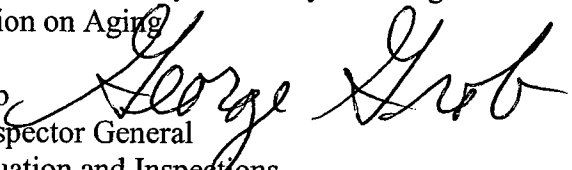




OCT 22 2004

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

FROM: George Grob 
Assistant Inspector General
for Evaluation and Inspections

SUBJECT: Performance Data for the Senior Medicare Patrol Projects: October 2004
Performance Report (OEI-02-04-00360)

At the request of the Administration on Aging (AoA), the Office of Inspector General (OIG) collects 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 January through June 2004. At least one project is located in each of the 50 States, the District of Columbia, and Puerto Rico.

In the last 6 months, from January through June 2004, the 57 projects educated approximately 247,996 beneficiaries in 82,530 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 2,984 complaints, of which 522 were referred to Medicare contractors for follow-up. A total of 195 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 \$42,223 recouped to the Medicare program. The projects also reported \$200,000 in savings to the Medicaid program and savings of \$206,867 to beneficiaries, of which \$1,151 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 7 years ago, a total of 62 projects (5 of which closed between June 2002 and December 2003) have educated more than 1.8 million beneficiaries in 455,412 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 40,747 complaints, of which 4,037 resulted in some action. Total savings to the Medicare program attributable to the projects are \$3,945,567. 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 appendices 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 semi-annual reports of all complaints initiated by the Senior Medicare Patrol Projects. In this reporting period, we requested that each project submit all tracking reports and correspondence they may have received from the contractors, regardless of whether actual savings occurred. Thirteen of the 57 projects provided us with such documentation. Ten of these 13 projects submitted at least one tracking system report; the other three submitted letters or e-mail correspondence from contractors. Four of the 10 projects 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 one of your staff 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 in the Last Two Reporting Periods

Appendix C - Projects' Results for Each Performance Measure

Appendix D - Individual Project Results for All Projects in the Last Two Reporting Periods

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	6,758
2	Number of <u>new</u> volunteers trained	45,626
3	Number of media events conducted	109,186
4	Number of community education events conducted	25,879
OUTCOME MEASURES		
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	17,314
6	Number of group sessions for beneficiaries led by volunteers	35,758
7	Number of beneficiaries who attended group sessions led by volunteers	1,393,954
8	Number of one-on-one sessions held between beneficiaries and volunteers	419,654
7 + 8	Total number of beneficiaries educated	1,813,608
9	Estimated number of people reached by media events	NA
10	Estimated number of people reached by community education events	14,666,298
11	Number of complaints received attributable to the project	40,747
12	Number of complaints referred for follow-up	8,908
13	Number of complaints that resulted in some action	4,037
14	Medicare funds recovered attributable to the project	\$3,945,567
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	\$100,014,534
14 + 15	Total savings attributable to the project	\$103,960,101

Summary of Performance for All Projects in the Last Two Reporting Periods

The following table provides data for the 58 projects that operated from July through December 2003. Note that one of these projects, North Carolina – Division of Aging, did not receive funding after June 30, 2003, but continued operating until January 2004. Fifty-seven projects operated in the current reporting period, January through June 2004.

Summary of Performance for All Projects in the Last Two Reporting Periods				
		July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train new volunteers	560	648	88
2	Number of new volunteers trained	2,511	3,380	869
3	Number of media events conducted	34,705	16,815	-17,890
4	Number of community education events conducted	2,369	3,733	1,364
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	1,565	1,845	260
6	Number of group sessions for beneficiaries led by volunteers	3,639	4,704	1,065
7	Number of beneficiaries who attended group sessions led by volunteers	119,141	170,170	51,029
8	Number of one-on-one sessions held between beneficiaries and volunteers	74,594	77,826	3,232
7 + 8	Total number of beneficiaries educated	193,735	247,996	54,261
9	Estimated number of people reached by media events	36,187,705	1,479,857,951 ¹	1,443,670,246
10	Estimated number of people reached by community education events	1,193,000	641,430	-551,570
11	Number of complaints received attributable to the project	4,638	2,984	-1,654
12	Number of complaints referred for follow-up	1,205	522	-683
13	Number of complaints that resulted in some action	638	195	-443
14	Medicare funds recovered attributable to the project	\$151,450	\$42,223	-\$109,227
15A	Medicaid funds recovered attributable to the project	\$0	\$200,000	\$200,000
15B	Savings to beneficiaries attributable to the project	\$260,100	\$206,867	-\$53,233
15C	Other savings attributable to the project	\$0	\$29,037	\$29,037
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$260,100	\$435,904	\$175,804
14 + 15	Total savings attributable to the project	\$411,550	\$478,127	\$66,577

¹ One project reported 1.4 billion people reached by media events. Note that this number is calculated by adding the average number of viewers reached each time an advertisement is aired and the number of readers reached for each individual printed advertisement.

Projects' Results for Each Performance Measure

The following tables provide the results for each performance measure for each of the 58 Senior Medicare Patrol Projects.

One project, North Carolina – Division of Aging, ceased operating at the end of 2003. Therefore, data are not reported for this project for January through June 2004.

Please note that performance measure 9, “Estimated number of people reached by media events,” is calculated by adding the average number of viewers reached each time an advertisement is aired and the number of readers reached for each individual printed advertisement.

PERFORMANCE MEASURE 1: Number of Training Sessions Conducted to Train New Volunteers						
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004	
Alabama	18	42	Nebraska	4	3	
Alaska	0	13	Nevada	4	4	
Arizona	13	19	New Hampshire	1	1	
Arkansas	5	4	New Jersey	3	1	
California	6	6	New Mexico	5	14	
Colorado	2	1	New York	27	56	
Connecticut	16	16	NC – DOA	0	NA	
Delaware	3	3	NC – DOI	0	16	
DC – AARP	0	0	North Dakota	5	10	
DC – FH	5	5	Ohio – COAAA	2	0	
Florida	7	2	Ohio – PSI	1	1	
Georgia – ARC	3	2	Oklahoma	4	10	
Georgia – DHR	25	4	Oregon	7	16	
Hawaii	4	8	Pennsylvania	5	1	
Idaho	14	13	Puerto Rico	6	4	
Illinois	6	12	Rhode Island	1	0	
Indiana	6	7	South Carolina	0	4	
Iowa	42	6	South Dakota	1	0	
Kansas	0	2	Tennessee	4	3	
Kentucky	5	14	Texas – BBBEF	3	0	
Louisiana	2	2	Texas – NHCOA	2	42	
Maine	16	19	Utah	18	6	
Maryland	25	18	Vermont	0	2	
Massachusetts	8	8	Virginia	3	4	
Michigan	13	2	Washington	173	162	
Minnesota	5	4	WV – AARP	0	1	
Mississippi	19	33	WI – CWAG	4	8	
Missouri	1	8	WI – GLITC	0	1	
Montana	7	4	Wyoming	1	1	

PERFORMANCE MEASURE 1	July – Dec. '03	Jan. – June '04
TOTAL	560	648

PERFORMANCE MEASURE 2: Number of New Volunteers Trained					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	111	218	Nebraska	26	11
Alaska	0	2	Nevada	5	1
Arizona	15	39	New Hampshire	9	36
Arkansas	24	14	New Jersey	38	35
California	73	187	New Mexico	8	15
Colorado	20	5	New York	61	264
Connecticut	244	226	NC – DOA	2	NA
Delaware	2	19	NC – DOI	0	75
DC – AARP	0	0	North Dakota	45	57
DC – FH	4	4	Ohio – COAAA	25	0
Florida	56	34	Ohio – PSI	14	7
Georgia – ARC	2	5	Oklahoma	30	237
Georgia – DHR	84	36	Oregon	38	71
Hawaii	6	59	Pennsylvania	23	5
Idaho	9	19	Puerto Rico	117	6
Illinois	29	6	Rhode Island	5	0
Indiana	87	131	South Carolina	0	15
Iowa	54	6	South Dakota	3	0
Kansas	0	58	Tennessee	39	55
Kentucky	18	45	Texas – BBBEF	80	0
Louisiana	46	98	Texas – NHCOA	12	53
Maine	91	25	Utah	51	288
Maryland	0	4	Vermont	0	5
Massachusetts	73	40	Virginia	15	27
Michigan	186	13	Washington	329	268
Minnesota	26	65	WV – AARP	0	25
Mississippi	212	262	WI – CWAG	15	89
Missouri	10	90	WI – GLITC	0	6
Montana	35	8	Wyoming	4	11

PERFORMANCE MEASURE 2	July – Dec. '03	Jan. – June '04
TOTAL	2,511	3,380

PERFORMANCE MEASURE 3: Number of Media Events Conducted						
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004			Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	2,642	95	Nebraska	26	81	
Alaska	4	7	Nevada	4,150	12	
Arizona	38	24	New Hampshire	18	16	
Arkansas	10	17	New Jersey	5	0	
California	8	26	New Mexico	5	9	
Colorado	10	7	New York	9	63	
Connecticut	23	30	NC – DOA	6	NA	
Delaware	18	171	NC – DOI	0	14	
DC – AARP	3	2	North Dakota	1	14	
DC – FH	3,848	4	Ohio – COAAA	174	165	
Florida	28	40	Ohio – PSI	60	627	
Georgia – ARC	21	25	Oklahoma	2	9	
Georgia – DHR	35	7	Oregon	17,003	20	
Hawaii	107	2	Pennsylvania	6	8	
Idaho	43	29	Puerto Rico	3	491	
Illinois	2,446	1,219	Rhode Island	3,071	1,281	
Indiana	6	143	South Carolina	4	2	
Iowa	198	2,064	South Dakota	0	13	
Kansas	0	4	Tennessee	43	49	
Kentucky	92	252	Texas – BBBEF	4	3	
Louisiana	9	4	Texas – NHCOA	8	14	
Maine	51	65	Utah	1	2	
Maryland	69	56	Vermont	0	4	
Massachusetts	28	58	Virginia	26	28	
Michigan	0	10	Washington	137	124	
Minnesota	0	10	WV – AARP	0	8	
Mississippi	10	1,910	WI – CWAG	15	1,160	
Missouri	3	9	WI – GLITC	0	3	
Montana	173	6,301	Wyoming	5	4	

PERFORMANCE MEASURE 3	July – Dec. '03	Jan. – June '04
TOTAL	34,705	16,815

PERFORMANCE MEASURE 4: Number of Community Education Events Conducted					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	105	198	Nebraska	43	62
Alaska	7	13	Nevada	12	20
Arizona	103	144	New Hampshire	45	52
Arkansas	10	30	New Jersey	9	10
California	36	52	New Mexico	15	56
Colorado	20	31	New York	15	115
Connecticut	112	116	NC – DOA	13	NA
Delaware	38	17	NC – DOI	0	55
DC – AARP	7	8	North Dakota	32	2
DC – FH	30	20	Ohio – COAAA	201	203
Florida	58	64	Ohio – PSI	9	26
Georgia – ARC	10	41	Oklahoma	9	32
Georgia – DHR	133	55	Oregon	19	93
Hawaii	6	9	Pennsylvania	10	21
Idaho	40	85	Puerto Rico	36	22
Illinois	47	276	Rhode Island	13	7
Indiana	90	87	South Carolina	28	11
Iowa	94	112	South Dakota	2	63
Kansas	0	2	Tennessee	52	107
Kentucky	34	75	Texas – BBBEF	29	64
Louisiana	12	12	Texas – NHCOA	10	78
Maine	67	59	Utah	27	37
Maryland	51	53	Vermont	0	28
Massachusetts	201	250	Virginia	64	153
Michigan	13	50	Washington	62	45
Minnesota	83	212	WV – AARP	0	8
Mississippi	98	170	WI – CWAG	32	10
Missouri	15	8	WI – GLITC	11	22
Montana	40	66	Wyoming	11	16

PERFORMANCE MEASURE 4	July – Dec. '03	Jan. – June '04
TOTAL	2,369	3,733

PERFORMANCE MEASURE 5: Number of Volunteers Who, for the First Time, Conducted Activities to Educate Beneficiaries					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	88	46	Nebraska	33	34
Alaska	0	2	Nevada	3	0
Arizona	15	39	New Hampshire	9	5
Arkansas	6	10	New Jersey	12	3
California	52	16	New Mexico	8	15
Colorado	5	6	New York	341	420
Connecticut	113	18	NC – DOA	2	NA
Delaware	2	12	NC – DOI	0	4
DC – AARP	0	0	North Dakota	0	10
DC – FH	4	2	Ohio – COAAA	15	9
Florida	10	7	Ohio – PSI	16	7
Georgia – ARC	2	3	Oklahoma	2	11
Georgia – DHR	20	8	Oregon	38	71
Hawaii	3	5	Pennsylvania	12	5
Idaho	9	11	Puerto Rico	9	2
Illinois	12	86	Rhode Island	0	0
Indiana	6	7	South Carolina	10	0
Iowa	41	6	South Dakota	2	5
Kansas	0	6	Tennessee	18	55
Kentucky	9	29	Texas – BBBEF	78	0
Louisiana	3	2	Texas – NHCOA	0	17
Maine	55	13	Utah	31	345
Maryland	0	0	Vermont	0	0
Massachusetts	17	17	Virginia	3	4
Michigan	13	15	Washington	329	268
Minnesota	19	3	WV – AARP	0	0
Mississippi	46	63	WI – CWAG	4	4
Missouri	10	90	WI – GLITC	0	0
Montana	29	24	Wyoming	1	5

PERFORMANCE MEASURE 5	July – Dec. '03	Jan. – June '04
TOTAL	1,565	1,845

PERFORMANCE MEASURE 6: Number of Group Sessions for Beneficiaries Led by Volunteers					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	220	309	Nebraska	55	67
Alaska	20	0	Nevada	12	14
Arizona	96	7	New Hampshire	46	48
Arkansas	8	44	New Jersey	68	64
California	244	207	New Mexico	23	38
Colorado	43	92	New York	45	145
Connecticut	17	16	NC – DOA	19	NA
Delaware	73	57	NC – DOI	0	15
DC – AARP	25	29	North Dakota	0	0
DC – FH	16	16	Ohio – COAAA	54	40
Florida	29	14	Ohio – PSI	30	57
Georgia – ARC	61	109	Oklahoma	2	11
Georgia – DHR	247	15	Oregon	8	76
Hawaii	20	45	Pennsylvania	78	166
Idaho	180	149	Puerto Rico	31	77
Illinois	119	214	Rhode Island	7	27
Indiana	7	88	South Carolina	11	94
Iowa	457	325	South Dakota	8	6
Kansas	0	6	Tennessee	140	120
Kentucky	150	292	Texas – BBBEF	39	17
Louisiana	2	5	Texas – NHCOA	34	40
Maine	70	155	Utah	23	26
Maryland	119	205	Vermont	0	0
Massachusetts	238	0	Virginia	41	83
Michigan	0	44	Washington	101	289
Minnesota	19	34	WV – AARP	0	0
Mississippi	113	445	WI – CWAG	41	77
Missouri	15	38	WI – GLITC	0	0
Montana	112	139	Wyoming	3	8

PERFORMANCE MEASURE 6	July – Dec. '03	Jan. – June '04
TOTAL	3,639	4,704

PERFORMANCE MEASURE 7: Number of Beneficiaries Who Attended Group Sessions Led by Volunteers					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	11,719	13,505	Nebraska	1,759	1,938
Alaska	1,000	0	Nevada	924	1,050
Arizona	4,056	4,056	New Hampshire	1,125	1,174
Arkansas	434	1,668	New Jersey	3,852	4,291
California	8,890	7,977	New Mexico	999	1,140
Colorado	1,290	2,232	New York	1,020	3,393
Connecticut	1,701	467	NC – DOA	1,115	NA
Delaware	1,608	1,179	NC – DOI	0	391
DC – AARP	675	756	North Dakota	0	0
DC – FH	480	441	Ohio – COAAA	738	985
Florida	724	885	Ohio – PSI	716	1,375
Georgia – ARC	1,833	2,771	Oklahoma	50	200
Georgia – DHR	5,998	410	Oregon	240	12,442
Hawaii	645	1,683	Pennsylvania	2,962	11,876
Idaho	12,492	1,210	Puerto Rico	4,871	2,172
Illinois	2,698	12,562	Rhode Island	181	405
Indiana	87	2,178	South Carolina	2,391	2,464
Iowa	982	6,272	South Dakota	333	320
Kansas	0	75	Tennessee	7,075	7,585
Kentucky	3,927	8,828	Texas – BBBEF	1,083	721
Louisiana	31	47	Texas – NHCOA	1,218	1,670
Maine	1,174	2,666	Utah	689	1,015
Maryland	3,816	6,922	Vermont	0	0
Massachusetts	0	0	Virginia	3,035	3,921
Michigan	0	1,829	Washington	4,321	12,000
Minnesota	888	61	WV – AARP	0	0
Mississippi	1,841	7,772	WI – CWAG	6,379	3,946
Missouri	287	1,164	WI – GLITC	0	0
Montana	2,769	3,904	Wyoming	20	176

PERFORMANCE MEASURE 7	July – Dec. '03	Jan. – June '04
TOTAL	119,141	170,170

PERFORMANCE MEASURE 8: Number of One-on-One Sessions Held Between Beneficiaries and Volunteers					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	2,978	5,828	Nebraska	409	234
Alaska	35	1	Nevada	12	12
Arizona	23	23	New Hampshire	3,659	2,813
Arkansas	6	3	New Jersey	120	150
California	8	18	New Mexico	15,311	14,974
Colorado	77	56	New York	4,135	5,593
Connecticut	33	13	NC – DOA	5	NA
Delaware	40	96	NC – DOI	0	17
DC – AARP	52	0	North Dakota	0	20
DC – FH	1,163	707	Ohio – COAAA	113	236
Florida	99	49	Ohio – PSI	57	19
Georgia – ARC	205	226	Oklahoma	2	10
Georgia – DHR	94	3	Oregon	3,265	285
Hawaii	0	2	Pennsylvania	50	471
Idaho	642	647	Puerto Rico	270	360
Illinois	13	100	Rhode Island	0	0
Indiana	28	123	South Carolina	49	7
Iowa	27	31	South Dakota	199	162
Kansas	0	24	Tennessee	90	169
Kentucky	1,008	1,853	Texas – BBBEF	15	28
Louisiana	27	89	Texas – NHCOA	43	364
Maine	118	346	Utah	166	455
Maryland	1,483	1,648	Vermont	0	0
Massachusetts	14,320	6,320	Virginia	0	0
Michigan	11	11	Washington	22,169	29,636
Minnesota	9	7	WV – AARP	0	0
Mississippi	1,029	1,882	WI – CWAG	69	13
Missouri	58	81	WI – GLITC	0	0
Montana	182	769	Wyoming	618	842

PERFORMANCE MEASURE 8	July – Dec. '03	Jan. – June '04
TOTAL	74,594	77,826

PERFORMANCE MEASURE 9: Estimated Number of People Reached by Media Events					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	175,227	402,426	Nebraska	948,403	2,849,444
Alaska	3,500	500,000	Nevada	935,500	135,000
Arizona	79,995	47,768	New Hampshire	142,800	300,000
Arkansas	220,500	737,428	New Jersey	1,201,647	0
California	2,483,950	6,011,000	New Mexico	348,000	325,000
Colorado	75,120	149,200	New York	48,737	452,700
Connecticut	374,015	619,372	NC – DOA	1,180	NA
Delaware	1,030,650	11,000,000	NC – DOI	0	231,218
DC – AARP	690,000	18,000,000	North Dakota	7,500	100,000
DC – FH	2,497,070	1,248,535	Ohio – COAAA	1,095,460	1,205,879
Florida	3,000,860	3,066,896	Ohio – PSI	1,003,957	3,133,121
Georgia – ARC	73,859	279,850	Oklahoma	4,200	307,005
Georgia – DHR	412,100	391,725	Oregon	167,000	3,209,414
Hawaii	940,000	500,000	Pennsylvania	10,000	1,106,210
Idaho	323,388	395,970	Puerto Rico	175,000	1,055,300
Illinois	508,800	763,736	Rhode Island	6,000,000	6,300,000
Indiana	28,438	1,428,266	South Carolina	1,620	51,091
Iowa	312,191	1,383,664,631	South Dakota	0	1,151
Kansas	0	8,000	Tennessee	357,540	3,640,893
Kentucky	1,083,054	4,734,027	Texas – BBBEF	107,000	200,000
Louisiana	250,000	100,000	Texas – NHCOA	320,000	653,000
Maine	748,874	1,205,839	Utah	100	300
Maryland	350,845	446,952	Vermont	0	193,000
Massachusetts	140,000	300,000	Virginia	1,819,000	1,274,413
Michigan	0	1,070,771	Washington	4,880,153	5,488,404
Minnesota	0	979,687	WV – AARP	0	1,317,579
Mississippi	16,694	953,075	WI – CWAG	33,370	6,028,020
Missouri	100,000	271,500	WI – GLITC	0	519
Montana	550,408	917,621	Wyoming	110,000	105,015

PERFORMANCE MEASURE 9	July – Dec. '03	Jan. – June '04
TOTAL	36,187,705	1,479,857,951

PERFORMANCE MEASURE 10: Estimated Number of People Reached by Community Education Events					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	30,634	72,503	Nebraska	164,706	23,466
Alaska	3,744	130	Nevada	9,150	10,455
Arizona	40,008	9,671	New Hampshire	10,800	10,800
Arkansas	1,902	2,425	New Jersey	5,403	5,750
California	5,436	23,768	New Mexico	11,825	18,715
Colorado	1,305	836	New York	57,945	15,501
Connecticut	7,396	13,287	NC – DOA	325	NA
Delaware	4,070	1,829	NC – DOI	0	12,496
DC – AARP	5,650	6,150	North Dakota	1,050	141
DC – FH	150,000	85,000	Ohio – COAAA	62,198	64,259
Florida	8,157	5,435	Ohio – PSI	4,140	703
Georgia – ARC	835	3,430	Oklahoma	9,322	9,317
Georgia – DHR	45,946	4,773	Oregon	5,005	994
Hawaii	27,000	4,200	Pennsylvania	409	1,226
Idaho	7,860	9,649	Puerto Rico	219	1,167
Illinois	4,582	19,462	Rhode Island	50,000	15,000
Indiana	17,262	9,470	South Carolina	435	3,950
Iowa	109,517	3,767	South Dakota	650	1,859
Kansas	0	1,000	Tennessee	8,659	17,644
Kentucky	2,727	5,291	Texas – BBBEF	568	2,885
Louisiana	286	244	Texas – NHCOA	210,000	2,745
Maine	11,903	5,397	Utah	7,080	1,496
Maryland	18,091	8,804	Vermont	0	415
Massachusetts	7,676	20,000	Virginia	22,402	38,862
Michigan	2,853	475	Washington	12,639	13,415
Minnesota	2,098	11,965	WV – AARP	0	3,360
Mississippi	10,047	25,724	WI – CWAG	4,764	1,125
Missouri	287	1,000	WI – GLITC	281	585
Montana	4,532	6,903	Wyoming	1,221	511

PERFORMANCE MEASURE 10	July – Dec. '03	Jan. – June '04
TOTAL	1,193,000	641,430

PERFORMANCE MEASURE 11: Number of Complaints Received Attributable to the Project					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	255	365	Nebraska	31	11
Alaska	0	1	Nevada	25	55
Arizona	78	78	New Hampshire	7	25
Arkansas	9	39	New Jersey	30	19
California	27	21	New Mexico	26	42
Colorado	15	8	New York	839	218
Connecticut	12	43	NC – DOA	0	NA
Delaware	18	7	NC – DOI	1	72
DC – AARP	60	27	North Dakota	1	0
DC – FH	50	25	Ohio – COAAA	0	7
Florida	95	75	Ohio – PSI	11	4
Georgia – ARC	7	11	Oklahoma	6	5
Georgia – DHR	6	7	Oregon	3	0
Hawaii	3	25	Pennsylvania	100	338
Idaho	2,236	649	Puerto Rico	28	35
Illinois	6	19	Rhode Island	4	7
Indiana	0	4	South Carolina	8	1
Iowa	52	44	South Dakota	3	0
Kansas	0	2	Tennessee	22	32
Kentucky	163	154	Texas – BBBEF	14	35
Louisiana	10	5	Texas – NHCOA	56	86
Maine	11	15	Utah	35	40
Maryland	67	21	Vermont	0	1
Massachusetts	31	5	Virginia	30	26
Michigan	11	11	Washington	12	5
Minnesota	0	14	WV – AARP	0	0
Mississippi	26	85	WI – CWAG	27	30
Missouri	5	5	WI – GLITC	5	0
Montana	41	110	Wyoming	20	15

PERFORMANCE MEASURE 11	July – Dec. '03	Jan. – June '04
TOTAL	4,638	2,984

PERFORMANCE MEASURE 12: Number of Complaints Referred for Follow-up					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	38	83	Nebraska	11	4
Alaska	0	1	Nevada	11	11
Arizona	4	7	New Hampshire	0	0
Arkansas	5	9	New Jersey	0	0
California	8	18	New Mexico	26	30
Colorado	3	2	New York	271	36
Connecticut	4	23	NC – DOA	0	NA
Delaware	8	1	NC – DOI	1	10
DC – AARP	4	0	North Dakota	1	0
DC – FH	0	0	Ohio – COAAA	0	7
Florida	3	3	Ohio – PSI	1	0
Georgia – ARC	2	9	Oklahoma	3	5
Georgia – DHR	1	4	Oregon	2	0
Hawaii	0	0	Pennsylvania	5	6
Idaho	670	2	Puerto Rico	21	27
Illinois	4	17	Rhode Island	3	5
Indiana	0	0	South Carolina	2	1
Iowa	11	20	South Dakota	0	0
Kansas	0	2	Tennessee	4	24
Kentucky	0	6	Texas – BBBEF	0	28
Louisiana	3	2	Texas – NHCOA	15	26
Maine	4	7	Utah	10	16
Maryland	2	0	Vermont	0	1
Massachusetts	3	0	Virginia	11	22
Michigan	5	2	Washington	3	3
Minnesota	0	11	WV – AARP	0	0
Mississippi	8	0	WI – CWAG	9	11
Missouri	5	5	WI – GLITC	0	0
Montana	0	14	Wyoming	0	1

PERFORMANCE MEASURE 12	July – Dec. '03	Jan. – June '04
TOTAL	1,205	522

PERFORMANCE MEASURE 13: Number of Complaints that Resulted in Some Action						
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004	
Alabama	8	15	Nebraska	3	4	
Alaska	0	0	Nevada	0	0	
Arizona	0	0	New Hampshire	0	0	
Arkansas	0	0	New Jersey	0	0	
California	4	2	New Mexico	14	39	
Colorado	0	0	New York	71	34	
Connecticut	0	0	NC – DOA	0	NA	
Delaware	0	0	NC – DOI	0	2	
DC – AARP	0	0	North Dakota	0	0	
DC – FH	0	0	Ohio – COAAA	0	0	
Florida	0	0	Ohio – PSI	2	0	
Georgia – ARC	0	0	Oklahoma	2	0	
Georgia – DHR	2	3	Oregon	0	0	
Hawaii	1	0	Pennsylvania	1	3	
Idaho	480	0	Puerto Rico	1	3	
Illinois	0	3	Rhode Island	0	0	
Indiana	0	0	South Carolina	0	1	
Iowa	2	4	South Dakota	3	0	
Kansas	0	0	Tennessee	8	7	
Kentucky	0	3	Texas – BBBEF	7	13	
Louisiana	1	1	Texas – NHCOA	0	34	
Maine	2	4	Utah	10	4	
Maryland	0	0	Vermont	0	1	
Massachusetts	0	0	Virginia	0	0	
Michigan	0	1	Washington	3	0	
Minnesota	0	9	WV – AARP	0	0	
Mississippi	10	0	WI – CWAG	2	4	
Missouri	1	0	WI – GLITC	0	0	
Montana	0	0	Wyoming	0	1	

PERFORMANCE MEASURE 13	July – Dec. '03	Jan. – June '04
TOTAL	638	195

PERFORMANCE MEASURE 14: Medicare Funds Recovered Attributable to the Project						
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004			Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	\$0	\$0		Nebraska	\$0	\$0
Alaska	\$0	\$0		Nevada	\$0	\$0
Arizona	\$0	\$0		New Hampshire	\$0	\$0
Arkansas	\$0	\$0		New Jersey	\$0	\$0
California	\$0	\$0		New Mexico	\$0	\$0
Colorado	\$0	\$0		New York	\$1,696	\$22,005
Connecticut	\$0	\$0		NC – DOA	\$0	NA
Delaware	\$0	\$0		NC – DOI	\$0	\$0
DC – AARP	\$0	\$0		North Dakota	\$0	\$0
DC – FH	\$0	\$0		Ohio – COAAA	\$0	\$0
Florida	\$0	\$0		Ohio – PSI	\$264	\$0
Georgia – ARC	\$0	\$0		Oklahoma	\$0	\$0
Georgia – DHR	\$0	\$0		Oregon	\$0	\$0
Hawaii	\$0	\$0		Pennsylvania	\$161	\$0
Idaho	\$0	\$0		Puerto Rico	\$55	\$1,139
Illinois	\$0	\$0		Rhode Island	\$0	\$0
Indiana	\$0	\$0		South Carolina	\$0	\$0
Iowa	\$0	\$0		South Dakota	\$0	\$0
Kansas	\$0	\$0		Tennessee	\$0	\$114
Kentucky	\$0	\$0		Texas – BBBEF	\$64,978	\$18,926
Louisiana	\$83,787	\$0		Texas – NHCOA	\$0	\$0
Maine	\$0	\$0		Utah	\$0	\$0
Maryland	\$0	\$0		Vermont	\$0	\$0
Massachusetts	\$0	\$0		Virginia	\$0	\$0
Michigan	\$0	\$0		Washington	\$0	\$0
Minnesota	\$0	\$0		WV – AARP	\$0	\$0
Mississippi	\$490	\$0		WI – CWAG	\$20	\$39
Missouri	\$0	\$0		WI – GLITC	\$0	\$0
Montana	\$0	\$0		Wyoming	\$0	\$0

PERFORMANCE MEASURE 14	July – Dec. '03	Jan. – June '04
TOTAL	\$151,450	\$42,223

PERFORMANCE MEASURE 15A: Medicaid Funds Recovered Attributable to the Project						
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004	
Alabama	\$0	\$0	Nebraska	\$0	\$0	
Alaska	\$0	\$0	Nevada	\$0	\$0	
Arizona	\$0	\$0	New Hampshire	\$0	\$0	
Arkansas	\$0	\$0	New Jersey	\$0	\$0	
California	\$0	\$0	New Mexico	\$0	\$200,000	
Colorado	\$0	\$0	New York	\$0	\$0	
Connecticut	\$0	\$0	NC – DOA	\$0	NA	
Delaware	\$0	\$0	NC – DOI	\$0	\$0	
DC – AARP	\$0	\$0	North Dakota	\$0	\$0	
DC – FH	\$0	\$0	Ohio – COAAA	\$0	\$0	
Florida	\$0	\$0	Ohio – PSI	\$0	\$0	
Georgia – ARC	\$0	\$0	Oklahoma	\$0	\$0	
Georgia – DHR	\$0	\$0	Oregon	\$0	\$0	
Hawaii	\$0	\$0	Pennsylvania	\$0	\$0	
Idaho	\$0	\$0	Puerto Rico	\$0	\$0	
Illinois	\$0	\$0	Rhode Island	\$0	\$0	
Indiana	\$0	\$0	South Carolina	\$0	\$0	
Iowa	\$0	\$0	South Dakota	\$0	\$0	
Kansas	\$0	\$0	Tennessee	\$0	\$0	
Kentucky	\$0	\$0	Texas – BBBEF	\$0	\$0	
Louisiana	\$0	\$0	Texas – NHCOA	\$0	\$0	
Maine	\$0	\$0	Utah	\$0	\$0	
Maryland	\$0	\$0	Vermont	\$0	\$0	
Massachusetts	\$0	\$0	Virginia	\$0	\$0	
Michigan	\$0	\$0	Washington	\$0	\$0	
Minnesota	\$0	\$0	WV – AARP	\$0	\$0	
Mississippi	\$0	\$0	WI – CWAG	\$0	\$0	
Missouri	\$0	\$0	WI – GLITC	\$0	\$0	
Montana	\$0	\$0	Wyoming	\$0	\$0	

PERFORMANCE MEASURE 15A	July – Dec. '03	Jan. – June '04
TOTAL	\$0	\$200,000

A P P E N D I X - C

PERFORMANCE MEASURE 15B: Savings to Beneficiaries Attributable to the Project					
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004
Alabama	\$0	\$10,465	Nebraska	\$0	\$0
Alaska	\$0	\$0	Nevada	\$0	\$0
Arizona	\$0	\$0	New Hampshire	\$0	\$0
Arkansas	\$0	\$782	New Jersey	\$0	\$0
California	\$0	\$0	New Mexico	\$143,020	\$85,414
Colorado	\$0	\$0	New York	\$0	\$0
Connecticut	\$0	\$0	NC – DOA	\$0	NA
Delaware	\$0	\$0	NC – DOI	\$0	\$150
DC – AARP	\$0	\$0	North Dakota	\$0	\$0
DC – FH	\$0	\$0	Ohio – COAAA	\$0	\$0
Florida	\$19,345	\$0	Ohio – PSI	\$0	\$0
Georgia – ARC	\$0	\$0	Oklahoma	\$0	\$0
Georgia – DHR	\$0	\$0	Oregon	\$0	\$808
Hawaii	\$73	\$0	Pennsylvania	\$0	\$0
Idaho	\$91,232	\$71,491	Puerto Rico	\$0	\$0
Illinois	\$0	\$0	Rhode Island	\$0	\$0
Indiana	\$0	\$0	South Carolina	\$0	\$0
Iowa	\$210	\$0	South Dakota	\$0	\$0
Kansas	\$0	\$0	Tennessee	\$1,969	\$0
Kentucky	\$1,815	\$0	Texas – BBBEF	\$0	\$0
Louisiana	\$0	\$0	Texas – NHCOA	\$0	\$0
Maine	\$0	\$3,128	Utah	\$0	\$1,151
Maryland	\$0	\$840	Vermont	\$0	\$0
Massachusetts	\$0	\$0	Virginia	\$0	\$0
Michigan	\$0	\$299	Washington	\$0	\$0
Minnesota	\$0	\$31,452	WV – AARP	\$0	\$0
Mississippi	\$2,436	\$0	WI – CWAG	\$0	\$0
Missouri	\$0	\$887	WI – GLITC	\$0	\$0
Montana	\$0	\$0	Wyoming	\$0	\$0

PERFORMANCE MEASURE 15B	July – Dec. '03	Jan. – June '04
TOTAL	\$260,100	\$206,867

PERFORMANCE MEASURE 15C: Other Savings Attributable to the Project						
	Prior 6 Months July – December 2003	Current 6 Months January – June 2004		Prior 6 Months July – December 2003	Current 6 Months January – June 2004	
Alabama	\$0	\$0	Nebraska	\$0	\$0	
Alaska	\$0	\$0	Nevada	\$0	\$0	
Arizona	\$0	\$0	New Hampshire	\$0	\$0	
Arkansas	\$0	\$0	New Jersey	\$0	\$0	
California	\$0	\$0	New Mexico	\$0	\$0	
Colorado	\$0	\$0	New York	\$0	\$0	
Connecticut	\$0	\$0	NC – DOA	\$0	NA	
Delaware	\$0	\$0	NC – DOI	\$0	\$0	
DC – AARP	\$0	\$0	North Dakota	\$0	\$0	
DC – FH	\$0	\$0	Ohio – COAAA	\$0	\$0	
Florida	\$0	\$0	Ohio – PSI	\$0	\$0	
Georgia – ARC	\$0	\$0	Oklahoma	\$0	\$0	
Georgia – DHR	\$0	\$0	Oregon	\$0	\$0	
Hawaii	\$0	\$0	Pennsylvania	\$0	\$0	
Idaho	\$0	\$0	Puerto Rico	\$0	\$0	
Illinois	\$0	\$0	Rhode Island	\$0	\$0	
Indiana	\$0	\$0	South Carolina	\$0	\$0	
Iowa	\$0	\$0	South Dakota	\$0	\$0	
Kansas	\$0	\$0	Tennessee	\$0	\$0	
Kentucky	\$0	\$0	Texas – BBBEF	\$0	\$0	
Louisiana	\$0	\$0	Texas – NHCOA	\$0	\$0	
Maine	\$0	\$0	Utah	\$0	\$1,395	
Maryland	\$0	\$0	Vermont	\$0	\$0	
Massachusetts	\$0	\$0	Virginia	\$0	\$0	
Michigan	\$0	\$0	Washington	\$0	\$0	
Minnesota	\$0	\$27,642	WV – AARP	\$0	\$0	
Mississippi	\$0	\$0	WI – CWAG	\$0	\$0	
Missouri	\$0	\$0	WI – GLITC	\$0	\$0	
Montana	\$0	\$0	Wyoming	\$0	\$0	

PERFORMANCE MEASURE 15C	July – Dec. '03	Jan. – June '04
TOTAL	\$0	\$29,037

Individual Project Results for All Projects in the Last Two Reporting Periods

The following tables provide the results for each performance measure for each of the 58 Senior Medicare Patrol Projects. Each table provides the performance measure results for the two 6-month reporting periods.

One project, North Carolina – Division of Aging, ceased operating at the end of 2003. Therefore, data are not reported for this project for January through June 2004.

Please note that performance measure 9, “Estimated number of people reached by media events,” is calculated by adding the average number of viewers reached each time an advertisement is aired and the number of readers reached for each individual printed advertisement.

A P P E N D I X - D

Alabama - Alabama Commission on Aging, Montgomery		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	18	42	24
2	Number of <u>new</u> volunteers trained	111	218	107
3	Number of media events conducted	2,642	95	-2,547
4	Number of community education events conducted	105	198	93
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	88	46	-42
6	Number of group sessions for beneficiaries led by volunteers	220	309	89
7	Number of beneficiaries who attended group sessions led by volunteers	11,719	13,505	1,786
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,978	5,828	2,850
7 + 8	Total number of beneficiaries educated	14,697	19,333	4,636
9	Estimated number of people reached by media events	175,227	402,426	227,199
10	Estimated number of people reached by community education events	30,634	72,503	41,869
11	Number of complaints received attributable to the project	255	365	110
12	Number of complaints referred for follow-up	38	83	45
13	Number of complaints that resulted in some action	8	15	7
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$10,465	\$10,465
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$10,465	\$10,465
14 + 15	Total savings attributable to the project	\$0	\$10,465	\$10,465

A P P E N D I X - D

Alaska - Alaska State Division of Senior Services, Anchorage		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	0	13	13
2	Number of <u>new</u> volunteers trained	0	2	2
3	Number of media events conducted	4	7	3
4	Number of community education events conducted	7	13	6
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	2	2
6	Number of group sessions for beneficiaries led by volunteers	20	0	-20
7	Number of beneficiaries who attended group sessions led by volunteers	1,000	0	-1,000
8	Number of one-on-one sessions held between beneficiaries and volunteers	35	1	-34
7 + 8	Total number of beneficiaries educated	1,035	1	-1,034
9	Estimated number of people reached by media events	3,500	500,000	496,500
10	Estimated number of people reached by community education events	3,744	130	-3,614
11	Number of complaints received attributable to the project	0	1	1
12	Number of complaints referred for follow-up	0	1	1
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

A P P E N D I X - D

Arizona - Arizona Department of Economic Security, Phoenix		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	13	19	6
2	Number of <u>new</u> volunteers trained	15	39	24
3	Number of media events conducted	38	24	-14
4	Number of community education events conducted	103	144	41
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	15	39	24
6	Number of group sessions for beneficiaries led by volunteers	96	7	-89
7	Number of beneficiaries who attended group sessions led by volunteers	4,056	4,056	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	23	23	0
7 + 8	Total number of beneficiaries educated	4,079	4,079	0
9	Estimated number of people reached by media events	79,995	47,768	-32,227
10	Estimated number of people reached by community education events	40,008	9,671	-30,337
11	Number of complaints received attributable to the project	78	78	0
12	Number of complaints referred for follow-up	4	7	3
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Arkansas - Arkansas Division of Aging and Adult Services, Little Rock		In operation since: July 2002		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	5	4	-1
2	Number of <u>new</u> volunteers trained	24	14	-10
3	Number of media events conducted	10	17	7
4	Number of community education events conducted	10	30	20
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	6	10	4
6	Number of group sessions for beneficiaries led by volunteers	8	44	36
7	Number of beneficiaries who attended group sessions led by volunteers	434	1,668	1,234
8	Number of one-on-one sessions held between beneficiaries and volunteers	6	3	-3
7 + 8	Total number of beneficiaries educated	440	1,671	1,231
9	Estimated number of people reached by media events	220,500	737,428	516,928
10	Estimated number of people reached by community education events	1,902	2,425	523
11	Number of complaints received attributable to the project	9	39	30
12	Number of complaints referred for follow-up	5	9	4
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$782	\$782
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$782	\$782
14 + 15	Total savings attributable to the project	\$0	\$782	\$782

California - California Health Insurance Counseling Advocacy Programs Association, Sacramento			In operation since: July 1997	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	6	6	0
2	Number of <u>new</u> volunteers trained	73	187	114
3	Number of media events conducted	8	26	18
4	Number of community education events conducted	36	52	16
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	52	16	-36
6	Number of group sessions for beneficiaries led by volunteers	244	207	-37
7	Number of beneficiaries who attended group sessions led by volunteers	8,890	7,977	-913
8	Number of one-on-one sessions held between beneficiaries and volunteers	8	18	10
7 + 8	Total number of beneficiaries educated	8,898	7,995	-903
9	Estimated number of people reached by media events	2,483,950	6,011,000	3,527,050
10	Estimated number of people reached by community education events	5,436	23,768	18,332
11	Number of complaints received attributable to the project	27	21	-6
12	Number of complaints referred for follow-up	8	18	10
13	Number of complaints that resulted in some action	4	2	-2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Colorado - Colorado Division of Insurance, Denver		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	2	1	-1
2	Number of <u>new</u> volunteers trained	20	5	-15
3	Number of media events conducted	10	7	-3
4	Number of community education events conducted	20	31	11
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	5	6	1
6	Number of group sessions for beneficiaries led by volunteers	43	92	49
7	Number of beneficiaries who attended group sessions led by volunteers	1,290	2,232	942
8	Number of one-on-one sessions held between beneficiaries and volunteers	77	56	-21
7 + 8	Total number of beneficiaries educated	1,367	2,288	921
9	Estimated number of people reached by media events	75,120	149,200	74,080
10	Estimated number of people reached by community education events	1,305	836	-469
11	Number of complaints received attributable to the project	15	8	-7
12	Number of complaints referred for follow-up	3	2	-1
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Connecticut - Connecticut Department of Social Services, Hartford		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	16	16	0
2	Number of <u>new</u> volunteers trained	244	226	-18
3	Number of media events conducted	23	30	7
4	Number of community education events conducted	112	116	4
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	113	18	-95
6	Number of group sessions for beneficiaries led by volunteers	17	16	-1
7	Number of beneficiaries who attended group sessions led by volunteers	1,701	467	-1,234
8	Number of one-on-one sessions held between beneficiaries and volunteers	33	13	-20
7 + 8	Total number of beneficiaries educated	1,734	480	-1,254
9	Estimated number of people reached by media events	374,015	619,372	245,357
10	Estimated number of people reached by community education events	7,396	13,287	5,891
11	Number of complaints received attributable to the project	12	43	31
12	Number of complaints referred for follow-up	4	23	19
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL				
15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Delaware - Delaware Department of Health and Social Services, New Castle			In operation since: July 1999	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	3	3	0
2	Number of <u>new</u> volunteers trained	2	19	17
3	Number of media events conducted	18	171	153
4	Number of community education events conducted	38	17	-21
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	12	10
6	Number of group sessions for beneficiaries led by volunteers	73	57	-16
7	Number of beneficiaries who attended group sessions led by volunteers	1,608	1,179	-429
8	Number of one-on-one sessions held between beneficiaries and volunteers	40	96	56
7 + 8	Total number of beneficiaries educated	1,648	1,275	-373
9	Estimated number of people reached by media events	1,030,650	11,000,000	9,969,350
10	Estimated number of people reached by community education events	4,070	1,829	-2,241
11	Number of complaints received attributable to the project	18	7	-11
12	Number of complaints referred for follow-up	8	1	-7
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$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	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	0	0	0
2	Number of <u>new</u> volunteers trained	0	0	0
3	Number of media events conducted	3	2	-1
4	Number of community education events conducted	7	8	1
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	25	29	4
7	Number of beneficiaries who attended group sessions led by volunteers	675	756	81
8	Number of one-on-one sessions held between beneficiaries and volunteers	52	0	-52
7 + 8	Total number of beneficiaries educated	727	756	29
9	Estimated number of people reached by media events	690,000	18,000,000	17,310,000
10	Estimated number of people reached by community education events	5,650	6,150	500
11	Number of complaints received attributable to the project	60	27	-33
12	Number of complaints referred for follow-up	4	0	-4
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

District of Columbia - Friendship House, Washington, DC		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	5	5	0
2	Number of <u>new</u> volunteers trained	4	4	0
3	Number of media events conducted	3,848	4	-3,844
4	Number of community education events conducted	30	20	-10
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	2	-2
6	Number of group sessions for beneficiaries led by volunteers	16	16	0
7	Number of beneficiaries who attended group sessions led by volunteers	480	441	-39
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,163	707	-456
7 + 8	Total number of beneficiaries educated	1,643	1,148	-495
9	Estimated number of people reached by media events	2,497,070	1,248,535	-1,248,535
10	Estimated number of people reached by community education events	150,000	85,000	-65,000
11	Number of complaints received attributable to the project	50	25	-25
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$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	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	7	2	-5
2	Number of <u>new</u> volunteers trained	56	34	-22
3	Number of media events conducted	28	40	12
4	Number of community education events conducted	58	64	6
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	10	7	-3
6	Number of group sessions for beneficiaries led by volunteers	29	14	-15
7	Number of beneficiaries who attended group sessions led by volunteers	724	885	161
8	Number of one-on-one sessions held between beneficiaries and volunteers	99	49	-50
7 + 8	Total number of beneficiaries educated	823	934	111
9	Estimated number of people reached by media events	3,000,860	3,066,896	66,036
10	Estimated number of people reached by community education events	8,157	5,435	-2,722
11	Number of complaints received attributable to the project	95	75	-20
12	Number of complaints referred for follow-up	3	3	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$19,345	\$0	-\$19,345
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$19,345	\$0	-\$19,345
14 + 15	Total savings attributable to the project	\$19,345	\$0	-\$19,345

Georgia - Atlanta Regional Commission, Atlanta		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	3	2	-1
2	Number of <u>new</u> volunteers trained	2	5	3
3	Number of media events conducted	21	25	4
4	Number of community education events conducted	10	41	31
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	3	1
6	Number of group sessions for beneficiaries led by volunteers	61	109	48
7	Number of beneficiaries who attended group sessions led by volunteers	1,833	2,771	938
8	Number of one-on-one sessions held between beneficiaries and volunteers	205	226	21
7 + 8	Total number of beneficiaries educated	2,038	2,997	959
9	Estimated number of people reached by media events	73,859	279,850	205,991
10	Estimated number of people reached by community education events	835	3,430	2,595
11	Number of complaints received attributable to the project	7	11	4
12	Number of complaints referred for follow-up	2	9	7
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Georgia - Department of Human Resources, Atlanta		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	25	4	-21
2	Number of <u>new</u> volunteers trained	84	36	-48
3	Number of media events conducted	35	7	-28
4	Number of community education events conducted	133	55	-78
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	20	8	-12
6	Number of group sessions for beneficiaries led by volunteers	247	15	-232
7	Number of beneficiaries who attended group sessions led by volunteers	5,998	410	-5,588
8	Number of one-on-one sessions held between beneficiaries and volunteers	94	3	-91
7 + 8	Total number of beneficiaries educated	6,092	413	-5,679
9	Estimated number of people reached by media events	412,100	391,725	-20,375
10	Estimated number of people reached by community education events	45,946	4,773	-41,173
11	Number of complaints received attributable to the project	6	7	1
12	Number of complaints referred for follow-up	1	4	3
13	Number of complaints that resulted in some action	2	3	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Hawaii - Hawaii Executive Office of Aging, Honolulu		In operation since: July 1997		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	4	8	4
2	Number of <u>new</u> volunteers trained	6	59	53
3	Number of media events conducted	107	2	-105
4	Number of community education events conducted	6	9	3
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	5	2
6	Number of group sessions for beneficiaries led by volunteers	20	45	25
7	Number of beneficiaries who attended group sessions led by volunteers	645	1,683	1,038
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	2	2
7 + 8	Total number of beneficiaries educated	645	1,685	1,040
9	Estimated number of people reached by media events	940,000	500,000	-440,000
10	Estimated number of people reached by community education events	27,000	4,200	-22,800
11	Number of complaints received attributable to the project	3	25	22
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$73	\$0	-\$73
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$73	\$0	-\$73
14 + 15	Total savings attributable to the project	\$73	\$0	-\$73

A P P E N D I X ~ D

Idaho - Idaho Medicare Watch Partnership, Boise		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	14	13	-1
2	Number of <u>new</u> volunteers trained	9	19	10
3	Number of media events conducted	43	29	-14
4	Number of community education events conducted	40	85	45
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	9	11	2
6	Number of group sessions for beneficiaries led by volunteers	180	149	-31
7	Number of beneficiaries who attended group sessions led by volunteers	12,492	1,210	-11,282
8	Number of one-on-one sessions held between beneficiaries and volunteers	642	647	5
7 + 8	Total number of beneficiaries educated	13,134	1,857	-11,277
9	Estimated number of people reached by media events	323,388	395,970	72,582
10	Estimated number of people reached by community education events	7,860	9,649	1,789
11	Number of complaints received attributable to the project	2,236	649	-1,587
12	Number of complaints referred for follow-up	670	2	-668
13	Number of complaints that resulted in some action	480	0	-480
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$91,232	\$71,491	-\$19,741
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$91,232	\$71,491	-\$19,741
14 + 15	Total savings attributable to the project	\$91,232	\$71,491	-\$19,741

A P P E N D I X ~ D

Illinois - Suburban Area Agency on Aging, Oak Park		In operation since: July 1997		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	6	12	6
2	Number of <u>new</u> volunteers trained	29	6	-23
3	Number of media events conducted	2,446	1,219	-1,227
4	Number of community education events conducted	47	276	229
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	12	86	74
6	Number of group sessions for beneficiaries led by volunteers	119	214	95
7	Number of beneficiaries who attended group sessions led by volunteers	2,698	12,562	9,864
8	Number of one-on-one sessions held between beneficiaries and volunteers	13	100	87
7 + 8	Total number of beneficiaries educated	2,711	12,662	9,951
9	Estimated number of people reached by media events	508,800	763,736	254,936
10	Estimated number of people reached by community education events	4,582	19,462	14,880
11	Number of complaints received attributable to the project	6	19	13
12	Number of complaints referred for follow-up	4	17	13
13	Number of complaints that resulted in some action	0	3	3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Indiana - Indiana Division of Disability, Aging and Rehabilitation, Indianapolis			In operation since: July 1999	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	6	7	1
2	Number of <u>new</u> volunteers trained	87	131	44
3	Number of media events conducted	6	143	137
4	Number of community education events conducted	90	87	-3
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	6	7	1
6	Number of group sessions for beneficiaries led by volunteers	7	88	81
7	Number of beneficiaries who attended group sessions led by volunteers	87	2,178	2,091
8	Number of one-on-one sessions held between beneficiaries and volunteers	28	123	95
7 + 8	Total number of beneficiaries educated	115	2,301	2,186
9	Estimated number of people reached by media events	28,438	1,428,266	1,399,828
10	Estimated number of people reached by community education events	17,262	9,470	-7,792
11	Number of complaints received attributable to the project	0	4	4
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Iowa - Iowa Department of Elder Affairs, Waterloo			In operation since: July 1997	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	42	6	-36
2	Number of <u>new</u> volunteers trained	54	6	-48
3	Number of media events conducted	198	2,064	1,866
4	Number of community education events conducted	94	112	18
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	41	6	-35
6	Number of group sessions for beneficiaries led by volunteers	457	325	-132
7	Number of beneficiaries who attended group sessions led by volunteers	982	6,272	5,290
8	Number of one-on-one sessions held between beneficiaries and volunteers	27	31	4
7 + 8	Total number of beneficiaries educated	1,009	6,303	5,294
9	Estimated number of people reached by media events	312,191	1,383,664,631	1,383,352,440
10	Estimated number of people reached by community education events	109,517	3,767	-105,750
11	Number of complaints received attributable to the project	52	44	-8
12	Number of complaints referred for follow-up	11	20	9
13	Number of complaints that resulted in some action	2	4	2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$210	\$0	-\$210
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$210	\$0	-\$210
14 + 15	Total savings attributable to the project	\$210	\$0	-\$210

Kansas - Via Christi Foundation, Inc., Wichita		In operation since: July 2003		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	0	2	2
2	Number of <u>new</u> volunteers trained	0	58	58
3	Number of media events conducted	0	4	4
4	Number of community education events conducted	0	2	2
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	6	6
6	Number of group sessions for beneficiaries led by volunteers	0	6	6
7	Number of beneficiaries who attended group sessions led by volunteers	0	75	75
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	24	24
7 + 8	Total number of beneficiaries educated	0	99	99
9	Estimated number of people reached by media events	0	8,000	8,000
10	Estimated number of people reached by community education events	0	1,000	1,000
11	Number of complaints received attributable to the project	0	2	2
12	Number of complaints referred for follow-up	0	2	2
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Kentucky - Kentucky Association of Senior Service Corps Programs, Louisville		In operation since: July 2001		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	5	14	9
2	Number of <u>new</u> volunteers trained	18	45	27
3	Number of media events conducted	92	252	160
4	Number of community education events conducted	34	75	41
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	9	29	20
6	Number of group sessions for beneficiaries led by volunteers	150	292	142
7	Number of beneficiaries who attended group sessions led by volunteers	3,927	8,828	4,901
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,008	1,853	845
7 + 8	Total number of beneficiaries educated	4,935	10,681	5,746
9	Estimated number of people reached by media events	1,083,054	4,734,027	3,650,973
10	Estimated number of people reached by community education events	2,727	5,291	2,564
11	Number of complaints received attributable to the project	163	154	-9
12	Number of complaints referred for follow-up	0	6	6
13	Number of complaints that resulted in some action	0	3	3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$1,815	\$0	-\$1,815
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL				
15	Total Medicaid funds, beneficiary savings and other savings	\$1,815	\$0	-\$1,815
14 + 15	Total savings attributable to the project	\$1,815	\$0	-\$1,815

Louisiana - Vernon Parish Council on Aging, Inc., Leesville			In operation since: July 2000	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	2	2	0
2	Number of <u>new</u> volunteers trained	46	98	52
3	Number of media events conducted	9	4	-5
4	Number of community education events conducted	12	12	0
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	2	-1
6	Number of group sessions for beneficiaries led by volunteers	2	5	3
7	Number of beneficiaries who attended group sessions led by volunteers	31	47	16
8	Number of one-on-one sessions held between beneficiaries and volunteers	27	89	62
7 + 8	Total number of beneficiaries educated	58	58	0
9	Estimated number of people reached by media events	250,000	100,000	-150,000
10	Estimated number of people reached by community education events	286	244	-42
11	Number of complaints received attributable to the project	10	5	-5
12	Number of complaints referred for follow-up	3	2	-1
13	Number of complaints that resulted in some action	1	1	0
14	Medicare funds recovered attributable to the project	\$83,787	\$0	-\$83,787
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$83,787	\$0	-\$83,787

Maine - Maine Department of Human Services' Bureau of Elder and Adult Services, Augusta			In operation since: July 1999	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	16	19	3
2	Number of <u>new</u> volunteers trained	91	25	-66
3	Number of media events conducted	51	65	14
4	Number of community education events conducted	67	59	-8
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	55	13	-42
6	Number of group sessions for beneficiaries led by volunteers	70	155	85
7	Number of beneficiaries who attended group sessions led by volunteers	1,174	2,666	1,492
8	Number of one-on-one sessions held between beneficiaries and volunteers	118	346	228
7 + 8	Total number of beneficiaries educated	1,292	3,012	1,720
9	Estimated number of people reached by media events	748,874	1,205,839	456,965
10	Estimated number of people reached by community education events	11,903	5,397	-6,506
11	Number of complaints received attributable to the project	11	15	4
12	Number of complaints referred for follow-up	4	7	3
13	Number of complaints that resulted in some action	2	4	2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$3,128	\$3,128
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$3,128	\$3,128
14 + 15	Total savings attributable to the project	\$0	\$3,128	\$3,128

Maryland - Maryland Office on Aging, Baltimore		In operation since: July 1997		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	25	18	-7
2	Number of <u>new</u> volunteers trained	0	4	4
3	Number of media events conducted	69	56	-13
4	Number of community education events conducted	51	53	2
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	119	205	86
7	Number of beneficiaries who attended group sessions led by volunteers	3,816	6,922	3,106
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,483	1,648	165
7 + 8	Total number of beneficiaries educated	5,299	8,570	3,271
9	Estimated number of people reached by media events	350,845	446,952	96,107
10	Estimated number of people reached by community education events	18,091	8,804	-9,287
11	Number of complaints received attributable to the project	67	21	-46
12	Number of complaints referred for follow-up	2	0	-2
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$840	\$840
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$840	\$840
14 + 15	Total savings attributable to the project	\$0	\$840	\$840

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Massachusetts - Elder Services of Merrimack, Lawrence		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	8	8	0
2	Number of <u>new</u> volunteers trained	73	40	-33
3	Number of media events conducted	28	58	30
4	Number of community education events conducted	201	250	49
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	17	17	0
6	Number of group sessions for beneficiaries led by volunteers	238	0	-238
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	14,320	6,320	-8,000
7 + 8	Total number of beneficiaries educated	14,320	6,320	-8,000
9	Estimated number of people reached by media events	140,000	300,000	160,000
10	Estimated number of people reached by community education events	7,676	20,000	12,324
11	Number of complaints received attributable to the project	31	5	-26
12	Number of complaints referred for follow-up	3	0	-3
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Michigan - Area Agencies on Aging Association of Michigan, Lansing		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	13	2	-11
2	Number of <u>new</u> volunteers trained	186	13	-173
3	Number of media events conducted	0	10	10
4	Number of community education events conducted	13	50	37
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	13	15	2
6	Number of group sessions for beneficiaries led by volunteers	0	44	44
7	Number of beneficiaries who attended group sessions led by volunteers	0	1,829	1,829
8	Number of one-on-one sessions held between beneficiaries and volunteers	11	11	0
7 + 8	Total number of beneficiaries educated	11	1,840	1,829
9	Estimated number of people reached by media events	0	1,070,771	1,070,771
10	Estimated number of people reached by community education events	2,853	475	-2,378
11	Number of complaints received attributable to the project	11	11	0
12	Number of complaints referred for follow-up	5	2	-3
13	Number of complaints that resulted in some action	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$299	\$299
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$299	\$299
14 + 15	Total savings attributable to the project	\$0	\$299	\$299

Minnesota - Minnesota Board of Aging, St. Paul		In operation since: July 1997		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	5	4	-1
2	Number of <u>new</u> volunteers trained	26	65	39
3	Number of media events conducted	0	10	10
4	Number of community education events conducted	83	212	129
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	19	3	-16
6	Number of group sessions for beneficiaries led by volunteers	19	34	15
7	Number of beneficiaries who attended group sessions led by volunteers	888	61	-827
8	Number of one-on-one sessions held between beneficiaries and volunteers	9	7	-2
7 + 8	Total number of beneficiaries educated	897	68	-829
9	Estimated number of people reached by media events	0	979,687	979,687
10	Estimated number of people reached by community education events	2,098	11,965	9,867
11	Number of complaints received attributable to the project	0	14	14
12	Number of complaints referred for follow-up	0	11	11
13	Number of complaints that resulted in some action	0	9	9
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$31,452	\$31,452
15C	Other savings attributable to the project	\$0	\$27,642	\$27,642
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$59,094	\$59,094
14 + 15	Total savings attributable to the project	\$0	\$59,094	\$59,094

A P P E N D I X - D

Mississippi - Mississippi Department of Human Services, Jackson		In operation since: July 2000		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	19	33	14
2	Number of <u>new</u> volunteers trained	212	262	50
3	Number of media events conducted	10	1,910	1,900
4	Number of community education events conducted	98	170	72
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	46	63	17
6	Number of group sessions for beneficiaries led by volunteers	113	445	332
7	Number of beneficiaries who attended group sessions led by volunteers	1,841	7,772	5,931
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,029	1,882	853
7 + 8	Total number of beneficiaries educated	2,870	9,654	6,784
9	Estimated number of people reached by media events	16,694	953,075	936,381
10	Estimated number of people reached by community education events	10,047	25,724	15,677
11	Number of complaints received attributable to the project	26	85	59
12	Number of complaints referred for follow-up	8	0	-8
13	Number of complaints that resulted in some action	10	0	-10
14	Medicare funds recovered attributable to the project	\$490	\$0	-\$490
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$2,436	\$0	-\$2,436
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$2,436	\$0	-\$2,436
14 + 15	Total savings attributable to the project	\$2,926	\$0	-\$2,926

Missouri - District III Area Agency on Aging, Warrensburg		In operation since: July 1997		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	1	8	7
2	Number of <u>new</u> volunteers trained	10	90	80
3	Number of media events conducted	3	9	6
4	Number of community education events conducted	15	8	-7
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	10	90	80
6	Number of group sessions for beneficiaries led by volunteers	15	38	23
7	Number of beneficiaries who attended group sessions led by volunteers	287	1,164	877
8	Number of one-on-one sessions held between beneficiaries and volunteers	58	81	23
7 + 8	Total number of beneficiaries educated	345	1,245	900
9	Estimated number of people reached by media events	100,000	271,500	171,500
10	Estimated number of people reached by community education events	287	1,000	713
11	Number of complaints received attributable to the project	5	5	0
12	Number of complaints referred for follow-up	5	5	0
13	Number of complaints that resulted in some action	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$887	\$887
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$887	\$887
14 + 15	Total savings attributable to the project	\$0	\$887	\$887

A P P E N D I X - D

Montana - Missoula Aging Services, Missoula		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	7	4	-3
2	Number of <u>new</u> volunteers trained	35	8	-27
3	Number of media events conducted	173	6,301	6,128
4	Number of community education events conducted	40	66	26
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	29	24	-5
6	Number of group sessions for beneficiaries led by volunteers	112	139	27
7	Number of beneficiaries who attended group sessions led by volunteers	2,769	3,904	1,135
8	Number of one-on-one sessions held between beneficiaries and volunteers	182	769	587
7 + 8	Total number of beneficiaries educated	2,951	4,673	1,722
9	Estimated number of people reached by media events	550,408	917,621	367,213
10	Estimated number of people reached by community education events	4,532	6,903	2,371
11	Number of complaints received attributable to the project	41	110	69
12	Number of complaints referred for follow-up	0	14	14
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Nebraska - Nebraska Department of Health and Human Services, Lincoln		In operation since: July 2000		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	4	3	-1
2	Number of <u>new</u> volunteers trained	26	11	-15
3	Number of media events conducted	26	81	55
4	Number of community education events conducted	43	62	19
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	33	34	1
6	Number of group sessions for beneficiaries led by volunteers	55	67	12
7	Number of beneficiaries who attended group sessions led by volunteers	1,759	1,938	179
8	Number of one-on-one sessions held between beneficiaries and volunteers	409	234	-175
7 + 8	Total number of beneficiaries educated	2,168	2,172	4
9	Estimated number of people reached by media events	948,403	2,849,444	1,901,041
10	Estimated number of people reached by community education events	164,706	23,466	-141,240
11	Number of complaints received attributable to the project	31	11	-20
12	Number of complaints referred for follow-up	11	4	-7
13	Number of complaints that resulted in some action	3	4	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL				
15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Nevada - Nevada Division of Aging Services, Las Vegas		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	4	4	0
2	Number of <u>new</u> volunteers trained	5	1	-4
3	Number of media events conducted	4,150	12	-4,138
4	Number of community education events conducted	12	20	8
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	0	-3
6	Number of group sessions for beneficiaries led by volunteers	12	14	2
7	Number of beneficiaries who attended group sessions led by volunteers	924	1,050	126
8	Number of one-on-one sessions held between beneficiaries and volunteers	12	12	0
7 + 8	Total number of beneficiaries educated	936	1,062	126
9	Estimated number of people reached by media events	935,500	135,000	-800,500
10	Estimated number of people reached by community education events	9,150	10,455	1,305
11	Number of complaints received attributable to the project	25	55	30
12	Number of complaints referred for follow-up	11	11	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

New Hampshire - New Hampshire Division of Elderly and Adult Services, Concord			In operation since: July 1997	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	1	1	0
2	Number of <u>new</u> volunteers trained	9	36	27
3	Number of media events conducted	18	16	-2
4	Number of community education events conducted	45	52	7
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	9	5	-4
6	Number of group sessions for beneficiaries led by volunteers	46	48	2
7	Number of beneficiaries who attended group sessions led by volunteers	1,125	1,174	49
8	Number of one-on-one sessions held between beneficiaries and volunteers	3,659	2,813	-846
7 + 8	Total number of beneficiaries educated	4,784	3,987	-797
9	Estimated number of people reached by media events	142,800	300,000	157,200
10	Estimated number of people reached by community education events	10,800	10,800	0
11	Number of complaints received attributable to the project	7	25	18
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

New Jersey - Jewish Family & Vocational Services of Middlesex County, Inc., Edison			In operation since: July 2001	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	3	1	-2
2	Number of <u>new</u> volunteers trained	38	35	-3
3	Number of media events conducted	5	0	-5
4	Number of community education events conducted	9	10	1
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	12	3	-9
6	Number of group sessions for beneficiaries led by volunteers	68	64	-4
7	Number of beneficiaries who attended group sessions led by volunteers	3,852	4,291	439
8	Number of one-on-one sessions held between beneficiaries and volunteers	120	150	30
7 + 8	Total number of beneficiaries educated	3,972	4,441	469
9	Estimated number of people reached by media events	1,201,647	0	-1,201,647
10	Estimated number of people reached by community education events	5,403	5,750	347
11	Number of complaints received attributable to the project	30	19	-11
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL				
15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

New Mexico - New Mexico State Agency on Aging, Santa Fe			In operation since: July 1999	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	5	14	9
2	Number of <u>new</u> volunteers trained	8	15	7
3	Number of media events conducted	5	9	4
4	Number of community education events conducted	15	56	41
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	8	15	7
6	Number of group sessions for beneficiaries led by volunteers	23	38	15
7	Number of beneficiaries who attended group sessions led by volunteers	999	1,140	141
8	Number of one-on-one sessions held between beneficiaries and volunteers	15,311	14,974	-337
7 + 8	Total number of beneficiaries educated	16,310	16,114	-196
9	Estimated number of people reached by media events	348,000	325,000	-23,000
10	Estimated number of people reached by community education events	11,825	18,715	6,890
11	Number of complaints received attributable to the project	26	42	16
12	Number of complaints referred for follow-up	26	30	4
13	Number of complaints that resulted in some action	14	39	25
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$200,000	\$200,000
15B	Savings to beneficiaries attributable to the project	\$143,020	\$85,414	-\$57,606
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$143,020	\$285,414	\$142,394
14 + 15	Total savings attributable to the project	\$143,020	\$285,414	\$142,394

New York – New York State Office for the Aging, Albany			In operation since: July 1997	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	27	56	29
2	Number of <u>new</u> volunteers trained	61	264	203
3	Number of media events conducted	9	63	54
4	Number of community education events conducted	15	115	100
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	341	420	79
6	Number of group sessions for beneficiaries led by volunteers	45	145	100
7	Number of beneficiaries who attended group sessions led by volunteers	1,020	3,393	2,373
8	Number of one-on-one sessions held between beneficiaries and volunteers	4,135	5,593	1,458
7 + 8	Total number of beneficiaries educated	5,155	8,986	3,831
9	Estimated number of people reached by media events	48,737	452,700	403,963
10	Estimated number of people reached by community education events	57,945	15,501	-42,444
11	Number of complaints received attributable to the project	839	218	-621
12	Number of complaints referred for follow-up	271	36	-235
13	Number of complaints that resulted in some action	71	34	-37
14	Medicare funds recovered attributable to the project	\$1,696	\$22,005	\$20,309
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$1,696	\$22,005	\$20,309

North Carolina - Department of Health and Human Services, Division of Aging, Raleigh			In operation: July 2000 through Dec. 2003	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	0	NA	NA
2	Number of <u>new</u> volunteers trained	2	NA	NA
3	Number of media events conducted	6	NA	NA
4	Number of community education events conducted	13	NA	NA
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	NA	NA
6	Number of group sessions for beneficiaries led by volunteers	19	NA	NA
7	Number of beneficiaries who attended group sessions led by volunteers	1,115	NA	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	5	NA	NA
7 + 8	Total number of beneficiaries educated	1,120	NA	NA
9	Estimated number of people reached by media events	1,180	NA	NA
10	Estimated number of people reached by community education events	325	NA	NA
11	Number of complaints received attributable to the project	0	NA	NA
12	Number of complaints referred for follow-up	0	NA	NA
13	Number of complaints that resulted in some action	0	NA	NA
14	Medicare funds recovered attributable to the project	\$0	NA	NA
15A	Medicaid funds recovered attributable to the project	\$0	NA	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	NA
15C	Other savings attributable to the project	\$0	NA	NA
TOTAL				
15	Total Medicaid funds, beneficiary savings and other savings	\$0	NA	NA
14 + 15	Total savings attributable to the project	\$0	NA	NA

North Carolina - Department of Insurance, Raleigh		In operation since: July 2003		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	0	16	16
2	Number of <u>new</u> volunteers trained	0	75	75
3	Number of media events conducted	0	14	14
4	Number of community education events conducted	0	55	55
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	4	4
6	Number of group sessions for beneficiaries led by volunteers	0	15	15
7	Number of beneficiaries who attended group sessions led by volunteers	0	391	391
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	17	17
7 + 8	Total number of beneficiaries educated	0	408	408
9	Estimated number of people reached by media events	0	231,218	231,218
10	Estimated number of people reached by community education events	0	12,496	12,496
11	Number of complaints received attributable to the project	1	72	71
12	Number of complaints referred for follow-up	1	10	9
13	Number of complaints that resulted in some action	0	2	2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$150	\$150
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$150	\$150
14 + 15	Total savings attributable to the project	\$0	\$150	\$150

North Dakota - Legal Assistance of North Dakota, Inc., Bismarck		In operation since: July 2003		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	5	10	5
2	Number of <u>new</u> volunteers trained	45	57	12
3	Number of media events conducted	1	14	13
4	Number of community education events conducted	32	2	-30
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	10	-10
6	Number of group sessions for beneficiaries led by volunteers	0	0	0
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	20	20
7 + 8	Total number of beneficiaries educated	0	20	20
9	Estimated number of people reached by media events	7,500	100,000	92,500
10	Estimated number of people reached by community education events	1,050	141	-909
11	Number of complaints received attributable to the project	1	0	-1
12	Number of complaints referred for follow-up	1	0	-1
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Ohio - Central Ohio Area Agency on Aging, Columbus		In operation since: July 2002		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	2	0	-2
2	Number of <u>new</u> volunteers trained	25	0	-25
3	Number of media events conducted	174	165	-9
4	Number of community education events conducted	201	203	2
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	15	9	-6
6	Number of group sessions for beneficiaries led by volunteers	54	40	-14
7	Number of beneficiaries who attended group sessions led by volunteers	738	985	247
8	Number of one-on-one sessions held between beneficiaries and volunteers	113	236	123
7 + 8	Total number of beneficiaries educated	851	1,221	370
9	Estimated number of people reached by media events	1,095,460	1,205,879	110,419
10	Estimated number of people reached by community education events	62,198	64,259	2,061
11	Number of complaints received attributable to the project	0	7	7
12	Number of complaints referred for follow-up	0	7	7
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

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Ohio - Pro Seniors, Inc., Cincinnati		In operation since: July 2002		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	1	1	0
2	Number of <u>new</u> volunteers trained	14	7	-7
3	Number of media events conducted	60	627	567
4	Number of community education events conducted	9	26	17
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	16	7	-9
6	Number of group sessions for beneficiaries led by volunteers	30	57	27
7	Number of beneficiaries who attended group sessions led by volunteers	716	1,375	659
8	Number of one-on-one sessions held between beneficiaries and volunteers	57	19	-38
7 + 8	Total number of beneficiaries educated	773	1,394	621
9	Estimated number of people reached by media events	1,003,957	3,133,121	2,129,164
10	Estimated number of people reached by community education events	4,140	703	-3,437
11	Number of complaints received attributable to the project	11	4	-7
12	Number of complaints referred for follow-up	1	0	-1
13	Number of complaints that resulted in some action	2	0	-2
14	Medicare funds recovered attributable to the project	\$264	\$0	-\$264
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$264	\$0	-\$264

Oklahoma - State of Oklahoma Insurance Department, Oklahoma City		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	4	10	6
2	Number of <u>new</u> volunteers trained	30	237	207
3	Number of media events conducted	2	9	7
4	Number of community education events conducted	9	32	23
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	11	9
6	Number of group sessions for beneficiaries led by volunteers	2	11	9
7	Number of beneficiaries who attended group sessions led by volunteers	50	200	150
8	Number of one-on-one sessions held between beneficiaries and volunteers	2	10	8
7 + 8	Total number of beneficiaries educated	52	210	158
9	Estimated number of people reached by media events	4,200	307,005	302,805
10	Estimated number of people reached by community education events	9,322	9,317	-5
11	Number of complaints received attributable to the project	6	5	-1
12	Number of complaints referred for follow-up	3	5	2
13	Number of complaints that resulted in some action	2	0	-2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Oregon – Senior Medicare Patrol Project, Salem		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	7	16	9
2	Number of <u>new</u> volunteers trained	38	71	33
3	Number of media events conducted	17,003	20	-16,983
4	Number of community education events conducted	19	93	74
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	38	71	33
6	Number of group sessions for beneficiaries led by volunteers	8	76	68
7	Number of beneficiaries who attended group sessions led by volunteers	240	12,442	12,202
8	Number of one-on-one sessions held between beneficiaries and volunteers	3,265	285	-2,980
7 + 8	Total number of beneficiaries educated	3,505	12,727	9,222
9	Estimated number of people reached by media events	167,000	3,209,414	3,042,414
10	Estimated number of people reached by community education events	5,005	994	-4,011
11	Number of complaints received attributable to the project	3	0	-3
12	Number of complaints referred for follow-up	2	0	-2
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$808	\$808
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$808	\$808
14 + 15	Total savings attributable to the project	\$0	\$808	\$808

Pennsylvania - Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia			In operation since: July 1997	
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	5	1	-4
2	Number of <u>new</u> volunteers trained	23	5	-18
3	Number of media events conducted	6	8	2
4	Number of community education events conducted	10	21	11
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	12	5	-7
6	Number of group sessions for beneficiaries led by volunteers	78	166	88
7	Number of beneficiaries who attended group sessions led by volunteers	2,962	11,876	8,914
8	Number of one-on-one sessions held between beneficiaries and volunteers	50	471	421
7 + 8	Total number of beneficiaries educated	3,012	3,012	0
9	Estimated number of people reached by media events	10,000	1,106,210	1,096,210
10	Estimated number of people reached by community education events	409	1,226	817
11	Number of complaints received attributable to the project	100	338	238
12	Number of complaints referred for follow-up	5	6	1
13	Number of complaints that resulted in some action	1	3	2
14	Medicare funds recovered attributable to the project	\$161	\$0	-\$161
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$161	\$0	-\$161

Puerto Rico - Governor's Office of Elderly Affairs, San Juan		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	6	4	-2
2	Number of <u>new</u> volunteers trained	117	6	-111
3	Number of media events conducted	3	491	488
4	Number of community education events conducted	36	22	-14
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	9	2	-7
6	Number of group sessions for beneficiaries led by volunteers	31	77	46
7	Number of beneficiaries who attended group sessions led by volunteers	4,871	2,172	-2,699
8	Number of one-on-one sessions held between beneficiaries and volunteers	270	360	90
7 + 8	Total number of beneficiaries educated	5,141	2,532	-2,609
9	Estimated number of people reached by media events	175,000	1,055,300	880,300
10	Estimated number of people reached by community education events	219	1,167	948
11	Number of complaints received attributable to the project	28	35	7
12	Number of complaints referred for follow-up	21	27	6
13	Number of complaints that resulted in some action	1	3	2
14	Medicare funds recovered attributable to the project	\$55	\$1,139	\$1,084
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$55	\$1,139	\$1,084

A P P E N D I X - D

Rhode Island – Aging 2000, Inc., Providence		In operation since: July 1997		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	1	0	-1
2	Number of <u>new</u> volunteers trained	5	0	-5
3	Number of media events conducted	3,071	1,281	-1,790
4	Number of community education events conducted	13	7	-6
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	7	27	20
7	Number of beneficiaries who attended group sessions led by volunteers	181	405	224
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0
7 + 8	Total number of beneficiaries educated	181	405	224
9	Estimated number of people reached by media events	6,000,000	6,300,000	300,000
10	Estimated number of people reached by community education events	50,000	15,000	-35,000
11	Number of complaints received attributable to the project	4	7	3
12	Number of complaints referred for follow-up	3	5	2
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

South Carolina - Department of Health and Human Services, Columbia		In operation since: July 2000		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	0	4	4
2	Number of <u>new</u> volunteers trained	0	15	15
3	Number of media events conducted	4	2	-2
4	Number of community education events conducted	28	11	-17
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	10	0	-10
6	Number of group sessions for beneficiaries led by volunteers	11	94	83
7	Number of beneficiaries who attended group sessions led by volunteers	2,391	2,464	73
8	Number of one-on-one sessions held between beneficiaries and volunteers	49	7	-42
7 + 8	Total number of beneficiaries educated	2,440	2,471	31
9	Estimated number of people reached by media events	1,620	51,091	49,471
10	Estimated number of people reached by community education events	435	3,950	3,515
11	Number of complaints received attributable to the project	8	1	-7
12	Number of complaints referred for follow-up	2	1	-1
13	Number of complaints that resulted in some action	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

South Dakota - East River Legal Services Corporation, Sioux Falls		In operation since: July 2000		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	1	0	-1
2	Number of <u>new</u> volunteers trained	3	0	-3
3	Number of media events conducted	0	13	13
4	Number of community education events conducted	2	63	61
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	5	3
6	Number of group sessions for beneficiaries led by volunteers	8	6	-2
7	Number of beneficiaries who attended group sessions led by volunteers	333	320	-13
8	Number of one-on-one sessions held between beneficiaries and volunteers	199	162	-37
7 + 8	Total number of beneficiaries educated	532	482	-50
9	Estimated number of people reached by media events	0	1,151	1,151
10	Estimated number of people reached by community education events	650	1,859	1,209
11	Number of complaints received attributable to the project	3	0	-3
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	3	0	-3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Tennessee - Upper Cumberland Development District/AAA, Cookeville		In operation since: July 2001		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	4	3	-1
2	Number of <u>new</u> volunteers trained	39	55	16
3	Number of media events conducted	43	49	6
4	Number of community education events conducted	52	107	55
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	18	55	37
6	Number of group sessions for beneficiaries led by volunteers	140	120	-20
7	Number of beneficiaries who attended group sessions led by volunteers	7,075	7,585	510
8	Number of one-on-one sessions held between beneficiaries and volunteers	90	169	79
7 + 8	Total number of beneficiaries educated	7,165	7,754	589
9	Estimated number of people reached by media events	357,540	3,640,893	3,283,353
10	Estimated number of people reached by community education events	8,659	17,644	8,985
11	Number of complaints received attributable to the project	22	32	10
12	Number of complaints referred for follow-up	4	24	20
13	Number of complaints that resulted in some action	8	7	-1
14	Medicare funds recovered attributable to the project	\$0	\$114	\$114
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$1,969	\$0	-\$1,969
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$1,969	\$0	-\$1,969
14 + 15	Total savings attributable to the project	\$1,969	\$114	-\$1,855

Texas - Better Business Bureau Education Foundation, Houston		In operation since: July 2002		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	3	0	-3
2	Number of <u>new</u> volunteers trained	80	0	-80
3	Number of media events conducted	4	3	-1
4	Number of community education events conducted	29	64	35
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	78	0	-78
6	Number of group sessions for beneficiaries led by volunteers	39	17	-22
7	Number of beneficiaries who attended group sessions led by volunteers	1,083	721	-362
8	Number of one-on-one sessions held between beneficiaries and volunteers	15	28	13
7 + 8	Total number of beneficiaries educated	1,098	749	-349
9	Estimated number of people reached by media events	107,000	200,000	93,000
10	Estimated number of people reached by community education events	568	2,885	2,317
11	Number of complaints received attributable to the project	14	35	21
12	Number of complaints referred for follow-up	0	28	28
13	Number of complaints that resulted in some action	7	13	6
14	Medicare funds recovered attributable to the project	\$64,978	\$18,926	-\$46,052
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$64,978	\$18,926	-\$46,052

Texas - The National Hispanic Council on Aging, Corpus Christi		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	2	42	40
2	Number of <u>new</u> volunteers trained	12	53	41
3	Number of media events conducted	8	14	6
4	Number of community education events conducted	10	78	68
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	17	17
6	Number of group sessions for beneficiaries led by volunteers	34	40	6
7	Number of beneficiaries who attended group sessions led by volunteers	1,218	1,670	452
8	Number of one-on-one sessions held between beneficiaries and volunteers	43	364	321
7 + 8	Total number of beneficiaries educated	1,261	2,034	773
9	Estimated number of people reached by media events	320,000	653,000	333,000
10	Estimated number of people reached by community education events	210,000	2,745	-207,255
11	Number of complaints received attributable to the project	56	86	30
12	Number of complaints referred for follow-up	15	26	11
13	Number of complaints that resulted in some action	0	34	34
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Utah - Utah Legal Services, Salt Lake City		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	18	6	-12
2	Number of <u>new</u> volunteers trained	51	288	237
3	Number of media events conducted	1	2	1
4	Number of community education events conducted	27	37	10
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	31	345	314
6	Number of group sessions for beneficiaries led by volunteers	23	26	3
7	Number of beneficiaries who attended group sessions led by volunteers	689	1,015	326
8	Number of one-on-one sessions held between beneficiaries and volunteers	166	455	289
7 + 8	Total number of beneficiaries educated	855	1,470	615
9	Estimated number of people reached by media events	100	300	200
10	Estimated number of people reached by community education events	7,080	1,496	-5,584
11	Number of complaints received attributable to the project	35	40	5
12	Number of complaints referred for follow-up	10	16	6
13	Number of complaints that resulted in some action	10	4	-6
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$1,151	\$1,151
15C	Other savings attributable to the project	\$0	\$1,395	\$1,395
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$2,546	\$2,546
14 + 15	Total savings attributable to the project	\$0	\$2,546	\$2,546

A P P E N D I X - D

Vermont - Community of Vermont Elders, Montpelier		In operation since: July 2003		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	0	2	2
2	Number of <u>new</u> volunteers trained	0	5	5
3	Number of media events conducted	0	4	4
4	Number of community education events conducted	0	28	28
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	0	0	0
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0
7 + 8	Total number of beneficiaries educated	0	0	0
9	Estimated number of people reached by media events	0	193,000	193,000
10	Estimated number of people reached by community education events	0	415	415
11	Number of complaints received attributable to the project	0	1	1
12	Number of complaints referred for follow-up	0	1	1
13	Number of complaints that resulted in some action	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL				
15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Virginia - Virginia Association of Area Agencies on Aging, Richmond		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	3	4	1
2	Number of <u>new</u> volunteers trained	15	27	12
3	Number of media events conducted	26	28	2
4	Number of community education events conducted	64	153	89
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	4	1
6	Number of group sessions for beneficiaries led by volunteers	41	83	42
7	Number of beneficiaries who attended group sessions led by volunteers	3,035	3,921	886
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0
7 + 8	Total number of beneficiaries educated	3,035	3,921	886
9	Estimated number of people reached by media events	1,819,000	1,274,413	-544,587
10	Estimated number of people reached by community education events	22,402	38,862	16,460
11	Number of complaints received attributable to the project	30	26	-4
12	Number of complaints referred for follow-up	11	22	11
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

A P P E N D I X - D

Washington - Office of the Insurance Counselor, Olympia		In operation since: July 1999		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	173	162	-11
2	Number of <u>new</u> volunteers trained	329	268	-61
3	Number of media events conducted	137	124	-13
4	Number of community education events conducted	62	45	-17
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	329	268	-61
6	Number of group sessions for beneficiaries led by volunteers	101	289	188
7	Number of beneficiaries who attended group sessions led by volunteers	4,321	12,000	7,679
8	Number of one-on-one sessions held between beneficiaries and volunteers	22,169	29,636	7,467
7 + 8	Total number of beneficiaries educated	26,490	41,636	15,146
9	Estimated number of people reached by media events	4,880,153	5,488,404	608,251
10	Estimated number of people reached by community education events	12,639	13,415	776
11	Number of complaints received attributable to the project	12	5	-7
12	Number of complaints referred for follow-up	3	3	0
13	Number of complaints that resulted in some action	3	0	-3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

West Virginia - AARP Foundation, Charleston		In operation since: July 2003		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	0	1	1
2	Number of <u>new</u> volunteers trained	0	25	25
3	Number of media events conducted	0	8	8
4	Number of community education events conducted	0	8	8
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	0	0	0
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0
7 + 8	Total number of beneficiaries educated	0	0	0
9	Estimated number of people reached by media events	0	1,317,579	1,317,579
10	Estimated number of people reached by community education events	0	3,360	3,360
11	Number of complaints received attributable to the project	0	0	0
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Wisconsin - Coalition of Wisconsin Aging Groups, Madison		In operation since: July 1997		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
	OUTPUT MEASURES			
1	Number of training sessions conducted to train <u>new</u> volunteers	4	8	4
2	Number of <u>new</u> volunteers trained	15	89	74
3	Number of media events conducted	15	1,160	1,145
4	Number of community education events conducted	32	10	-22
	OUTCOME MEASURES			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	4	4
6	Number of group sessions for beneficiaries led by volunteers	41	77	77
7	Number of beneficiaries who attended group sessions led by volunteers	6,379	3,946	3,946
8	Number of one-on-one sessions held between beneficiaries and volunteers	69	13	13
7 + 8	Total number of beneficiaries educated	6,448	3,959	3,959
9	Estimated number of people reached by media events	33,370	6,028,020	5,994,650
10	Estimated number of people reached by community education events	4,764	1,125	-3,639
11	Number of complaints received attributable to the project	27	30	3
12	Number of complaints referred for follow-up	9	11	2
13	Number of complaints that resulted in some action	2	4	2
14	Medicare funds recovered attributable to the project	\$20	\$39	\$19
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$20	\$39	\$19

Wisconsin - Great Lakes Inter-Tribal Council, Lac du Flambeau		In operation since: July 2003		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	0	1	1
2	Number of <u>new</u> volunteers trained	0	6	6
3	Number of media events conducted	0	3	3
4	Number of community education events conducted	11	22	11
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	0	0	0
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0
7 + 8	Total number of beneficiaries educated	0	0	0
9	Estimated number of people reached by media events	0	519	519
10	Estimated number of people reached by community education events	281	585	304
11	Number of complaints received attributable to the project	5	0	-5
12	Number of complaints referred for follow-up	0	0	0
13	Number of complaints that resulted in some action	0	0	0
14	Medicare funds recovered attributable to the project	0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	0	\$0	\$0
15C	Other savings attributable to the project	0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0

Wyoming - Wyoming Division on Aging, Cheyenne		In operation since: July 2000		
	PERFORMANCE MEASURES	July – Dec. '03	Jan. – June '04	Change in Last 6 Months
OUTPUT MEASURES				
1	Number of training sessions conducted to train <u>new</u> volunteers	1	1	0
2	Number of <u>new</u> volunteers trained	4	11	7
3	Number of media events conducted	5	4	-1
4	Number of community education events conducted	11	16	5
OUTCOME MEASURES				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	1	5	5
6	Number of group sessions for beneficiaries led by volunteers	3	8	8
7	Number of beneficiaries who attended group sessions led by volunteers	20	176	176
8	Number of one-on-one sessions held between beneficiaries and volunteers	618	842	842
7 + 8	Total number of beneficiaries educated	638	1,018	1,018
9	Estimated number of people reached by media events	110,000	105,015	-4,985
10	Estimated number of people reached by community education events	1,221	511	-710
11	Number of complaints received attributable to the project	20	15	-5
12	Number of complaints referred for follow-up	0	1	1
13	Number of complaints that resulted in some action	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$0	\$0	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings and other savings	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0