



Department of  
Aging

**Ted Strickland, Governor | Barbara E. Riley, Director**

**PASSPORT Participant Satisfaction Survey Results - FY 2008  
Including Comparison to FY 2007 & 2006 Results**

November 2009

## PASSPORT Participant Satisfaction Survey – FY 2008

**Introduction:** Ohio's PASSPORT Waiver program currently serves more than 28,000 older adults by providing services in home and community settings to delay or prevent nursing facility placement. Services help preserve the independence of the individual and maintain ties to family and friends.

In October 2008, the Ohio Department of Aging sent the PASSPORT Participant Satisfaction Survey to 5,478 program participants. The survey measured overall participant satisfaction with the program, as well as their satisfaction with the work of their case managers.

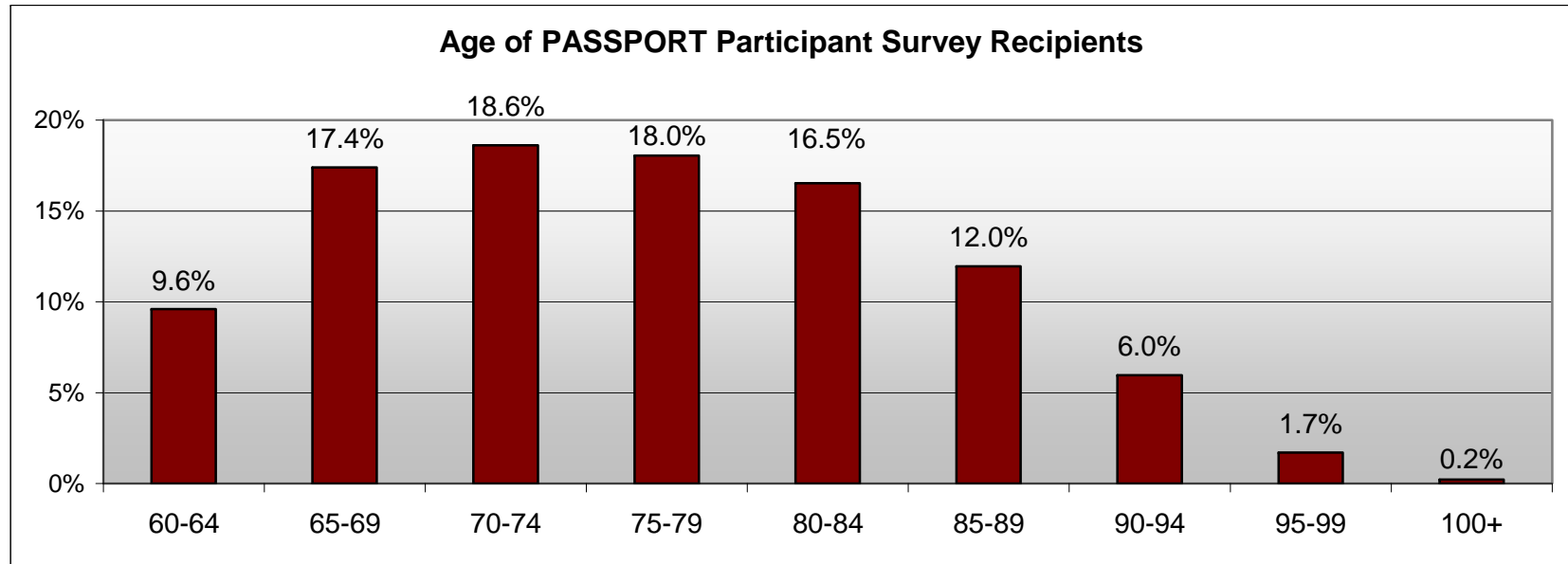
**Sampling:** PASSPORT participants who had received at least two services and were on the program for at least six months as of August 2008 were used as the population for the sample. Because the program's statewide census was large enough (27,332 participants), we were able to send surveys to a statistically valid sample of eligible participants.

**Return:** The survey requested that participants complete and return it by Nov. 30, 2008. The deadline was extended to Dec. 14, to ensure all survey results were included in the data analysis. A total of 2,867 surveys (52 percent) were returned. Fifty-three percent of the surveys were completed by the participant alone and another 45 percent were completed with help from other individuals.

**Results:** Overall, PASSPORT participants are very pleased with the services they are receiving. Statewide, 97 percent of surveyed participants were "very satisfied," "extremely satisfied" or "somewhat satisfied." This is an increase from 92 percent in 2007. The percentage of participants who would "definitely" or "likely" recommend the PASSPORT Waiver program to a friend is 95 percent. This is a slight decrease from 96 percent in 2007. One percent reported that they would "probably not" recommend the program, unchanged from 2007.

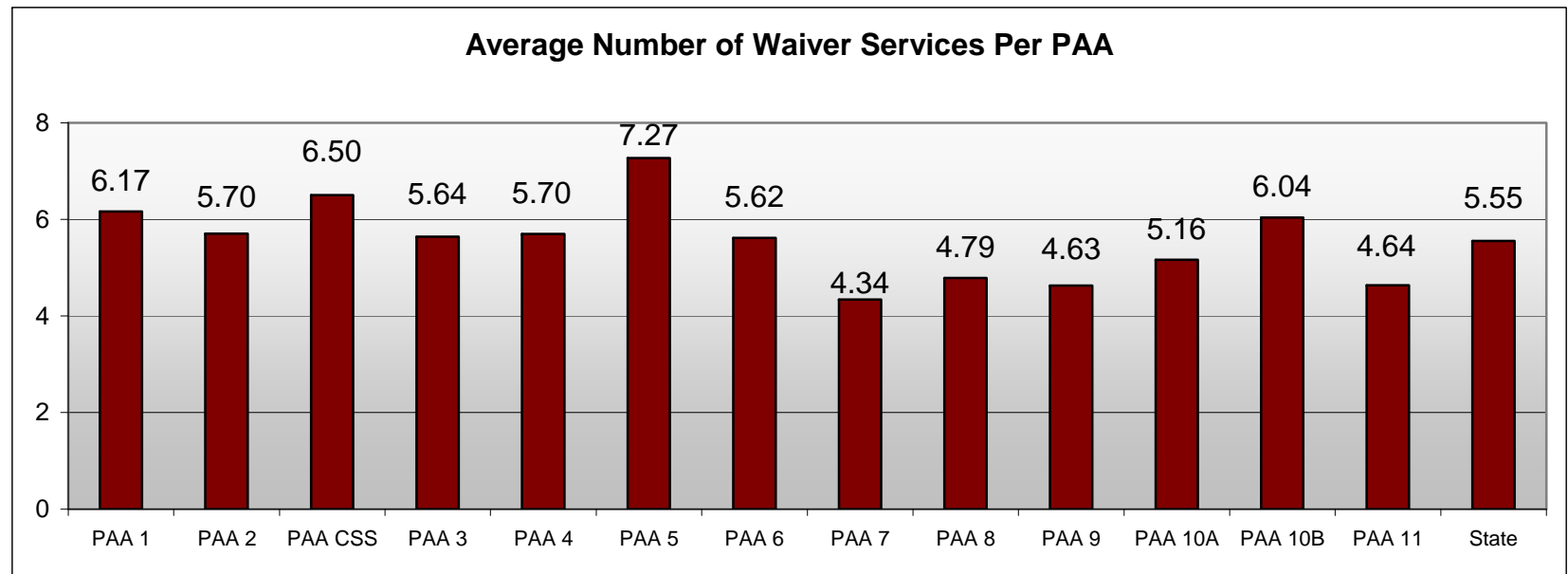
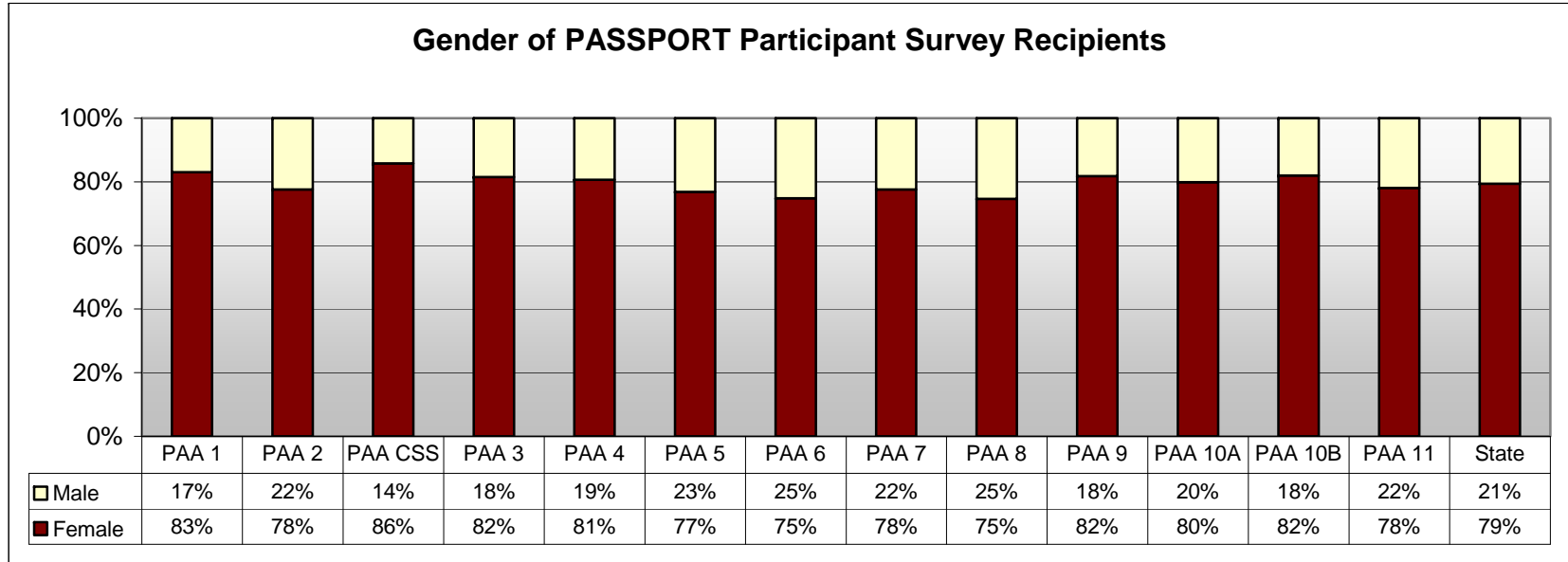
**Demographic Profile of Survey Recipients**

## Demographic Profile of Survey Recipients

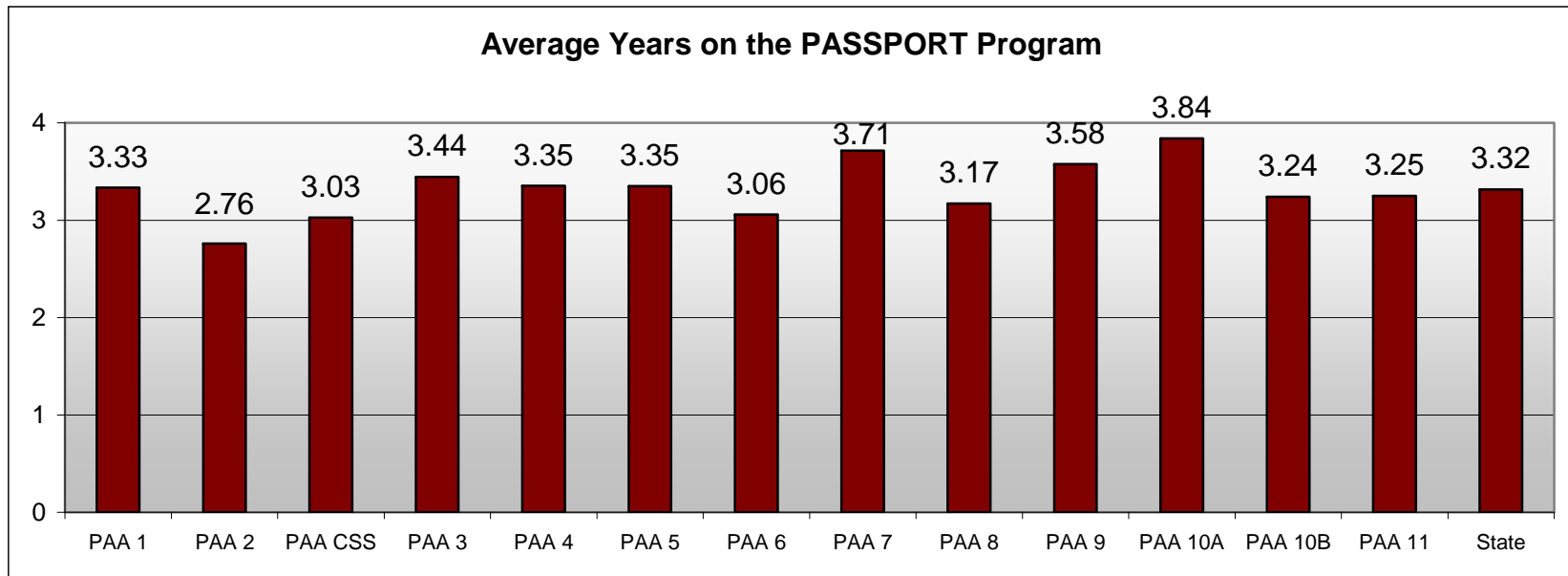
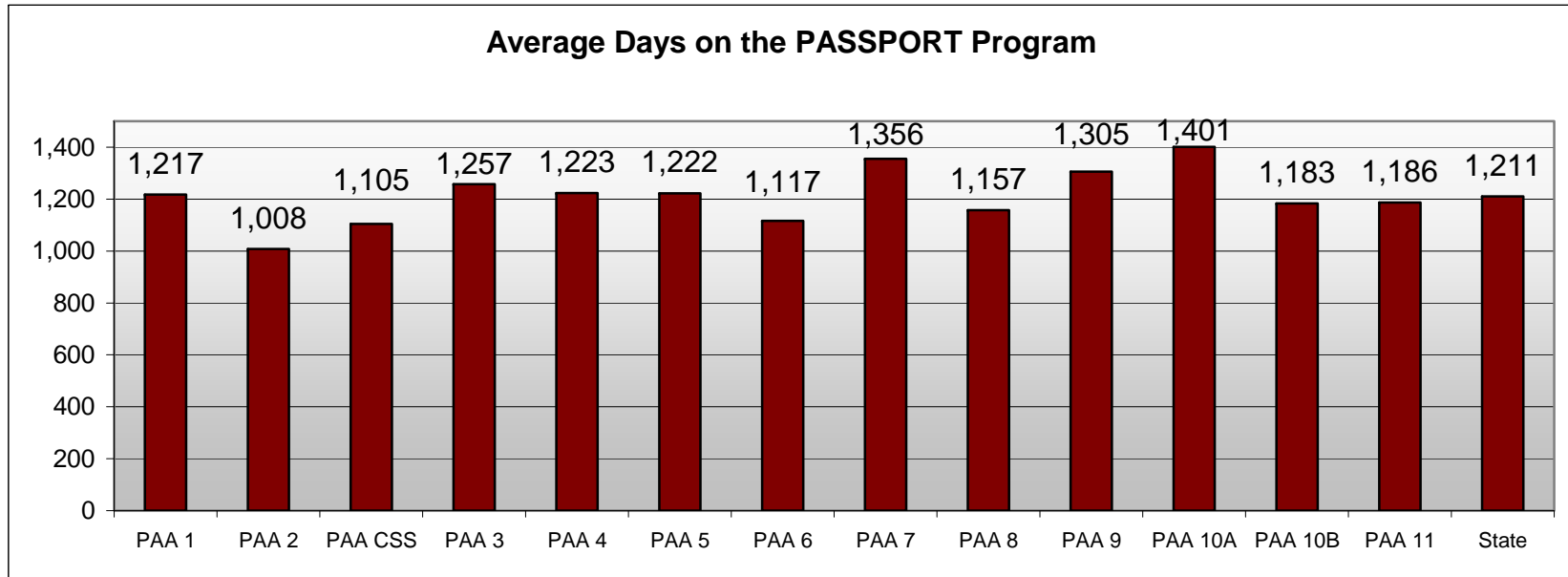


	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
<b>60-64</b>	57	67	8	8	34	33	56	70	6	24	74	64	24	<b>525</b>
<b>65-69</b>	76	90	18	15	83	55	110	124	26	55	152	118	30	<b>952</b>
<b>70-74</b>	88	98	37	15	74	66	105	127	19	53	177	118	41	<b>1018</b>
<b>75-79</b>	87	90	22	20	61	49	85	126	34	57	200	112	44	<b>987</b>
<b>80-84</b>	76	82	18	16	59	51	97	81	37	63	179	106	39	<b>904</b>
<b>85-89</b>	61	52	23	13	58	50	55	54	11	37	117	83	40	<b>654</b>
<b>90-94</b>	29	26	11	4	20	21	23	25	6	20	76	42	23	<b>326</b>
<b>95-99</b>	8	9	4	1	4	5	11	5	3	6	26	10	1	<b>93</b>
<b>100+</b>	3	0	0	0	0	2	1	0	0	0	4	2	0	<b>12</b>
<b>Total</b>	485	514	141	92	393	332	543	612	142	315	1005	655	242	<b>5471</b>

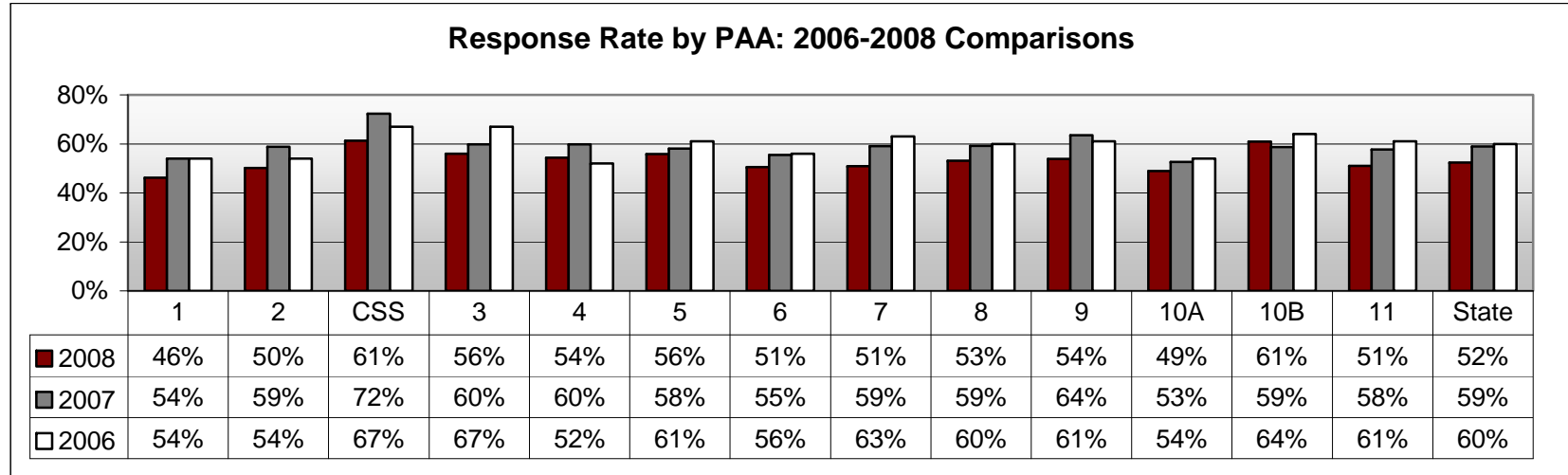
## Demographic Profile of Survey Recipients



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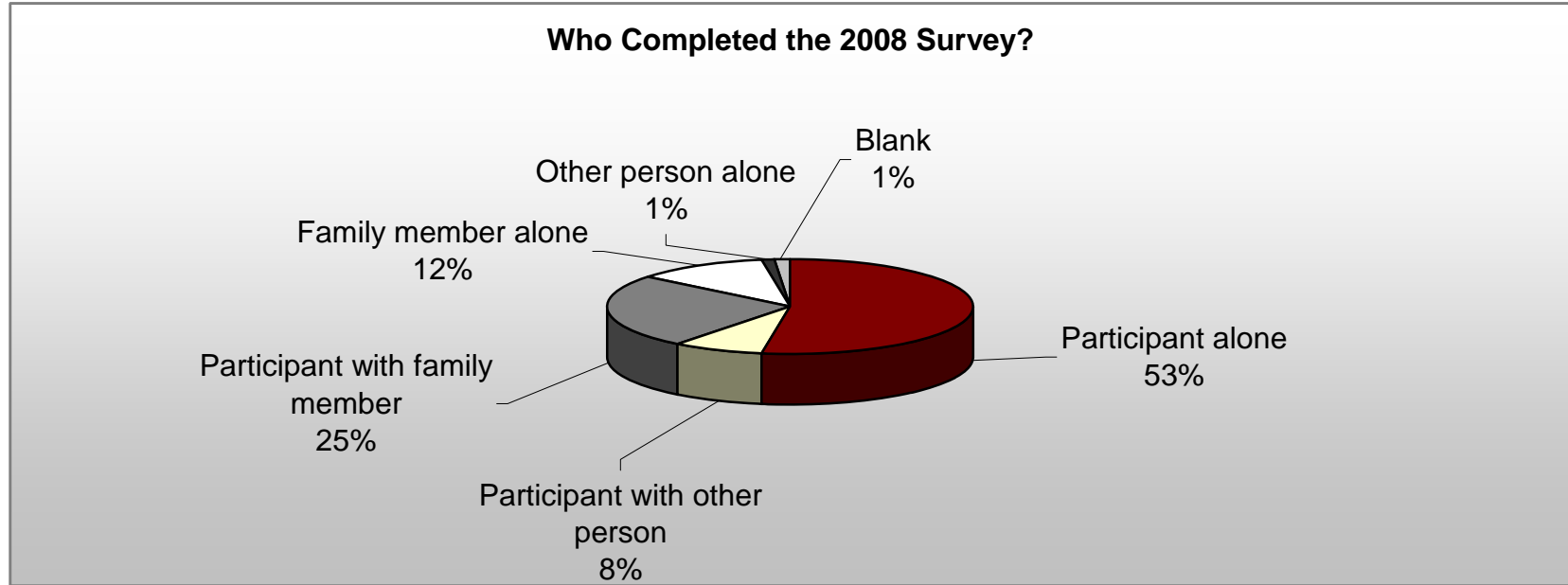


2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Sample	485	515	142	93	394	333	542	613	143	314	1005	656	243	<b>5478</b>
Surveys Returned	224	258	87	52	214	186	274	312	76	169	491	400	124	<b>2867</b>
Reponse Rate	46%	50%	61%	56%	54%	56%	51%	51%	53%	54%	49%	61%	51%	<b>52%</b>

**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

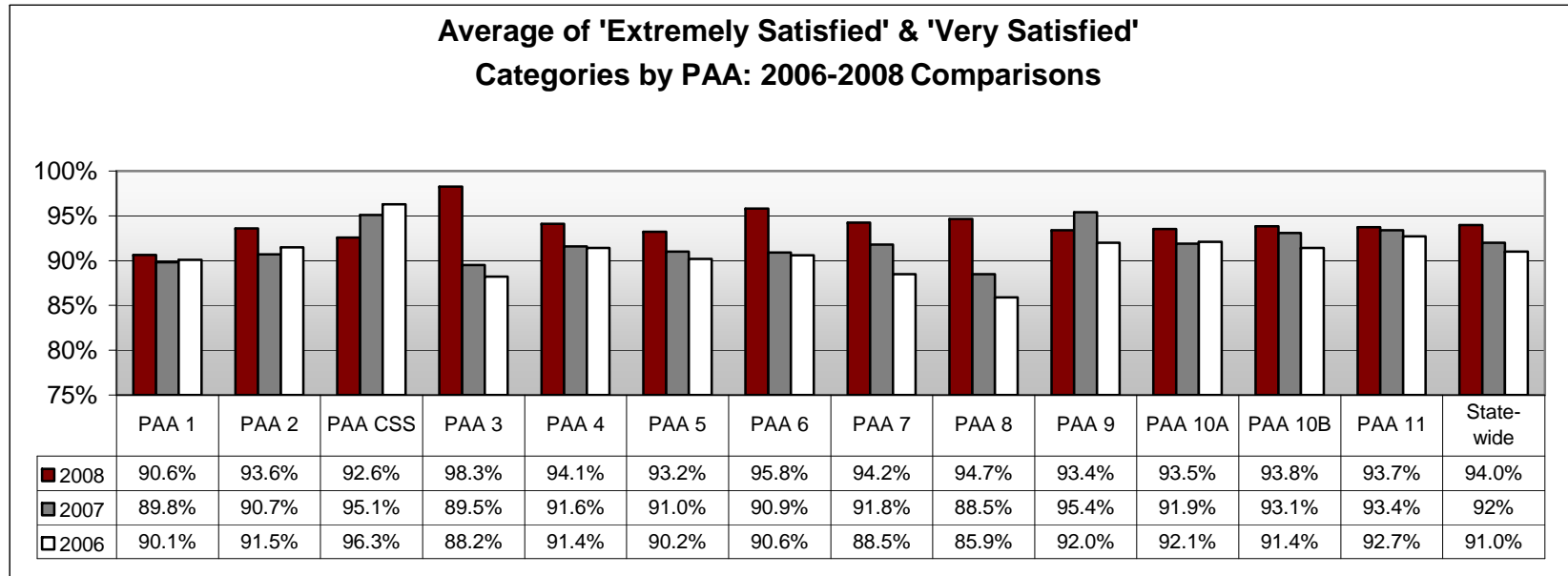


	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Participant alone	53%	52%	53%	69%	58%	59%	47%	53%	53%	57%	45%	53%	48%	<b>53%</b>
Participant with other person	7%	4%	1%	4%	6%	8%	6%	13%	13%	10%	11%	9%	9%	<b>8%</b>
Participant with family member	31%	21%	24%	19%	23%	20%	30%	23%	24%	22%	30%	23%	28%	<b>25%</b>
Family member alone	8%	19%	20%	6%	11%	10%	14%	8%	9%	8%	12%	14%	15%	<b>12%</b>
Other person alone	0%	1%	1%	0%	1%	3%	1%	2%	0%	1%	1%	1%	0%	<b>1%</b>
Blank	2%	3%	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	0%	<b>1%</b>

**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**

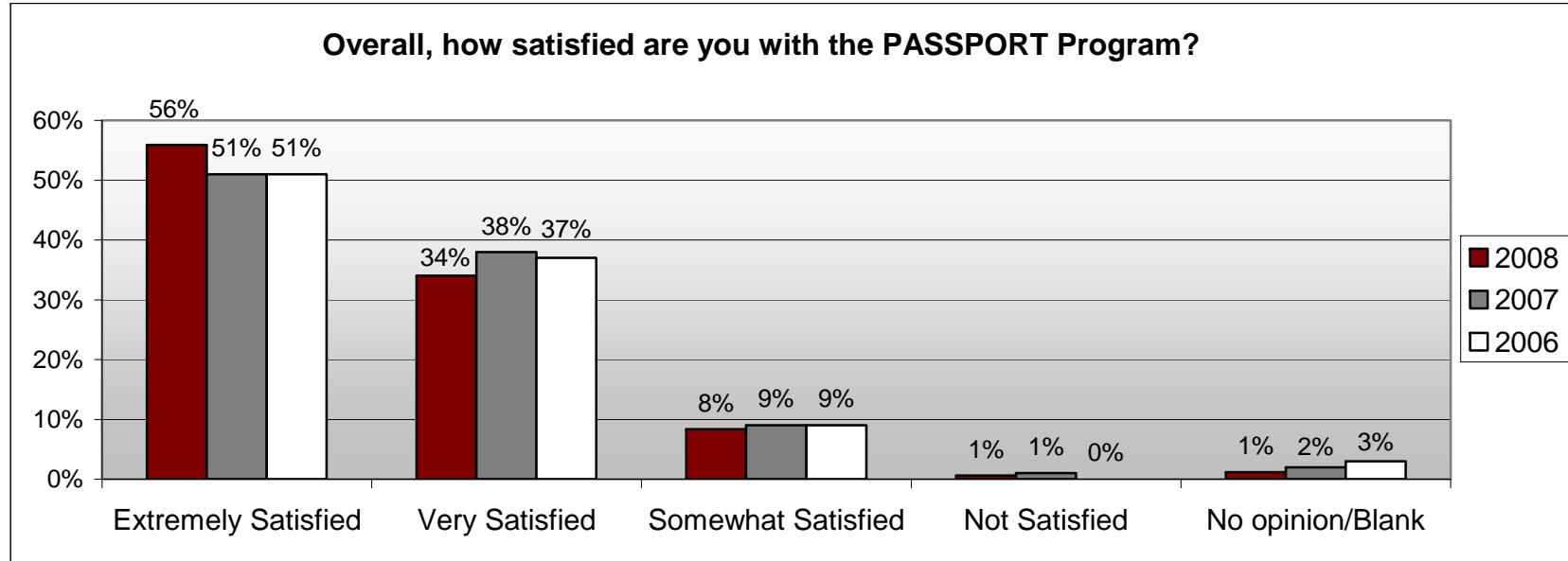
## Participant Satisfaction Level by PAA



**Notes:**

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

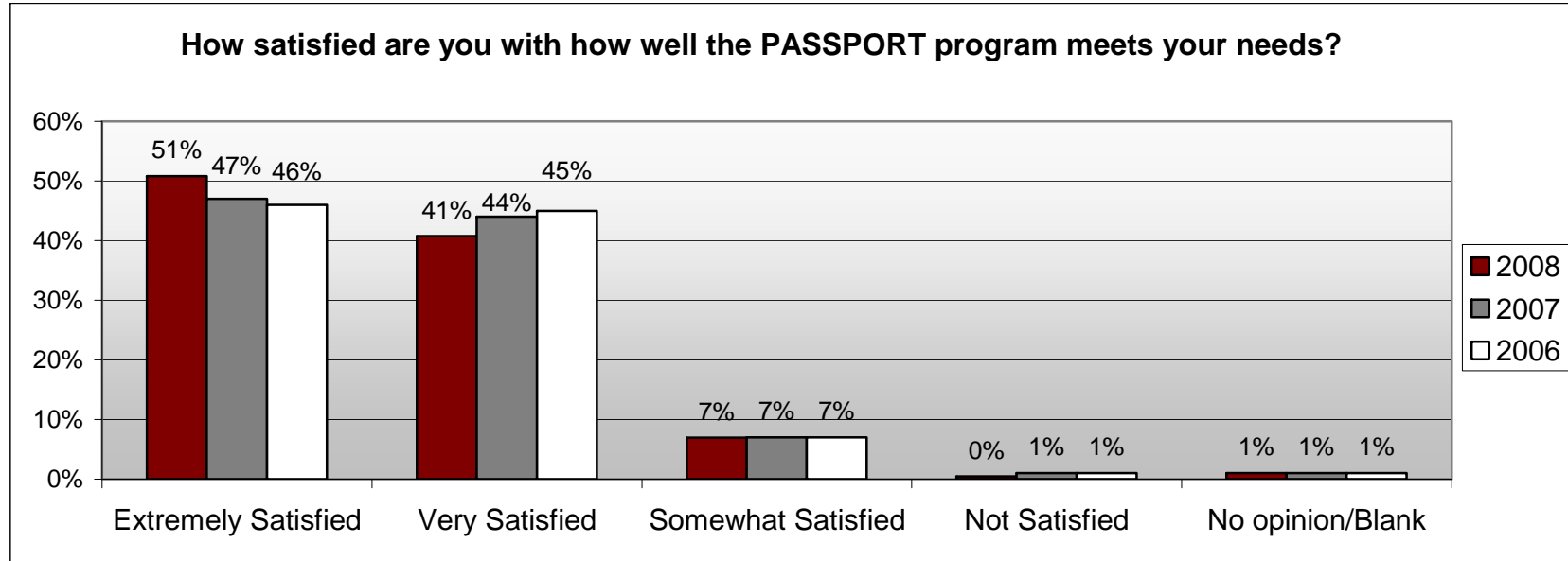
## Participant Satisfaction Level by PAA



2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	55%	59%	63%	52%	52%	61%	51%	56%	54%	59%	54%	59%	50%	<b>56%</b>
Very Satisfied	31%	30%	32%	42%	36%	32%	39%	35%	36%	31%	37%	31%	37%	<b>34%</b>
Somewhat Satisfied	12%	9%	5%	6%	11%	6%	8%	7%	9%	7%	8%	8%	11%	<b>8%</b>
Not Satisfied	2%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	<b>1%</b>
No Opinion/Blank	1%	1%	0%	0%	0%	1%	1%	2%	1%	2%	1%	1%	2%	<b>1%</b>

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

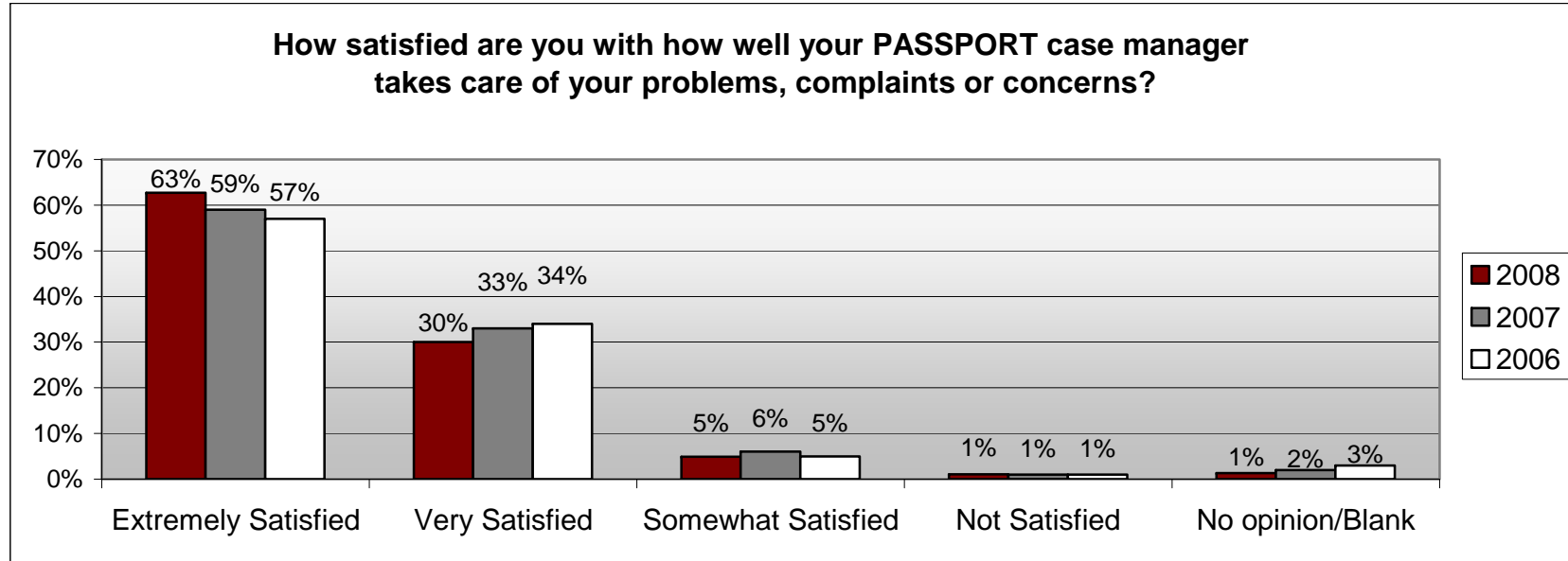
## Participant Satisfaction Level by PAA



2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	46%	54%	66%	44%	53%	56%	50%	49%	53%	48%	47%	53%	51%	<b>51%</b>
Very Satisfied	43%	38%	31%	50%	38%	39%	41%	43%	37%	42%	44%	39%	40%	<b>41%</b>
Somewhat Satisfied	9%	7%	3%	6%	8%	3%	6%	6%	9%	8%	8%	7%	7%	<b>7%</b>
Not Satisfied	1%	0%	0%	0%	0%	1%	2%	0%	0%	1%	0%	1%	0%	<b>0%</b>
No opinion/Blank	1%	0%	0%	0%	0%	2%	1%	2%	1%	2%	1%	1%	2%	<b>1%</b>

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

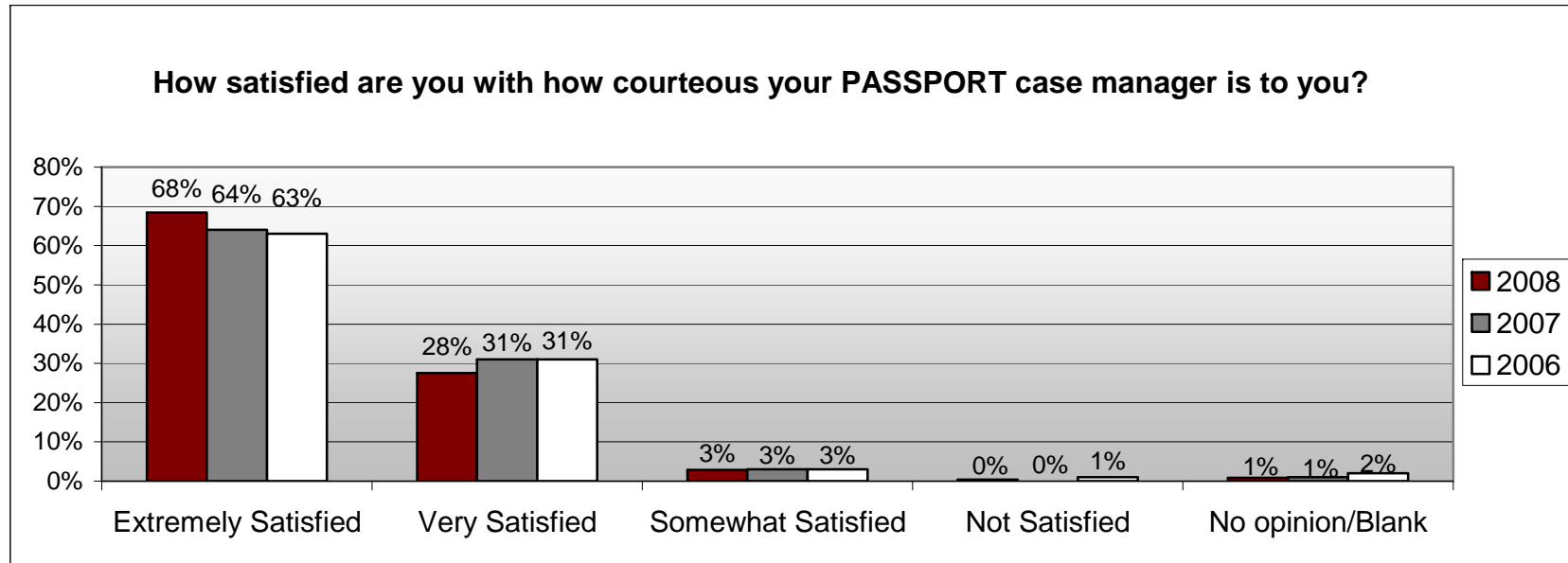
## Participant Satisfaction Level by PAA



2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	57%	66%	76%	54%	65%	64%	62%	58%	66%	63%	62%	67%	54%	<b>63%</b>
Very Satisfied	32%	28%	24%	38%	28%	29%	32%	35%	24%	30%	30%	27%	37%	<b>30%</b>
Somewhat Satisfied	8%	5%	0%	4%	5%	4%	4%	5%	8%	4%	5%	4%	5%	<b>5%</b>
Not Satisfied	2%	1%	0%	2%	1%	1%	2%	0%	0%	2%	1%	1%	1%	<b>1%</b>
No opinion/Blank	1%	1%	0%	2%	1%	2%	1%	2%	3%	2%	1%	1%	3%	<b>1%</b>

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

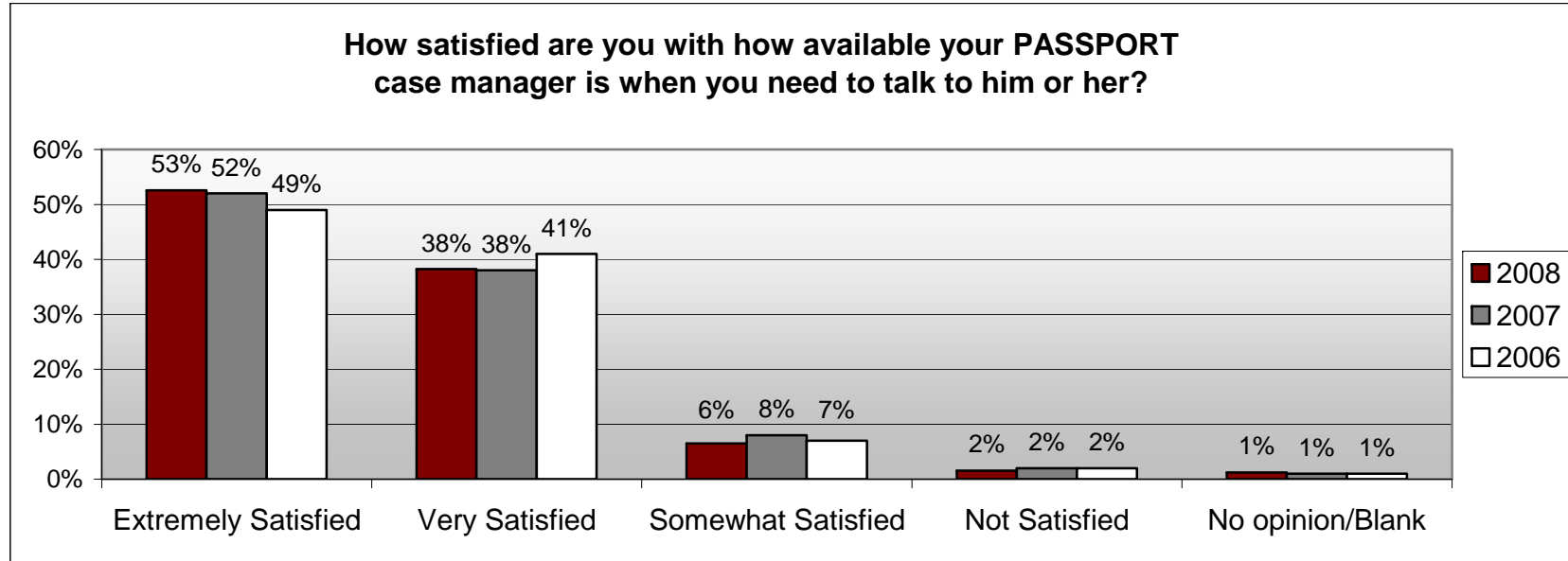
## Participant Satisfaction Level by PAA



2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	63%	76%	76%	56%	68%	70%	69%	65%	63%	66%	66%	73%	68%	<b>68%</b>
Very Satisfied	30%	21%	23%	35%	29%	27%	28%	31%	33%	30%	29%	24%	25%	<b>28%</b>
Somewhat Satisfied	6%	2%	0%	6%	2%	2%	1%	3%	3%	2%	4%	2%	5%	<b>3%</b>
Not Satisfied	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	<b>0%</b>
No opinion/Blank	1%	0%	1%	4%	0%	1%	1%	1%	1%	1%	1%	1%	2%	<b>1%</b>

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

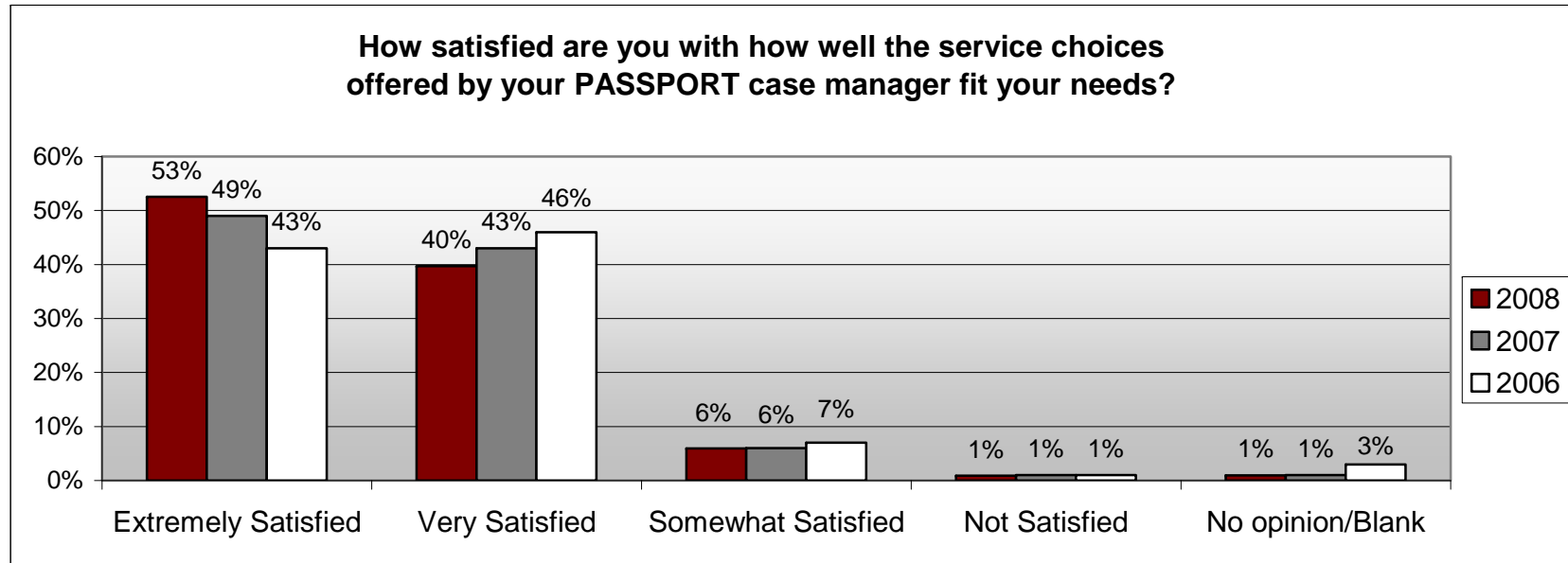
## Participant Satisfaction Level by PAA



2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	47%	55%	57%	44%	51%	51%	54%	52%	53%	53%	53%	56%	48%	<b>53%</b>
Very Satisfied	41%	34%	39%	46%	39%	38%	40%	40%	37%	38%	39%	35%	39%	<b>38%</b>
Somewhat Satisfied	10%	8%	2%	6%	7%	6%	3%	5%	5%	6%	6%	7%	9%	<b>6%</b>
Not Satisfied	1%	2%	0%	0%	1%	3%	2%	2%	0%	1%	1%	2%	1%	<b>2%</b>
No opinion/Blank	1%	1%	1%	4%	1%	2%	0%	1%	5%	1%	1%	1%	3%	<b>1%</b>

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

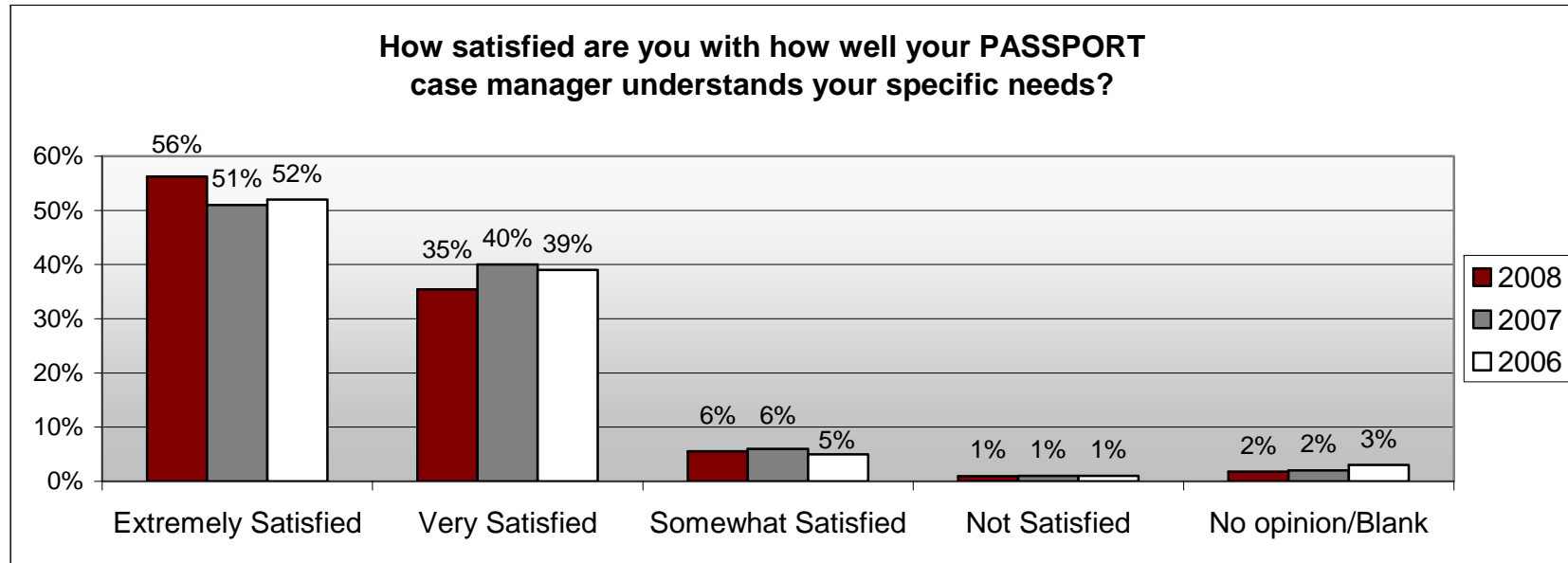
## Participant Satisfaction Level by PAA



2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	49%	56%	60%	44%	51%	52%	53%	48%	46%	53%	52%	56%	56%	<b>53%</b>
Very Satisfied	42%	38%	36%	46%	39%	43%	39%	45%	46%	39%	40%	37%	34%	<b>40%</b>
Somewhat Satisfied	8%	5%	1%	6%	7%	3%	5%	6%	7%	6%	8%	5%	7%	<b>6%</b>
Not Satisfied	1%	1%	1%	2%	1%	1%	1%	0%	0%	1%	1%	2%	2%	<b>1%</b>
No opinion/Blank	0%	0%	2%	2%	2%	1%	3%	0%	1%	1%	0%	1%	2%	<b>1%</b>

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

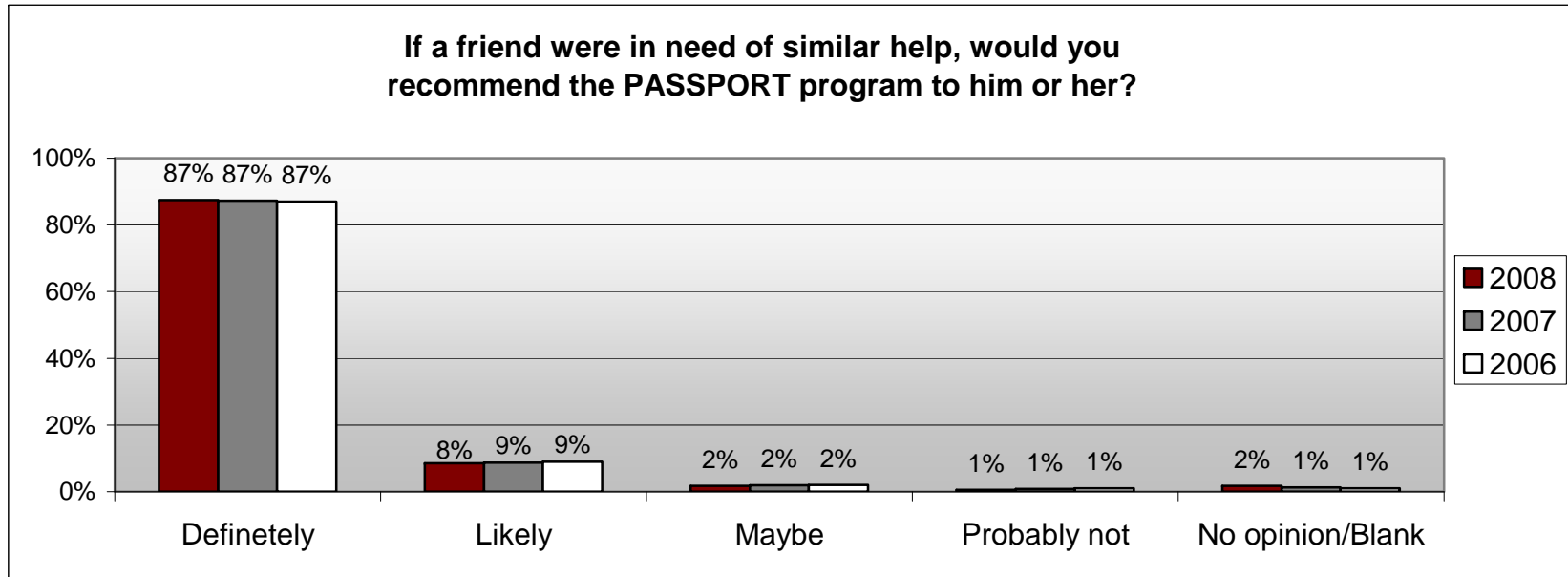
## Participant Satisfaction Level by PAA



2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	50%	61%	63%	50%	55%	59%	56%	52%	57%	54%	57%	59%	58%	<b>56%</b>
Very Satisfied	39%	31%	33%	42%	38%	35%	36%	41%	30%	36%	36%	32%	29%	<b>35%</b>
Somewhat Satisfied	9%	5%	1%	6%	5%	3%	6%	4%	5%	7%	5%	7%	7%	<b>6%</b>
Not Satisfied	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%	<b>1%</b>
No opinion/Blank	1%	2%	2%	2%	1%	2%	1%	3%	7%	2%	1%	1%	4%	<b>2%</b>

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

## Participant Satisfaction Level by PAA



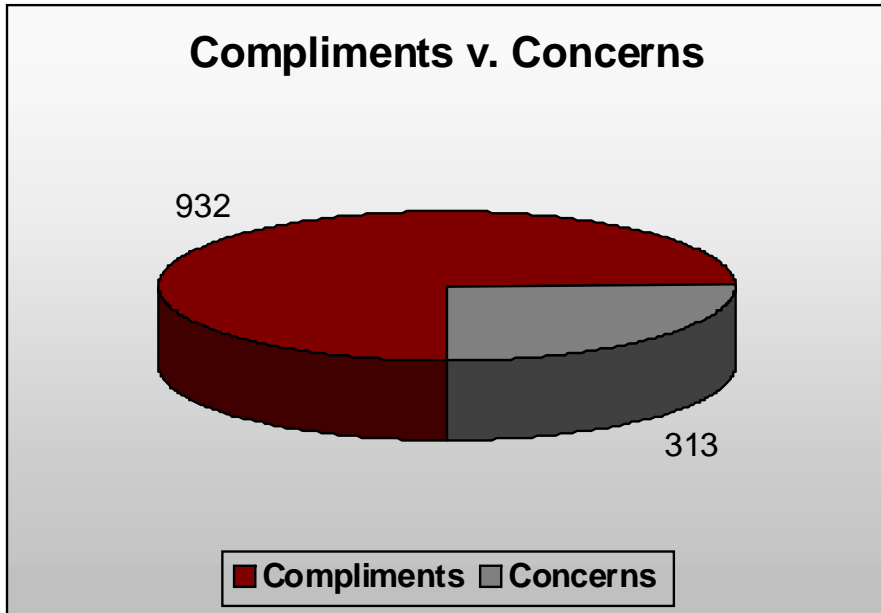
2008	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Definitely	83%	91%	93%	92%	88%	90%	84%	85%	86%	89%	87%	89%	88%	<b>87%</b>
Likely	12%	5%	5%	2%	10%	8%	12%	10%	4%	6%	10%	7%	8%	<b>8%</b>
Maybe	2%	3%	0%	4%	1%	0%	2%	2%	3%	1%	2%	2%	1%	<b>2%</b>
Probably not	1%	0%	0%	0%	0%	0%	1%	0%	1%	2%	0%	0%	0%	<b>1%</b>
No opinion/Blank	1%	1%	2%	2%	0%	2%	1%	3%	7%	3%	1%	2%	3%	<b>2%</b>

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

**Examples of Compliments and Concerns**

## Examples of Compliments and Concerns

The 2008 PASSPORT Participant Satisfaction Survey allowed participants to provide comments about the services they received. These comments were categorized as either compliments or concerns. There were almost three times as many compliments received (932) as concerns (313).



**Concerns** were divided into four basic areas: case management (232 comments), home medical equipment and supplies (9 comments), service delivery (46 comments) and other issues (14 comments). All of the concerns were sent to the appropriate PAAs for review and resolution. Those concerns that could be addressed and resolved were. We were unable to address twelve concerns because the individuals voicing them did not provide contact information for follow-up.

	Compliments	Concerns
<b>PAA 1</b>	51	24
<b>PAA 2</b>	88	35
<b>CSS</b>	48	3
<b>PAA 3</b>	13	5
<b>PAA 4</b>	58	30
<b>PAA 5</b>	61	16
<b>PAA 6</b>	91	31
<b>PAA 7</b>	108	29
<b>PAA 8</b>	24	10
<b>PAA 9</b>	39	17
<b>PAA 10A</b>	161	49
<b>PAA 10B</b>	134	52
<b>PAA 11</b>	56	12
<b>Statewide</b>	<b>932</b>	<b>313</b>

**Compliments** covered all facets of the program, from case managers, to care planning, to quality of service. They were forwarded to the PAA in which the participant resides and a certificate of appreciation was produced for any compliment that listed a case manager or other worker by name. The following pages provide a sampling of compliments received per PAA.

## Examples of Compliments and Concerns

### PAA 1 Compliments

“Recently during the power outage due to a wind storm, my case manager C.C. called my home to see if I needed any assistance to be able to weather this problem. I was fine, but I was so happy to know she was concerned about my well being. She is a lovely lady and is always available to address my needs and concerns. She is an angel and I am so glad to have her. I am 93 and so appreciate my help I get for necessary needs I have.” – *B.M., participant*

“(During a recent wind storm in Hamilton County) it was comforting to know that my mother’s case manager, A.A., called to check-up on her. Although my mother wasn’t alone at the time, and won’t answer her phone, I was moved that A.A. cared enough to call and check on her. May God bless and keep case managers like A.A., and all the other case managers that my mother has been fortunate to have.” – *M.T., caregiver*

“My mother has used PASSPORT for several years. I am her caregiver with help from other family members. She has been able to go to adult day care for 14 years. I work a full-time job because PASSPORT provides her with the services she needs. Her case manager always takes time to listen and make sure we know what is available. Thanks.” – *B.C., caregiver*

“I joined the PASSPORT program when I lived in Columbus, Ohio. I got ill and had to move to Cincinnati when I was 75 years old. They just transferred me to the PASSPORT program at Cincinnati. They are wonderful to me. I am 83 years old now.” – *B.D., participant*

### PAA 2 Compliments

“The PASSPORT program has been a tremendous asset to me and my family. Because of PASSPORT, we have been able to keep my mother in my home versus a nursing facility. Our PASSPORT case worker, K.R., has always made herself available to us and any situation that might arise. We are so grateful for the PASSPORT agency and case manager K.R.” – *M.P., caregiver*

“PASSPORT is a lifesaver. I’m well satisfied with all their services.” – *M.S., participant*

“We thank God for PASSPORT. My mother can stay in her home and not go to the nursing home. I think it has helped her reach the age of 89 years old. Thank you.” – *G.W., caregiver*

“I am so thankful that I am on PASSPORT. It has been wonderful for me. They (all the ladies and aides) that have helped me have been so kind, loving, caring and helpful to me. They care about you. I am well pleased with them.” – *W.W., participant*

“No complaints. We have had PASSPORT since R.’s last stroke in about 1996 or 1997. We have had 3 case managers and they all have been extra nice. We couldn’t have asked for any better ones.” – *Mrs. D, caregiver*

## Examples of Compliments and Concerns

### CSS Compliments

“My mother is receiving PASSPORT. Her needs are increasing as her condition changes. I am grateful for the additional services and help that she is getting. Thank you.” – *J., caregiver*

“I got the help I needed and am a lot happier in my own home instead of a nursing home. I hope I can spend the rest of my days here in my own home! M. is a very good person and sees that I get what I need.” – *M.F., participant*

“I took care of my father for a couple of years before we knew the PASSPORT program was available to him. It was very hard for me to meet his needs physically and financially. PASSPORT kicked in and improved both of our lives. His quality of care increased and I was able to resume my life. Thank you to all involved. Keep up the good work. K.S. rocks.” – *J.S., caregiver*

“I am very proud to be on PASSPORT. I have had all of my requests given to me with consideration and kindness. Your organization is a Godsend to the senior citizens.” – *K.B., participant*

“I don’t know what you pay (mom’s case manager), but it’s not enough... She makes things a lot easier for me and my mom. She is very quick restarting services every time mom leaves the hospital. Whenever I need something, she gets it taken care of that same day. If there is something that PASSPORT doesn’t handle, she tells me who does. She’s a rarity, don’t lose her.” – *D.M., caregiver*

“I think PASSPORT is the greatest gift that anyone has given us. They have been there every step of the way with me learning about taking care of an Alzheimer’s patient. Every question has been answered and every need has been met. I would tell everyone about their services.” – *A.K., caregiver*

### PAA 3 Compliments

“PASSPORT - thank you for your support and for caring. Thank you.” – *K.C., participant*

“I couldn’t ask for better care.” – *M.C., participant*

“Thank you very much; I would have to go to a nursing home. I know I wouldn’t like it. God bless you all.” – *M.M., participant*

“This is not a concern or problem! I would like to tell you my case worker does an excellent job for all her clients. I’m happy to have her. And I thank God for PASSPORT.” – *E.C., participant*

“I would not be here without their help.” – *L.P., participant*

### PAA 4 Compliments

“D. has been very pleased with the PASSPORT services. It has been a great help to him. I could not do for him what the services have done.” – *P.D., caregiver*

“We are very satisfied with the PASSPORT program! It has been very helpful to Grandma and has helped to allow her to stay in her home with your assistance. You’ve definitely lowered the family stress levels and our concerns about her living at home. Thank you very much!!!” – *C.R., caregiver*

“I am 100% pleased with the PASSPORT program and the people I have had to deal with. Keep it up!” – *D.K., participant*

## Examples of Compliments and Concerns

### PAA 4 Compliments (continued)

“I want you to know that I would not be able to cope with life if I didn't have this wonderful PASSPORT program with the help of persons like M.M. and J.L. Thank you for the help and love.” – *M.M., participant*

“Thanks to PASSPORT I can live at home and not in a nursing home.” – *A.H., participant*

“Because of the PASSPORT program I haven't had to be hospitalized for several years. I have mental disorder as well as physical problems. Seeing a friendly face everyday helps my mood swings. This program has been a Godsend to me. Thanks you all!” – *C.T., participant*

### PAA 5 Compliments

“There is nothing more that I could say about what everyone has done to help me – everything could not have been done any better.” – *D.B., participant*

“I don't know what I would do without PASSPORT – it is my lifeline.” – *E.D., participant*

“I am extremely thankful for the PASSPORT program and the Ohio Department of Aging. Without this help, my mother would never have been able to be in her own house – the only place she feels safe. Thank you so very, very much.” – *J.M., caregiver*

“The PASSPORT services added several years to my being able to live in my home and I am extremely grateful. Everyone connected to the program were ‘top-notch’ and I have recommended the program to several elderly friends. CH went above and beyond to help my family and me and the aides became almost like family.” – *Anonymous, participant*

“I am retired from the medical field and the industrial field. I am satisfied with my treatment and the help with my overall concerns. I appreciate the help, advice and enjoy the treatment I receive.” – *D.M., participant*

“I think PASSPORT is a wonderful program for the elderly. It doesn't take your pride or respect away!” – *M.P., participant*

“The PASSPORT program has made a distinct difference in the quality of my life. I am able to stay in my home and feel comfortable, healthy, and safe. Everyone with this program looks after me with such care and warmth. I feel like I belong to an extended family. Thank you!” – *J.K., participant*

### PAA 6 Compliments

“This agency has been a blessing to my family and I pray that it will continue to be a blessing for many other families.” – *K.F., caregiver*

“The case managers are very polite and work fast when I need anything. Very nice that they called and checked in after the wind storm to see if I needed anything. Also very much appreciated that they called after my release from the hospital to check on me and see if I needed anything. I feel blessed to have such nice people looking out for me. My family and I both appreciate their help.” – *F.B., participant*

“I am very thankful for the PASSPORT waiver program. While my mother is being cared for it gives me (her daughter) the freedom to go out to my doctor and dental appointments and shopping I could not otherwise do. My mother loves that day care center and she gets to be with people around her age. P.P., her case manager, has been very helpful in our times of need and is a nice person. Thank you so much!” – *P.B., caregiver*

## Examples of Compliments and Concerns

### PAA 6 Compliments (continued)

“I have peace of mind knowing that my PASSPORT case manger is available should some problems arise. Thank you for this service.” – *R.W., participant*

“My dad loves his PASSPORT care – it’s allowed him to live independently in his own home. He is grateful to not be forced to live in a nursing care facility because of his age and infirmity. Thank you!” – *K.W., POA*

“If we need help anytime, we can call our case manager. She is very special to us. We love our PASSPORT program serving us. Thank you.” – *R.L. and E.L., participants*

### PAA 7 Compliments

“PASSPORT has been a lifesaver for me. I hope that it will be around forever. I thank PASSPORT very much for what they have done for me.” – *S.P., participant*

“My case manager is very good to me. She was able to give me the hours I needed to stay in my home and not be put in a nursing home. I am very grateful for her!” – *R.L., participant*

“I have had very positive, courteous relationships with the case workers I’ve had. Lot of the services I had no idea about till they became involved and I am grateful for their concern and care. Thank you.” – *P.S., participant*

“I have no problems but just want you to know I am very satisfied with my PASSPORT case manager and have and will always send other people to PASSPORT. You make it so I can stay at home and keep my home with what help I get. I can’t thank you enough.” – *J.F., participant*

“Thanks for all that you do to help people in need. I know that with PASSPORT, it’s improved my life.” – *W.D., participant*

“My ‘thank you’ seems so small compared to all you’ve done for me, but it comes from the heart. My case worker, T.E. is a treasure.” – *M.S., participant*

“C.M. is my mother-in-law’s case manager. C.M. goes above and beyond her duties, if I could give her an award I would! I could fill a book with examples of how, when, and to what extent she has been there to help me in the care of my mother-in-law. C.M. is very professional, knowledgeable and very caring of all the people she deals with.” – *M.W., caregiver*

### PAA 8 Compliments

“I have dealt with PASSPORT a number of times for my mother. I’ve always gotten what she needs – walker, nutritional supplements, etc. I would recommend PASSPORT over and over again. Thanks.” – *L.F., caregiver*

“I really appreciate the PASSPORT program because I am able to stay in my own home. All of the home health aides are kind, honest and very good to me and help me in any way I need them to.” – *E.K., participant*

“My mother is very happy with everything that PASSPORT has done for her. We have no complaints. We feel very fortunate to have such a caring agency to take care of any problems. Thank you” – *P.P., caregiver*

“I am so blessed to have the assistance of PASSPORT and I would not be able to live alone if it weren’t for this great agency. God bless you!” – *M.K., participant*

## Examples of Compliments and Concerns

### PAA 9 Compliments

"I welcome the opportunity to speak out for my case manager. I am 91 years of age and since April 2002, I have been totally blind. I feel therefore that I present an added concern for my case manager. However, she is extremely caring and compassionate and understanding of my personal problems. She calls and visits me on a regular schedule and my welfare and any need or problem she handles immediately. I am very grateful to my case manager and to the Area Agency on Aging office in Cambridge for all of their services and assistance to me." – *M.B., participant*

"I am very satisfied with PASSPORT. Without this program I don't know what I would do or how I could stay at home by myself in the daytime." – *M.P., participant*

"Words can't tell you how grateful I am for PASSPORT – it has been a godsend. Before I had these services I couldn't keep up with my work at home and I'd overdo and get down. Every time I'd get recovered I'd be behind and overdo again. With PASSPORT I've slowly regained my strength and I think my case worker would agree with that. She and all the providers are a joy to know and work with. Thank you from the bottom of my heart. I am grateful." – *K.S., participant*

"I am well pleased with the PASSPORT agency. My aunt's case manager helps her with all of her needs with the program. I don't know what I would do without this program. Thank you." – *E.W., caregiver*

### PAA 10A Compliments

"My mother's case manager, M.C. is the most professional and caring person that I ever met. She goes out of her way to make sure that my mother has everything that she needs for her healthcare. M.C. follows up with all questions and concerns. Thank you MC!" – *R.P., caregiver*

"I live in America not long and ask (my case manager) C.J. lots of questions about different sides of life here... He asks me about all my needs and always helps me. I feel myself sure because I can call C.J. at any time and all my problems will be solved. He is considerate and patient man. He is a very goods person." – *A.P., participant*

"I and my family are very pleased with this program and very happy. We would like to thank my mother's PASSPORT case manager, D.L., for all of her good work and help. Thank you." – *B.C., POA*

"My name is M.G. and I am a Holocaust survivor... My PASSPORT case manager, B.W. is a special person, very friendly and nice... She helps me solve my many problems. God bless America and people who work with PASSPORT consumers." – *M.G., participant*

"Thanks to Ms. C., she's always there when I need her, so I never worry. I relax because she's right on a problem - ask and you receive - whatever you need at the time. Thank you and God too, for the care she takes if me and many others." – *E.B., participant*

"I am caretaker of H.B., who is my uncle. I have talked with the PASSPORT agency and case manager and I am well pleased with the service. Thanks so very much for the help you have given him and my grandmother." – *D.W., caregiver*

## Examples of Compliments and Concerns

### PAA 10B Compliments

“It is very reassuring to me to be able to turn to my local PASSPORT office and to be able to speak with such a competent and caring staff. Thank you.” – *M.A., participant*

“Home health aides and nurses do everything they can to help make life easier. They treat me with respect and I believe they genuinely care about my well being. My thanks to the PASSPORT program and everyone involved.” – *Anonymous, participant*

“I take care of my mother and PASSPORT has been a Blessing. Thank you for being there.” – *D.R., caregiver*

“This is the most wonderful program I have ever heard of. I thank God every day that such help is available and that it is operated by the most kind and helpful people I have ever met. Thank you.” – *L.P., participant*

“VP is our case worker and she has been MORE than wonderful – she is kind, professional and always willing to make my parents’ lives healthier, safer, and happier. She and the Agency couldn’t be any more wonderful. Thank you.” – *D.F., caregiver*

“My PASSPORT case manager is S.T., whom I feel goes above and beyond to help me. She’s kind, warm, and efficient – I cannot say enough for S.T. I wish all PASSPORT workers were as wonderful as S.T.. When I first got with PASSPORT, I was not accepting as well as now. Now I am completely satisfied and I would like to say thank you so very much for PASSPORT and S.T.” – *M.P., participant*

### PAA 11 Compliments

“This wonderful program has afforded my mother to continue to live in her own place and she has always been treated with nothing but the utmost respect... By being able to remain in her home, she has been able to stay in her church, keep the same doctors and visit with friends and family she has. I really believe this is a huge reason her mental state is as good as it is... I couldn’t possibly do everything you would do for her, but I really treasure coming to visit with her and not having to handle all of her paperwork, pills and bills. God Bless You All.” – *Anonymous, caregiver*

“PASSPORT service make a significant difference in the life of my mother. We greatly appreciate how PASSPORT improves the quality of her life. Thank You!” – *B.S., caregiver*

“I deeply appreciate the care given to me – getting in and out of the shower, grocery shopping, etc. More than the many chores, the concern they have of my well-being.” – *F.M., participant*

“I am grateful for the help and services of PASSPORT. I don’t want my wife in a nursing home as long as I am able to care for her with the help of PASSPORT. Their help and assistance is a great help! Thank you.” – *G.S., caregiver*

“I think PASSPORT is a blessing to a lot of us. I wouldn’t know what to do. My case manager does good to me.” – *L.V., participant*

“Thank you PASSPORT for helping with my 90 year old mother. Anytime or anything we needed for my mother your fine company took care of it! Thank you again.” – *V.C., caregiver*

**Ohio** | Department of  
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