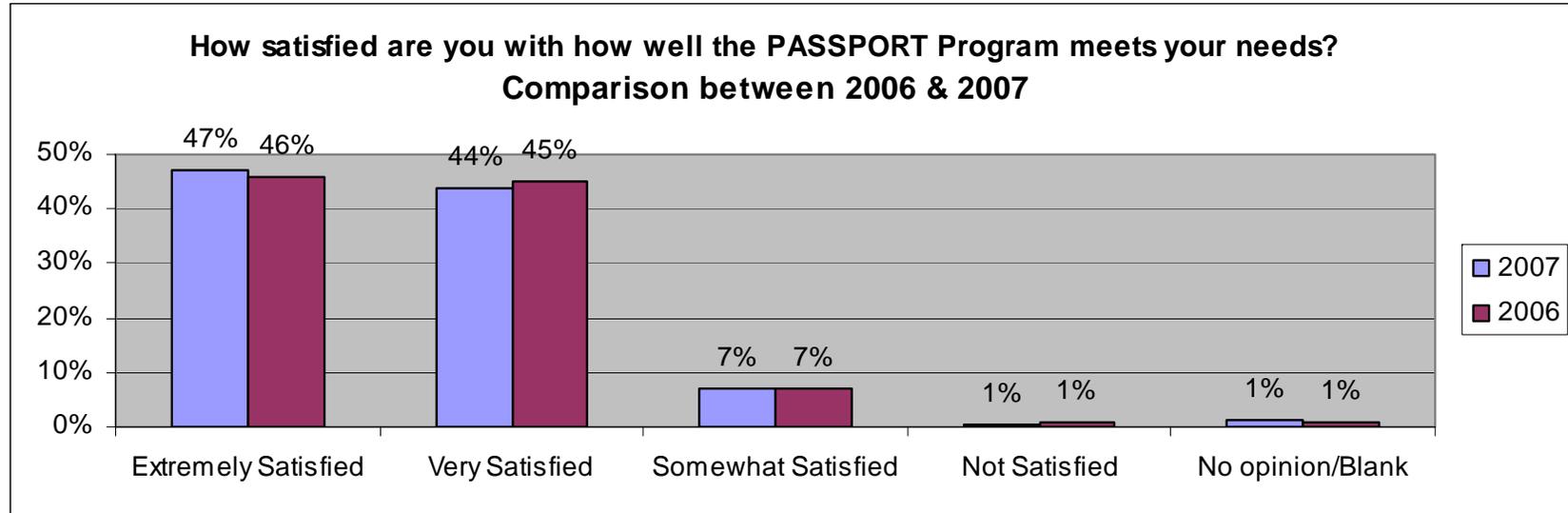


Overall, how satisfied are you with the PASSPORT Program?

| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Extremely Satisfied | 51% | 54% | 59% | 45% | 51% | 51% | 54% | 44% | 42% | 51% | 52% | 54% | 51% | 51% |
| Very Satisfied | 35% | 35% | 37% | 35% | 38% | 36% | 33% | 44% | 44% | 43% | 38% | 36% | 38% | 38% |
| Somewhat Satisfied | 10% | 9% | 2% | 18% | 8% | 12% | 9% | 9% | 12% | 5% | 7% | 8% | 9% | 9% |
| Not Satisfied | 2% | 1% | 0% | 0% | 1% | 1% | 2% | 0% | 2% | 1% | 1% | 1% | 0% | 1% |
| No Opinion/Blank | 2% | 1% | 2% | 2% | 3% | 1% | 2% | 2% | 0% | 1% | 2% | 1% | 2% | 2% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

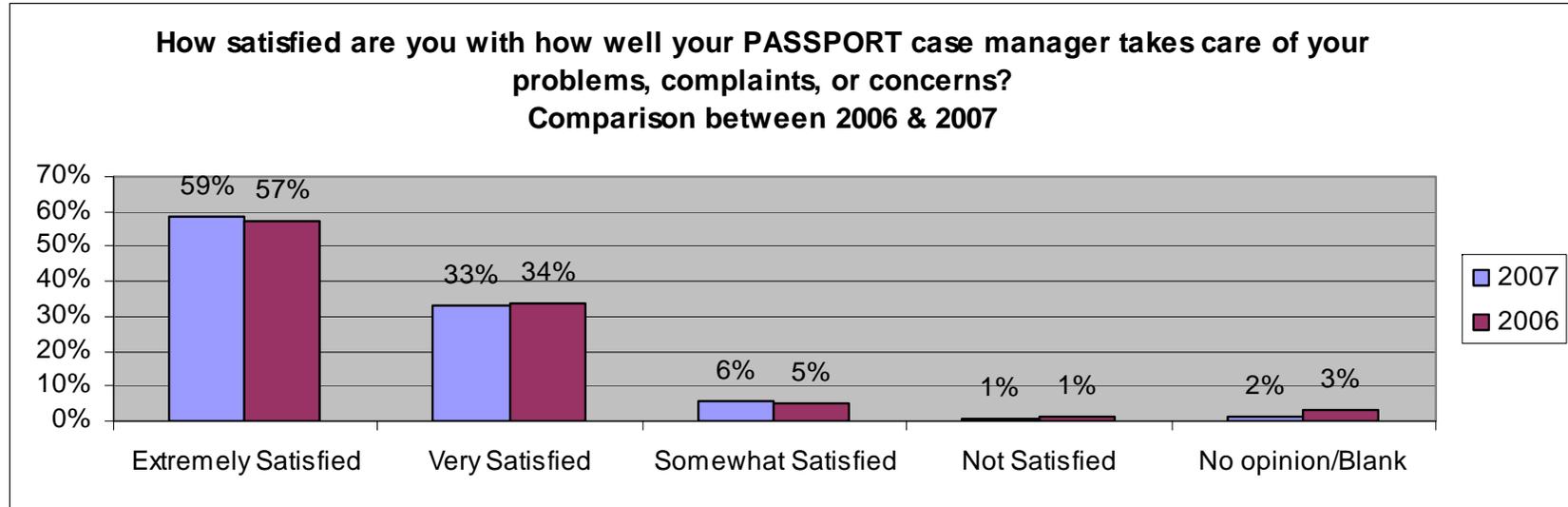
Participant Satisfaction Level by PAA



| How satisfied are you with how well the PASSPORT program meets your needs? | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
| Extremely Satisfied | 44% | 52% | 57% | 45% | 49% | 47% | 45% | 42% | 39% | 48% | 47% | 51% | 45% | 47% |
| Very Satisfied | 43% | 40% | 37% | 44% | 42% | 43% | 44% | 49% | 48% | 45% | 45% | 42% | 45% | 44% |
| Somewhat Satisfied | 9% | 8% | 4% | 11% | 7% | 9% | 8% | 7% | 11% | 5% | 5% | 6% | 8% | 7% |
| Not Satisfied | 1% | 0% | 0% | 0% | 0% | 1% | 1% | 0% | 2% | 1% | 1% | 1% | 0% | 1% |
| No Opinion/Blank | 1% | 0% | 2% | 0% | 2% | 1% | 1% | 2% | 0% | 2% | 2% | 1% | 1% | 1% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

Participant Satisfaction Level by PAA

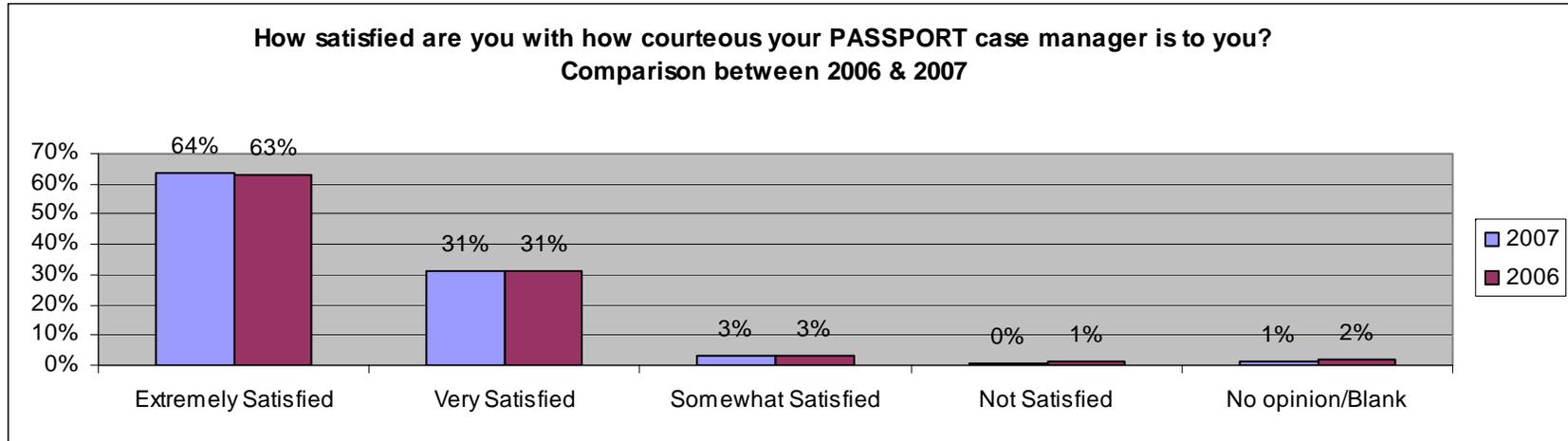


How satisfied are you with how well your PASSPORT case manager takes care of your problems, complaints, or concerns?

| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Extremely Satisfied | 57% | 61% | 60% | 51% | 57% | 58% | 58% | 54% | 49% | 65% | 60% | 66% | 55% | 59% |
| Very Satisfied | 33% | 30% | 34% | 38% | 35% | 33% | 33% | 38% | 40% | 30% | 32% | 27% | 38% | 33% |
| Somewhat Satisfied | 8% | 7% | 3% | 7% | 6% | 7% | 6% | 5% | 7% | 3% | 5% | 5% | 5% | 6% |
| Not Satisfied | 2% | 1% | 0% | 4% | 1% | 1% | 2% | 0% | 2% | 0% | 1% | 1% | 1% | 1% |
| No Opinion/Blank | 1% | 1% | 3% | 0% | 2% | 2% | 1% | 2% | 1% | 2% | 2% | 1% | 1% | 2% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

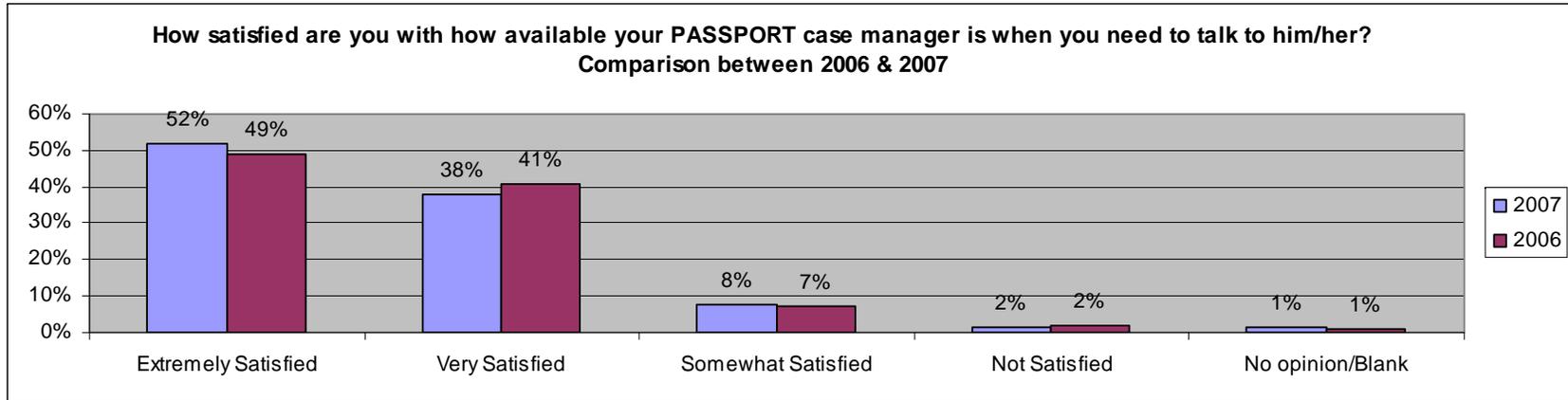
Participant Satisfaction Level by PAA



| How satisfied are you with how courteous your PASSPORT case manager is to you? | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
| Extremely Satisfied | 63% | 62% | 65% | 60% | 65% | 62% | 63% | 60% | 52% | 67% | 64% | 70% | 64% | 64% |
| Very Satisfied | 30% | 31% | 33% | 35% | 30% | 34% | 32% | 34% | 37% | 32% | 30% | 27% | 34% | 31% |
| Somewhat Satisfied | 6% | 5% | 2% | 4% | 3% | 4% | 4% | 3% | 10% | 1% | 3% | 2% | 2% | 3% |
| Not Satisfied | 1% | 1% | 0% | 2% | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| No Opinion/Blank | 0% | 1% | 0% | 0% | 1% | 1% | 1% | 2% | 1% | 1% | 2% | 1% | 1% | 1% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

Participant Satisfaction Level by PAA

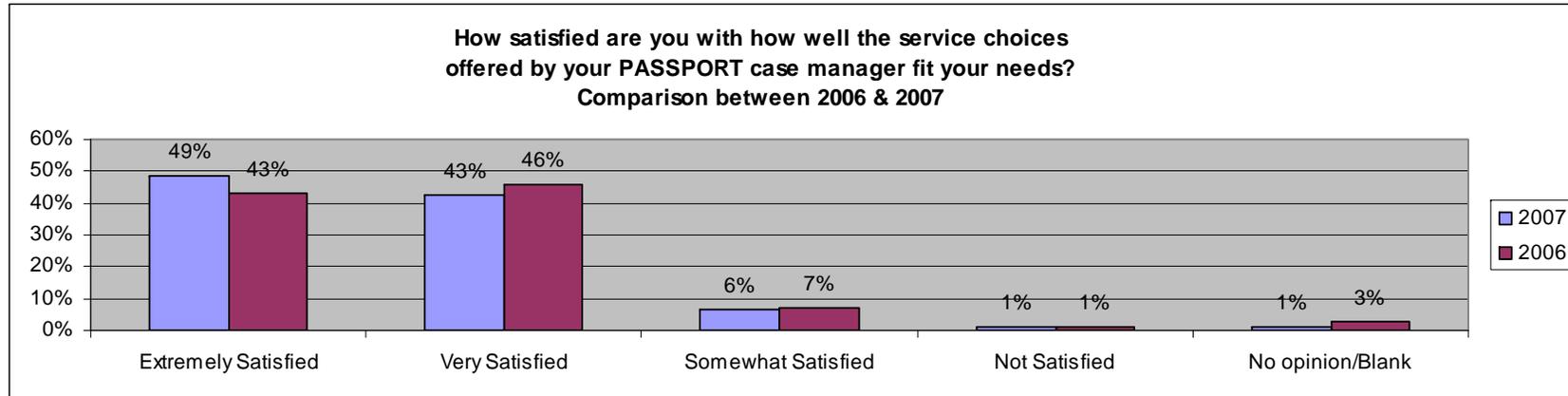


How satisfied are you with how available your PASSPORT case manager is when you need to talk to him/her?

| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Extremely Satisfied | 49% | 52% | 53% | 49% | 50% | 49% | 51% | 48% | 48% | 62% | 56% | 52% | 46% | 52% |
| Very Satisfied | 39% | 35% | 39% | 40% | 38% | 38% | 37% | 40% | 43% | 33% | 35% | 41% | 45% | 38% |
| Somewhat Satisfied | 8% | 10% | 7% | 9% | 10% | 9% | 9% | 9% | 6% | 4% | 6% | 5% | 8% | 8% |
| Not Satisfied | 3% | 2% | 0% | 2% | 2% | 2% | 2% | 1% | 4% | 0% | 1% | 1% | 1% | 2% |
| No Opinion/Blank | 0% | 1% | 1% | 0% | 0% | 2% | 1% | 2% | 0% | 2% | 2% | 1% | 0% | 1% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

Participant Satisfaction Level by PAA

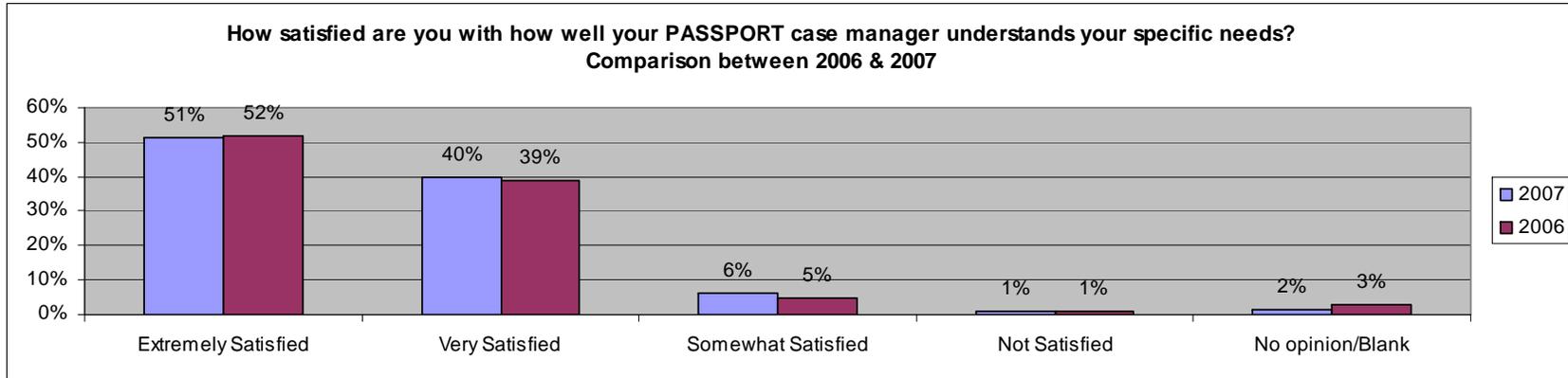


How satisfied are you with how well the service choices offered by your PASSPORT case manager fit your needs?

| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Extremely Satisfied | 47% | 51% | 47% | 51% | 50% | 46% | 49% | 45% | 37% | 53% | 50% | 54% | 44% | 49% |
| Very Satisfied | 43% | 37% | 46% | 36% | 43% | 47% | 41% | 49% | 48% | 43% | 40% | 39% | 50% | 43% |
| Somewhat Satisfied | 6% | 9% | 4% | 13% | 6% | 7% | 8% | 5% | 13% | 3% | 6% | 5% | 5% | 6% |
| Not Satisfied | 3% | 1% | 1% | 0% | 0% | 1% | 1% | 0% | 1% | 0% | 1% | 2% | 1% | 1% |
| No Opinion/Blank | 0% | 2% | 2% | 0% | 1% | 0% | 1% | 2% | 1% | 1% | 3% | 1% | 0% | 1% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

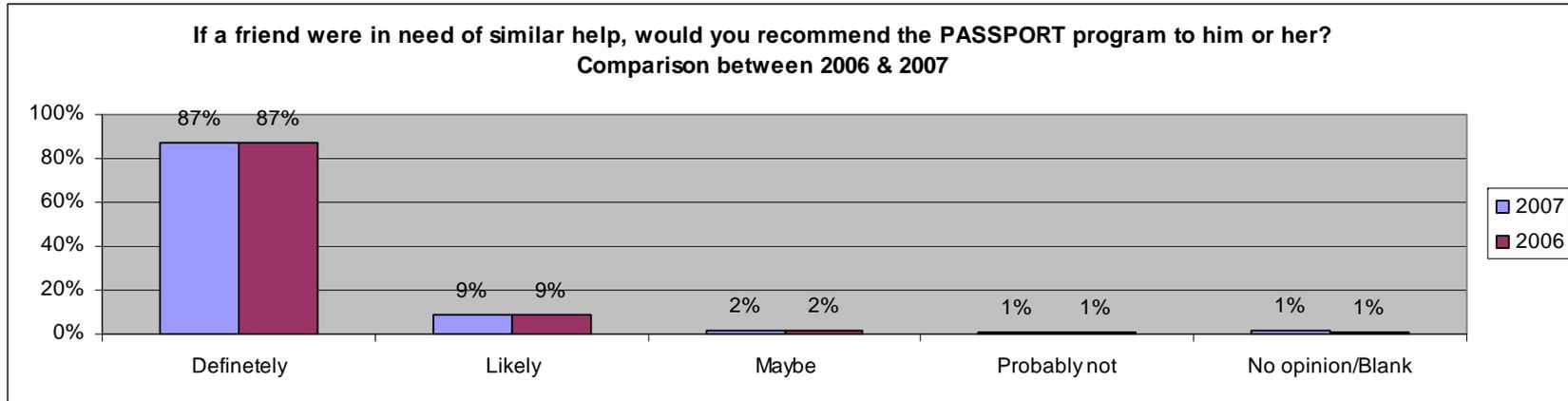
Participant Satisfaction Level by PAA



| How satisfied are you with how well your PASSPORT case manager understands your specific needs? | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
| Extremely Satisfied | 53% | 53% | 51% | 53% | 49% | 47% | 50% | 47% | 42% | 53% | 53% | 55% | 51% | 51% |
| Very Satisfied | 35% | 36% | 44% | 36% | 42% | 42% | 40% | 44% | 49% | 41% | 38% | 37% | 42% | 40% |
| Somewhat Satisfied | 7% | 8% | 4% | 9% | 7% | 8% | 7% | 7% | 7% | 2% | 7% | 6% | 4% | 6% |
| Not Satisfied | 3% | 2% | 0% | 2% | 0% | 1% | 2% | 0% | 1% | 0% | 1% | 1% | 3% | 1% |
| No Opinion/Blank | 2% | 1% | 1% | 0% | 2% | 2% | 1% | 3% | 1% | 5% | 1% | 1% | 0% | 2% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

Participant Satisfaction Level by PAA



If a friend were in need of similar help, would you recommend the PASSPORT program to him or her?

| | 1 | 2 | CSS | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10A | 10B | 11 | Total |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Definitely | 86% | 87% | 92% | 89% | 89% | 87% | 85% | 86% | 81% | 91% | 87% | 89% | 90% | 87% |
| Likely | 10% | 10% | 6% | 9% | 7% | 8% | 12% | 9% | 11% | 7% | 9% | 7% | 9% | 9% |
| Maybe | 1% | 1% | 1% | 0% | 2% | 4% | 2% | 2% | 7% | 0% | 2% | 2% | 0% | 2% |
| Probably not | 1% | 1% | 0% | 0% | 1% | 0% | 1% | 1% | 0% | 1% | 1% | 1% | 1% | 1% |
| No Opinion/Blank | 1% | 1% | 1% | 2% | 1% | 1% | 1% | 2% | 1% | 2% | 1% | 1% | 0% | 1% |

Note: Percentages may add up to a little under or over 100 percent due to rounding.

Summary of Concern Data

Summary of Concern Data

The PASSPORT Participant Satisfaction Survey offered respondents a chance to provide feedback about the program. There were glowing comments about case managers and agency staff, as well as concerns about the untimely return of phone calls from case managers and the need for more training of aides. We designated negative feedback as “concerns.”

The feedback provided ran the gamut and provided some interesting perspectives that will add some quality improvement initiatives to our work during the next year.

A total of 377 concerns were submitted to ODA. Of those, 22 (six percent) were from participants who chose not to be identified. Of the remaining 355 concerns, 310 (82 percent) were addressed and the outcomes were recorded in the participants’ case notes. Concerns remained unresolved in some instances where participants had either expired or had been moved to a nursing facility.

Other concerns that were expressed but did not lend themselves to resolution on the individual level included the high turnover rate of staff, better training for agency staff and a choice of menus each week for home-delivered meals.

Concerns that could be addressed on an individual level were divided into four types: case management, home medical equipment, service delivery and miscellaneous.

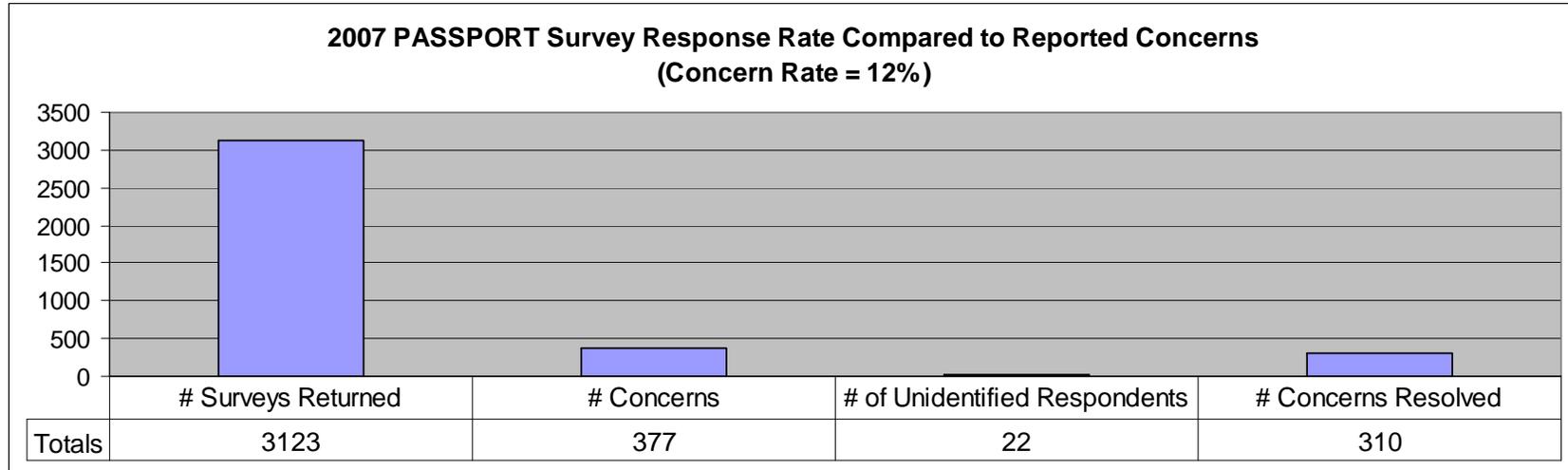
Case management concerns included issues such as participants felt the case manager didn't return phone call promptly or visit the participant often enough, provider staff needed more training, there was insufficient transportation for the participants and some participants felt their assigned case managers weren't helpful.

Home medical equipment issues focused on the need for timelier follow-up on equipment and related supplies, as well as participants wanting to change providers.

Service delivery included worker call-offs, late arrivals or miscommunicated schedules; home-delivered meals issues; frequency of criminal background checks; desire for more hours and services and expansion of transportation options.

Miscellaneous concerns consisted of participants wanting agency staff to transport them to the grocery store or the bank and other social activities, a housing issue and an off-street parking issue.

Summary of Concern Data

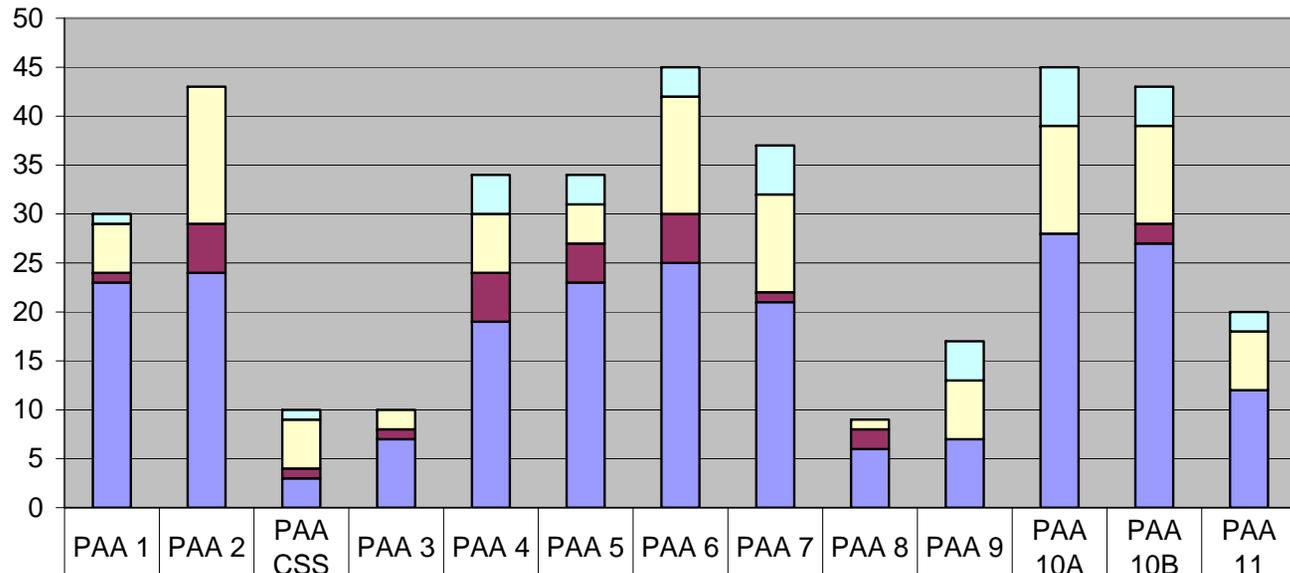


| | Types of Concerns: | | | | Total |
|----------------|--------------------|-----------|------------------|--------|-------|
| | Case Management | HME Issue | Service Delivery | Misc.* | |
| PAA 1 | 23 | 1 | 5 | 1 | 30 |
| PAA 2 | 24 | 5 | 14 | 0 | 43 |
| PAA CSS | 3 | 1 | 5 | 1 | 10 |
| PAA 3 | 7 | 1 | 2 | 0 | 10 |
| PAA 4 | 19 | 5 | 6 | 4 | 34 |
| PAA 5 | 23 | 4 | 4 | 3 | 34 |
| PAA 6 | 25 | 5 | 12 | 3 | 45 |
| PAA 7 | 21 | 1 | 10 | 5 | 37 |
| PAA 8 | 6 | 2 | 1 | 0 | 9 |
| PAA 9 | 7 | 0 | 6 | 4 | 17 |
| PAA 10A | 28 | 0 | 11 | 6 | 45 |
| PAA 10B | 27 | 2 | 10 | 4 | 43 |
| PAA 11 | 12 | 0 | 6 | 2 | 20 |
| Total | 225 | 27 | 92 | 33 | 377 |

Note: Miscellaneous includes concerns where the consumer did not specify his or her exact concern or provide his or her name.

Summary of Concern Data

2007 PASSPORT Survey: Types and Number of Concerns per PAA



| | | | | | | | | | | | | | |
|-------------------------------------|----|----|---|---|----|----|----|----|---|---|----|----|----|
| Types of Concerns: Misc.* | 1 | 0 | 1 | 0 | 4 | 3 | 3 | 5 | 0 | 4 | 6 | 4 | 2 |
| Types of Concerns: Service Delivery | 5 | 14 | 5 | 2 | 6 | 4 | 12 | 10 | 1 | 6 | 11 | 10 | 6 |
| Types of Concerns: HME Issue | 1 | 5 | 1 | 1 | 5 | 4 | 5 | 1 | 2 | 0 | 0 | 2 | 0 |
| Types of Concerns: Case Management | 23 | 24 | 3 | 7 | 19 | 23 | 25 | 21 | 6 | 7 | 28 | 27 | 12 |

Note: Miscellaneous includes concerns where the consumer did not specify his or her exact concern or provide his or her name.

Summary of Compliment Data

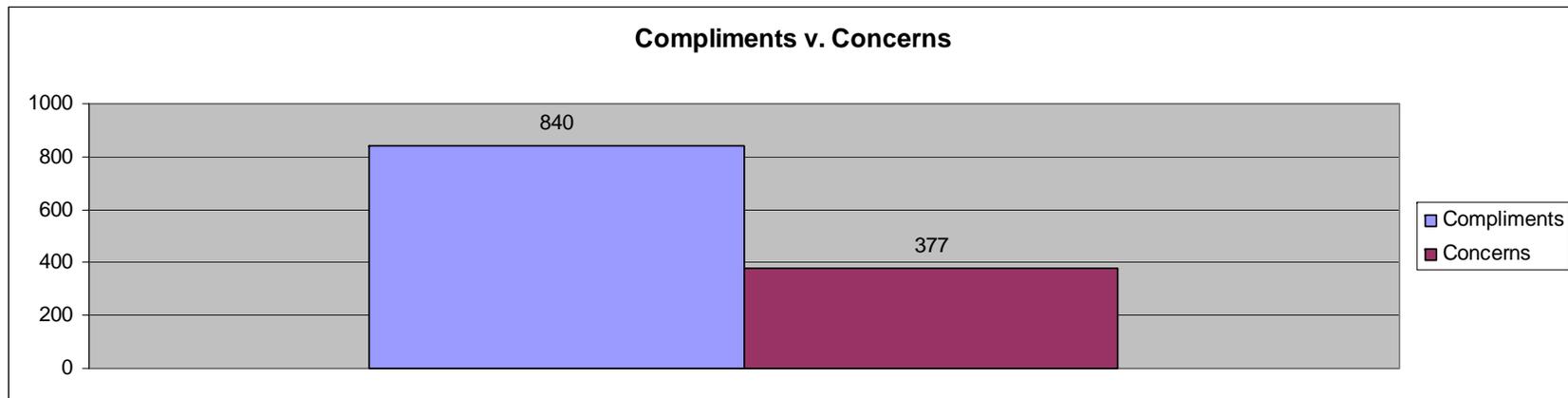
Summary of Compliment Data

PASSPORT Participant Satisfaction Survey respondents provided numerous compliments regarding the program. They covered all facets of the program; from case managers to care planning, to quality of service. Due to the number of compliments received, we have included a section of the survey report dedicated to these positive comments.

Compliments are forwarded to the PAA in which the participant resides. Additionally, any compliment that lists a case manager

or other worker by name is forwarded to that individual and his or her supervisor, if applicable. The Ohio Department of Aging also keeps a log of each compliment recipient.

The following is a sampling of the comments received by PAA. The compliments provided cover different aspects of the PASSPORT program. The program received more than twice as many compliments (840) as concerns (377).



| | PAA 1 | PAA 2 | PAA CSS | PAA 3 | PAA 4 | PAA 5 | PAA 6 | PAA 7 | PAA 8 | PAA 9 | PAA 10A | PAA 10B | PAA 11 | Total |
|-------------|-------|-------|---------|-------|-------|-------|-------|-------|-------|-------|---------|---------|--------|------------|
| Compliments | 72 | 67 | 21 | 22 | 59 | 41 | 85 | 110 | 26 | 65 | 132 | 103 | 37 | 840 |
| Concerns | 30 | 43 | 10 | 10 | 34 | 34 | 45 | 37 | 9 | 17 | 45 | 43 | 20 | 377 |

Summary of Compliment Data

PAA 1

“JOB WELL DONE! Thank you for keeping this program – it means everything to us and we wanted you to know how much we appreciate you. Keep up the good work!” – *Anonymous*

“I have found everyone that I have dealt with to be very courteous, helpful and respectful. The services provided to my mother have made her need to live with me easier for her and me.” – *Isabelle T., Cincinnati*

“...I have no problems with PASSPORT services. They have been very satisfying with me. I would recommend them to anyone that needs your help. Thank you very much PASSPORT.” – *Katherine O., Cincinnati*

PAA 2

“(I) never thought I would get this kind of help. It’s great, wonderful! Thank you!” – *Joan O., Beavercreek*

“I do appreciate the PASSPORT program and everything they do for me! Thank you!” – *Helen V., Miamisburg*

“I am very satisfied with the PASSPORT program. My case managers have all been very responsive to my needs. As a need is identified they immediately obtain the needed service. I really appreciate the program. It allows me to stay at home with my family.” – *Lavina C., Huber Heights*

CSS

“We are very happy with everything that is provided by PASSPORT. We are thankful for the way they contact us

and let us know if things have changed or anything is wrong.” – *Cora W., West Liberty*

“Thanks for helping. Things are better now for my mother-in-law and us.” – *Anonymous*

“I can only be thankful PASSPORT has been really good to me. And when I needed help, they were there. Like getting me a ride set up for doctors and if I needed anything I’m sure they would do their best to do whatever they can. Thank you so much for being there.” – *Carolyn H., Bellefontaine*

PAA 3

“God bless all involved in PASSPORT. You have made my life so much more comfortable...” – *Sherry M., Ada*

“I am very thankful for PASSPORT making it possible for me to stay in my home...” – *Mary G., Lima*

“This is the greatest program for helping keep people in their own homes. It really means a lot to me. Everyone has been so nice and helpful.” – *Anonymous*

PAA 4

“The PASSPORT program to me is the gold in ‘The Golden Age.’ With helping hands and support it has made living at home, with declining health, a true reality. Thank you.” – *E. L. R., Toledo*

“The PASSPORT program is great. They provide (an) invaluable service. Keep up the good work!” – *Cristina C., Waterville*

Summary of Compliment Data

"I am very satisfied with the services I received from PASSPORT. Without PASSPORT services I would be 'up the creek without a paddle.' My caseworker is considerate and thoughtful and returns my calls in a timely manner. She keeps me informed of all new changes if and when they come up. I am very grateful there is such a program as yours." – *David H., Toledo*

PAA 5

"Thank you very much for helping me be able to keep my mother in her own home as long as possible. Without your help, I don't know what we would have done. Thanks so much." – *Randy & Garret S., Upper Sandusky*

"Just a note to thank you! You have helped in so many ways, just being there. The info you send my wife is helpful and she reads them all. We appreciate everything you do for us." – *Louis G., Tiffin*

"The family of Wanda M... is very pleased with now fast anything is taken care of where Wanda is concerned. The HHC worker she has daily is very caring in her job and takes very good care of Wanda." – *Marilyn M., Shelby*

PAA 6

"I am very pleased with the help I received through PASSPORT. I don't know what I would do without their help. I want to thank them, and appreciate them so much. My case worker is one of the nicest persons I know ... and all PASSPORT people who work with her on my case. Makes me feel like they care about me and my needs and this comforts me and helps me through my bad times ... God bless you all and PASSPORT." – *Dorothy A., Columbus*

"I am very pleased with PASSPORT and my case worker. I have no complaints. Whatever I need I call my case worker and she sees that it is done right away." – *Ralph W., Pataskala*

"PASSPORT has been very good to us and getting things my mother needs to stay home with me. I can't say enough about how nice it has been to have PASSPORT. Thank you and hope you are around to help others for many more years." – *Marcella S., Columbus*

PAA 7

"We are so thankful for PASSPORT. Mom is able to stay in her home. The help is wonderful." – *Willa M., Portsmouth*

"I am very satisfied with the services I get and want to thank you." – *June B., Gallipolis*

"Every case manager I have had never ceases to amaze me, in what fine people they have been. They have all been so caring. I am so grateful for them. Thank you." – *Carolyn N., Portsmouth*

PAA 8

"We have no problems with PASSPORT. We are extremely satisfied with PASSPORT. A great agency." – *Arthur L., Logan*

"I am pleased with the help I need. I also enjoy the workers that come into my home each day. I thank you all so very much." – *Anonymous*

"I have a good PASSPORT case manager, and I am so thankful for PASSPORT. Otherwise I couldn't stay at home." – *Iva M., McConnelsville*

Summary of Compliment Data

PAA 9

“Very satisfied with my local PASSPORT.” – *William L., Kimbolton*

“We are very happy with the service our mother receives. Without it, she would need to be in a nursing home ... We are greatly thankful for this service.” – *Anna B., Coshocton*

“I love PASSPORT; don’t know what I would do without it.” – *Anonymous*

PAA 10A

“I am extremely satisfied and pleased with PASSPORT.” – *Jean A., East Cleveland*

“PASSPORT is a great program. She couldn’t be living at home without it.” – *Anonymous*

“I feel quite fortunate to be on the PASSPORT program. I sleep nights worry free, my mind at ease knowing I have PASSPORT on my side!” – *Hilda N., Mayfield Heights*

PAA 10B

“My stepmom depends on PASSPORT and I’m so glad its available to her. She would have to go to a nursing facility without this great program ... God bless you all for the work you do.” – *Beverly N., Cuyahoga Falls*

“PASSPORT is an excellent program for senior citizens. PASSPORT allows me to stay in my own home because they care about my needs as a senior.” – *Carol M., Akron*

“PASSPORT has always been there for me. I can always count on them to help me with any problems I have.” – *Norma L., Ravenna*

PAA 11

“I think PASSPORT is a wonderful program. It keeps many of us out of nursing homes. And that is a wonderful thing to be able to stay in my home. Thank you so much for having such a program. I hope it continues for many, many years.” – *Myrtle Z., Salem*

“I’m very pleased with my case manager. She has helped out with all my needs, and has gone out of her way to call and check on me when we haven’t heard from one another for some time. She always seems concerned over our well being.” – *Graham P., Hanoverton*

“No problems. I am super satisfied with the workers and the case manager. If we didn’t have this service it would mean I’d be in a nursing home. There is nothing I could add, nothing more I ask for. It is very nice.” – *John M., Farmdale*

Ohio | Department of
Aging

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