



## ***A NOTE ABOUT PROVIDER REFERRALS –***

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The 10B region, which includes Summit, Portage, Stark and Wayne counties, has a surplus of providers of all PASSPORT services, and competition between provider agencies is intense. We have over 150 providers of all services and 60+ providers of personal care/homemaker service. Our staff does not select a provider for any given consumer; instead, we educate consumers and have the consumer make the selection on their own. We estimate that approximately half of those selections are based simply on name recognition alone. With standard enrollment capped at 58 clients per month, this should make it clear that most providers, especially newer or less well known ones, will not receive many referrals. Whether referrals are received or not, the provider is obligated to remain compliant with the regulations as well as undergo an annual review and compliance audit in their office by the staff of the Agency on Aging (and/or the Ohio Department of Aging and/or the Ohio Department of Job and Family Services). As this is a business decision, prospective providers should take this into consideration in deciding whether or not to pursue participation in the PASSPORT program.

If interested in applying for certification in the PASSPORT program, your company must currently be compliant with the PP regulations (policies, procedures, forms, personnel files and qualifications, consumer records, etc.) *at the point of application*. This means you must implement policies and procedures that are compliant with the PASSPORT rules before you submit the application package, and be able to produce documentation of your compliance with each regulation. Failure to do so could result in denial of certification, which would then prohibit your company from reapplying for a minimum of one (1) year.

The application forms are also available on this website.