



## News Release

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### **PASSPORT program receives 99 percent satisfaction rating**

Consumers gave Ohio's 12 Area Agencies on Aging (AAAs) a better than 99% approval rating on their management of the PASSPORT program throughout 2011. On January 30, the Ohio Department of Aging released data reporting results of its consumer satisfaction survey for the entire state. Consumers rated their satisfaction through participation in programs offered by AAAs at over 99% statewide.

"We are passionate about providing information to individuals and family members and helping them navigate through a complex system of care when they need it most," said Central Ohio Area Agency on Aging Director Cindy Farson.

"Our employees work very hard to respond to the needs of frail people who rely on in-home services, like PASSPORT, to remain in their communities."

"I am not sure what my dad would do without PASSPORT and the amazing level of care he receives," said Ken Holley, whose father lives in Madison County.

"My dad is 88 and I live in San Diego, CA," he added. "I rest assured that any questions he has, he will get clear answers from (his care manager), and the level of relief that I feel is hard to put into words."

The agencies on aging were created by the Older Americans Act of 1965. The Act directs AAAs to advocate for and to serve older Ohioans, their families, and caregivers. In all 88 Ohio counties, AAAs provide information and referral to local aging programs, and they screen and assess people seeking long term care. They also provide care management for older adults receiving long-term care services, including the PASSPORT program. In addition, AAAs provide care transitions programs to keep people in their homes and communities rather than nursing facilities, and they offer elder rights, wellness, prevention, education and respite programs.

Executive Director of the Ohio Association of Area Agencies on Aging Larke Recchie, called the results a remarkable achievement. She said, "It is gratifying to see tangible evidence of how well our Area Agencies on Aging are serving Ohioans and how much our consumers value the services we provide and the manner in which we provide them."

The Central Ohio Area Agency on Aging promotes older adult independence, dignity and choice, and serves Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway and Union counties.