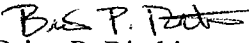




JUN 24 2005

TO: Edwin L. Walker
Deputy Assistant Secretary for Policy and Programs
Administration on Aging

FROM: 
Brian P. Ritchie
Acting Deputy Inspector General
for Evaluation and Inspections

SUBJECT: Performance Data for the Senior Medicare Patrol Projects: June 2005
Performance Report (OEI-02-04-00361)

The Administration on Aging (AoA) requested the Office of Inspector General (OIG) to collect performance data from the Senior Medicare Patrol Projects. These projects receive grants from AoA to recruit retired professionals to serve as educators and resources in assisting beneficiaries to detect and report fraud, waste, and abuse in the Medicare program. A total of 57 projects operated from July through December 2004. At least 1 project is located in each of the 50 States, the District of Columbia, and Puerto Rico.

In the 6 months from July through December 2004, the 57 projects educated 179,603 beneficiaries in 79,727 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 6,338 complaints, of which 559 were referred to Medicare contractors for followup. A total of 328 complaints resulted in money recouped to the Medicare program or some other action taken by the Medicare contractor or investigative agency. In total, the projects documented \$27,281 recouped to the Medicare program. The projects also reported \$17,109 in savings to the Medicaid program and \$149,143 in savings to beneficiaries. A total of \$9,374 of the reported savings to beneficiaries was documented.

In February 1999, OIG issued a report on the projects' first-year performance data (OEI-02-97-00522). OIG has since released reports on these performance data for each subsequent 6-month period. Since the inception of the program 8 years ago, a total of 62 projects (5 of which closed between June 2002 and December 2003) have educated approximately 2 million beneficiaries in 535,139 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 47,085 complaints, of which 4,365 resulted in some action. Total savings to the Medicare program attributable to the projects are \$3,972,848. Self-reported savings to beneficiaries, Medicaid, and other payers were approximately \$100 million. Most of the \$100 million in savings is the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare. The appendixes contain more information on the performance of each grantee.

We continue to emphasize that the number of beneficiaries who have learned to detect fraud, waste, and abuse from the Senior Medicare Patrol Projects, and who subsequently call the OIG fraud hotline or other contacts, cannot be tracked. Therefore, the projects may not be receiving full credit for savings attributable to their work. In addition, substantial savings, which cannot be tracked, may be derived from a sentinel effect whereby fraud and errors are reduced in light of Medicare beneficiaries' scrutiny of their bills.

The Centers for Medicare & Medicaid Services developed a tracking system that requires all contractors to provide semiannual reports of all complaints initiated by the Senior Medicare Patrol Projects. We requested that each project director submit all tracking reports and correspondence they may have received from the contractors, regardless of whether actual savings occurred. In the 6 months from July through December 2004, we received such documentation for 22 of the 57 projects. Sixteen of these twenty-two project directors submitted at least one tracking system report. We received letters or e-mail correspondence from contractors to the grantees for the other six. Eight of the sixteen project directors submitted tracking system reports that included documented savings to the Medicare program.

We will continue to monitor the projects and provide you with summary reports of performance data. If you have any questions, please call me at (202) 619-0480 or you may contact Jodi Nudelman, Acting Regional Inspector General for Evaluation and Inspections, New York region, at (212) 264-2000.

Attachments:

Appendix A - Summary of Performance for All Projects Since 1997

Appendix B - Summary of Performance for All Projects for 2004

Appendix C - Projects' Results for Each Performance Measure

Appendix D - Individual Project Results for 2004

Senior Medicare Patrol Projects' Performance Measure Results

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Summary of Performance for All Projects Since 1997

The following table provides the overall performance measure results for all 62 projects that have ever operated since 1997.

Cumulative totals since 1997 are no longer reported for performance measure 9.

Total savings to Medicaid, beneficiaries, and other entities were not broken out prior to July 2003. Therefore, this table does not contain data for performance measures 15A, 15B, and 15C.

Summary of Performance for All Projects Since 1997		
OUTPUT MEASURES		
1	Number of training sessions conducted to train <u>new</u> volunteers	7,338
2	Number of <u>new</u> volunteers trained	48,351
3	Number of media events conducted	117,117
4	Number of community education events conducted	29,429
OUTCOME MEASURES		
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	18,299
6	Number of group sessions for beneficiaries led by volunteers	38,757
7	Number of beneficiaries who attended group sessions led by volunteers	1,496,829
8	Number of one-on-one sessions held between beneficiaries and volunteers	496,382
7 + 8	Total number of beneficiaries educated	1,993,211
9	Estimated number of people reached by media events	NA
10	Estimated number of people reached by community education events	15,158,169
11	Number of complaints received attributable to the project	47,085
12	Number of complaints referred for followup	9,467
13	Number of complaints that resulted in some action	4,365
14	Medicare funds recovered attributable to the project	\$3,972,848
15A	Medicaid funds recovered attributable to the project	NA
15B	Savings to beneficiaries attributable to the project	NA
15C	Other savings attributable to the project	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$100,181,686
14 + 15	Total savings attributable to the project	\$104,154,534

Summary of Performance for All Projects for 2004

The following table provides data for the 57 projects that operated in 2004.

Summary of Performance for All Projects for 2004				
		January through June	July through December	Total for 2004
OUTPUT MEASURES				
1	Number of training sessions conducted to train new volunteers	648	580	1,228
2	Number of new volunteers trained	3,380	2,725	6,105
3	Number of media events conducted	16,815	7,931	24,746
4	Number of community education events conducted	3,733	3,550	7,283
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	1,845	985	2,830
6	Number of group sessions for beneficiaries led by volunteers	4,704	2,999	7,703
7	Number of beneficiaries who attended group sessions led by volunteers	170,170	102,875	273,045
8	Number of one-on-one sessions held between beneficiaries and volunteers	77,826	76,728	154,554
7 + 8	Total number of beneficiaries educated	247,996	179,603	427,599
9	Estimated number of people reached by media events	1,479,857,951 ¹	45,466,817	NA
10	Estimated number of people reached by community education events	641,430	491,871	1,133,301
11	Number of complaints received attributable to the project	2,984	6,338	9,322
12	Number of complaints referred for followup	522	559	1,081
13	Number of complaints that resulted in some action	195	328	523
14	Medicare funds recovered attributable to the project	\$42,223	\$27,281	\$69,504
15A	Medicaid funds recovered attributable to the project	\$200,000	\$17,109	\$217,109
15B	Savings to beneficiaries attributable to the project	\$206,867	\$149,143	\$356,010
15C	Other savings attributable to the project	\$29,037	\$900	\$29,937
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$435,904	\$167,152	\$603,056
14 + 15	Total savings attributable to the project	\$478,127	\$194,433	\$672,560

¹ Prior to July 2004, some grantees calculated performance measure 9, “Estimated number of people reached by media events,” by adding the estimated number of people reached each time an advertisement was aired or printed, causing duplication. Due to this discrepancy, the numbers are not totaled.

Projects' Results for Each Performance Measure

The following tables provide the results for each performance measure for each of the 57 Senior Medicare Patrol Projects.

For the July 2004 through December 2004 reporting period, grantees were asked to calculate performance measure 9, "Estimated number of people reached by media events," as the unduplicated count of people exposed to a particular media event. Therefore, if the media event is an aired or printed advertisement, the estimated number of people reached is counted once, regardless of how often the advertisement runs. Prior to the current reporting period, some grantees counted these events differently.

A P P E N D I X - C

PERFORMANCE MEASURE 1: Number of Training Sessions Conducted to Train New Volunteers							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	42	20	62	Nebraska	3	4	7
Alaska	13	2	15	Nevada	4	3	7
Arizona	19	74	93	New Hampshire	1	0	1
Arkansas	4	9	13	New Jersey	1	0	1
California	6	2	8	New Mexico	14	24	38
Colorado	1	0	1	New York	56	28	84
Connecticut	16	4	20	North Carolina	16	2	18
Delaware	3	1	4	North Dakota	10	1	11
DC – AARP	0	1	1	Ohio – COAAA	0	1	1
DC – FH	5	5	10	Ohio – PSI	1	0	1
Florida	2	1	3	Oklahoma	10	1	11
Georgia – ARC	2	3	5	Oregon	16	4	20
Georgia – DHR	4	6	10	Pennsylvania	1	1	2
Hawaii	8	2	10	Puerto Rico	4	5	9
Idaho	13	8	21	Rhode Island	0	1	1
Illinois	12	4	16	South Carolina	4	1	5
Indiana	7	9	16	South Dakota	0	1	1
Iowa	6	7	13	Tennessee	3	10	13
Kansas	2	0	2	Texas – BBBEF	0	0	0
Kentucky	14	9	23	Texas – NHCOA	42	8	50
Louisiana	2	3	5	Utah	6	19	25
Maine	19	5	24	Vermont	2	2	4
Maryland	18	24	42	Virginia	4	2	6
Massachusetts	8	7	15	Washington	162	204	366
Michigan	2	5	7	West Virginia	1	1	2
Minnesota	4	16	20	WI – CWAG	8	3	11
Mississippi	33	15	48	WI – GLITC	1	1	2
Missouri	8	1	9	Wyoming	1	1	2
Montana	4	9	13				

PERFORMANCE MEASURE 1	January – June	July – December	Total 2004
TOTAL	648	580	1,228

PERFORMANCE MEASURE 2: Number of New Volunteers Trained							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	218	116	334	Nebraska	11	19	30
Alaska	2	127	129	Nevada	1	3	4
Arizona	39	30	69	New Hampshire	36	3	39
Arkansas	14	54	68	New Jersey	35	0	35
California	187	70	257	New Mexico	15	14	29
Colorado	5	0	5	New York	264	692	956
Connecticut	226	50	276	North Carolina	75	6	81
Delaware	19	2	21	North Dakota	57	7	64
DC – AARP	0	5	5	Ohio – COAAA	0	18	18
DC – FH	4	3	7	Ohio – PSI	7	0	7
Florida	34	4	38	Oklahoma	237	4	241
Georgia – ARC	5	5	10	Oregon	71	50	121
Georgia – DHR	36	30	66	Pennsylvania	5	7	12
Hawaii	59	12	71	Puerto Rico	6	15	21
Idaho	19	7	26	Rhode Island	0	2	2
Illinois	6	16	22	South Carolina	15	2	17
Indiana	131	63	194	South Dakota	0	2	2
Iowa	6	32	38	Tennessee	55	39	94
Kansas	58	0	58	Texas – BBBEF	0	0	0
Kentucky	45	8	53	Texas – NHCOA	53	83	136
Louisiana	98	76	174	Utah	288	176	464
Maine	25	23	48	Vermont	5	19	24
Maryland	4	407	411	Virginia	27	7	34
Massachusetts	40	77	117	Washington	268	84	352
Michigan	13	22	35	West Virginia	25	2	27
Minnesota	65	44	109	WI – CWAG	89	49	138
Mississippi	262	27	289	WI – GLITC	6	52	58
Missouri	90	6	96	Wyoming	11	6	17
Montana	8	48	56				

PERFORMANCE MEASURE 2	January – June	July – December	Total 2004
TOTAL	3,380	2,725	6,105

PERFORMANCE MEASURE 3: Number of Media Events Conducted							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	95	76	171	Nebraska	81	24	105
Alaska	7	2	9	Nevada	12	6	18
Arizona	24	28	52	New Hampshire	16	18	34
Arkansas	17	19	36	New Jersey	0	3	3
California	26	17	43	New Mexico	9	15	24
Colorado	7	33	40	New York	63	17	80
Connecticut	30	12	42	North Carolina	14	10	24
Delaware	171	11	182	North Dakota	14	32	46
DC – AARP	2	2	4	Ohio – COAAA	165	175	340
DC – FH	4	5	9	Ohio – PSI	627	556	1,183
Florida	40	38	78	Oklahoma	9	906	915
Georgia – ARC	25	18	43	Oregon	20	3	23
Georgia – DHR	7	24	31	Pennsylvania	8	4	12
Hawaii	2	9	11	Puerto Rico	491	6	497
Idaho	29	35	64	Rhode Island	1,281	1,227	2,508
Illinois	1,219	32	1,251	South Carolina	2	13	15
Indiana	143	16	159	South Dakota	13	2	15
Iowa	2,064	2,249	4,313	Tennessee	49	53	102
Kansas	4	6	10	Texas – BBBEF	3	4	7
Kentucky	252	61	313	Texas – NHCOA	14	26	40
Louisiana	4	49	53	Utah	2	9	11
Maine	65	117	182	Vermont	4	6	10
Maryland	56	427	483	Virginia	28	39	67
Massachusetts	58	201	259	Washington	124	83	207
Michigan	10	1	11	West Virginia	8	28	36
Minnesota	10	2	12	WI – CWAG	1,160	66	1,226
Mississippi	1,910	627	2,537	WI – GLITC	3	10	13
Missouri	9	13	22	Wyoming	4	3	7
Montana	6,301	457	6,758				

PERFORMANCE MEASURE 3	January – June	July – December	Total 2004
TOTAL	16,815	7,931	24,746

PERFORMANCE MEASURE 4: Number of Community Education Events Conducted							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	198	254	452	Nebraska	62	68	130
Alaska	13	15	28	Nevada	20	17	37
Arizona	144	97	241	New Hampshire	52	78	130
Arkansas	30	26	56	New Jersey	10	12	22
California	52	64	116	New Mexico	56	105	161
Colorado	31	35	66	New York	115	33	148
Connecticut	116	78	194	North Carolina	55	27	82
Delaware	17	8	25	North Dakota	2	14	16
DC – AARP	8	13	21	Ohio – COAAA	203	50	253
DC – FH	20	16	36	Ohio – PSI	26	15	41
Florida	64	16	80	Oklahoma	32	47	79
Georgia – ARC	41	7	48	Oregon	93	39	132
Georgia – DHR	55	72	127	Pennsylvania	21	47	68
Hawaii	9	14	23	Puerto Rico	22	29	51
Idaho	85	95	180	Rhode Island	7	6	13
Illinois	276	49	325	South Carolina	11	24	35
Indiana	87	75	162	South Dakota	63	15	78
Iowa	112	132	244	Tennessee	107	121	228
Kansas	2	2	4	Texas – BBBEF	64	167	231
Kentucky	75	38	113	Texas – NHCOA	78	26	104
Louisiana	12	69	81	Utah	37	30	67
Maine	59	84	143	Vermont	28	22	50
Maryland	53	329	382	Virginia	153	121	274
Massachusetts	250	503	753	Washington	45	49	94
Michigan	50	8	58	West Virginia	8	33	41
Minnesota	212	65	277	WI – CWAG	10	31	41
Mississippi	170	76	246	WI – GLITC	22	18	40
Missouri	8	30	38	Wyoming	16	9	25
Montana	66	27	93				

PERFORMANCE MEASURE 4	January – June	July – December	Total 2004
TOTAL	3,733	3,550	7,283

PERFORMANCE MEASURE 5: Number of Volunteers Who, for the First Time, Conducted Activities to Educate Beneficiaries							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	46	35	81	Nebraska	34	29	63
Alaska	2	127	129	Nevada	0	3	3
Arizona	39	29	68	New Hampshire	5	1	6
Arkansas	10	25	35	New Jersey	3	0	3
California	16	22	38	New Mexico	15	14	29
Colorado	6	3	9	New York	420	256	676
Connecticut	18	3	21	North Carolina	4	3	7
Delaware	12	4	16	North Dakota	10	4	14
DC – AARP	0	0	0	Ohio – COAAA	9	29	38
DC – FH	2	2	4	Ohio – PSI	7	0	7
Florida	7	7	14	Oklahoma	11	0	11
Georgia – ARC	3	5	8	Oregon	71	50	121
Georgia – DHR	8	8	16	Pennsylvania	5	3	8
Hawaii	5	0	5	Puerto Rico	2	1	3
Idaho	11	3	14	Rhode Island	0	2	2
Illinois	86	7	93	South Carolina	0	0	0
Indiana	7	6	13	South Dakota	5	6	11
Iowa	6	32	38	Tennessee	55	16	71
Kansas	6	0	6	Texas – BBBEF	0	0	0
Kentucky	29	6	35	Texas – NHCOA	17	0	17
Louisiana	2	41	43	Utah	345	56	401
Maine	13	5	18	Vermont	0	0	0
Maryland	0	1	1	Virginia	4	2	6
Massachusetts	17	3	20	Washington	268	84	352
Michigan	15	0	15	West Virginia	0	5	5
Minnesota	3	8	11	WI – CWAG	4	8	12
Mississippi	63	15	78	WI – GLITC	0	0	0
Missouri	90	6	96	Wyoming	5	2	7
Montana	24	8	32				

PERFORMANCE MEASURE 5	January – June	July – December	Total 2004
TOTAL	1,845	985	2,830

PERFORMANCE MEASURE 6: Number of Group Sessions for Beneficiaries Led by Volunteers							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	309	164	473	Nebraska	67	108	175
Alaska	0	10	10	Nevada	14	11	25
Arizona	7	24	31	New Hampshire	48	7	55
Arkansas	44	45	89	New Jersey	64	68	132
California	207	53	260	New Mexico	38	97	135
Colorado	92	46	138	New York	145	59	204
Connecticut	16	10	26	North Carolina	15	15	30
Delaware	57	64	121	North Dakota	0	4	4
DC – AARP	29	19	48	Ohio – COAAA	40	38	78
DC – FH	16	7	23	Ohio – PSI	57	41	98
Florida	14	33	47	Oklahoma	11	0	11
Georgia – ARC	109	46	155	Oregon	76	41	117
Georgia – DHR	15	15	30	Pennsylvania	166	103	269
Hawaii	45	25	70	Puerto Rico	77	58	135
Idaho	149	147	296	Rhode Island	27	10	37
Illinois	214	73	287	South Carolina	94	64	158
Indiana	88	19	107	South Dakota	6	3	9
Iowa	325	241	566	Tennessee	120	123	243
Kansas	6	0	6	Texas – BBBEF	17	7	24
Kentucky	292	147	439	Texas – NHCOA	40	25	65
Louisiana	5	75	80	Utah	26	38	64
Maine	155	137	292	Vermont	0	0	0
Maryland	205	1	206	Virginia	83	30	113
Massachusetts	0	205	205	Washington	289	132	421
Michigan	44	23	67	West Virginia	0	10	10
Minnesota	34	7	41	WI – CWAG	77	52	129
Mississippi	445	106	551	WI – GLITC	0	0	0
Missouri	38	9	47	Wyoming	8	6	14
Montana	139	98	237				

PERFORMANCE MEASURE 6	January – June	July – December	Total 2004
TOTAL	4,704	2,999	7,703

PERFORMANCE MEASURE 7: Number of Beneficiaries Who Attended Group Sessions Led by Volunteers							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	13,505	11,032	24,537	Nebraska	1,938	3,350	5,288
Alaska	0	100	100	Nevada	1,050	210	1,260
Arizona	4,056	1,140	5,196	New Hampshire	1,174	374	1,548
Arkansas	1,668	1,029	2,697	New Jersey	4,291	3,945	8,236
California	7,977	1,590	9,567	New Mexico	1,140	7,682	8,822
Colorado	2,232	1,637	3,869	New York	3,393	1,885	5,278
Connecticut	467	482	949	North Carolina	391	665	1,056
Delaware	1,179	1,179	2,358	North Dakota	0	116	116
DC – AARP	756	645	1,401	Ohio – COAAA	985	708	1,693
DC – FH	441	400	841	Ohio – PSI	1,375	958	2,333
Florida	885	976	1,861	Oklahoma	200	0	200
Georgia – ARC	2,771	1,323	4,094	Oregon	12,442	816	13,258
Georgia – DHR	410	415	825	Pennsylvania	11,876	2,967	14,843
Hawaii	1,683	1,611	3,294	Puerto Rico	2,172	1,794	3,966
Idaho	1,210	4,478	5,688	Rhode Island	405	212	617
Illinois	12,562	2,968	15,530	South Carolina	2,464	1,780	4,244
Indiana	2,178	302	2,480	South Dakota	320	350	670
Iowa	6,272	7,973	14,245	Tennessee	7,585	8,506	16,091
Kansas	75	0	75	Texas – BBBEF	721	139	860
Kentucky	8,828	4,497	13,325	Texas – NHCOA	1,670	1,650	3,320
Louisiana	47	1,482	1,529	Utah	1,015	705	1,720
Maine	2,666	2,807	5,473	Vermont	0	0	0
Maryland	6,922	0	6,922	Virginia	3,921	464	4,385
Massachusetts	0	0	0	Washington	12,000	6,279	18,279
Michigan	1,829	1,145	2,974	West Virginia	0	241	241
Minnesota	61	251	312	WI – CWAG	3,946	1,982	5,928
Mississippi	7,772	1,945	9,717	WI – GLITC	0	0	0
Missouri	1,164	191	1,355	Wyoming	176	206	382
Montana	3,904	3,293	7,197				

PERFORMANCE MEASURE 7	January – June	July – December	Total 2004
TOTAL	170,170	102,875	273,045

PERFORMANCE MEASURE 8: Number of One-on-One Sessions Held Between Beneficiaries and Volunteers							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	5,828	961	6,789	Nebraska	234	357	591
Alaska	1	25	26	Nevada	12	65	77
Arizona	23	30	53	New Hampshire	2,813	1,881	4,694
Arkansas	3	57	60	New Jersey	150	250	400
California	18	68	86	New Mexico	14,974	17,957	32,931
Colorado	56	39	95	New York	5,593	5,441	11,034
Connecticut	13	16	29	North Carolina	17	8	25
Delaware	96	16	112	North Dakota	20	10	30
DC – AARP	0	0	0	Ohio – COAAA	236	628	864
DC – FH	707	40	747	Ohio – PSI	19	22	41
Florida	49	2	51	Oklahoma	10	0	10
Georgia – ARC	226	266	492	Oregon	285	2,261	2,546
Georgia – DHR	3	84	87	Pennsylvania	471	137	608
Hawaii	2	0	2	Puerto Rico	360	324	684
Idaho	647	418	1,065	Rhode Island	0	0	0
Illinois	100	6	106	South Carolina	7	100	107
Indiana	123	240	363	South Dakota	162	124	286
Iowa	31	52	83	Tennessee	169	1,043	1,212
Kansas	24	15	39	Texas – BBBEF	28	5	33
Kentucky	1,853	1,325	3,178	Texas – NHCOA	364	116	480
Louisiana	89	399	488	Utah	455	417	872
Maine	346	436	782	Vermont	0	0	0
Maryland	1,648	1,318	2,966	Virginia	0	0	0
Massachusetts	6,320	13,487	19,807	Washington	29,636	23,179	52,815
Michigan	11	13	24	West Virginia	0	3	3
Minnesota	7	11	18	WI – CWAG	13	39	52
Mississippi	1,882	307	2,189	WI – GLITC	0	0	0
Missouri	81	110	191	Wyoming	842	921	1,763
Montana	769	1,699	2,468				

PERFORMANCE MEASURE 8	January – June	July – December	Total 2004
TOTAL	77,826	76,728	154,554

PERFORMANCE MEASURE 9: Estimated Number of People Reached by Media Events							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	402,426	1,053,768	NA	Nebraska	2,849,444	624,811	NA
Alaska	500,000	500,000	NA	Nevada	135,000	6,000	NA
Arizona	47,768	10,333	NA	New Hampshire	300,000	300,000	NA
Arkansas	737,428	257,200	NA	New Jersey	0	750,000	NA
California	6,011,000	4,413,000	NA	New Mexico	325,000	494,000	NA
Colorado	149,200	489,000	NA	New York	452,700	252,000	NA
Connecticut	619,372	593,000	NA	North Carolina	231,218	44,300	NA
Delaware	11,000,000	600,000	NA	North Dakota	100,000	27,450	NA
DC – AARP	18,000,000	690,000	NA	Ohio – COAAA	1,205,879	650,000	NA
DC – FH	1,248,535	17,000	NA	Ohio – PSI	3,133,121	3,123,413	NA
Florida	3,066,896	1,773,533	NA	Oklahoma	307,005	271,000	NA
Georgia – ARC	279,850	109,500	NA	Oregon	3,209,414	23,000	NA
Georgia – DHR	391,725	582,186	NA	Pennsylvania	1,106,210	200,000	NA
Hawaii	500,000	420,000	NA	Puerto Rico	1,055,300	425,000	NA
Idaho	395,970	308,502	NA	Rhode Island	6,300,000	7,000,000	NA
Illinois	763,736	2,221,000	NA	South Carolina	51,091	16,729	NA
Indiana	1,428,266	88,769	NA	South Dakota	1,151	14,184	NA
Iowa	1,383,664,631	1,896,846	NA	Tennessee	3,640,893	727,526	NA
Kansas	8,000	27,500	NA	Texas – BBBEF	200,000	27,038	NA
Kentucky	4,734,027	879,961	NA	Texas – NHCOA	653,000	2,300,000	NA
Louisiana	100,000	31,200	NA	Utah	300	3,227	NA
Maine	1,205,839	1,467,356	NA	Vermont	193,000	134,204	NA
Maryland	446,952	104,100	NA	Virginia	1,274,413	1,475,200	NA
Massachusetts	300,000	3,794,987	NA	Washington	5,488,404	920,721	NA
Michigan	1,070,771	10,000	NA	West Virginia	1,317,579	1,769,380	NA
Minnesota	979,687	5,500	NA	WI – CWAG	6,028,020	58,837	NA
Mississippi	953,075	391,065	NA	WI – GLITC	519	7,404	NA
Missouri	271,500	300,000	NA	Wyoming	105,015	55,330	NA
Montana	917,621	730,757	NA				

PERFORMANCE MEASURE 9	January – June	July – December	Total 2004
TOTAL	1,479,857,951	45,466,817	NA

PERFORMANCE MEASURE 10: Estimated Number of People Reached by Community Education Events							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	72,503	72,941	145,444	Nebraska	23,466	9,366	32,832
Alaska	130	200	330	Nevada	10,455	4,070	14,525
Arizona	9,671	9,319	18,990	New Hampshire	10,800	10,200	21,000
Arkansas	2,425	2,771	5,196	New Jersey	5,750	8,850	14,600
California	23,768	5,894	29,662	New Mexico	18,715	47,021	65,736
Colorado	836	1,439	2,275	New York	15,501	7,115	22,616
Connecticut	13,287	4,187	17,474	North Carolina	12,496	2,690	15,186
Delaware	1,829	2,827	4,656	North Dakota	141	2,585	2,726
DC – AARP	6,150	9,860	16,010	Ohio – COAAA	64,259	10,000	74,259
DC – FH	85,000	650	85,650	Ohio – PSI	703	3,336	4,039
Florida	5,435	1,146	6,581	Oklahoma	9,317	4,697	14,014
Georgia – ARC	3,430	596	4,026	Oregon	994	4,615	5,609
Georgia – DHR	4,773	6,494	11,267	Pennsylvania	1,226	11,443	12,669
Hawaii	4,200	10,500	14,700	Puerto Rico	1,167	2,151	3,318
Idaho	9,649	5,031	14,680	Rhode Island	15,000	11,000	26,000
Illinois	19,462	11,303	30,765	South Carolina	3,950	4,207	8,157
Indiana	9,470	30,650	40,120	South Dakota	1,859	380	2,239
Iowa	3,767	9,732	13,499	Tennessee	17,644	45,567	63,211
Kansas	1,000	80	1,080	Texas – BBBEF	2,885	2,935	5,820
Kentucky	5,291	3,354	8,645	Texas – NHCOA	2,745	7,370	10,115
Louisiana	244	2,950	3,194	Utah	1,496	7,030	8,526
Maine	5,397	13,541	18,938	Vermont	415	772	1,187
Maryland	8,804	5,766	14,570	Virginia	38,862	4,294	43,156
Massachusetts	20,000	25,437	45,437	Washington	13,415	10,088	23,503
Michigan	475	423	898	West Virginia	3,360	5,368	8,728
Minnesota	11,965	2,072	14,037	WI – CWAG	1,125	11,866	12,991
Mississippi	25,724	4,917	30,641	WI – GLITC	585	1,705	2,290
Missouri	1,000	2,400	3,400	Wyoming	511	310	821
Montana	6,903	4,360	11,263				

PERFORMANCE MEASURE 10	January – June	July – December	Total 2004
TOTAL	641,430	491,871	1,133,301

PERFORMANCE MEASURE 11: Number of Complaints Received Attributable to the Project							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	365	612	977	Nebraska	11	12	23
Alaska	1	3	4	Nevada	55	11	66
Arizona	78	41	119	New Hampshire	25	5	30
Arkansas	39	50	89	New Jersey	19	44	63
California	21	68	89	New Mexico	42	2,912	2,954
Colorado	8	5	13	New York	218	200	418
Connecticut	43	18	61	North Carolina	72	21	93
Delaware	7	16	23	North Dakota	0	0	0
DC – AARP	27	48	75	Ohio – COAAA	7	3	10
DC – FH	25	5	30	Ohio – PSI	4	3	7
Florida	75	11	86	Oklahoma	5	13	18
Georgia – ARC	11	16	27	Oregon	0	4	4
Georgia – DHR	7	18	25	Pennsylvania	338	148	486
Hawaii	25	0	25	Puerto Rico	35	65	100
Idaho	649	626	1,275	Rhode Island	7	5	12
Illinois	19	3	22	South Carolina	1	2	3
Indiana	4	10	14	South Dakota	0	5	5
Iowa	44	52	96	Tennessee	32	14	46
Kansas	2	1	3	Texas – BBBEF	35	20	55
Kentucky	154	22	176	Texas – NHCOA	86	58	144
Louisiana	5	9	14	Utah	40	14	54
Maine	15	1	16	Vermont	1	3	4
Maryland	21	407	428	Virginia	26	23	49
Massachusetts	5	522	527	Washington	5	10	15
Michigan	11	0	11	West Virginia	0	5	5
Minnesota	14	31	45	WI – CWAG	30	22	52
Mississippi	85	59	144	WI – GLITC	0	0	0
Missouri	5	8	13	Wyoming	15	4	19
Montana	110	50	160				

PERFORMANCE MEASURE 11	January – June	July – December	Total 2004
TOTAL	2,984	6,338	9,322

PERFORMANCE MEASURE 12: Number of Complaints Referred for Followup							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	83	100	183	Nebraska	4	7	11
Alaska	1	0	1	Nevada	11	1	12
Arizona	7	2	9	New Hampshire	0	0	0
Arkansas	9	22	31	New Jersey	0	2	2
California	18	38	56	New Mexico	30	54	84
Colorado	2	1	3	New York	36	64	100
Connecticut	23	3	26	North Carolina	10	3	13
Delaware	1	4	5	North Dakota	0	0	0
DC – AARP	0	1	1	Ohio – COAAA	7	2	9
DC – FH	0	0	0	Ohio – PSI	0	0	0
Florida	3	1	4	Oklahoma	5	4	9
Georgia – ARC	9	5	14	Oregon	0	0	0
Georgia – DHR	4	12	16	Pennsylvania	6	3	9
Hawaii	0	0	0	Puerto Rico	27	44	71
Idaho	2	1	3	Rhode Island	5	4	9
Illinois	17	1	18	South Carolina	1	2	3
Indiana	0	2	2	South Dakota	0	0	0
Iowa	20	19	39	Tennessee	24	8	32
Kansas	2	1	3	Texas – BBBEF	28	8	36
Kentucky	6	3	9	Texas – NHCOA	26	6	32
Louisiana	2	0	2	Utah	16	16	32
Maine	7	0	7	Vermont	1	2	3
Maryland	0	2	2	Virginia	22	14	36
Massachusetts	0	0	0	Washington	3	3	6
Michigan	2	0	2	West Virginia	0	2	2
Minnesota	11	23	34	WI – CWAG	11	2	13
Mississippi	0	14	14	WI – GLITC	0	0	0
Missouri	5	3	8	Wyoming	1	0	1
Montana	14	50	64				

PERFORMANCE MEASURE 12	January – June	July – December	Total 2004
TOTAL	522	559	1,081

PERFORMANCE MEASURE 13: Number of Complaints that Resulted in Some Action							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	15	20	35	Nebraska	4	6	10
Alaska	0	0	0	Nevada	0	1	1
Arizona	0	0	0	New Hampshire	0	0	0
Arkansas	0	3	3	New Jersey	0	0	0
California	2	3	5	New Mexico	39	45	84
Colorado	0	0	0	New York	34	200	234
Connecticut	0	0	0	North Carolina	2	0	2
Delaware	0	0	0	North Dakota	0	0	0
DC – AARP	0	1	1	Ohio – COAAA	0	1	1
DC – FH	0	0	0	Ohio – PSI	0	0	0
Florida	0	0	0	Oklahoma	0	0	0
Georgia – ARC	0	1	1	Oregon	0	4	4
Georgia – DHR	3	6	9	Pennsylvania	3	0	3
Hawaii	0	0	0	Puerto Rico	3	9	12
Idaho	0	1	1	Rhode Island	0	0	0
Illinois	3	0	3	South Carolina	1	0	1
Indiana	0	0	0	South Dakota	0	0	0
Iowa	4	3	7	Tennessee	7	3	10
Kansas	0	0	0	Texas – BBBEF	13	3	16
Kentucky	3	0	3	Texas – NHCOA	34	1	35
Louisiana	1	0	1	Utah	4	4	8
Maine	4	1	5	Vermont	1	0	1
Maryland	0	1	1	Virginia	0	2	2
Massachusetts	0	0	0	Washington	0	0	0
Michigan	1	0	1	West Virginia	0	0	0
Minnesota	9	1	10	WI – CWAG	4	1	5
Mississippi	0	0	0	WI – GLITC	0	0	0
Missouri	0	2	2	Wyoming	1	0	1
Montana	0	5	5				

PERFORMANCE MEASURE 13	January – June	July – December	Total 2004
TOTAL	195	328	523

PERFORMANCE MEASURE 14: Medicare Funds Recovered Attributable to the Project							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	\$0	\$0	\$0	Nebraska	\$0	\$534	\$534
Alaska	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
California	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New York	\$22,005	\$22,686	\$44,691
Connecticut	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
DC – AARP	\$0	\$0	\$0	Ohio – COAAA	\$0	\$0	\$0
DC – FH	\$0	\$0	\$0	Ohio – PSI	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – ARC	\$0	\$45	\$45	Oregon	\$0	\$0	\$0
Georgia – DHR	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Puerto Rico	\$1,139	\$1,410	\$2,549
Idaho	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Tennessee	\$114	\$0	\$114
Kansas	\$0	\$0	\$0	Texas – BBBEF	\$18,926	\$962	\$19,888
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$0	\$65	\$65
Louisiana	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$1,520	\$1,520
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	WI – CWAG	\$39	\$0	\$39
Mississippi	\$0	\$0	\$0	WI – GLITC	\$0	\$0	\$0
Missouri	\$0	\$58	\$58	Wyoming	\$0	\$0	\$0
Montana	\$0	\$0	\$0				

PERFORMANCE MEASURE 14	January – June	July – December	Total 2004
TOTAL	\$42,223	\$27,281	\$69,504

PERFORMANCE MEASURE 15A: Medicaid Funds Recovered Attributable to the Project							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
California	\$0	\$0	\$0	New Mexico	\$200,000	\$0	\$200,000
Colorado	\$0	\$0	\$0	New York	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
DC – AARP	\$0	\$0	\$0	Ohio – COAAA	\$0	\$0	\$0
DC – FH	\$0	\$0	\$0	Ohio – PSI	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – ARC	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – DHR	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$17,109	\$17,109	Tennessee	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	WI – CWAG	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	WI – GLITC	\$0	\$0	\$0
Missouri	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Montana	\$0	\$0	\$0				

PERFORMANCE MEASURE 15A	January – June	July – December	Total 2004
TOTAL	\$200,000	\$17,109	\$217,109

PERFORMANCE MEASURE 15B: Savings to Beneficiaries Attributable to the Project							
	Jan. - June	July -Dec .	Total 2004		Jan. - June	July -Dec .	Total 2004
Alabama	\$10,465	\$0	\$10,465	Nebraska	\$0	\$134	\$134
Alaska	\$0	\$0	\$0	Nevada	\$0	\$200	\$200
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$782	\$952	\$1,734	New Jersey	\$0	\$0	\$0
California	\$0	\$5,355	\$5,355	New Mexico	\$85,414	\$0	\$85,414
Colorado	\$0	\$0	\$0	New York	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Carolina	\$150	\$0	\$150
Delaware	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
DC – AARP	\$0	\$0	\$0	Ohio – COAAA	\$0	\$0	\$0
DC – FH	\$0	\$0	\$0	Ohio – PSI	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – ARC	\$0	\$0	\$0	Oregon	\$808	\$0	\$808
Georgia – DHR	\$0	\$0	\$0	Pennsylvania	\$0	\$8,422	\$8,422
Hawaii	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Idaho	\$71,491	\$31,257	\$102,748	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Tennessee	\$0	\$265	\$265
Kansas	\$0	\$0	\$0	Texas – BBEBF	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Utah	\$1,151	\$0	\$1,151
Maine	\$3,128	\$0	\$3,128	Vermont	\$0	\$0	\$0
Maryland	\$840	\$0	\$840	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$299	\$0	\$299	West Virginia	\$0	\$0	\$0
Minnesota	\$31,452	\$102,140	\$133,592	WI – CWAG	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	WI – GLITC	\$0	\$0	\$0
Missouri	\$887	\$0	\$887	Wyoming	\$0	\$0	\$0
Montana	\$0	\$420	\$420				

PERFORMANCE MEASURE 15B	January – June	July – December	Total 2004
TOTAL	\$206,867	\$149,143	\$356,010

PERFORMANCE MEASURE 15C: Other Savings Attributable to the Project							
	Jan. - June	July - Dec.	Total 2004		Jan. - June	July - Dec.	Total 2004
Alabama	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nevada	\$0	\$900	\$900
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
California	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New York	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
DC – AARP	\$0	\$0	\$0	Ohio – COAAA	\$0	\$0	\$0
DC – FH	\$0	\$0	\$0	Ohio – PSI	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – ARC	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – DHR	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Utah	\$1,395	\$0	\$1,395
Maine	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$27,642	\$0	\$27,642	WI – CWAG	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	WI – GLITC	\$0	\$0	\$0
Missouri	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Montana	\$0	\$0	\$0				

PERFORMANCE MEASURE 15C	January – June	July – December	Total 2004
TOTAL	\$29,037	\$900	\$29,937

Individual Project Results for 2004

The following tables provide the results for each performance measure for each of the 57 Senior Medicare Patrol Projects operating in 2004. Each table provides the performance measure results for the two 6-month reporting periods.

For the July through December 2004 reporting period, grantees were asked to calculate performance measure 9, “Estimated number of people reached by media events,” as the unduplicated count of people exposed to a particular media event. Therefore, if the media event is an aired or printed advertisement, the estimated number of people reached is counted once, regardless of how often the advertisement runs. Prior to the current reporting period, some grantees counted these events differently.

A P P E N D I X - D

Alabama - Alabama Commission on Aging, Montgomery				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	62	42	20	-22
2	Number of <u>new</u> volunteers trained	334	218	116	-102
3	Number of media events conducted	171	95	76	-19
4	Number of community education events conducted	452	198	254	56
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	81	46	35	-11
6	Number of group sessions for beneficiaries led by volunteers	473	309	164	-145
7	Number of beneficiaries who attended group sessions led by volunteers	24,537	13,505	11,032	-2,473
8	Number of one-on-one sessions held between beneficiaries and volunteers	6,789	5,828	961	-4,867
7 + 8	Total number of beneficiaries educated	31,326	19,333	11,993	-7,340
9	Estimated number of people reached by media events	NA	402,426	1,053,768	NA
10	Estimated number of people reached by community education events	145,444	72,503	72,941	438
11	Number of complaints received attributable to the project	977	365	612	247
12	Number of complaints referred for followup	183	83	100	17
13	Number of complaints that resulted in some action	35	15	20	5
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$10,465	\$10,465	\$0	-\$10,465
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$10,465	\$10,465	\$0	-\$10,465
14 + 15	Total savings attributable to the project	\$10,465	\$10,465	\$0	-\$10,465

Alaska - Alaska State Division of Senior Services, Anchorage				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	15	13	2	-11
2	Number of <u>new</u> volunteers trained	129	2	127	125
3	Number of media events conducted	9	7	2	-5
4	Number of community education events conducted	28	13	15	2
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	129	2	127	125
6	Number of group sessions for beneficiaries led by volunteers	10	0	10	10
7	Number of beneficiaries who attended group sessions led by volunteers	100	0	100	100
8	Number of one-on-one sessions held between beneficiaries and volunteers	26	1	25	24
7 + 8	Total number of beneficiaries educated	126	1	125	124
9	Estimated number of people reached by media events	NA	500,000	500,000	NA
10	Estimated number of people reached by community education events	330	130	200	70
11	Number of complaints received attributable to the project	4	1	3	2
12	Number of complaints referred for followup	1	1	0	-1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Arizona - Arizona Department of Economic Security, Phoenix				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	93	19	74	55
2	Number of <u>new</u> volunteers trained	69	39	30	-9
3	Number of media events conducted	52	24	28	4
4	Number of community education events conducted	241	144	97	-47
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	68	39	29	-10
6	Number of group sessions for beneficiaries led by volunteers	31	7	24	17
7	Number of beneficiaries who attended group sessions led by volunteers	5,196	4,056	1,140	-2,916
8	Number of one-on-one sessions held between beneficiaries and volunteers	53	23	30	7
7 + 8	Total number of beneficiaries educated	5,249	4,079	1,170	-2,909
9	Estimated number of people reached by media events	NA	47,768	10,333	NA
10	Estimated number of people reached by community education events	18,990	9,671	9,319	-352
11	Number of complaints received attributable to the project	119	78	41	-37
12	Number of complaints referred for followup	9	7	2	-5
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Arkansas - Arkansas Division of Aging and Adult Services, Little Rock				In operation since: July 2002	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	13	4	9	5
2	Number of <u>new</u> volunteers trained	68	14	54	40
3	Number of media events conducted	36	17	19	2
4	Number of community education events conducted	56	30	26	-4
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	35	10	25	15
6	Number of group sessions for beneficiaries led by volunteers	89	44	45	1
7	Number of beneficiaries who attended group sessions led by volunteers	2,697	1,668	1,029	-639
8	Number of one-on-one sessions held between beneficiaries and volunteers	60	3	57	54
7 + 8	Total number of beneficiaries educated	2,757	1,671	1,086	-585
9	Estimated number of people reached by media events	NA	737,428	257,200	NA
10	Estimated number of people reached by community education events	5,196	2,425	2,771	346
11	Number of complaints received attributable to the project	89	39	50	11
12	Number of complaints referred for followup	31	9	22	13
13	Number of complaints that resulted in some action	3	0	3	3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$1,734	\$782	\$952	\$170
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$1,734	\$782	\$952	\$170
14 + 15	Total savings attributable to the project	\$1,734	\$782	\$952	\$170

California - California Health Insurance Counseling Advocacy Programs Association, Sacramento				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	8	6	2	-4
2	Number of <u>new</u> volunteers trained	257	187	70	-117
3	Number of media events conducted	43	26	17	-9
4	Number of community education events conducted	116	52	64	12
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	38	16	22	6
6	Number of group sessions for beneficiaries led by volunteers	260	207	53	-154
7	Number of beneficiaries who attended group sessions led by volunteers	9,567	7,977	1,590	-6,387
8	Number of one-on-one sessions held between beneficiaries and volunteers	86	18	68	50
7 + 8	Total number of beneficiaries educated	9,653	7,995	1,658	-6,337
9	Estimated number of people reached by media events	NA	6,011,000	4,413,000	NA
10	Estimated number of people reached by community education events	29,662	23,768	5,894	-17,874
11	Number of complaints received attributable to the project	89	21	68	47
12	Number of complaints referred for followup	56	18	38	20
13	Number of complaints that resulted in some action	5	2	3	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$5,355	\$0	\$5,355	\$5,355
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$5,355	\$0	\$5,355	\$5,355
14 + 15	Total savings attributable to the project	\$5,355	\$0	\$5,355	\$5,355

Colorado - Colorado Division of Insurance, Denver				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	1	0	-1
2	Number of <u>new</u> volunteers trained	5	5	0	-5
3	Number of media events conducted	40	7	33	26
4	Number of community education events conducted	66	31	35	4
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	9	6	3	-3
6	Number of group sessions for beneficiaries led by volunteers	138	92	46	-46
7	Number of beneficiaries who attended group sessions led by volunteers	3,869	2,232	1,637	-595
8	Number of one-on-one sessions held between beneficiaries and volunteers	95	56	39	-17
7 + 8	Total number of beneficiaries educated	3,964	2,288	1,676	-612
9	Estimated number of people reached by media events	NA	149,200	489,000	NA
10	Estimated number of people reached by community education events	2,275	836	1,439	603
11	Number of complaints received attributable to the project	13	8	5	-3
12	Number of complaints referred for followup	3	2	1	-1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Connecticut - Connecticut Department of Social Services, Hartford				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	20	16	4	-12
2	Number of <u>new</u> volunteers trained	276	226	50	-176
3	Number of media events conducted	42	30	12	-18
4	Number of community education events conducted	194	116	78	-38
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	21	18	3	-15
6	Number of group sessions for beneficiaries led by volunteers	26	16	10	-6
7	Number of beneficiaries who attended group sessions led by volunteers	949	467	482	15
8	Number of one-on-one sessions held between beneficiaries and volunteers	29	13	16	3
7 + 8	Total number of beneficiaries educated	978	480	498	18
9	Estimated number of people reached by media events	NA	619,372	593,000	NA
10	Estimated number of people reached by community education events	17,474	13,287	4,187	-9,100
11	Number of complaints received attributable to the project	61	43	18	-25
12	Number of complaints referred for followup	26	23	3	-20
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Delaware - Delaware Department of Health and Social Services, New Castle				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	4	3	1	-2
2	Number of <u>new</u> volunteers trained	21	19	2	-17
3	Number of media events conducted	182	171	11	-160
4	Number of community education events conducted	25	17	8	-9
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	16	12	4	-8
6	Number of group sessions for beneficiaries led by volunteers	121	57	64	7
7	Number of beneficiaries who attended group sessions led by volunteers	2,358	1,179	1,179	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	112	96	16	-80
7 + 8	Total number of beneficiaries educated	2,470	1,275	1,195	-80
9	Estimated number of people reached by media events	NA	11,000,000	600,000	NA
10	Estimated number of people reached by community education events	4,656	1,829	2,827	998
11	Number of complaints received attributable to the project	23	7	16	9
12	Number of complaints referred for followup	5	1	4	3
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

A P P E N D I X - D

District of Columbia - The AARP Foundation, Washington, DC				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	0	1	1
2	Number of <u>new</u> volunteers trained	5	0	5	5
3	Number of media events conducted	4	2	2	0
4	Number of community education events conducted	21	8	13	5
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	48	29	19	-10
7	Number of beneficiaries who attended group sessions led by volunteers	1,401	756	645	-111
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	1,401	756	645	-111
9	Estimated number of people reached by media events	NA	18,000,000	690,000	NA
10	Estimated number of people reached by community education events	16,010	6,150	9,860	3,710
11	Number of complaints received attributable to the project	75	27	48	21
12	Number of complaints referred for followup	1	0	1	1
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

District of Columbia - Friendship House, Washington, DC				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	10	5	5	0
2	Number of <u>new</u> volunteers trained	7	4	3	-1
3	Number of media events conducted	9	4	5	1
4	Number of community education events conducted	36	20	16	-4
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	2	2	0
6	Number of group sessions for beneficiaries led by volunteers	23	16	7	-9
7	Number of beneficiaries who attended group sessions led by volunteers	841	441	400	-41
8	Number of one-on-one sessions held between beneficiaries and volunteers	747	707	40	-667
7 + 8	Total number of beneficiaries educated	1,588	1,148	440	-708
9	Estimated number of people reached by media events	NA	1,248,535	17,000	NA
10	Estimated number of people reached by community education events	85,650	85,000	650	-84,350
11	Number of complaints received attributable to the project	30	25	5	-20
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

A P P E N D I X - D

Florida - Tampa Bay Regional Planning Council, St. Petersburg				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	3	2	1	-1
2	Number of <u>new</u> volunteers trained	38	34	4	-30
3	Number of media events conducted	78	40	38	-2
4	Number of community education events conducted	80	64	16	-48
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	14	7	7	0
6	Number of group sessions for beneficiaries led by volunteers	47	14	33	19
7	Number of beneficiaries who attended group sessions led by volunteers	1,861	885	976	91
8	Number of one-on-one sessions held between beneficiaries and volunteers	51	49	2	-47
7 + 8	Total number of beneficiaries educated	1,912	934	978	44
9	Estimated number of people reached by media events	NA	3,066,896	1,773,533	NA
10	Estimated number of people reached by community education events	6,581	5,435	1,146	-4,289
11	Number of complaints received attributable to the project	86	75	11	-64
12	Number of complaints referred for followup	4	3	1	-2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Georgia - Atlanta Regional Commission, Atlanta				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	5	2	3	1
2	Number of <u>new</u> volunteers trained	10	5	5	0
3	Number of media events conducted	43	25	18	-7
4	Number of community education events conducted	48	41	7	-34
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	8	3	5	2
6	Number of group sessions for beneficiaries led by volunteers	155	109	46	-63
7	Number of beneficiaries who attended group sessions led by volunteers	4,094	2,771	1,323	-1,448
8	Number of one-on-one sessions held between beneficiaries and volunteers	492	226	266	40
7 + 8	Total number of beneficiaries educated	4,586	2,997	1,589	-1,408
9	Estimated number of people reached by media events	NA	279,850	109,500	NA
10	Estimated number of people reached by community education events	4,026	3,430	596	-2,834
11	Number of complaints received attributable to the project	27	11	16	5
12	Number of complaints referred for followup	14	9	5	-4
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$45	\$0	\$45	\$45
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$45	\$0	\$45	\$45

Georgia - Department of Human Resources, Atlanta				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	10	4	6	2
2	Number of <u>new</u> volunteers trained	66	36	30	-6
3	Number of media events conducted	31	7	24	17
4	Number of community education events conducted	127	55	72	17
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	16	8	8	0
6	Number of group sessions for beneficiaries led by volunteers	30	15	15	0
7	Number of beneficiaries who attended group sessions led by volunteers	825	410	415	5
8	Number of one-on-one sessions held between beneficiaries and volunteers	87	3	84	81
7 + 8	Total number of beneficiaries educated	912	413	499	86
9	Estimated number of people reached by media events	NA	391,725	582,186	NA
10	Estimated number of people reached by community education events	11,267	4,773	6,494	1,721
11	Number of complaints received attributable to the project	25	7	18	11
12	Number of complaints referred for followup	16	4	12	8
13	Number of complaints that resulted in some action	9	3	6	3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Hawaii - Hawaii Executive Office of Aging, Honolulu				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	10	8	2	-6
2	Number of <u>new</u> volunteers trained	71	59	12	-47
3	Number of media events conducted	11	2	9	7
4	Number of community education events conducted	23	9	14	5
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	5	5	0	-5
6	Number of group sessions for beneficiaries led by volunteers	70	45	25	-20
7	Number of beneficiaries who attended group sessions led by volunteers	3,294	1,683	1,611	-72
8	Number of one-on-one sessions held between beneficiaries and volunteers	2	2	0	-2
7 + 8	Total number of beneficiaries educated	3,296	1,685	1,611	-74
9	Estimated number of people reached by media events	NA	500,000	420,000	NA
10	Estimated number of people reached by community education events	14,700	4,200	10,500	6,300
11	Number of complaints received attributable to the project	25	25	0	-25
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

A P P E N D I X - D

Idaho - Idaho Medicare Watch Partnership, Boise				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	21	13	8	-5
2	Number of <u>new</u> volunteers trained	26	19	7	-12
3	Number of media events conducted	64	29	35	6
4	Number of community education events conducted	180	85	95	10
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	14	11	3	-8
6	Number of group sessions for beneficiaries led by volunteers	296	149	147	-2
7	Number of beneficiaries who attended group sessions led by volunteers	5,688	1,210	4,478	3,268
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,065	647	418	-229
7 + 8	Total number of beneficiaries educated	6,753	1,857	4,896	3,039
9	Estimated number of people reached by media events	NA	395,970	308,502	NA
10	Estimated number of people reached by community education events	14,680	9,649	5,031	-4,618
11	Number of complaints received attributable to the project	1,275	649	626	-23
12	Number of complaints referred for followup	3	2	1	-1
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$102,748	\$71,491	\$31,257	-\$40,234
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$102,748	\$71,491	\$31,257	-\$40,234
14 + 15	Total savings attributable to the project	\$102,748	\$71,491	\$31,257	-\$40,234

A P P E N D I X ~ D

Illinois - Suburban Area Agency on Aging, Oak Park				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	16	12	4	-8
2	Number of <u>new</u> volunteers trained	22	6	16	10
3	Number of media events conducted	1,251	1,219	32	-1,187
4	Number of community education events conducted	325	276	49	-227
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	93	86	7	-79
6	Number of group sessions for beneficiaries led by volunteers	287	214	73	-141
7	Number of beneficiaries who attended group sessions led by volunteers	15,530	12,562	2,968	-9,594
8	Number of one-on-one sessions held between beneficiaries and volunteers	106	100	6	-94
7 + 8	Total number of beneficiaries educated	15,636	12,662	2,974	-9,688
9	Estimated number of people reached by media events	NA	763,736	2,221,000	NA
10	Estimated number of people reached by community education events	30,765	19,462	11,303	-8,159
11	Number of complaints received attributable to the project	22	19	3	-16
12	Number of complaints referred for followup	18	17	1	-16
13	Number of complaints that resulted in some action	3	3	0	-3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Indiana - Indiana Division of Disability, Aging and Rehabilitation, Indianapolis				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	16	7	9	2
2	Number of <u>new</u> volunteers trained	194	131	63	-68
3	Number of media events conducted	159	143	16	-127
4	Number of community education events conducted	162	87	75	-12
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	13	7	6	-1
6	Number of group sessions for beneficiaries led by volunteers	107	88	19	-69
7	Number of beneficiaries who attended group sessions led by volunteers	2,480	2,178	302	-1,876
8	Number of one-on-one sessions held between beneficiaries and volunteers	363	123	240	117
7 + 8	Total number of beneficiaries educated	2,843	2,301	542	-1,759
9	Estimated number of people reached by media events	NA	1,428,266	88,769	NA
10	Estimated number of people reached by community education events	40,120	9,470	30,650	21,180
11	Number of complaints received attributable to the project	14	4	10	6
12	Number of complaints referred for followup	2	0	2	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Iowa - Iowa Department of Elder Affairs, Waterloo				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	13	6	7	1
2	Number of <u>new</u> volunteers trained	38	6	32	26
3	Number of media events conducted	4,313	2,064	2,249	185
4	Number of community education events conducted	244	112	132	20
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	38	6	32	26
6	Number of group sessions for beneficiaries led by volunteers	566	325	241	-84
7	Number of beneficiaries who attended group sessions led by volunteers	14,245	6,272	7,973	1,701
8	Number of one-on-one sessions held between beneficiaries and volunteers	83	31	52	21
7 + 8	Total number of beneficiaries educated	14,328	6,303	8,025	1,722
9	Estimated number of people reached by media events	NA	1,383,664,631	1,896,846	NA
10	Estimated number of people reached by community education events	13,499	3,767	9,732	5,965
11	Number of complaints received attributable to the project	96	44	52	8
12	Number of complaints referred for followup	39	20	19	-1
13	Number of complaints that resulted in some action	7	4	3	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$17,109	\$0	\$17,109	\$17,109
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$17,109	\$0	\$17,109	\$17,109
14 + 15	Total savings attributable to the project	\$17,109	\$0	\$17,109	\$17,109

Kansas - Via Christi Foundation, Inc., Wichita				In operation since: July 2003	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	2	2	0	-2
2	Number of <u>new</u> volunteers trained	58	58	0	-58
3	Number of media events conducted	10	4	6	2
4	Number of community education events conducted	4	2	2	0
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	6	6	0	-6
6	Number of group sessions for beneficiaries led by volunteers	6	6	0	-6
7	Number of beneficiaries who attended group sessions led by volunteers	75	75	0	-75
8	Number of one-on-one sessions held between beneficiaries and volunteers	39	24	15	-9
7 + 8	Total number of beneficiaries educated	114	99	15	-84
9	Estimated number of people reached by media events	NA	8,000	27,500	NA
10	Estimated number of people reached by community education events	1,080	1,000	80	-920
11	Number of complaints received attributable to the project	3	2	1	-1
12	Number of complaints referred for followup	3	2	1	-1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

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Kentucky - Kentucky Association of Senior Service Corps Programs, Louisville				In operation since: July 2001	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	23	14	9	-5
2	Number of <u>new</u> volunteers trained	53	45	8	-37
3	Number of media events conducted	313	252	61	-191
4	Number of community education events conducted	113	75	38	-37
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	35	29	6	-23
6	Number of group sessions for beneficiaries led by volunteers	439	292	147	-145
7	Number of beneficiaries who attended group sessions led by volunteers	13,325	8,828	4,497	-4,331
8	Number of one-on-one sessions held between beneficiaries and volunteers	3,178	1,853	1,325	-528
7 + 8	Total number of beneficiaries educated	16,503	10,681	5,822	-4,859
9	Estimated number of people reached by media events	NA	4,734,027	879,961	NA
10	Estimated number of people reached by community education events	8,645	5,291	3,354	-1,937
11	Number of complaints received attributable to the project	176	154	22	-132
12	Number of complaints referred for followup	9	6	3	-3
13	Number of complaints that resulted in some action	3	3	0	-3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

A P P E N D I X - D

Louisiana - Vernon Parish Council on Aging, Inc., Leesville				In operation since: July 2000	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	5	2	3	1
2	Number of <u>new</u> volunteers trained	174	98	76	-22
3	Number of media events conducted	53	4	49	45
4	Number of community education events conducted	81	12	69	57
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	43	2	41	39
6	Number of group sessions for beneficiaries led by volunteers	80	5	75	70
7	Number of beneficiaries who attended group sessions led by volunteers	1,529	47	1,482	1,435
8	Number of one-on-one sessions held between beneficiaries and volunteers	488	89	399	310
7 + 8	Total number of beneficiaries educated	2,017	136	1,881	1,745
9	Estimated number of people reached by media events	NA	100,000	31,200	NA
10	Estimated number of people reached by community education events	3,194	244	2,950	2,706
11	Number of complaints received attributable to the project	14	5	9	4
12	Number of complaints referred for followup	2	2	0	-2
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Maine - Maine Department of Human Services' Bureau of Elder and Adult Services, Augusta				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	24	19	5	-14
2	Number of <u>new</u> volunteers trained	48	25	23	-2
3	Number of media events conducted	182	65	117	52
4	Number of community education events conducted	143	59	84	25
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	18	13	5	-8
6	Number of group sessions for beneficiaries led by volunteers	292	155	137	-18
7	Number of beneficiaries who attended group sessions led by volunteers	5,473	2,666	2,807	141
8	Number of one-on-one sessions held between beneficiaries and volunteers	782	346	436	90
7 + 8	Total number of beneficiaries educated	6,255	3,012	3,243	231
9	Estimated number of people reached by media events	NA	1,205,839	1,467,356	NA
10	Estimated number of people reached by community education events	18,938	5,397	13,541	8,144
11	Number of complaints received attributable to the project	16	15	1	-14
12	Number of complaints referred for followup	7	7	0	-7
13	Number of complaints that resulted in some action	5	4	1	-3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$3,128	\$3,128	\$0	-\$3,128
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$3,128	\$3,128	\$0	-\$3,128
14 + 15	Total savings attributable to the project	\$3,128	\$3,128	\$0	-\$3,128

Maryland - Maryland Office on Aging, Baltimore				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	42	18	24	6
2	Number of <u>new</u> volunteers trained	411	4	407	403
3	Number of media events conducted	483	56	427	371
4	Number of community education events conducted	382	53	329	276
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	1	0	1	1
6	Number of group sessions for beneficiaries led by volunteers	206	205	1	-204
7	Number of beneficiaries who attended group sessions led by volunteers	6,922	6,922	0	-6,922
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,966	1,648	1,318	-330
7 + 8	Total number of beneficiaries educated	9,888	8,570	1,318	-7,252
9	Estimated number of people reached by media events	NA	446,952	104,100	NA
10	Estimated number of people reached by community education events	14,570	8,804	5,766	-3,038
11	Number of complaints received attributable to the project	428	21	407	386
12	Number of complaints referred for followup	2	0	2	2
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$840	\$840	\$0	-\$840
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$840	\$840	\$0	-\$840
14 + 15	Total savings attributable to the project	\$840	\$840	\$0	-\$840

Massachusetts - Elder Services of Merrimack, Lawrence				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December ²	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	15	8	7	-1
2	Number of <u>new</u> volunteers trained	117	40	77	37
3	Number of media events conducted	259	58	201	143
4	Number of community education events conducted	753	250	503	253
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	20	17	3	-14
6	Number of group sessions for beneficiaries led by volunteers	205	0	205	205
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	19,807	6,320	13,487	7,167
7 + 8	Total number of beneficiaries educated	19,807	6,320	13,487	7,167
9	Estimated number of people reached by media events	NA	300,000	3,794,987	NA
10	Estimated number of people reached by community education events	45,437	20,000	25,437	5,437
11	Number of complaints received attributable to the project	527	5	522	517
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

² Performance measures 3 through 11 reflect results from April through September 2004 not previously reported to OIG.

Michigan - Area Agencies on Aging Association of Michigan, Lansing				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	7	2	5	3
2	Number of <u>new</u> volunteers trained	35	13	22	9
3	Number of media events conducted	11	10	1	-9
4	Number of community education events conducted	58	50	8	-42
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	15	15	0	-15
6	Number of group sessions for beneficiaries led by volunteers	67	44	23	-21
7	Number of beneficiaries who attended group sessions led by volunteers	2,974	1,829	1,145	-684
8	Number of one-on-one sessions held between beneficiaries and volunteers	24	11	13	2
7 + 8	Total number of beneficiaries educated	2,998	1,840	1,158	-682
9	Estimated number of people reached by media events	NA	1,070,771	10,000	NA
10	Estimated number of people reached by community education events	898	475	423	-52
11	Number of complaints received attributable to the project	11	11	0	-11
12	Number of complaints referred for followup	2	2	0	-2
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$299	\$299	\$0	-\$299
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$299	\$299	\$0	-\$299
14 + 15	Total savings attributable to the project	\$299	\$299	\$0	-\$299

Minnesota - Minnesota Board of Aging, St. Paul				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	20	4	16	12
2	Number of <u>new</u> volunteers trained	109	65	44	-21
3	Number of media events conducted	12	10	2	-8
4	Number of community education events conducted	277	212	65	-147
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	3	8	5
6	Number of group sessions for beneficiaries led by volunteers	41	34	7	-27
7	Number of beneficiaries who attended group sessions led by volunteers	312	61	251	190
8	Number of one-on-one sessions held between beneficiaries and volunteers	18	7	11	4
7 + 8	Total number of beneficiaries educated	330	68	262	194
9	Estimated number of people reached by media events	NA	979,687	5,500	NA
10	Estimated number of people reached by community education events	14037	11,965	2,072	-9,893
11	Number of complaints received attributable to the project	45	14	31	17
12	Number of complaints referred for followup	34	11	23	12
13	Number of complaints that resulted in some action	10	9	1	-8
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$133,592	\$31,452	\$102,140	\$70,688
15C	Other savings attributable to the project	\$27,642	\$27,642	\$0	-\$27,642
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$161,234	\$59,094	\$102,140	\$43,046
14 + 15	Total savings attributable to the project	\$161,234	\$59,094	\$102,140	\$43,046

A P P E N D I X - D

Mississippi - Mississippi Department of Human Services, Jackson				In operation since: July 2000	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	48	33	15	-18
2	Number of <u>new</u> volunteers trained	289	262	27	-235
3	Number of media events conducted	2,537	1,910	627	-1,283
4	Number of community education events conducted	246	170	76	-94
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	78	63	15	-48
6	Number of group sessions for beneficiaries led by volunteers	551	445	106	-339
7	Number of beneficiaries who attended group sessions led by volunteers	9,717	7,772	1,945	-5,827
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,189	1,882	307	-1,575
7 + 8	Total number of beneficiaries educated	11,906	9,654	2,252	-7,402
9	Estimated number of people reached by media events	NA	953,075	391,065	NA
10	Estimated number of people reached by community education events	30,641	25,724	4,917	-20,807
11	Number of complaints received attributable to the project	144	85	59	-26
12	Number of complaints referred for followup	14	0	14	14
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Missouri - District III Area Agency on Aging, Warrensburg				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	9	8	1	-7
2	Number of <u>new</u> volunteers trained	96	90	6	-84
3	Number of media events conducted	22	9	13	4
4	Number of community education events conducted	38	8	30	22
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	96	90	6	-84
6	Number of group sessions for beneficiaries led by volunteers	47	38	9	-29
7	Number of beneficiaries who attended group sessions led by volunteers	1,355	1,164	191	-973
8	Number of one-on-one sessions held between beneficiaries and volunteers	191	81	110	29
7 + 8	Total number of beneficiaries educated	1,546	1,245	301	-944
9	Estimated number of people reached by media events	NA	271,500	300,000	NA
10	Estimated number of people reached by community education events	3,400	1,000	2,400	1,400
11	Number of complaints received attributable to the project	13	5	8	3
12	Number of complaints referred for followup	8	5	3	-2
13	Number of complaints that resulted in some action	2	0	2	2
14	Medicare funds recovered attributable to the project	\$58	\$0	\$58	\$58
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$887	\$887	\$0	-\$887
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$887	\$887	\$0	-\$887
14 + 15	Total savings attributable to the project	\$945	\$887	\$58	-\$829

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Montana - Missoula Aging Services, Missoula				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	13	4	9	5
2	Number of <u>new</u> volunteers trained	56	8	48	40
3	Number of media events conducted	6,758	6,301	457	-5,844
4	Number of community education events conducted	93	66	27	-39
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	32	24	8	-16
6	Number of group sessions for beneficiaries led by volunteers	237	139	98	-41
7	Number of beneficiaries who attended group sessions led by volunteers	7,197	3,904	3,293	-611
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,468	769	1,699	930
7 + 8	Total number of beneficiaries educated	9,665	4,673	4,992	319
9	Estimated number of people reached by media events	NA	917,621	730,757	NA
10	Estimated number of people reached by community education events	11,263	6,903	4,360	-2,543
11	Number of complaints received attributable to the project	160	110	50	-60
12	Number of complaints referred for followup	64	14	50	36
13	Number of complaints that resulted in some action	5	0	5	5
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$420	\$0	\$420	\$420
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$420	\$0	\$420	\$420
14 + 15	Total savings attributable to the project	\$420	\$0	\$420	\$420

Nebraska - Nebraska Department of Health and Human Services, Lincoln				In operation since: July 2000	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	7	3	4	1
2	Number of <u>new</u> volunteers trained	30	11	19	8
3	Number of media events conducted	105	81	24	-57
4	Number of community education events conducted	130	62	68	6
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	63	34	29	-5
6	Number of group sessions for beneficiaries led by volunteers	175	67	108	41
7	Number of beneficiaries who attended group sessions led by volunteers	5,288	1,938	3,350	1,412
8	Number of one-on-one sessions held between beneficiaries and volunteers	591	234	357	123
7 + 8	Total number of beneficiaries educated	5,879	2,172	3,707	1,535
9	Estimated number of people reached by media events	NA	2,849,444	624,811	NA
10	Estimated number of people reached by community education events	32,832	23,466	9,366	-14,100
11	Number of complaints received attributable to the project	23	11	12	1
12	Number of complaints referred for followup	11	4	7	3
13	Number of complaints that resulted in some action	10	4	6	2
14	Medicare funds recovered attributable to the project	\$534	\$0	\$534	\$534
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$134	\$0	\$134	\$134
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$134	\$0	\$134	\$134
14 + 15	Total savings attributable to the project	\$668	\$0	\$668	\$668

Nevada - Nevada Division of Aging Services, Las Vegas				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	7	4	3	-1
2	Number of <u>new</u> volunteers trained	4	1	3	2
3	Number of media events conducted	18	12	6	-6
4	Number of community education events conducted	37	20	17	-3
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	0	3	3
6	Number of group sessions for beneficiaries led by volunteers	25	14	11	-3
7	Number of beneficiaries who attended group sessions led by volunteers	1,260	1,050	210	-840
8	Number of one-on-one sessions held between beneficiaries and volunteers	77	12	65	53
7 + 8	Total number of beneficiaries educated	1,337	1,062	275	-787
9	Estimated number of people reached by media events	NA	135,000	6,000	NA
10	Estimated number of people reached by community education events	14,525	10,455	4,070	-6,385
11	Number of complaints received attributable to the project	66	55	11	-44
12	Number of complaints referred for followup	12	11	1	-10
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$200	\$0	\$200	\$200
15C	Other savings attributable to the project	\$900	\$0	\$900	\$900
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,100	\$0	\$1,100	\$1,100
14 + 15	Total savings attributable to the project	\$1,100	\$0	\$1,100	\$1,100

New Hampshire - New Hampshire Division of Elderly and Adult Services, Concord				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	1	0	-1
2	Number of <u>new</u> volunteers trained	39	36	3	-33
3	Number of media events conducted	34	16	18	2
4	Number of community education events conducted	130	52	78	26
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	6	5	1	-4
6	Number of group sessions for beneficiaries led by volunteers	55	48	7	-41
7	Number of beneficiaries who attended group sessions led by volunteers	1,548	1,174	374	-800
8	Number of one-on-one sessions held between beneficiaries and volunteers	4,694	2,813	1,881	-932
7 + 8	Total number of beneficiaries educated	6,242	3,987	2,255	-1,732
9	Estimated number of people reached by media events	NA	300,000	300,000	NA
10	Estimated number of people reached by community education events	21,000	10,800	10,200	-600
11	Number of complaints received attributable to the project	30	25	5	-20
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

New Jersey - Jewish Family & Vocational Services of Middlesex County, Inc., Edison				In operation since: July 2001	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	1	0	-1
2	Number of <u>new</u> volunteers trained	35	35	0	-35
3	Number of media events conducted	3	0	3	3
4	Number of community education events conducted	22	10	12	2
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	3	0	-3
6	Number of group sessions for beneficiaries led by volunteers	132	64	68	4
7	Number of beneficiaries who attended group sessions led by volunteers	8,236	4,291	3,945	-346
8	Number of one-on-one sessions held between beneficiaries and volunteers	400	150	250	100
7 + 8	Total number of beneficiaries educated	8,636	4,441	4,195	-246
9	Estimated number of people reached by media events	NA	0	750,000	NA
10	Estimated number of people reached by community education events	14,600	5,750	8,850	3,100
11	Number of complaints received attributable to the project	63	19	44	25
12	Number of complaints referred for followup	2	0	2	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

New Mexico - New Mexico State Agency on Aging, Santa Fe				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	38	14	24	10
2	Number of <u>new</u> volunteers trained	29	15	14	-1
3	Number of media events conducted	24	9	15	6
4	Number of community education events conducted	161	56	105	49
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	29	15	14	-1
6	Number of group sessions for beneficiaries led by volunteers	135	38	97	59
7	Number of beneficiaries who attended group sessions led by volunteers	8,822	1,140	7,682	6,542
8	Number of one-on-one sessions held between beneficiaries and volunteers	32,931	14,974	17,957	2,983
7 + 8	Total number of beneficiaries educated	41,753	16,114	25,639	9,525
9	Estimated number of people reached by media events	NA	325,000	494,000	NA
10	Estimated number of people reached by community education events	65,736	18,715	47,021	28,306
11	Number of complaints received attributable to the project	2,954	42	2,912	2,870
12	Number of complaints referred for followup	84	30	54	24
13	Number of complaints that resulted in some action	84	39	45	6
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$200,000	\$200,000	\$0	-\$200,000
15B	Savings to beneficiaries attributable to the project	\$85,414	\$85,414	\$0	-\$85,414
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$285,414	\$285,414	\$0	-\$285,414
14 + 15	Total savings attributable to the project	\$285,414	\$285,414	\$0	-\$285,414

New York – New York State Office for the Aging, Albany				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	84	56	28	-28
2	Number of <u>new</u> volunteers trained	956	264	692	428
3	Number of media events conducted	80	63	17	-46
4	Number of community education events conducted	148	115	33	-82
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	676	420	256	-164
6	Number of group sessions for beneficiaries led by volunteers	204	145	59	-86
7	Number of beneficiaries who attended group sessions led by volunteers	5,278	3,393	1,885	-1,508
8	Number of one-on-one sessions held between beneficiaries and volunteers	11,034	5,593	5,441	-152
7 + 8	Total number of beneficiaries educated	16,312	8,986	7,326	-1,660
9	Estimated number of people reached by media events	NA	452,700	252,000	NA
10	Estimated number of people reached by community education events	22,616	15,501	7,115	-8,386
11	Number of complaints received attributable to the project	418	218	200	-18
12	Number of complaints referred for followup	100	36	64	28
13	Number of complaints that resulted in some action	234	34	200	166
14	Medicare funds recovered attributable to the project	\$44,691	\$22,005	\$22,686	\$681
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$44,691	\$22,005	\$22,686	\$681

North Carolina - Department of Insurance, Raleigh				In operation since: July 2003	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	18	16	2	-14
2	Number of <u>new</u> volunteers trained	81	75	6	-69
3	Number of media events conducted	24	14	10	-4
4	Number of community education events conducted	82	55	27	-28
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	7	4	3	-1
6	Number of group sessions for beneficiaries led by volunteers	30	15	15	0
7	Number of beneficiaries who attended group sessions led by volunteers	1,056	391	665	274
8	Number of one-on-one sessions held between beneficiaries and volunteers	25	17	8	-9
7 + 8	Total number of beneficiaries educated	1,081	408	673	265
9	Estimated number of people reached by media events	NA	231,218	44,300	NA
10	Estimated number of people reached by community education events	15,186	12,496	2,690	-9,806
11	Number of complaints received attributable to the project	93	72	21	-51
12	Number of complaints referred for followup	13	10	3	-7
13	Number of complaints that resulted in some action	2	2	0	-2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$150	\$150	\$0	-\$150
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$150	\$150	\$0	-\$150
14 + 15	Total savings attributable to the project	\$150	\$150	\$0	-\$150

North Dakota - Legal Assistance of North Dakota, Inc., Bismarck				In operation since: July 2003	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	11	10	1	-9
2	Number of <u>new</u> volunteers trained	64	57	7	-50
3	Number of media events conducted	46	14	32	18
4	Number of community education events conducted	16	2	14	12
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	14	10	4	6
6	Number of group sessions for beneficiaries led by volunteers	4	0	4	4
7	Number of beneficiaries who attended group sessions led by volunteers	116	0	116	116
8	Number of one-on-one sessions held between beneficiaries and volunteers	30	20	10	-10
7 + 8	Total number of beneficiaries educated	146	20	126	106
9	Estimated number of people reached by media events	NA	100,000	27,450	NA
10	Estimated number of people reached by community education events	2,726	141	2,585	2,444
11	Number of complaints received attributable to the project	0	0	0	0
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Ohio - Central Ohio Area Agency on Aging, Columbus				In operation since: July 2002	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	0	1	1
2	Number of <u>new</u> volunteers trained	18	0	18	18
3	Number of media events conducted	340	165	175	10
4	Number of community education events conducted	253	203	50	-153
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	38	9	29	20
6	Number of group sessions for beneficiaries led by volunteers	78	40	38	-2
7	Number of beneficiaries who attended group sessions led by volunteers	1,693	985	708	-277
8	Number of one-on-one sessions held between beneficiaries and volunteers	864	236	628	392
7 + 8	Total number of beneficiaries educated	2,557	1,221	1,336	115
9	Estimated number of people reached by media events	NA	1,205,879	650,000	NA
10	Estimated number of people reached by community education events	74,259	64,259	10,000	-54,259
11	Number of complaints received attributable to the project	10	7	3	-4
12	Number of complaints referred for followup	9	7	2	-5
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

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Ohio - Pro Seniors, Inc., Cincinnati				In operation since: July 2002	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	1	0	-1
2	Number of <u>new</u> volunteers trained	7	7	0	-7
3	Number of media events conducted	1,183	627	556	-71
4	Number of community education events conducted	41	26	15	-11
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	7	7	0	-7
6	Number of group sessions for beneficiaries led by volunteers	98	57	41	-16
7	Number of beneficiaries who attended group sessions led by volunteers	2,333	1,375	958	-417
8	Number of one-on-one sessions held between beneficiaries and volunteers	41	19	22	3
7 + 8	Total number of beneficiaries educated	2,374	1,394	980	-414
9	Estimated number of people reached by media events	NA	3,133,121	3,123,413	NA
10	Estimated number of people reached by community education events	4,039	703	3,336	2,633
11	Number of complaints received attributable to the project	7	4	3	-1
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Oklahoma - State of Oklahoma Insurance Department, Oklahoma City				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	11	10	1	-9
2	Number of <u>new</u> volunteers trained	241	237	4	-233
3	Number of media events conducted	915	9	906	897
4	Number of community education events conducted	79	32	47	15
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	11	0	-11
6	Number of group sessions for beneficiaries led by volunteers	11	11	0	-11
7	Number of beneficiaries who attended group sessions led by volunteers	200	200	0	-200
8	Number of one-on-one sessions held between beneficiaries and volunteers	10	10	0	-10
7 + 8	Total number of beneficiaries educated	210	210	0	-210
9	Estimated number of people reached by media events	NA	307,005	271,000	NA
10	Estimated number of people reached by community education events	14,014	9,317	4,697	-4,620
11	Number of complaints received attributable to the project	18	5	13	8
12	Number of complaints referred for followup	9	5	4	-1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Oregon – Senior Medicare Patrol Project, Salem				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	20	16	4	-12
2	Number of <u>new</u> volunteers trained	121	71	50	-21
3	Number of media events conducted	23	20	3	-17
4	Number of community education events conducted	132	93	39	-54
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	121	71	50	-21
6	Number of group sessions for beneficiaries led by volunteers	117	76	41	-35
7	Number of beneficiaries who attended group sessions led by volunteers	13,258	12,442	816	-11,626
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,546	285	2,261	1,976
7 + 8	Total number of beneficiaries educated	15,804	12,727	3,077	-9,650
9	Estimated number of people reached by media events	NA	3,209,414	23,000	NA
10	Estimated number of people reached by community education events	5,609	994	4,615	3,621
11	Number of complaints received attributable to the project	4	0	4	4
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	4	0	4	4
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$808	\$808	\$0	-\$808
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$808	\$808	\$0	-\$808
14 + 15	Total savings attributable to the project	\$808	\$808	\$0	-\$808

Pennsylvania - Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	2	1	1	0
2	Number of <u>new</u> volunteers trained	12	5	7	2
3	Number of media events conducted	12	8	4	-4
4	Number of community education events conducted	68	21	47	26
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	8	5	3	-2
6	Number of group sessions for beneficiaries led by volunteers	269	166	103	-63
7	Number of beneficiaries who attended group sessions led by volunteers	14,843	11,876	2,967	-8,909
8	Number of one-on-one sessions held between beneficiaries and volunteers	608	471	137	-334
7 + 8	Total number of beneficiaries educated	15,451	12,347	3,104	-9,243
9	Estimated number of people reached by media events	NA	1,106,210	200,000	NA
10	Estimated number of people reached by community education events	12,669	1,226	11,443	10,217
11	Number of complaints received attributable to the project	486	338	148	-190
12	Number of complaints referred for followup	9	6	3	-3
13	Number of complaints that resulted in some action	3	3	0	-3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$8,422	\$0	\$8,422	\$8,422
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$8,422	\$0	\$8,422	\$8,422
14 + 15	Total savings attributable to the project	\$8,422	\$0	\$8,422	\$8,422

Puerto Rico - Governor's Office of Elderly Affairs, San Juan				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	9	4	5	1
2	Number of <u>new</u> volunteers trained	21	6	15	9
3	Number of media events conducted	497	491	6	-485
4	Number of community education events conducted	51	22	29	7
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	2	1	-1
6	Number of group sessions for beneficiaries led by volunteers	135	77	58	-19
7	Number of beneficiaries who attended group sessions led by volunteers	3,966	2,172	1,794	-378
8	Number of one-on-one sessions held between beneficiaries and volunteers	684	360	324	-36
7 + 8	Total number of beneficiaries educated	4,650	2,532	2,118	-414
9	Estimated number of people reached by media events	NA	1,055,300	425,000	NA
10	Estimated number of people reached by community education events	3,318	1,167	2,151	984
11	Number of complaints received attributable to the project	100	35	65	30
12	Number of complaints referred for followup	71	27	44	17
13	Number of complaints that resulted in some action	12	3	9	6
14	Medicare funds recovered attributable to the project	\$2,549	\$1,139	\$1,410	\$271
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$2,549	\$1,139	\$1,410	\$271

A P P E N D I X - D

Rhode Island – Aging 2000, Inc., Providence				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	0	1	1
2	Number of <u>new</u> volunteers trained	2	0	2	2
3	Number of media events conducted	2,508	1,281	1,227	-54
4	Number of community education events conducted	13	7	6	-1
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	0	2	2
6	Number of group sessions for beneficiaries led by volunteers	37	27	10	-17
7	Number of beneficiaries who attended group sessions led by volunteers	617	405	212	-193
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	617	405	212	-193
9	Estimated number of people reached by media events	NA	6,300,000	7,000,000	NA
10	Estimated number of people reached by community education events	26,000	15,000	11,000	-4,000
11	Number of complaints received attributable to the project	12	7	5	-2
12	Number of complaints referred for followup	9	5	4	-1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

South Carolina - Department of Health and Human Services, Columbia				In operation since: July 2000	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	5	4	1	-3
2	Number of <u>new</u> volunteers trained	17	15	2	-13
3	Number of media events conducted	15	2	13	11
4	Number of community education events conducted	35	11	24	13
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	158	94	64	-30
7	Number of beneficiaries who attended group sessions led by volunteers	4,244	2,464	1,780	-684
8	Number of one-on-one sessions held between beneficiaries and volunteers	107	7	100	93
7 + 8	Total number of beneficiaries educated	4,351	2,471	1,880	-591
9	Estimated number of people reached by media events	NA	51,091	16,729	NA
10	Estimated number of people reached by community education events	8,157	3,950	4,207	257
11	Number of complaints received attributable to the project	3	1	2	1
12	Number of complaints referred for followup	3	1	2	1
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

South Dakota - East River Legal Services Corporation, Sioux Falls				In operation since: July 2000	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	1	0	1	1
2	Number of <u>new</u> volunteers trained	2	0	2	2
3	Number of media events conducted	15	13	2	-11
4	Number of community education events conducted	78	63	15	-48
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	5	6	1
6	Number of group sessions for beneficiaries led by volunteers	9	6	3	-3
7	Number of beneficiaries who attended group sessions led by volunteers	670	320	350	30
8	Number of one-on-one sessions held between beneficiaries and volunteers	286	162	124	-38
7 + 8	Total number of beneficiaries educated	956	482	474	-8
9	Estimated number of people reached by media events	NA	1,151	14,184	NA
10	Estimated number of people reached by community education events	2,239	1,859	380	-1,479
11	Number of complaints received attributable to the project	5	0	5	5
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Tennessee - Upper Cumberland Development District/AAA, Cookeville			In operation since: July 2001		
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	13	3	10	7
2	Number of <u>new</u> volunteers trained	94	55	39	-16
3	Number of media events conducted	102	49	53	4
4	Number of community education events conducted	228	107	121	14
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	71	55	16	-39
6	Number of group sessions for beneficiaries led by volunteers	243	120	123	3
7	Number of beneficiaries who attended group sessions led by volunteers	16,091	7,585	8,506	921
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,212	169	1,043	874
7 + 8	Total number of beneficiaries educated	17,303	7,754	9,549	1,795
9	Estimated number of people reached by media events	NA	3,640,893	727,526	NA
10	Estimated number of people reached by community education events	63,211	17,644	45,567	27,923
11	Number of complaints received attributable to the project	46	32	14	-18
12	Number of complaints referred for followup	32	24	8	-16
13	Number of complaints that resulted in some action	10	7	3	-4
14	Medicare funds recovered attributable to the project	\$114	\$114	\$0	-\$114
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$265	\$0	\$265	\$265
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$265	\$0	\$265	\$265
14 + 15	Total savings attributable to the project	\$379	\$114	\$265	\$151

Texas - Better Business Bureau Education Foundation, Houston				In operation since: July 2002	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	0	0	0	0
2	Number of <u>new</u> volunteers trained	0	0	0	0
3	Number of media events conducted	7	3	4	1
4	Number of community education events conducted	231	64	167	103
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	24	17	7	-10
7	Number of beneficiaries who attended group sessions led by volunteers	860	721	139	-582
8	Number of one-on-one sessions held between beneficiaries and volunteers	33	28	5	-23
7 + 8	Total number of beneficiaries educated	893	749	144	-605
9	Estimated number of people reached by media events	NA	200,000	27,038	NA
10	Estimated number of people reached by community education events	5,820	2,885	2,935	50
11	Number of complaints received attributable to the project	55	35	20	-15
12	Number of complaints referred for followup	36	28	8	-20
13	Number of complaints that resulted in some action	16	13	3	-10
14	Medicare funds recovered attributable to the project	\$19,888	\$18,926	\$962	-\$17,964
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$19,888	\$18,926	\$962	-\$17,964

Texas - The National Hispanic Council on Aging, Corpus Christi				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	50	42	8	-34
2	Number of <u>new</u> volunteers trained	136	53	83	30
3	Number of media events conducted	40	14	26	12
4	Number of community education events conducted	104	78	26	-52
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	17	17	0	-17
6	Number of group sessions for beneficiaries led by volunteers	65	40	25	-15
7	Number of beneficiaries who attended group sessions led by volunteers	3,320	1,670	1,650	-20
8	Number of one-on-one sessions held between beneficiaries and volunteers	480	364	116	-248
7 + 8	Total number of beneficiaries educated	3,800	2,034	1,766	-268
9	Estimated number of people reached by media events	NA	653,000	2,300,000	NA
10	Estimated number of people reached by community education events	10,115	2,745	7,370	4,625
11	Number of complaints received attributable to the project	144	86	58	-28
12	Number of complaints referred for followup	32	26	6	-20
13	Number of complaints that resulted in some action	35	34	1	-33
14	Medicare funds recovered attributable to the project	\$65	\$0	\$65	\$65
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$65	\$0	\$65	\$65

Utah - Utah Legal Services, Salt Lake City				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	25	6	19	13
2	Number of <u>new</u> volunteers trained	464	288	176	-112
3	Number of media events conducted	11	2	9	7
4	Number of community education events conducted	67	37	30	-7
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	401	345	56	-289
6	Number of group sessions for beneficiaries led by volunteers	64	26	38	12
7	Number of beneficiaries who attended group sessions led by volunteers	1,720	1,015	705	-310
8	Number of one-on-one sessions held between beneficiaries and volunteers	872	455	417	-38
7 + 8	Total number of beneficiaries educated	2,592	1,470	1,122	-348
9	Estimated number of people reached by media events	NA	300	3,227	NA
10	Estimated number of people reached by community education events	8,526	1,496	7,030	5,534
11	Number of complaints received attributable to the project	54	40	14	-26
12	Number of complaints referred for followup	32	16	16	0
13	Number of complaints that resulted in some action	8	4	4	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$1,151	\$1,151	\$0	-\$1,151
15C	Other savings attributable to the project	\$1,395	\$1,395	\$0	-\$1,395
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$2,546	\$2,546	\$0	-\$2,546
14 + 15	Total savings attributable to the project	\$2,546	\$2,546	\$0	-\$2,546

A P P E N D I X - D

Vermont - Community of Vermont Elders, Montpelier				In operation since: July 2003	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	4	2	2	0
2	Number of <u>new</u> volunteers trained	24	5	19	14
3	Number of media events conducted	10	4	6	2
4	Number of community education events conducted	50	28	22	-6
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	0	0	0	0
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	0	0	0	0
9	Estimated number of people reached by media events	NA	193,000	134,204	NA
10	Estimated number of people reached by community education events	1,187	415	772	357
11	Number of complaints received attributable to the project	4	1	3	2
12	Number of complaints referred for followup	3	1	2	1
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

A P P E N D I X - D

Virginia - Virginia Association of Area Agencies on Aging, Richmond				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	6	4	2	-2
2	Number of <u>new</u> volunteers trained	34	27	7	-20
3	Number of media events conducted	67	28	39	11
4	Number of community education events conducted	274	153	121	-32
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	6	4	2	-2
6	Number of group sessions for beneficiaries led by volunteers	113	83	30	-53
7	Number of beneficiaries who attended group sessions led by volunteers	4,385	3,921	464	-3,457
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	4,385	3,921	464	-3,457
9	Estimated number of people reached by media events	NA	1,274,413	1,475,200	NA
10	Estimated number of people reached by community education events	43,156	38,862	4,294	-34,568
11	Number of complaints received attributable to the project	49	26	23	-3
12	Number of complaints referred for followup	36	22	14	-8
13	Number of complaints that resulted in some action	2	0	2	2
14	Medicare funds recovered attributable to the project	\$1,520	\$0	\$1,520	\$1,520
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$1,520	\$0	\$1,520	\$1,520

A P P E N D I X - D

Washington - Office of the Insurance Counselor, Olympia				In operation since: July 1999	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	366	162	204	42
2	Number of <u>new</u> volunteers trained	352	268	84	-184
3	Number of media events conducted	207	124	83	-41
4	Number of community education events conducted	94	45	49	4
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	352	268	84	-184
6	Number of group sessions for beneficiaries led by volunteers	421	289	132	-157
7	Number of beneficiaries who attended group sessions led by volunteers	18,279	12,000	6,279	-5,721
8	Number of one-on-one sessions held between beneficiaries and volunteers	52,815	29,636	23,179	-6,457
7 + 8	Total number of beneficiaries educated	71,094	41,636	29,458	-12,178
9	Estimated number of people reached by media events	NA	5,488,404	920,721	NA
10	Estimated number of people reached by community education events	23,503	13,415	10,088	-3,327
11	Number of complaints received attributable to the project	15	5	10	5
12	Number of complaints referred for followup	6	3	3	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

West Virginia - AARP Foundation, Charleston				In operation since: July 2003	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	2	1	1	0
2	Number of <u>new</u> volunteers trained	27	25	2	-23
3	Number of media events conducted	36	8	28	20
4	Number of community education events conducted	41	8	33	25
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	5	0	5	5
6	Number of group sessions for beneficiaries led by volunteers	10	0	10	10
7	Number of beneficiaries who attended group sessions led by volunteers	241	0	241	241
8	Number of one-on-one sessions held between beneficiaries and volunteers	3	0	3	3
7 + 8	Total number of beneficiaries educated	244	0	244	244
9	Estimated number of people reached by media events	NA	1,317,579	1,769,380	NA
10	Estimated number of people reached by community education events	8728	3,360	5,368	2,008
11	Number of complaints received attributable to the project	5	0	5	5
12	Number of complaints referred for followup	2	0	2	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Wisconsin - Coalition of Wisconsin Aging Groups, Madison				In operation since: July 1997	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	11	8	3	-5
2	Number of <u>new</u> volunteers trained	138	89	49	-40
3	Number of media events conducted	1,226	1,160	66	-1,094
4	Number of community education events conducted	41	10	31	21
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	12	4	8	4
6	Number of group sessions for beneficiaries led by volunteers	129	77	52	-25
7	Number of beneficiaries who attended group sessions led by volunteers	5,928	3,946	1,982	-1964
8	Number of one-on-one sessions held between beneficiaries and volunteers	52	13	39	26
7 + 8	Total number of beneficiaries educated	5,980	3,959	2021	-1938
9	Estimated number of people reached by media events	NA	6,028,020	58,837	NA
10	Estimated number of people reached by community education events	12,991	1,125	11,866	10,741
11	Number of complaints received attributable to the project	52	30	22	-8
12	Number of complaints referred for followup	13	11	2	-9
13	Number of complaints that resulted in some action	5	4	1	-3
14	Medicare funds recovered attributable to the project	\$39	\$39	\$0	-\$39
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL					
15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$39	\$39	\$0	-\$39

Wisconsin - Great Lakes Inter-Tribal Council, Lac du Flambeau				In operation since: July 2003	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	2	1	1	0
2	Number of <u>new</u> volunteers trained	58	6	52	46
3	Number of media events conducted	13	3	10	7
4	Number of community education events conducted	40	22	18	-4
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	0	0	0	0
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	0	0	0	0
9	Estimated number of people reached by media events	NA	519	7,404	NA
10	Estimated number of people reached by community education events	2,290	585	1,705	1,120
11	Number of complaints received attributable to the project	0	0	0	0
12	Number of complaints referred for followup	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Wyoming - Wyoming Division on Aging, Cheyenne				In operation since: July 2000	
	PERFORMANCE MEASURES	Total for 2004	January through June	July through December	Change in Last 6 Months
OUTPUT MEASURES					
1	Number of training sessions conducted to train <u>new</u> volunteers	2	1	1	0
2	Number of <u>new</u> volunteers trained	17	11	6	-5
3	Number of media events conducted	7	4	3	-1
4	Number of community education events conducted	25	16	9	-7
OUTCOME MEASURES					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	7	5	2	-3
6	Number of group sessions for beneficiaries led by volunteers	14	8	6	-2
7	Number of beneficiaries who attended group sessions led by volunteers	382	176	206	30
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,763	842	921	79
7 + 8	Total number of beneficiaries educated	2,145	1,018	1,127	109
9	Estimated number of people reached by media events	NA	105,015	55,330	NA
10	Estimated number of people reached by community education events	821	511	310	-201
11	Number of complaints received attributable to the project	19	15	4	-11
12	Number of complaints referred for followup	1	1	0	-1
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0