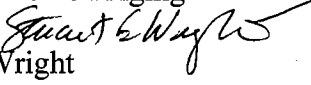




MAY 3 2007

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

**FROM:** Stuart E. Wright   
Deputy Inspector General  
for Evaluation and Inspections

**SUBJECT:** Performance Data for the Senior Medicare Patrol Projects:  
April 2007 Performance Report, OEI-02-07-00360

The Office of Inspector General (OIG) has collected performance data from the Senior Medicare Patrol Projects since 1997. In December 2005, the Administration on Aging (AoA) requested that OIG continue to collect and report on the performance data for the Senior Medicare Patrol Projects to support AoA's efforts to evaluate and improve the performance of these projects. The Senior Medicare Patrol 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. At least one project is located in each of the 50 States, as well as in the District of Columbia, Puerto Rico, Guam, and the Virgin Islands.

In 2006, a total of 65 projects educated 411,458 beneficiaries in 210,780 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 11,830 complaints, of which 4,123 were referred to Medicare contractors for followup. A total of 2,501 complaints resulted in \$110,592 recouped to the Medicare program. The projects also reported \$589,288 in savings to beneficiaries. For many of these cases, the projects provided descriptions or documentation indicating that beneficiaries were charged inaccurate copayments, deductibles, or premiums for prescription drugs covered under the Medicare Part D benefit.

Since the inception of the program 10 years ago, a total of 72 projects (15 of which closed between June 2002 and June 2006) have educated approximately 2.9 million beneficiaries in 906,414 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 86,879 complaints, of which 14,634 resulted in some action. Total savings to the Medicare program attributable to the projects were \$4,198,013. Self-reported savings to beneficiaries, Medicaid, and other payers were approximately

\$101 million. Most of the \$101 million in savings is the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare. The appendixes contain more information on the performance of each project.

We continue to emphasize that the number of beneficiaries who have learned from the Senior Medicare Patrol Projects to detect fraud, waste, and abuse, 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.

In 2001, the Centers for Medicare & Medicaid Services (CMS) developed a tracking system that requires each contractor to provide semiannual reports of all complaints initiated by the Senior Medicare Patrol Projects. We asked each project director to submit all tracking reports and correspondence they received from a Medicare contractor, regardless of whether actual savings occurred. In 2006, 17 of the 65 projects submitted a total of 36 forms of documentation. Sixteen of the seventeen projects submitted at least one tracking system report. Fifteen of the tracking reports documented actual savings to the Medicare program.

As agreed with AoA, we will continue to monitor the projects and will provide you with summary reports of performance data on an annual basis. If you or your staff have any questions or require additional information, please contact me at (202) 619-0480 or Jodi Nudelman, Regional Inspector General for the Office of Evaluation and Inspections in New York at (212) 264-2779. To facilitate identification, please refer to report number OEI-02-07-00360 in all correspondence.

**ATTACHMENTS:**

Appendix A - Summary of Performance for All Projects Since 1997

Appendix B - Summary of Performance for All Projects for 2006

Appendix C - Projects' Results for Each Performance Measure for 2006

Appendix D - Individual Project Results for 2006

# 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 72 projects that have 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, the following table does not contain data for performance measures 15A, 15B, and 15C.

A P P E N D I X - A

<b>Summary of Performance for All Projects Since 1997</b>		
	<b>OUTPUT MEASURES</b>	
1	Number of training sessions conducted to train new volunteers	10,935
2	Number of new volunteers trained	68,008
3	Number of media events conducted	158,708
4	Number of community education events conducted	48,988
	<b>OUTCOME MEASURES</b>	
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	24,376
6	Number of group sessions for beneficiaries led by volunteers	54,035
7	Number of beneficiaries who attended group sessions led by volunteers	2,035,722
8	Number of one-on-one sessions held between beneficiaries and volunteers	852,379
7 + 8	Total number of beneficiaries educated	2,886,700
9	Estimated number of people reached by media events	NA
10	Estimated number of people reached by community education events	18,180,128
11	Number of complaints received attributable to the project	86,879
12	Number of complaints referred for followup	14,634
13	Number of complaints that resulted in some action	7,617
14	Medicare funds recovered attributable to the project	\$4,198,013
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	\$101,005,179
14 + 15	Total savings attributable to the project	\$105,203,192

## **Summary of Performance for All Projects for 2006**

The following table provides data for the 65 projects that operated in 2006. The table provides the performance measure results for the two 6-month reporting periods.

Eight projects closed in June 2006. These include Tribal Council of Arizona, DH/Perfil Latino TV Inc., Oregon Multnomah County Aging and Disability Services, Texas Latino Education Project, Virginia Boat People SOS, Inc., Washington Multi-Service Center, Wisconsin Great Lakes Inter-Tribal Council, and Monroe County Opportunity.

Additionally, Alabama Department of Senior Services began operation in July 2006.

<b>Summary of Performance for All Projects for 2006</b>				
		<b>January - June</b>	<b>July - December</b>	<b>Total for 2006</b>
<b>OUTPUT MEASURES</b>				
1	Number of training sessions conducted to train new volunteers	902	868	1,770
2	Number of new volunteers trained	5,675	3,860	9,535
3	Number of media events conducted	5,660	3,512	9,172
4	Number of community education events conducted	4,399	4,495	8,894
<b>OUTCOME MEASURES</b>				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	1,342	786	2,128
6	Number of group sessions for beneficiaries led by volunteers	3,502	2,715	6,217
7	Number of beneficiaries who attended group sessions led by volunteers	114,676	92,219	206,895
8	Number of one-on-one sessions held between beneficiaries and volunteers	113,519	91,044	204,563
7 + 8	Total number of beneficiaries educated	228,195	183,263	411,458
9	Estimated number of people reached by media events	52,354,629	58,376,117	110,730,746
10	Estimated number of people reached by community education events	1,155,374	658,482	1,813,856
11	Number of complaints received attributable to the project	6,403	5,427	11,830
12	Number of complaints referred for followup	2,319	1,804	4,123
13	Number of complaints that resulted in some action	920	1,581	2,501
14	Medicare funds recovered attributable to the project	\$53,035	\$57,557	\$110,592
15A	Medicaid funds recovered attributable to the project	\$1,562	\$61	\$1,623
15B	Savings to beneficiaries attributable to the project	\$218,687	\$370,602	\$589,288
15C	Other savings attributable to the project	\$0	\$172	\$172
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$220,249	\$370,835	\$588,854
14 + 15	Total savings attributable to the project	\$273,284	\$428,392	\$701,676

## **Projects' Results for Each Performance Measure for 2006**

The following tables provide the results for each performance measure for each of the 65 Senior Medicare Patrol Projects operating in 2006. Each table provides the performance measure results for the two 6-month reporting periods.

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.

Eight projects closed in June 2006. These include Tribal Council of Arizona, DH/Perfil Latino TV Inc., Oregon Multnomah County Aging and Disability Services, Texas Latino Education Project, Virginia Boat People SOS, Inc., Washington Multi-Service Center, Wisconsin Great Lakes Inter-Tribal Council, and Monroe County Opportunity.

Additionally, Alabama Department of Senior Services began operation in July 2006.



PERFORMANCE MEASURE 1: Number of Training Sessions Conducted to Train New Volunteers							
	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	20	20	Nevada	0	0	0
Alaska	21	9	30	New Hampshire	3	1	4
Arizona - DES	15	36	51	New Jersey - JFVS	3	1	4
Arizona - ITZA	1	NA	1	New Jersey - DHP	6	NA	6
Arkansas	8	7	15	New Mexico	30	42	72
California	24	2	26	New York	67	45	112
Colorado	4	4	8	North Carolina - DOI	5	5	10
Connecticut	7	5	12	North Dakota	2	0	2
Delaware	0	3	3	Ohio - PSI	1	1	2
District of Columbia - AARP	1	0	1	Oklahoma	0	5	5
District of Columbia - FH	6	2	8	Oregon - SMP	0	67	67
Florida	9	7	16	Oregon - MCADS	79	NA	79
Georgia - ARC	1	1	2	Pennsylvania	3	3	6
Georgia - DHR	26	4	30	Puerto Rico	0	6	6
Guam	0	1	1	Rhode Island	0	9	9
Hawaii	3	5	8	South Carolina	12	2	14
Idaho	84	4	88	South Dakota	1	3	4
Illinois	15	2	17	Tennessee	21	15	36
Indiana	11	2	13	Texas - BBBEF	5	0	5
Iowa	16	53	69	Texas - NHCOA	48	38	86
Kansas	4	5	9	Texas - LEP	2	NA	2
Kentucky	9	211	220	Utah	17	25	42
Louisiana	2	3	5	Vermont	0	0	0
Maine	29	24	53	Virginia - AAA	3	0	3
Maryland	28	57	85	Virginia - BPSOS	8	NA	8
Massachusetts	5	5	10	Virgin Islands	2	1	3
Michigan - AAA	2	20	22	Washington - IC	4	50	54
Michigan - MCOP	31	NA	31	Washington - MSC	186	NA	186
Minnesota	9	21	30	West Virginia - AARP	3	3	6
Mississippi	7	2	9	Wisconsin - CWAG	6	4	10
Missouri	3	2	5	Wisconsin - GLITC	2	NA	2
Montana	0	13	13	Wyoming	0	2	2
Nebraska	2	10	12				

PERFORMANCE MEASURE 2: Number of New Volunteers Trained								
	Jan. – June	July – Dec.	Total for 2006			Jan. – June	July – Dec.	Total for 2006
Alabama	NA	121	121		Nevada	0	0	0
Alaska	51	23	74		New Hampshire	56	6	62
Arizona - DES	12	48	60		New Jersey - JFVS	20	6	26
Arizona - ITZA	20	NA	20		New Jersey - DHP	4	NA	4
Arkansas	43	36	79		New Mexico	86	10	96
California	321	24	345		New York	1,592	1,404	2,996
Colorado	26	22	48		North Carolina - DOI	17	55	72
Connecticut	61	131	192		North Dakota	55	0	55
Delaware	0	11	11		Ohio - PSI	7	3	10
District of Columbia - AARP	6	0	6		Oklahoma	0	55	55
District of Columbia - FH	2	3	5		Oregon - SMP	0	332	332
Florida	22	90	112		Oregon - MCADS	582	NA	582
Georgia - ARC	4	3	7		Pennsylvania	4	2	6
Georgia - DHR	108	13	121		Puerto Rico	3	3	6
Guam	0	10	10		Rhode Island	0	46	46
Hawaii	575	80	655		South Carolina	73	6	79
Idaho	50	4	54		South Dakota	9	25	34
Illinois	97	3	100		Tennessee	99	122	221
Indiana	73	2	75		Texas - BBBEF	12	0	12
Iowa	16	172	188		Texas - NHCOA	131	146	277
Kansas	143	114	257		Texas - LEP	5	NA	5
Kentucky	25	16	41		Utah	29	27	56
Louisiana	39	75	114		Vermont	0	0	0
Maine	44	24	68		Virginia - AAA	4	22	26
Maryland	561	30	591		Virginia - BPSOS	15	NA	15
Massachusetts	75	60	135		Virgin Islands	18	4	22
Michigan - AAA	22	57	79		Washington - IC	50	79	129
Michigan - MCOP	63	NA	63		Washington - MSC	81	NA	81
Minnesota	91	182	273		West Virginia - AARP	4	4	8
Mississippi	34	3	37		Wisconsin - CWAG	57	22	79
Missouri	24	9	33		Wisconsin - GLITC	42	NA	42
Montana	0	36	36		Wyoming	0	16	16
Nebraska	12	63	75					

**PERFORMANCE MEASURE 3: Number of Media Events Conducted**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	60	60	Nevada	15	4	19
Alaska	2	48	50	New Hampshire	36	9	45
Arizona - DES	3	2	5	New Jersey - JFVS	18	22	40
Arizona - ITZA	1	NA	1	New Jersey - DHP	10	NA	10
Arkansas	54	21	75	New Mexico	15	14	29
California	32	34	66	New York	10	3	13
Colorado	2	7	9	North Carolina - DOI	7	20	27
Connecticut	57	33	90	North Dakota	19	1	20
Delaware	54	7	61	Ohio - PSI	190	71	261
District of Columbia - AARP	1	1	2	Oklahoma	2	2	4
District of Columbia - FH	2	3	5	Oregon - SMP	11	49	60
Florida	19	13	32	Oregon - MCADS	11	NA	11
Georgia - ARC	14	9	23	Pennsylvania	5	5	10
Georgia - DHR	58	77	135	Puerto Rico	3	2	5
Guam	6	6	12	Rhode Island	0	7	7
Hawaii	7	5	12	South Carolina	44	49	93
Idaho	12	4	16	South Dakota	26	26	52
Illinois	41	34	75	Tennessee	153	56	209
Indiana	51	16	67	Texas - BBBEF	10	2	12
Iowa	554	455	1,009	Texas - NHCOA	49	10	59
Kansas	3	6	9	Texas - LEP	12	NA	12
Kentucky	229	116	345	Utah	516	41	557
Louisiana	19	21	40	Vermont	1,141	14	1,155
Maine	83	182	265	Virginia - AAA	14	14	28
Maryland	93	106	199	Virginia - BPSOS	1	NA	1
Massachusetts	170	150	320	Virgin Islands	402	8	410
Michigan - AAA	2	5	7	Washington - IC	4	84	88
Michigan - MCOP	2	NA	2	Washington - MSC	89	NA	89
Minnesota	3	3	6	West Virginia - AARP	36	131	167
Mississippi	711	12	723	Wisconsin - CWAG	330	1,212	1,542
Missouri	12	4	16	Wisconsin - GLITC	10	NA	10
Montana	134	149	283	Wyoming	14	12	26
Nebraska	26	55	81				

**PERFORMANCE MEASURE 4: Number of Community Education Events Conducted**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	251	251	Nevada	35	28	63
Alaska	6	2	8	New Hampshire	13	18	31
Arizona - DES	16	23	39	New Jersey - JFVS	58	60	118
Arizona - ITZA	29	NA	29	New Jersey - DHP	18	NA	18
Arkansas	92	31	123	New Mexico	51	149	200
California	122	12	134	New York	66	30	96
Colorado	3	4	7	North Carolina - DOI	133	43	176
Connecticut	245	72	317	North Dakota	8	2	10
Delaware	13	28	41	Ohio - PSI	19	5	24
District of Columbia - AARP	6	4	10	Oklahoma	13	17	30
District of Columbia - FH	6	5	11	Oregon - SMP	53	58	111
Florida	117	76	193	Oregon - MCADS	244	NA	244
Georgia - ARC	72	85	157	Pennsylvania	14	40	54
Georgia - DHR	233	179	412	Puerto Rico	13	65	78
Guam	36	50	86	Rhode Island	0	92	92
Hawaii	11	29	40	South Carolina	95	29	124
Idaho	14	107	121	South Dakota	39	32	71
Illinois	2	372	374	Tennessee	170	170	340
Indiana	90	82	172	Texas - BBBEF	80	58	138
Iowa	122	82	204	Texas - NHCOA	19	157	176
Kansas	14	19	33	Texas - LEP	2	NA	2
Kentucky	28	39	67	Utah	93	952	1,045
Louisiana	12	19	31	Vermont	32	11	43
Maine	80	43	123	Virginia - AAA	248	196	444
Maryland	32	57	89	Virginia - BPSOS	5	NA	5
Massachusetts	323	20	343	Virgin Islands	5	3	8
Michigan - AAA	20	65	85	Washington - IC	8	121	129
Michigan - MCOP	58	NA	58	Washington - MSC	536	NA	536
Minnesota	11	48	59	West Virginia - AARP	31	35	66
Mississippi	47	40	87	Wisconsin - CWAG	65	10	75
Missouri	28	42	70	Wisconsin- GLITC	25	NA	25
Montana	91	45	136	Wyoming	13	23	36
Nebraska	216	160	376				

<b>PERFORMANCE MEASURE 5: Number of Volunteers Who, for the First Time, Conducted Activities to Educate Beneficiaries</b>							
	<b>Jan. – June</b>	<b>July – Dec.</b>	<b>Total for 2006</b>		<b>Jan. – June</b>	<b>July – Dec.</b>	<b>Total for 2006</b>
Alabama	NA	65	65	Nevada	0	0	0
Alaska	39	23	62	New Hampshire	43	33	76
Arizona - DES	12	4	16	New Jersey - JFVS	6	4	10
Arizona - ITZA	15	NA	15	New Jersey - DHP	3	NA	3
Arkansas	19	15	34	New Mexico	86	10	96
California	5	6	11	New York	20	34	54
Colorado	0	4	4	North Carolina - DOI	7	4	11
Connecticut	11	28	39	North Dakota	0	0	0
Delaware	2	9	11	Ohio - PSI	0	1	1
District of Columbia - AARP	3	2	5	Oklahoma	3	3	6
District of Columbia - FH	2	2	4	Oregon- SMP	12	99	111
Florida	14	15	29	Oregon - MCADS	434	NA	434
Georgia - ARC	4	3	7	Pennsylvania	2	2	4
Georgia - DHR	36	13	49	Puerto Rico	0	3	3
Guam	1	1	2	Rhode Island	0	44	44
Hawaii	0	3	3	South Carolina	19	1	20
Idaho	33	4	37	South Dakota	24	7	31
Illinois	7	5	12	Tennessee	9	73	82
Indiana	65	2	67	Texas - BBBEF	10	0	10
Iowa	10	7	17	Texas - NHCOA	0	4	4
Kansas	0	0	0	Texas - LEP	4	NA	4
Kentucky	18	15	33	Utah	11	45	56
Louisiana	9	7	16	Vermont	0	0	0
Maine	13	9	22	Virginia - AAA	0	10	10
Maryland	0	1	1	Virginia - BPSOS	5	NA	5
Massachusetts	75	60	135	Virgin Islands	9	2	11
Michigan - AAA	9	0	9	Washington - IC	50	47	97
Michigan - MCOP	0	NA	0	Washington - MSC	68	NA	68
Minnesota	63	7	70	West Virginia - AARP	1	3	4
Mississippi	8	3	11	Wisconsin - CWAG	6	5	11
Missouri	14	9	23	Wisconsin - GLITC	0	NA	0
Montana	7	9	16	Wyoming	0	4	4
Nebraska	16	17	33				

**PERFORMANCE MEASURE 6: Number of Group Sessions for Beneficiaries Led by Volunteers**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	85	85	Nevada	2	3	5
Alaska	70	30	100	New Hampshire	20	12	32
Arizona - DES	16	23	39	New Jersey - JFVS	10	5	15
Arizona - ITZA	5	NA	5	New Jersey - DHP	12	NA	12
Arkansas	28	9	37	New Mexico	25	140	165
California	170	118	288	New York	89	29	118
Colorado	6	62	68	North Carolina - DOI	111	21	132
Connecticut	43	16	59	North Dakota	6	0	6
Delaware	19	25	44	Ohio - PSI	29	8	37
District of Columbia - AARP	30	10	40	Oklahoma	13	7	20
District of Columbia - FH	7	3	10	Oregon - SMP	34	0	34
Florida	50	56	106	Oregon - MCADS	0	NA	0
Georgia - ARC	124	68	192	Pennsylvania	77	62	139
Georgia - DHR	136	95	231	Puerto Rico	26	28	54
Guam	24	15	39	Rhode Island	0	11	11
Hawaii	21	2	23	South Carolina	134	56	190
Idaho	102	124	226	South Dakota	89	11	100
Illinois	173	84	257	Tennessee	20	81	101
Indiana	134	40	174	Texas - BBBEF	4	3	7
Iowa	89	326	415	Texas - NHCOA	146	45	191
Kansas	0	0	0	Texas - LEP	31	NA	31
Kentucky	108	93	201	Utah	64	117	181
Louisiana	13	6	19	Vermont	2	1	3
Maine	32	25	57	Virginia - AAA	162	13	175
Maryland	172	219	391	Virginia - BPSOS	1	NA	1
Massachusetts	245	199	444	Virgin Islands	39	15	54
Michigan - AAA	11	18	29	Washington - IC	5	50	55
Michigan - MCOP	17	NA	17	Washington - MSC	41	NA	41
Minnesota	11	30	41	West Virginia - AARP	12	18	30
Mississippi	79	34	113	Wisconsin - CWAG	36	72	108
Missouri	36	15	51	Wisconsin - GLITC	1	NA	1
Montana	47	19	66	Wyoming	10	12	22
Nebraska	233	46	279				

**PERFORMANCE MEASURE 7: Number of Beneficiaries Who Attended Group Sessions Led by Volunteers**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	2,940	2,940	Nevada	117	240	357
Alaska	2,100	3,000	5,100	New Hampshire	1,240	549	1,789
Arizona - DES	2,266	904	3,170	New Jersey - JFVS	295	307	602
Arizona - ITZA	126	NA	126	New Jersey - DHP	64	NA	64
Arkansas	892	226	1,118	New Mexico	1,131	6,498	7,629
California	6,389	4,096	10,485	New York	2,769	566	3,335
Colorado	87	1,807	1,894	North Carolina - DOI	524	415	939
Connecticut	951	316	1,267	North Dakota	100	0	100
Delaware	625	3,250	3,875	Ohio - PSI	1,096	415	1,511
District of Columbia - AARP	1,228	360	1,588	Oklahoma	254	287	541
District of Columbia - FH	104	88	192	Oregon - SMP	450	0	450
Florida	6,045	6,680	12,725	Oregon - MCADS	0	NA	0
Georgia - ARC	3,698	2,373	6,071	Pennsylvania	10,903	1,578	12,481
Georgia - DHR	4,492	2,562	7,054	Puerto Rico	927	853	1,780
Guam	906	347	1,253	Rhode Island	0	369	369
Hawaii	1,415	550	1,965	South Carolina	2,579	1,489	4,068
Idaho	2,649	250	2,899	South Dakota	2,977	322	3,299
Illinois	3,937	1,322	5,259	Tennessee	335	2,565	2,900
Indiana	4,469	983	5,452	Texas - BBBEF	135	130	265
Iowa	4,363	7,055	11,418	Texas - NHCOA	3,735	4,189	7,924
Kansas	0	0	0	Texas - LEP	1,056	NA	1,056
Kentucky	3,695	4,146	7,841	Utah	2,944	1,706	4,650
Louisiana	131	69	200	Vermont	15	70	85
Maine	1,800	917	2,717	Virginia - AAA	5,810	229	6,039
Maryland	6,201	5,013	11,214	Virginia - BPSOS	18	NA	18
Massachusetts	2,000	7,545	9,545	Virgin Islands	157	130	287
Michigan - AAA	165	3,583	3,748	Washington - IC	50	691	741
Michigan - MCOP	1,677	NA	1,677	Washington - MSC	864	NA	864
Minnesota	81	1,179	1,260	West Virginia - AARP	876	737	1,613
Mississippi	357	600	957	Wisconsin - CWAG	1,018	4,014	5,032
Missouri	3,038	389	3,427	Wisconsin - GLITC	4	NA	4
Montana	882	259	1,141	Wyoming	120	230	350
Nebraska	5,344	831	6,175				

**PERFORMANCE MEASURE 8: Number of One-on-One Sessions Held Between Beneficiaries and Volunteers**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	542	542	Nevada	58	78	136
Alaska	24	300	324	New Hampshire	2,261	1,647	3,908
Arizona - DES	12	5,552	5,564	New Jersey - JFVS	33	25	58
Arizona - ITZA	0	NA	0	New Jersey - DHP	8	0	8
Arkansas	695	393	1,088	New Mexico	9,348	16,549	25,897
California	36	86	122	New York	945	645	1,590
Colorado	200	125	325	North Carolina - DOI	651	428	1,079
Connecticut	265	2	267	North Dakota	90	0	90
Delaware	87	16	103	Ohio - PSI	16	1	17
District of Columbia - AARP	10	2	12	Oklahoma	3	2	5
District of Columbia - FH	11	6	17	Oregon - SMP	0	5,362	5,362
Florida	9	35	44	Oregon- MCADS	12,916	NA	12,916
Georgia - ARC	899	375	1,274	Pennsylvania	992	113	1,105
Georgia - DHR	86	76	162	Puerto Rico	371	126	497
Guam	125	104	229	Rhode Island	0	2,392	2,392
Hawaii	0	3	3	South Carolina	4,479	783	5,262
Idaho	1,583	48	1,631	South Dakota	3,016	561	3,577
Illinois	753	0	753	Tennessee	6,015	3,050	9,065
Indiana	36	303	339	Texas - BBBEF	10	10	20
Iowa	0	11	11	Texas - NHCOA	826	995	1,821
Kansas	0	0	0	Texas - LEP	9	NA	9
Kentucky	3,898	3,509	7,407	Utah	10,634	2,130	12,764
Louisiana	79	73	152	Vermont	0	0	0
Maine	3,234	1,108	4,342	Virginia - AAA	0	133	133
Maryland	4,076	2,834	6,910	Virginia - BPSOS	105	NA	105
Massachusetts	27,780	20,967	48,747	Virgin Islands	12	10	22
Michigan - AAA	252	40	292	Washington - IC	210	10,205	10,415
Michigan - MCOP	9	NA	9	Washington - MSC	10,500	NA	10,500
Minnesota	55	76	131	West Virginia - AARP	2	0	2
Mississippi	842	7,378	8,220	Wisconsin - CWAG	14	197	211
Missouri	407	230	637	Wisconsin - GLITC	11	NA	11
Montana	1,864	475	2,339	Wyoming	879	850	1,729
Nebraska	1,778	83	1,861				



**PERFORMANCE MEASURE 9: Estimated Number of People Reached by Media Events**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	7,069,411	7,069,411	Nevada	4,500	6,000	10,500
Alaska	663,000	663,000	1,326,000	New Hampshire	476,000	104,330	580,330
Arizona - DES	3,500	200,000	203,500	New Jersey - JFVS	2,452,298	1,154,300	3,606,598
Arizona - ITZA	7,834	NA	7,834	New Jersey - DHP	125,000	NA	125,000
Arkansas	1,112,239	113,800	1,226,039	New Mexico	234,000	66,385	300,385
California	1,065,275	2,000,000	3,065,275	New York	950,100	120,000	1,070,100
Colorado	22,500	225,000	247,500	North Carolina - DOI	1,746,104	5,540,286	7,286,390
Connecticut	1,609,881	3,640,730	5,250,611	North Dakota	98,545	25	98,570
Delaware	441,892	375,000	816,892	Ohio - PSI	829,531	577,307	1,406,838
District of Columbia - AARP	690,000	690,000	1,380,000	Oklahoma	6,977	415,500	422,477
District of Columbia - FH	1,300,000	1,300,000	2,600,000	Oregon - SMP	777,325	454,071	1,231,396
Florida	1,667,542	203,600	1,871,142	Oregon - MCADS	185,000	NA	185,000
Georgia - ARC	574,585	2,290,285	2,864,870	Pennsylvania	510,000	61,500	571,500
Georgia - DHR	1,603,369	310,411	1,913,780	Puerto Rico	150,000	50,000	200,000
Guam	440,000	400,000	840,000	Rhode Island	0	27,000	27,000
Hawaii	175,000	200,000	375,000	South Carolina	2,656,180	278,550	2,934,730
Idaho	625,000	123,400	748,400	South Dakota	741,950	918,750	1,660,700
Illinois	47,770	257,785	305,555	Tennessee	2,272,876	843,110	3,115,986
Indiana	1,506,675	664,258	2,170,933	Texas - BBBEF	1,750,000	700,000	2,450,000
Iowa	988,302	1,080,374	2,068,676	Texas - NHCOA	2,985,000	389,889	3,374,889
Kansas	37,350	72,036	109,386	Texas - LEP	17,700	NA	17,700
Kentucky	3,874,369	2,000,000	5,874,369	Utah	16,402	519,826	536,228
Louisiana	65,000	100,000	165,000	Vermont	34,054	254,758	288,812
Maine	337,480	889,395	1,226,875	Virginia - AAA	274,548	120,000	394,548
Maryland	184,150	435,950	620,100	Virginia - BPSOS	900	NA	900
Massachusetts	500,000	2,572,042	3,072,042	Virgin Islands	8,400	4,000	12,400
Michigan - AAA	220,000	96,459	316,459	Washington - IC	690,700	324,294	1,014,994
Michigan - MCOP	23,273	NA	23,273	Washington - MSC	376,317	NA	376,317
Minnesota	52	2,840	2,892	West Virginia - AARP	4,917,394	1,745,547	6,662,941
Mississippi	353,139	37,296	390,435	Wisconsin - CWAG	2,430,543	4,006,900	6,437,443
Missouri	150,000	47,162	197,162	Wisconsin - GLITC	57,875	NA	57,875
Montana	815,333	607,089	1,422,422	Wyoming	100,000	200,000	300,000
Nebraska	3,373,900	10,826,466	14,200,366				

**PERFORMANCE MEASURE 10: Estimated Number of People Reached by Community Education Events**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	24,159	24,159	Nevada	3,870	5,000	8,870
Alaska	506	160	666	New Hampshire	4,290	166	4,456
Arizona - DES	2,266	5,552	7,818	New Jersey - JFVS	1,823	24,245	26,068
Arizona - ITZA	1,328	NA	1,328	New Jersey - DHP	341	NA	341
Arkansas	8,663	1,495	10,158	New Mexico	2,262	6,807	9,069
California	4,626	712	5,338	New York	5,646	5,108	10,754
Colorado	320	293	613	North Carolina - DOI	39,092	9,175	48,267
Connecticut	21,513	12,017	33,530	North Dakota	3,734	700	4,434
Delaware	2,770	5,744	8,514	Ohio - PSI	834	180	1,014
District of Columbia - AARP	4,100	4,050	8,150	Oklahoma	3,788	2,061	5,849
District of Columbia - FH	107,800	203,064	310,864	Oregon - SMP	891	2,182	3,073
Florida	8,102	13,108	21,210	Oregon - MCADS	9,253	NA	9,253
Georgia - ARC	3,736	3,542	7,278	Pennsylvania	1,473	12,570	14,043
Georgia - DHR	10,824	7,835	18,659	Puerto Rico	465	1,886	2,351
Guam	1,360	850	2,210	Rhode Island	0	3,680	3,680
Hawaii	7,775	8,895	16,670	South Carolina	21,679	4,355	26,034
Idaho	2,745	82,628	85,373	South Dakota	1,071	1,114	2,185
Illinois	5,470	19,427	24,897	Tennessee	7,286	13,876	21,162
Indiana	14,710	8,985	23,695	Texas - BBBEF	6,113	4,016	10,129
Iowa	5,551	13,634	19,185	Texas - NHCOA	1,872	5,646	7,518
Kansas	455	4,596	5,051	Texas - LEP	403	NA	403
Kentucky	2,144	5,180	7,324	Utah	4,099	2,666	6,765
Louisiana	181	169	350	Vermont	733	447	1,180
Maine	3,303	3,045	6,348	Virginia - AAA	18,054	20,632	38,686
Maryland	9,760	24,280	34,040	Virginia - BPSOS	205	NA	205
Massachusetts	13,000	13,635	26,635	Virgin Islands	300	500	800
Michigan - AAA	4,100	9,816	13,916	Washington - IC	400	7,476	7,876
Michigan - MCOP	0	NA	0	Washington - MSC	388,140	NA	388,140
Minnesota	201	1,732	1,933	West Virginia - AARP	5,399	18,555	23,954
Mississippi	42,524	3,916	46,440	Wisconsin - CWAG	6,672	509	7,181
Missouri	2,500	4,740	7,240	Wisconsin - GLITC	1,726	NA	1,726
Montana	3,918	1,429	5,347	Wyoming	1,042	549	1,591
Nebraska	316,167	15,693	331,860				

**PERFORMANCE MEASURE 11: Number of Complaints Received Attributable to the Project**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	77	77	Nevada	45	20	65
Alaska	0	2	2	New Hampshire	144	64	208
Arizona - DES	12	35	47	New Jersey - JFVS	16	10	26
Arizona - ITZA	0	NA	0	New Jersey - DHP	0	NA	0
Arkansas	41	58	99	New Mexico	1,373	826	2,199
California	36	86	122	New York	277	81	358
Colorado	28	48	76	North Carolina - DOI	56	54	110
Connecticut	51	7	58	North Dakota	1	0	1
Delaware	8	8	16	Ohio - PSI	18	3	21
District of Columbia - AARP	0	27	27	Oklahoma	6	7	13
District of Columbia - FH	0	0	0	Oregon - SMP	0	16	16
Florida	22	46	68	Oregon - MCADS	13	NA	13
Georgia - ARC	113	41	154	Pennsylvania	83	120	203
Georgia - DHR	71	74	145	Puerto Rico	25	17	42
Guam	0	0	0	Rhode Island	0	12	12
Hawaii	23	17	40	South Carolina	12	4	16
Idaho	33	48	81	South Dakota	2	0	2
Illinois	10	3	13	Tennessee	77	37	114
Indiana	3	0	3	Texas - BBBEF	1	5	6
Iowa	78	38	116	Texas - NHCOA	30	441	471
Kansas	27	20	47	Texas - LEP	7	NA	7
Kentucky	0	29	29	Utah	258	146	404
Louisiana	7	5	12	Vermont	60	17	77
Maine	8	4	12	Virginia - AAA	18	43	61
Maryland	548	184	732	Virginia - BPSOS	0	NA	0
Massachusetts	80	537	617	Virgin Islands	0	0	0
Michigan - AAA	2	40	42	Washington - IC	296	212	508
Michigan - MCOP	0	NA	0	Washington - MSC	348	NA	348
Minnesota	1,367	1,047	2,414	West Virginia - AARP	28	27	55
Mississippi	381	534	915	Wisconsin - CWAG	7	15	22
Missouri	17	18	35	Wisconsin - GLITC	0	NA	0
Montana	90	44	134	Wyoming	20	30	50
Nebraska	126	143	269				

**PERFORMANCE MEASURE 12: Number of Complaints Referred for Followup**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	40	40	Nevada	4	3	7
Alaska	0	2	2	New Hampshire	0	0	0
Arizona - DES	2	0	2	New Jersey - JFVS	14	6	20
Arizona - ITZA	0	NA	0	New Jersey - DHP	0	NA	0
Arkansas	30	32	62	New Mexico	52	46	98
California	28	31	59	New York	166	19	185
Colorado	10	18	28	North Carolina - DOI	4	17	21
Connecticut	8	6	14	North Dakota	1	0	1
Delaware	0	5	5	Ohio - PSI	13	3	16
District of Columbia - AARP	0	2	2	Oklahoma	2	0	2
District of Columbia - FH	0	0	0	Oregon - SMP	0	8	8
Florida	10	39	49	Oregon - MCADS	12	NA	12
Georgia - ARC	24	24	48	Pennsylvania	0	0	0
Georgia - DHR	45	16	61	Puerto Rico	16	11	27
Guam	0	0	0	Rhode Island	0	1	1
Hawaii	2	5	7	South Carolina	12	4	16
Idaho	5	4	9	South Dakota	2	0	2
Illinois	9	1	10	Tennessee	9	16	25
Indiana	0	0	0	Texas - BBBEF	1	5	6
Iowa	7	2	9	Texas - NHCOA	24	82	106
Kansas	17	18	35	Texas - LEP	7	NA	7
Kentucky	0	1	1	Utah	110	86	196
Louisiana	1	2	3	Vermont	4	0	4
Maine	1	0	1	Virginia - AAA	5	6	11
Maryland	2	9	11	Virginia - BPSOS	0	NA	0
Massachusetts	0	0	0	Virgin Islands	0	0	0
Michigan - AAA	1	6	7	Washington - IC	89	34	123
Michigan - MCOP	0	NA	0	Washington - MSC	26	NA	26
Minnesota	1,355	984	2,339	West Virginia - AARP	11	27	38
Mississippi	44	29	73	Wisconsin - CWAG	5	0	5
Missouri	17	18	35	Wisconsin - GLITC	0	NA	0
Montana	66	22	88	Wyoming	0	1	1
Nebraska	46	113	159				

**PERFORMANCE MEASURE 13: Number of Complaints That Resulted in Some Action**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	18	18	Nevada	0	0	0
Alaska	0	2	2	New Hampshire	0	0	0
Arizona - DES	0	0	0	New Jersey - JFVS	2	1	3
Arizona - ITZA	0	NA	0	New Jersey - DHP	0	NA	0
Arkansas	0	58	58	New Mexico	17	8	25
California	2	3	5	New York	54	90	144
Colorado	2	5	7	North Carolina - DOI	2	12	14
Connecticut	4	2	6	North Dakota	1	0	1
Delaware	8	5	13	Ohio - PSI	0	0	0
District of Columbia - AARP	0	0	0	Oklahoma	4	0	4
District of Columbia - FH	0	0	0	Oregon - SMP	0	0	0
Florida	7	12	19	Oregon - MCADS	6	NA	6
Georgia - ARC	0	0	0	Pennsylvania	0	0	0
Georgia - DHR	0	2	2	Puerto Rico	5	5	10
Guam	0	0	0	Rhode Island	0	1	1
Hawaii	2	2	4	South Carolina	2	0	2
Idaho	0	0	0	South Dakota	0	0	0
Illinois	10	2	12	Tennessee	3	3	6
Indiana	0	0	0	Texas - BBBEF	1	1	2
Iowa	5	1	6	Texas - NHCOA	0	0	0
Kansas	3	10	13	Texas - LEP	7	NA	7
Kentucky	0	1	1	Utah	40	41	81
Louisiana	1	1	2	Vermont	0	0	0
Maine	1	0	1	Virginia - AAA	5	0	5
Maryland	0	1	1	Virginia - BPSOS	0	NA	0
Massachusetts	0	0	0	Virgin Islands	0	0	0
Michigan - AAA	1	32	33	Washington - IC	0	12	12
Michigan - MCOP	0	NA	0	Washington - MSC	12	NA	12
Minnesota	627	814	1,441	West Virginia - AARP	2	9	11
Mississippi	50	303	353	Wisconsin - CWAG	3	0	3
Missouri	0	2	2	Wisconsin - GLITC	0	NA	0
Montana	14	19	33	Wyoming	0	0	0
Nebraska	17	103	120				

**PERFORMANCE MEASURE 14: Medicare Funds Recovered Attributable to the Project**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	\$0	\$0	Nevada	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arizona - DES	\$0	\$0	\$0	New Jersey - JFVS	\$14,601	\$116	\$14,717
Arizona - ITZA	\$0	NA	\$0	New Jersey - DHP	\$0	NA	\$0
Arkansas	\$0	\$1,628	\$1,628	New Mexico	\$0	\$0	\$0
California	\$0	\$0	\$0	New York	\$30,187	\$14,846	\$45,033
Colorado	\$0	\$0	\$0	North Carolina - DOI	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	Ohio - PSI	\$0	\$0	\$0
District of Columbia - AARP	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
District of Columbia - FH	\$0	\$0	\$0	Oregon - SMP	\$0	\$0	\$0
Florida	\$3,959	\$40,380	\$44,339	Oregon - MCADS	\$0	NA	\$0
Georgia - ARC	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Georgia - DHR	\$0	\$0	\$0	Puerto Rico	\$3,347	\$67	\$3,414
Guam	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	Tennessee	\$164	\$0	\$164
Indiana	\$0	\$0	\$0	Texas - BBBEF	\$262	\$0	\$262
Iowa	\$0	\$0	\$0	Texas - NHCOA	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas - LEP	\$0	NA	\$0
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia - AAA	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia - BPSOS	\$0	NA	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan - AAA	\$0	\$0	\$0	Washington - IC	\$0	\$0	\$0
Michigan - MCOP	\$0	NA	\$0	Washington - MSC	\$0	NA	\$0
Minnesota	\$211	\$0	\$211	West Virginia - AARP	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wisconsin - CWAG	\$305	\$0	\$305
Missouri	\$0	\$519	\$519	Wisconsin - GLITC	\$0	NA	\$0
Montana	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Nebraska	\$0	\$0	\$0				

**PERFORMANCE MEASURE 15A: Medicaid Funds Recovered Attributable to the Project**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	\$0	\$0	Nevada	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arizona - DES	\$0	\$0	\$0	New Jersey - JFVS	\$0	\$0	\$0
Arizona - ITZA	\$0	NA	\$0	New Jersey - DHP	\$0	NA	\$0
Arkansas	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
California	\$0	\$0	\$0	New York	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	North Carolina - DOI	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	Ohio - PSI	\$0	\$0	\$0
District of Columbia - AARP	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
District of Columbia - FH	\$0	\$0	\$0	Oregon - SMP	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oregon - MCADS	\$0	NA	\$0
Georgia - ARC	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Georgia - DHR	\$0	\$61	\$61	Puerto Rico	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Texas - BBBEF	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas - NHCOA	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas - LEP	\$0	NA	\$0
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia - AAA	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia - BPSOS	\$0	NA	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan - AAA	\$0	\$0	\$0	Washington - IC	\$0	\$0	\$0
Michigan - MCOP	\$0	NA	\$0	Washington - MSC	\$0	NA	\$0
Minnesota	\$0	\$0	\$0	West Virginia - AARP	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wisconsin - CWAG	\$0	\$0	\$0
Missouri	\$0	\$0	\$0	Wisconsin - GLITC	\$0	NA	\$0
Montana	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Nebraska	\$1,562	\$0	\$1,562				

<b>PERFORMANCE MEASURE 15B: Savings to Beneficiaries Attributable to the Project</b>							
	<b>Jan. – June</b>	<b>July – Dec.</b>	<b>Total for 2006</b>		<b>Jan. – June</b>	<b>July – Dec.</b>	<b>Total for 2006</b>
Alabama	NA	\$1,950	\$1,950	Nevada	\$293	\$0	\$293
Alaska	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arizona - DES	\$0	\$0	\$0	New Jersey - JFVS	\$0	\$0	\$0
Arizona - ITZA	\$0	NA	\$0	New Jersey - DHP	\$0	NA	\$0
Arkansas	\$1,625	\$27	\$1,652	New Mexico	\$79,344	\$36,062	\$115,406
California	\$0	\$0	\$0	New York	\$1,279	\$0	\$1,279
Colorado	\$745	\$2,458	\$3,203	North Carolina - DOI	\$459	\$0	\$459
Connecticut	\$0	\$1,239	\$1,239	North Dakota	\$29	\$0	\$29
Delaware	\$0	\$0	\$0	Ohio - PSI	\$0	\$0	\$0
District of Columbia - AARP	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
District of Columbia - FH	\$0	\$0	\$0	Oregon - SMP	\$0	\$0	\$0
Florida	\$446	\$446	\$892	Oregon - MCADS	\$0	NA	\$0
Georgia - ARC	\$0	\$0	\$0	Pennsylvania	\$8,184	\$0	\$8,184
Georgia - DHR	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Rhode Island	\$0	\$431	\$431
Hawaii	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Idaho	\$438	\$73,794	\$74,232	South Dakota	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	Tennessee	\$1,018	\$23,121	\$24,139
Indiana	\$0	\$0	\$0	Texas - BBBEF	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas - NHCOA	\$0	\$0	\$0
Kansas	\$0	\$2,230	\$2,230	Texas - LEP	\$0	NA	\$0
Kentucky	\$0	\$253	\$253	Utah	\$0	\$12,244	\$12,244
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$1,212	\$1,212
Maine	\$0	\$0	\$0	Virginia - AAA	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia - BPSOS	\$0	NA	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan - AAA	\$379	\$0	\$379	Washington - IC	\$6,179	\$824	\$7,003
Michigan - MCOP	\$0	NA	\$0	Washington - MSC	\$0	NA	\$0
Minnesota	\$115,767	\$183,217	\$298,984	West Virginia - AARP	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wisconsin - CWAG	\$0	\$0	\$0
Missouri	\$0	\$0	\$0	Wisconsin - GLITC	\$0	NA	\$0
Montana	\$2,500	\$2,268	\$4,768	Wyoming	\$0	\$0	\$0
Nebraska	\$0	\$28,828	\$28,828				



**PERFORMANCE MEASURE 15C: Other Savings Attributable to the Project**

	Jan. – June	July – Dec.	Total for 2006		Jan. – June	July – Dec.	Total for 2006
Alabama	NA	\$0	\$0	Nevada	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arizona - DES	\$0	\$0	\$0	New Jersey – JFVS	\$0	\$0	\$0
Arizona - ITZA	\$0	NA	\$0	New Jersey - DHP	\$0	NA	\$0
Arkansas	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
California	\$0	\$0	\$0	New York	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	North Carolina - DOI	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	Ohio - PSI	\$0	\$0	\$0
District of Columbia - AARP	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
District of Columbia - FH	\$0	\$0	\$0	Oregon - SMP	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oregon - MCADS	\$0	NA	\$0
Georgia - ARC	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Georgia - DHR	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Texas - BBBEF	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas - NHCOA	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas - LEP	\$0	NA	\$0
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia - AAA	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia - BPSOS	\$0	NA	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan - AAA	\$0	\$0	\$0	Washington - IC	\$0	\$0	\$0
Michigan - MCOP	\$0	NA	\$0	Washington - MSC	\$0	NA	\$0
Minnesota	\$0	\$172	\$172	West Virginia - AARP	\$0	\$0	\$0
Mississippi	\$0	\$10	\$10	Wisconsin - CWAG	\$0	\$0	\$0
Missouri	\$0	\$0	\$0	Wisconsin - GLITC	\$0	NA	\$0
Montana	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Nebraska	\$0	\$0	\$0				

## **Individual Project Results for 2006**

The following tables provide the results for each performance measure for each of the 65 Senior Medicare Patrol Projects operating in 2006. Each table provides the performance measure results for the two 6-month reporting periods.

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.

Eight projects closed in June 2006. These include Tribal Council of Arizona, DH/Perfil Latino TV Inc., Oregon Multnomah County Aging and Disability Services, Texas Latino Education Project, Virginia Boat People SOS, Inc., Washington Multi-Service Center, Wisconsin Great Lakes Inter-Tribal Council, and Monroe County Opportunity.

Additionally, Alabama Department of Senior Services began operation in July 2006.

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<b>Alabama – Department of Senior Services, Montgomery</b>				
<b>In operation since: July 2006</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	20	NA	20
2	Number of new volunteers trained	121	NA	121
3	Number of media events conducted	60	NA	60
4	Number of community education events conducted	251	NA	251
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	65	NA	65
6	Number of group sessions for beneficiaries led by volunteers	85	NA	85
7	Number of beneficiaries who attended group sessions led by volunteers	2,940	NA	2,940
8	Number of one-on-one sessions held between beneficiaries and volunteers	542	NA	542
7 + 8	Total number of beneficiaries educated	3,482	NA	3,482
9	Estimated number of people reached by media events	7,069,411	NA	7,069,411
10	Estimated number of people reached by community education events	24,159	NA	24,159
11	Number of complaints received attributable to the project	77	NA	77
12	Number of complaints referred for followup	40	NA	40
13	Number of complaints that resulted in some action	18	NA	18
14	Medicare funds recovered attributable to the project	\$0	NA	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0
15B	Savings to beneficiaries attributable to the project	\$1,950	NA	\$1,950
15C	Other savings attributable to the project	\$0	NA	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,950	NA	\$1,950
14 + 15	Total savings attributable to the project	\$1,950	NA	\$1,950

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<b>Alaska – Alaska State Division of Senior Services, Anchorage</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	30	21	9
2	Number of new volunteers trained	74	51	23
3	Number of media events conducted	50	2	48
4	Number of community education events conducted	8	6	2
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	62	39	23
6	Number of group sessions for beneficiaries led by volunteers	100	70	30
7	Number of beneficiaries who attended group sessions led by volunteers	5,100	2,100	3,000
8	Number of one-on-one sessions held between beneficiaries and volunteers	324	24	300
7 + 8	Total number of beneficiaries educated	5,424	2,124	3,300
9	Estimated number of people reached by media events	1,326,000	663,000	663,000
10	Estimated number of people reached by community education events	666	506	160
11	Number of complaints received attributable to the project	2	0	2
12	Number of complaints referred for followup	2	0	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

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<b>Arizona – Arizona Department of Economic Security, Phoenix</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	51	15	36
2	Number of new volunteers trained	60	12	48
3	Number of media events conducted	5	3	2
4	Number of community education events conducted	39	16	23
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	16	12	4
6	Number of group sessions for beneficiaries led by volunteers	39	16	23
7	Number of beneficiaries who attended group sessions led by volunteers	3,170	2,266	904
8	Number of one-on-one sessions held between beneficiaries and volunteers	5,564	12	5,552
7 + 8	Total number of beneficiaries educated	8,734	2,278	6,456
9	Estimated number of people reached by media events	203,500	3,500	200,000
10	Estimated number of people reached by community education events	7,818	2,266	5,552
11	Number of complaints received attributable to the project	47	12	35
12	Number of complaints referred for followup	2	2	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

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<b>Arizona – Inter Tribal Council of Arizona, Phoenix</b>				
<b>In operation since:</b> July 2005– closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	1	1	NA
2	Number of new volunteers trained	20	20	NA
3	Number of media events conducted	1	1	NA
4	Number of community education events conducted	29	29	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	15	15	NA
6	Number of group sessions for beneficiaries led by volunteers	5	5	NA
7	Number of beneficiaries who attended group sessions led by volunteers	126	126	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	NA
7 + 8	Total number of beneficiaries educated	126	126	NA
9	Estimated number of people reached by media events	7,834	7,834	NA
10	Estimated number of people reached by community education events	1,328	1,328	NA
11	Number of complaints received attributable to the project	0	0	NA
12	Number of complaints referred for followup	0	0	NA
13	Number of complaints that resulted in some action	0	0	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA

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<b>Arkansas – Arkansas Division of Aging and Adult Services, Little Rock</b>				
<b>In operation since: July 2002</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	15	8	7
2	Number of new volunteers trained	79	43	36
3	Number of media events conducted	75	54	21
4	Number of community education events conducted	123	92	31
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	34	19	15
6	Number of group sessions for beneficiaries led by volunteers	37	28	9
7	Number of beneficiaries who attended group sessions led by volunteers	1,118	892	226
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,088	695	393
7 + 8	Total number of beneficiaries educated	2,206	1,587	619
9	Estimated number of people reached by media events	1,226,039	1,112,239	113,800
10	Estimated number of people reached by community education events	10,158	8,663	1,495
11	Number of complaints received attributable to the project	99	41	58
12	Number of complaints referred for followup	62	30	32
13	Number of complaints that resulted in some action	58	0	58
14	Medicare funds recovered attributable to the project	\$1,628	\$0	\$1,628
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$1,652	\$1,625	\$27
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,652	\$1,625	\$27
14 + 15	Total savings attributable to the project	\$3,280	\$1,625	\$1,655

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<b>California – California Health Insurance Counseling Advocacy Programs Association, Santa Ana</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	26	24	2
2	Number of new volunteers trained	345	321	24
3	Number of media events conducted	66	32	34
4	Number of community education events conducted	134	122	12
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	5	6
6	Number of group sessions for beneficiaries led by volunteers	288	170	118
7	Number of beneficiaries who attended group sessions led by volunteers	10,485	6,389	4,096
8	Number of one-on-one sessions held between beneficiaries and volunteers	122	36	86
7 + 8	Total number of beneficiaries educated	10,607	6,425	4,182
9	Estimated number of people reached by media events	3,065,275	1,065,275	2,000,000
10	Estimated number of people reached by community education events	5,338	4,626	712
11	Number of complaints received attributable to the project	122	36	86
12	Number of complaints referred for followup	59	28	31
13	Number of complaints that resulted in some action	5	2	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



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<b>Colorado – Colorado Division of Insurance, Denver</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	8	4	4
2	Number of new volunteers trained	48	26	22
3	Number of media events conducted	9	2	7
4	Number of community education events conducted	7	3	4
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	0	4
6	Number of group sessions for beneficiaries led by volunteers	68	6	62
7	Number of beneficiaries who attended group sessions led by volunteers	1,894	87	1,807
8	Number of one-on-one sessions held between beneficiaries and volunteers	325	200	125
7 + 8	Total number of beneficiaries educated	2,219	287	1,932
9	Estimated number of people reached by media events	247,500	22,500	225,000
10	Estimated number of people reached by community education events	613	320	293
11	Number of complaints received attributable to the project	76	28	48
12	Number of complaints referred for followup	28	10	18
13	Number of complaints that resulted in some action	7	2	5
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	\$3,203	\$745	\$2,458
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$3,203	\$745	\$2,458
14 + 15	Total savings attributable to the project	\$3,203	\$745	\$2,458

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<b>Connecticut – Connecticut Department of Social Services, Hartford</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	12	7	5
2	Number of new volunteers trained	192	61	131
3	Number of media events conducted	90	57	33
4	Number of community education events conducted	317	245	72
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	39	11	28
6	Number of group sessions for beneficiaries led by volunteers	59	43	16
7	Number of beneficiaries who attended group sessions led by volunteers	1,267	951	316
8	Number of one-on-one sessions held between beneficiaries and volunteers	267	265	2
7 + 8	Total number of beneficiaries educated	1,534	1,216	318
9	Estimated number of people reached by media events	5,250,611	1,609,881	3,640,730
10	Estimated number of people reached by community education events	33,530	21,513	12,017
11	Number of complaints received attributable to the project	58	51	7
12	Number of complaints referred for followup	14	8	6
13	Number of complaints that resulted in some action	6	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	\$1,239	\$0	\$1,239
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,239	\$0	\$1,239
14 + 15	Total savings attributable to the project	\$1,239	\$0	\$1,239

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<b>Delaware – Delaware Department of Health and Social Services, New Castle</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	3	0	3
2	Number of new volunteers trained	11	0	11
3	Number of media events conducted	61	54	7
4	Number of community education events conducted	41	13	28
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	2	9
6	Number of group sessions for beneficiaries led by volunteers	44	19	25
7	Number of beneficiaries who attended group sessions led by volunteers	3,875	625	3,250
8	Number of one-on-one sessions held between beneficiaries and volunteers	103	87	16
7 + 8	Total number of beneficiaries educated	3,978	712	3,266
9	Estimated number of people reached by media events	816,892	441,892	375,000
10	Estimated number of people reached by community education events	8,514	2,770	5,744
11	Number of complaints received attributable to the project	16	8	8
12	Number of complaints referred for followup	5	0	5
13	Number of complaints that resulted in some action	13	8	5
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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<b>District of Columbia – The AARP Foundation, Washington, DC</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	1	1	0
2	Number of new volunteers trained	6	6	0
3	Number of media events conducted	2	1	1
4	Number of community education events conducted	10	6	4
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	5	3	2
6	Number of group sessions for beneficiaries led by volunteers	40	30	10
7	Number of beneficiaries who attended group sessions led by volunteers	1,588	1,228	360
8	Number of one-on-one sessions held between beneficiaries and volunteers	12	10	2
7 + 8	Total number of beneficiaries educated	1,600	1,238	362
9	Estimated number of people reached by media events	1,380,000	690,000	690,000
10	Estimated number of people reached by community education events	8,150	4,100	4,050
11	Number of complaints received attributable to the project	27	0	27
12	Number of complaints referred for followup	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	\$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

<b>District of Columbia – Friendship House, Washington, DC</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	8	6	2
2	Number of new volunteers trained	5	2	3
3	Number of media events conducted	5	2	3
4	Number of community education events conducted	11	6	5
	<b>OUTCOME MEASURES</b>			
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	10	7	3
7	Number of beneficiaries who attended group sessions led by volunteers	192	104	88
8	Number of one-on-one sessions held between beneficiaries and volunteers	17	11	6
7 + 8	Total number of beneficiaries educated	209	115	94
9	Estimated number of people reached by media events	2,600,000	1,300,000	1,300,000
10	Estimated number of people reached by community education events	310,864	107,800	203,064
11	Number of complaints received attributable to the project	0	0	0
12	Number of complaints referred for followup	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

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<b>Florida – Area Agency on Aging of Pasco Pinellas, Inc., St. Petersburg</b>				
<b>In operation since:</b> July 1999		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	16	9	7
2	Number of new volunteers trained	112	22	90
3	Number of media events conducted	32	19	13
4	Number of community education events conducted	193	117	76
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	29	14	15
6	Number of group sessions for beneficiaries led by volunteers	106	50	56
7	Number of beneficiaries who attended group sessions led by volunteers	12,725	6,045	6,680
8	Number of one-on-one sessions held between beneficiaries and volunteers	44	9	35
7 + 8	Total number of beneficiaries educated	12,769	6,054	6,715
9	Estimated number of people reached by media events	1,871,142	1,667,542	203,600
10	Estimated number of people reached by community education events	21,210	8,102	13,108
11	Number of complaints received attributable to the project	68	22	46
12	Number of complaints referred for followup	49	10	39
13	Number of complaints that resulted in some action	19	7	12
14	Medicare funds recovered attributable to the project	\$44,339	\$3,959	\$40,380
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$892	\$446	\$446
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$892	\$446	\$446
14 + 15	Total savings attributable to the project	\$45,231	\$4,405	\$40,826

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<b>Georgia – Atlanta Regional Commission, Atlanta</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	2	1	1
2	Number of new volunteers trained	7	4	3
3	Number of media events conducted	23	14	9
4	Number of community education events conducted	157	72	85
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	7	4	3
6	Number of group sessions for beneficiaries led by volunteers	192	124	68
7	Number of beneficiaries who attended group sessions led by volunteers	6,071	3,698	2,373
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,274	899	375
7 + 8	Total number of beneficiaries educated	7,345	4,597	2,748
9	Estimated number of people reached by media events	2,864,870	574,585	2,290,285
10	Estimated number of people reached by community education events	7,278	3,736	3,542
11	Number of complaints received attributable to the project	154	113	41
12	Number of complaints referred for followup	48	24	24
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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<b>Georgia – Department of Human Resources, Atlanta</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	30	26	4
2	Number of new volunteers trained	121	108	13
3	Number of media events conducted	135	58	77
4	Number of community education events conducted	412	233	179
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	49	36	13
6	Number of group sessions for beneficiaries led by volunteers	231	136	95
7	Number of beneficiaries who attended group sessions led by volunteers	7,054	4,492	2,562
8	Number of one-on-one sessions held between beneficiaries and volunteers	162	86	76
7 + 8	Total number of beneficiaries educated	7,216	4,578	2,638
9	Estimated number of people reached by media events	1,913,780	1,603,369	310,411
10	Estimated number of people reached by community education events	18,659	10,824	7,835
11	Number of complaints received attributable to the project	145	71	74
12	Number of complaints referred for followup	61	45	16
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	\$61	\$0	\$61
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	\$61	\$0	\$0
14 + 15	Total savings attributable to the project	\$61	\$0	\$61



A P P E N D I X ~ D

<b>Guam – Department of Public Health and Social Services, Hagatna</b>				
<b>In operation since: July 2005</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	1	0	1
2	Number of new volunteers trained	10	0	10
3	Number of media events conducted	12	6	6
4	Number of community education events conducted	86	36	50
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	1	1
6	Number of group sessions for beneficiaries led by volunteers	39	24	15
7	Number of beneficiaries who attended group sessions led by volunteers	1,253	906	347
8	Number of one-on-one sessions held between beneficiaries and volunteers	229	125	104
7 + 8	Total number of beneficiaries educated	1,482	1,031	451
9	Estimated number of people reached by media events	840,000	440,000	400,000
10	Estimated number of people reached by community education events	2,210	1,360	850
11	Number of complaints received attributable to the project	0	0	0
12	Number of complaints referred for followup	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

<b>Hawaii – Hawaii Executive Office of Aging, Honolulu</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	8	3	5
2	Number of new volunteers trained	655	575	80
3	Number of media events conducted	12	7	5
4	Number of community education events conducted	40	11	29
	<b>OUTCOME MEASURES</b>			
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	23	21	2
7	Number of beneficiaries who attended group sessions led by volunteers	1,965	1,415	550
8	Number of one-on-one sessions held between beneficiaries and volunteers	3	0	3
7 + 8	Total number of beneficiaries educated	1,968	1,415	553
9	Estimated number of people reached by media events	375,000	175,000	200,000
10	Estimated number of people reached by community education events	16,670	7,775	8,895
11	Number of complaints received attributable to the project	40	23	17
12	Number of complaints referred for followup	7	2	5
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

A P P E N D I X ~ D

<b>Idaho – Idaho Medicare Watch Partnership, Boise</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	88	84	4
2	Number of new volunteers trained	54	50	4
3	Number of media events conducted	16	12	4
4	Number of community education events conducted	121	14	107
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	37	33	4
6	Number of group sessions for beneficiaries led by volunteers	226	102	124
7	Number of beneficiaries who attended group sessions led by volunteers	2,899	2,649	250
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,631	1,583	48
7 + 8	Total number of beneficiaries educated	4,530	4,232	298
9	Estimated number of people reached by media events	748,400	625,000	123,400
10	Estimated number of people reached by community education events	85,373	2,745	82,628
11	Number of complaints received attributable to the project	81	33	48
12	Number of complaints referred for followup	9	5	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	\$74,232	\$438	\$73,794
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$74,232	\$438	\$73,794
14 + 15	Total savings attributable to the project	\$74,232	\$438	\$73,794

A P P E N D I X ~ D

<b>Illinois – AgeOptions, Oak Park*</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
<b>OUTPUT MEASURES</b>				
1	Number of training sessions conducted to train new volunteers	17	15	2
2	Number of new volunteers trained	100	97	3
3	Number of media events conducted	75	41	34
4	Number of community education events conducted	374	2	372
<b>OUTCOME MEASURES</b>				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	12	7	5
6	Number of group sessions for beneficiaries led by volunteers	257	173	84
7	Number of beneficiaries who attended group sessions led by volunteers	5,259	3,937	1,322
8	Number of one-on-one sessions held between beneficiaries and volunteers	753	753	0
7 + 8	Total number of beneficiaries educated	6,012	4,690	1,322
9	Estimated number of people reached by media events	305,555	47,770	257,785
10	Estimated number of people reached by community education events	24,897	5,470	19,427
11	Number of complaints received attributable to the project	13	10	3
12	Number of complaints referred for followup	10	9	1
13	Number of complaints that resulted in some action	12	10	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
*Illinois AgeOptions replaced Suburban Area Agency on Aging as the Senior Medicare Patrol Project in 2006				

A P P E N D I X ~ D

<b>Indiana – Indiana Division of Disability, Aging, and Rehabilitation, Indianapolis</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	13	11	2
2	Number of new volunteers trained	75	73	2
3	Number of media events conducted	67	51	16
4	Number of community education events conducted	172	90	82
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	67	65	2
6	Number of group sessions for beneficiaries led by volunteers	174	134	40
7	Number of beneficiaries who attended group sessions led by volunteers	5,452	4,469	983
8	Number of one-on-one sessions held between beneficiaries and volunteers	339	36	303
7 + 8	Total number of beneficiaries educated	5,791	4,505	1,286
9	Estimated number of people reached by media events	2,170,933	1,506,675	664,258
10	Estimated number of people reached by community education events	23,695	14,710	8,985
11	Number of complaints received attributable to the project	3	3	0
12	Number of complaints referred for followup	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

<b>Iowa – Iowa Department of Elder Affairs, Waterloo</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	69	16	53
2	Number of new volunteers trained	188	16	172
3	Number of media events conducted	1,009	554	455
4	Number of community education events conducted	204	122	82
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	17	10	7
6	Number of group sessions for beneficiaries led by volunteers	415	89	326
7	Number of beneficiaries who attended group sessions led by volunteers	11,418	4,363	7,055
8	Number of one-on-one sessions held between beneficiaries and volunteers	11	0	11
7 + 8	Total number of beneficiaries educated	11,429	4,363	7,066
9	Estimated number of people reached by media events	2,068,676	988,302	1,080,374
10	Estimated number of people reached by community education events	19,185	5,551	13,634
11	Number of complaints received attributable to the project	116	78	38
12	Number of complaints referred for followup	9	7	2
13	Number of complaints that resulted in some action	6	5	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

A P P E N D I X ~ D

<b>Kansas – Department on Aging, Topeka</b>				
<b>In operation since: July 2003</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	9	4	5
2	Number of new volunteers trained	257	143	114
3	Number of media events conducted	9	3	6
4	Number of community education events conducted	33	14	19
	<b>OUTCOME MEASURES</b>			
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	109,386	37,350	72,036
10	Estimated number of people reached by community education events	5,051	455	4,596
11	Number of complaints received attributable to the project	47	27	20
12	Number of complaints referred for followup	35	17	18
13	Number of complaints that resulted in some action	13	3	10
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	\$2,230	\$0	\$2,230
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	\$2,230	\$0	\$2,230

A P P E N D I X ~ D

<b>Kentucky – Kentucky Seniors Saving Medicare, Louisville</b>				
<b>In operation since: July 2001</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	220	9	211
2	Number of new volunteers trained	41	25	16
3	Number of media events conducted	345	229	116
4	Number of community education events conducted	67	28	39
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	33	18	15
6	Number of group sessions for beneficiaries led by volunteers	201	108	93
7	Number of beneficiaries who attended group sessions led by volunteers	7,841	3,695	4,146
8	Number of one-on-one sessions held between beneficiaries and volunteers	7,407	3,898	3,509
7 + 8	Total number of beneficiaries educated	15,248	7,593	7,655
9	Estimated number of people reached by media events	5,874,369	3,874,369	2,000,000
10	Estimated number of people reached by community education events	7,324	2,144	5,180
11	Number of complaints received attributable to the project	29	0	29
12	Number of complaints referred for followup	1	0	1
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	\$253	\$0	\$253
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$253	\$0	\$253
14 + 15	Total savings attributable to the project	\$253	\$0	\$253



A P P E N D I X ~ D

<b>Louisiana – Vernon Parish Council on Aging, Inc., Leesville</b>				
<b>In operation since: July 2000</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	5	2	3
2	Number of new volunteers trained	114	39	75
3	Number of media events conducted	40	19	21
4	Number of community education events conducted	31	12	19
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	16	9	7
6	Number of group sessions for beneficiaries led by volunteers	19	13	6
7	Number of beneficiaries who attended group sessions led by volunteers	200	131	69
8	Number of one-on-one sessions held between beneficiaries and volunteers	152	79	73
7 + 8	Total number of beneficiaries educated	352	210	142
9	Estimated number of people reached by media events	165,000	65,000	100,000
10	Estimated number of people reached by community education events	350	181	169
11	Number of complaints received attributable to the project	12	7	5
12	Number of complaints referred for followup	3	1	2
13	Number of complaints that resulted in some action	2	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

A P P E N D I X - D

<b>Maine – Maine Department of Human Services' Bureau of Elder and Adult Services, Augusta</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	53	29	24
2	Number of new volunteers trained	68	44	24
3	Number of media events conducted	265	83	182
4	Number of community education events conducted	123	80	43
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	22	13	9
6	Number of group sessions for beneficiaries led by volunteers	57	32	25
7	Number of beneficiaries who attended group sessions led by volunteers	2,717	1,800	917
8	Number of one-on-one sessions held between beneficiaries and volunteers	4,342	3,234	1,108
7 + 8	Total number of beneficiaries educated	7,059	5,034	2,025
9	Estimated number of people reached by media events	1,226,875	337,480	889,395
10	Estimated number of people reached by community education events	6,348	3,303	3,045
11	Number of complaints received attributable to the project	12	8	4
12	Number of complaints referred for followup	1	1	0
13	Number of complaints that resulted in some action	1	1	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

<b>Maryland – Maryland Department of Aging, Baltimore</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	85	28	57
2	Number of new volunteers trained	591	561	30
3	Number of media events conducted	199	93	106
4	Number of community education events conducted	89	32	57
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	1	0	1
6	Number of group sessions for beneficiaries led by volunteers	391	172	219
7	Number of beneficiaries who attended group sessions led by volunteers	11,214	6,201	5,013
8	Number of one-on-one sessions held between beneficiaries and volunteers	6,910	4,076	2,834
7 + 8	Total number of beneficiaries educated	18,124	10,277	7,847
9	Estimated number of people reached by media events	620,100	184,150	435,950
10	Estimated number of people reached by community education events	34,040	9,760	24,280
11	Number of complaints received attributable to the project	732	548	184
12	Number of complaints referred for followup	11	2	9
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	\$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

<b>Massachusetts – Elder Services of Merrimack, Lawrence</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	10	5	5
2	Number of new volunteers trained	135	75	60
3	Number of media events conducted	320	170	150
4	Number of community education events conducted	343	323	20
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	135	75	60
6	Number of group sessions for beneficiaries led by volunteers	444	245	199
7	Number of beneficiaries who attended group sessions led by volunteers	9,545	2,000	7,545
8	Number of one-on-one sessions held between beneficiaries and volunteers	48,747	27,780	20,967
7 + 8	Total number of beneficiaries educated	58,292	29,780	28,512
9	Estimated number of people reached by media events	3,072,042	500,000	2,572,042
10	Estimated number of people reached by community education events	26,635	13,000	13,635
11	Number of complaints received attributable to the project	617	80	537
12	Number of complaints referred for followup	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

<b>Michigan – Area Agencies on Aging Association of Michigan, Lansing</b>				
<b>In operation since:</b> July 1999		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	22	2	20
2	Number of new volunteers trained	79	22	57
3	Number of media events conducted	7	2	5
4	Number of community education events conducted	85	20	65
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	9	9	0
6	Number of group sessions for beneficiaries led by volunteers	29	11	18
7	Number of beneficiaries who attended group sessions led by volunteers	3,748	165	3,583
8	Number of one-on-one sessions held between beneficiaries and volunteers	292	252	40
7 + 8	Total number of beneficiaries educated	4,040	417	3,623
9	Estimated number of people reached by media events	316,459	220,000	96,459
10	Estimated number of people reached by community education events	13,916	4,100	9,816
11	Number of complaints received attributable to the project	42	2	40
12	Number of complaints referred for followup	7	1	6
13	Number of complaints that resulted in some action	33	1	32
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	\$379	\$379	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$379	\$379	\$0
14 + 15	Total savings attributable to the project	\$379	\$379	\$0

A P P E N D I X - D

<b>Michigan – Monroe County Opportunity Program, Inc., Monroe</b>				
<b>In operation since:</b> July 2005 closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	31	31	NA
2	Number of new volunteers trained	63	63	NA
3	Number of media events conducted	2	2	NA
4	Number of community education events conducted	58	58	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	NA
6	Number of group sessions for beneficiaries led by volunteers	17	17	NA
7	Number of beneficiaries who attended group sessions led by volunteers	1,677	1,677	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	9	9	NA
7 + 8	Total number of beneficiaries educated	285	285	NA
9	Estimated number of people reached by media events	23,273	23,273	NA
10	Estimated number of people reached by community education events	0	0	NA
11	Number of complaints received attributable to the project	0	0	NA
12	Number of complaints referred for followup	0	0	NA
13	Number of complaints that resulted in some action	0	0	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA

A P P E N D I X - D

<b>Minnesota – Minnesota Board on Aging, Saint Paul</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	30	9	21
2	Number of new volunteers trained	273	91	182
3	Number of media events conducted	6	3	3
4	Number of community education events conducted	59	11	48
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	70	63	7
6	Number of group sessions for beneficiaries led by volunteers	41	11	30
7	Number of beneficiaries who attended group sessions led by volunteers	1,260	81	1,179
8	Number of one-on-one sessions held between beneficiaries and volunteers	131	55	76
7 + 8	Total number of beneficiaries educated	1,391	136	1,255
9	Estimated number of people reached by media events	2,892	52	2,840
10	Estimated number of people reached by community education events	1,933	201	1,732
11	Number of complaints received attributable to the project	2,414	1,367	1,047
12	Number of complaints referred for followup	2,339	1,355	984
13	Number of complaints that resulted in some action	1,441	627	814
14	Medicare funds recovered attributable to the project	\$211	\$211	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$298,984	\$115,767	\$183,217
15C	Other savings attributable to the project	\$172	\$0	\$172
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$299,156	\$115,767	\$183,389
14 + 15	Total savings attributable to the project	\$299,367	\$115,978	\$183,389

A P P E N D I X ~ D

<b>Mississippi – Mississippi Department of Human Services, Jackson</b>				
<b>In operation since: July 2000</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	9	7	2
2	Number of new volunteers trained	37	34	3
3	Number of media events conducted	723	711	12
4	Number of community education events conducted	87	47	40
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	8	3
6	Number of group sessions for beneficiaries led by volunteers	113	79	34
7	Number of beneficiaries who attended group sessions led by volunteers	957	357	600
8	Number of one-on-one sessions held between beneficiaries and volunteers	8,220	842	7,378
7 + 8	Total number of beneficiaries educated	9,177	1,199	7,978
9	Estimated number of people reached by media events	390,435	353,139	37,296
10	Estimated number of people reached by community education events	46,440	42,524	3,916
11	Number of complaints received attributable to the project	915	381	534
12	Number of complaints referred for followup	73	44	29
13	Number of complaints that resulted in some action	353	50	303
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

<b>Missouri – District III Area Agency on Aging, Warrensburg</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	5	3	2
2	Number of new volunteers trained	33	24	9
3	Number of media events conducted	16	12	4
4	Number of community education events conducted	70	28	42
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	23	14	9
6	Number of group sessions for beneficiaries led by volunteers	51	36	15
7	Number of beneficiaries who attended group sessions led by volunteers	3,427	3,038	389
8	Number of one-on-one sessions held between beneficiaries and volunteers	637	407	230
7 + 8	Total number of beneficiaries educated	4,064	3,445	619
9	Estimated number of people reached by media events	197,162	150,000	47,162
10	Estimated number of people reached by community education events	7,240	2,500	4,740
11	Number of complaints received attributable to the project	35	17	18
12	Number of complaints referred for followup	35	17	18
13	Number of complaints that resulted in some action	2	0	2
14	Medicare funds recovered attributable to the project	\$519	\$0	\$519
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	\$519	\$0	\$519

A P P E N D I X ~ D

<b>Montana – Missoula Aging Services, Missoula</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	13	0	13
2	Number of new volunteers trained	36	0	36
3	Number of media events conducted	283	134	149
4	Number of community education events conducted	136	91	45
	<b>OUTCOME MEASURES</b>			
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	66	47	19
7	Number of beneficiaries who attended group sessions led by volunteers	1,141	882	259
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,339	1,864	475
7 + 8	Total number of beneficiaries educated	3,480	2,746	734
9	Estimated number of people reached by media events	1,422,422	815,333	607,089
10	Estimated number of people reached by community education events	5,347	3,918	1,429
11	Number of complaints received attributable to the project	134	90	44
12	Number of complaints referred for followup	88	66	22
13	Number of complaints that resulted in some action	33	14	19
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	\$4,768	\$2,500	\$2,268
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$4,768	\$2,500	\$2,268
14 + 15	Total savings attributable to the project	\$4,768	\$2,500	\$2,268

A P P E N D I X - D

<b>Nebraska – Nebraska Department of Health and Human Services, Lincoln</b>				
<b>In operation since: July 2000</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	12	2	10
2	Number of new volunteers trained	75	12	63
3	Number of media events conducted	81	26	55
4	Number of community education events conducted	376	216	160
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	33	16	17
6	Number of group sessions for beneficiaries led by volunteers	279	233	46
7	Number of beneficiaries who attended group sessions led by volunteers	6,175	5,344	831
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,861	1,778	83
7 + 8	Total number of beneficiaries educated	8,036	7,122	914
9	Estimated number of people reached by media events	14,200,366	3,373,900	10,826,466
10	Estimated number of people reached by community education events	331,860	316,167	15,693
11	Number of complaints received attributable to the project	269	126	143
12	Number of complaints referred for followup	159	46	113
13	Number of complaints that resulted in some action	120	17	103
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$1,562	\$1,562	\$0
15B	Savings to beneficiaries attributable to the project	\$28,828	\$0	\$28,828
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$30,390	\$1,562	\$28,828
14 + 15	Total savings attributable to the project	\$30,390	\$1,562	\$28,828

A P P E N D I X ~ D

<b>Nevada – Nevada Division of Aging Services, Las Vegas</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	0	0	0
2	Number of new volunteers trained	0	0	0
3	Number of media events conducted	19	15	4
4	Number of community education events conducted	63	35	28
	<b>OUTCOME MEASURES</b>			
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	5	2	3
7	Number of beneficiaries who attended group sessions led by volunteers	357	117	240
8	Number of one-on-one sessions held between beneficiaries and volunteers	136	58	78
7 + 8	Total number of beneficiaries educated	493	175	318
9	Estimated number of people reached by media events	10,500	4,500	6,000
10	Estimated number of people reached by community education events	8,870	3,870	5,000
11	Number of complaints received attributable to the project	65	45	20
12	Number of complaints referred for followup	7	4	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	\$293	\$293	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$293	\$293	\$0
14 + 15	Total savings attributable to the project	\$293	\$293	\$0

A P P E N D I X ~ D

<b>New Hampshire – New Hampshire Division of Elderly and Adult Services, Concord</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	4	3	1
2	Number of new volunteers trained	62	56	6
3	Number of media events conducted	45	36	9
4	Number of community education events conducted	31	13	18
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	76	43	33
6	Number of group sessions for beneficiaries led by volunteers	32	20	12
7	Number of beneficiaries who attended group sessions led by volunteers	1,789	1,240	549
8	Number of one-on-one sessions held between beneficiaries and volunteers	3,908	2,261	1,647
7 + 8	Total number of beneficiaries educated	5,697	3,501	2,196
9	Estimated number of people reached by media events	580,330	476,000	104,330
10	Estimated number of people reached by community education events	4,456	4,290	166
11	Number of complaints received attributable to the project	208	144	64
12	Number of complaints referred for followup	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

<b>New Jersey – Jewish Family &amp; Vocational Services of Middlesex County, Inc., Edison</b>				
<b>In operation since: July 2001</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	4	3	1
2	Number of new volunteers trained	26	20	6
3	Number of media events conducted	40	18	22
4	Number of community education events conducted	118	58	60
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	10	6	4
6	Number of group sessions for beneficiaries led by volunteers	15	10	5
7	Number of beneficiaries who attended group sessions led by volunteers	602	295	307
8	Number of one-on-one sessions held between beneficiaries and volunteers	58	33	25
7 + 8	Total number of beneficiaries educated	660	328	332
9	Estimated number of people reached by media events	3,606,598	2,452,298	1,154,300
10	Estimated number of people reached by community education events	26,068	1,823	24,245
11	Number of complaints received attributable to the project	26	16	10
12	Number of complaints referred for followup	20	14	6
13	Number of complaints that resulted in some action	3	2	1
14	Medicare funds recovered attributable to the project	\$14,717	\$14,601	\$116
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	\$14,717	\$14,601	\$116

A P P E N D I X ~ D

<b>New Jersey – Diabeticos Hispanos/PERFIL Latino TV Inc., Millville</b>				
<b>In operation since:</b> July 2005 closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	6	6	NA
2	Number of new volunteers trained	4	4	NA
3	Number of media events conducted	10	10	NA
4	Number of community education events conducted	18	18	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	3	NA
6	Number of group sessions for beneficiaries led by volunteers	12	12	NA
7	Number of beneficiaries who attended group sessions led by volunteers	64	64	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	8	8	NA
7 + 8	Total number of beneficiaries educated	72	72	NA
9	Estimated number of people reached by media events	125,000	125,000	NA
10	Estimated number of people reached by community education events	341	341	NA
11	Number of complaints received attributable to the project	0	0	NA
12	Number of complaints referred for followup	0	0	NA
13	Number of complaints that resulted in some action	0	0	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA

A P P E N D I X ~ D

<b>New Mexico – New Mexico Aging and Long Term Services Dept., Albuquerque</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. - June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	72	30	42
2	Number of new volunteers trained	96	86	10
3	Number of media events conducted	29	15	14
4	Number of community education events conducted	200	51	149
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	96	86	10
6	Number of group sessions for beneficiaries led by volunteers	165	25	140
7	Number of beneficiaries who attended group sessions led by volunteers	7,629	1,131	6,498
8	Number of one-on-one sessions held between beneficiaries and volunteers	25,897	9,348	16,549
7 + 8	Total number of beneficiaries educated	33,526	10,479	23,047
9	Estimated number of people reached by media events	300,385	234,000	66,385
10	Estimated number of people reached by community education events	9,069	2,262	6,807
11	Number of complaints received attributable to the project	2,199	1,373	826
12	Number of complaints referred for followup	98	52	46
13	Number of complaints that resulted in some action	25	17	8
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	\$115,406	\$79,344	\$36,062
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$115,406	\$79,344	\$36,062
14 + 15	Total savings attributable to the project	\$115,406	\$79,344	\$36,062



A P P E N D I X - D

<b>New York – New York State Office for the Aging, Albany</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	112	67	45
2	Number of new volunteers trained	2,996	1,592	1,404
3	Number of media events conducted	13	10	3
4	Number of community education events conducted	96	66	30
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	54	20	34
6	Number of group sessions for beneficiaries led by volunteers	118	89	29
7	Number of beneficiaries who attended group sessions led by volunteers	3,335	2,769	566
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,590	945	645
7 + 8	Total number of beneficiaries educated	4,925	3,714	1,211
9	Estimated number of people reached by media events	1,070,100	950,100	120,000
10	Estimated number of people reached by community education events	10,754	5,646	5,108
11	Number of complaints received attributable to the project	358	277	81
12	Number of complaints referred for followup	185	166	19
13	Number of complaints that resulted in some action	144	54	90
14	Medicare funds recovered attributable to the project	\$45,033	\$30,187	\$14,846
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$1,279	\$1,279	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,279	\$1,279	\$0
14 + 15	Total savings attributable to the project	\$46,312	\$31,466	\$14,846

A P P E N D I X ~ D

<b>North Carolina – Department of Insurance, Raleigh</b>				
<b>In operation since: July 2003</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	10	5	5
2	Number of new volunteers trained	72	17	55
3	Number of media events conducted	27	7	20
4	Number of community education events conducted	176	133	43
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	7	4
6	Number of group sessions for beneficiaries led by volunteers	132	111	21
7	Number of beneficiaries who attended group sessions led by volunteers	939	524	415
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,079	651	428
7 + 8	Total number of beneficiaries educated	2,018	1,175	843
9	Estimated number of people reached by media events	7,286,390	1,746,104	5,540,286
10	Estimated number of people reached by community education events	48,267	39,092	9,175
11	Number of complaints received attributable to the project	110	56	54
12	Number of complaints referred for followup	21	4	17
13	Number of complaints that resulted in some action	14	2	12
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	\$459	\$459	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$459	\$459	\$0
14 + 15	Total savings attributable to the project	\$459	\$459	\$0

A P P E N D I X ~ D

<b>North Dakota – Minot State University, Minot*</b>				
<b>In operation since: July 2003</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	2	2	0
2	Number of new volunteers trained	55	55	0
3	Number of media events conducted	20	19	1
4	Number of community education events conducted	10	8	2
	<b>OUTCOME MEASURES</b>			
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	6	6	0
7	Number of beneficiaries who attended group sessions led by volunteers	100	100	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	90	90	0
7 + 8	Total number of beneficiaries educated	190	190	0
9	Estimated number of people reached by media events	98,570	98,545	25
10	Estimated number of people reached by community education events	4,434	3,734	700
11	Number of complaints received attributable to the project	1	1	0
12	Number of complaints referred for followup	1	1	0
13	Number of complaints that resulted in some action	1	1	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	\$29	\$29	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$29	\$29	\$0
14 + 15	Total savings attributable to the project	\$29	\$29	\$0

\*Minot State University replaced Legal Assistance of North Dakota, Inc. as the Senior Medicare Patrol Project in 2006

A P P E N D I X - D

<b>Ohio – Pro Seniors, Inc., Cincinnati</b>				
<b>In operation since: July 2002</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	2	1	1
2	Number of new volunteers trained	10	7	3
3	Number of media events conducted	261	190	71
4	Number of community education events conducted	24	19	5
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	1	0	1
6	Number of group sessions for beneficiaries led by volunteers	37	29	8
7	Number of beneficiaries who attended group sessions led by volunteers	1,511	1,096	415
8	Number of one-on-one sessions held between beneficiaries and volunteers	17	16	1
7 + 8	Total number of beneficiaries educated	1,528	1,112	416
9	Estimated number of people reached by media events	1,406,838	829,531	577,307
10	Estimated number of people reached by community education events	1,014	834	180
11	Number of complaints received attributable to the project	21	18	3
12	Number of complaints referred for followup	16	13	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

A P P E N D I X ~ D

<b>Oklahoma – State of Oklahoma Insurance Department, Oklahoma City</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	5	0	5
2	Number of new volunteers trained	55	0	55
3	Number of media events conducted	4	2	2
4	Number of community education events conducted	30	13	17
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	6	3	3
6	Number of group sessions for beneficiaries led by volunteers	20	13	7
7	Number of beneficiaries who attended group sessions led by volunteers	541	254	287
8	Number of one-on-one sessions held between beneficiaries and volunteers	5	3	2
7 + 8	Total number of beneficiaries educated	546	257	289
9	Estimated number of people reached by media events	422,477	6,977	415,500
10	Estimated number of people reached by community education events	5,849	3,788	2,061
11	Number of complaints received attributable to the project	13	6	7
12	Number of complaints referred for followup	2	2	0
13	Number of complaints that resulted in some action	4	4	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

<b>Oregon – Senior Medicare Patrol Project, Salem</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	67	0	67
2	Number of new volunteers trained	332	0	332
3	Number of media events conducted	60	11	49
4	Number of community education events conducted	111	53	58
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	111	12	99
6	Number of group sessions for beneficiaries led by volunteers	34	34	0
7	Number of beneficiaries who attended group sessions led by volunteers	450	450	0
8	Number of one-on-one sessions held between beneficiaries and volunteers	5,362	0	5,362
7 + 8	Total number of beneficiaries educated	5,812	450	5,362
9	Estimated number of people reached by media events	1,231,396	777,325	454,071
10	Estimated number of people reached by community education events	3,073	891	2,182
11	Number of complaints received attributable to the project	16	0	16
12	Number of complaints referred for followup	8	0	8
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

<b>Oregon – Multnomah County Aging &amp; Disability Services, Portland</b>				
<b>In operation since:</b> July 2005 closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	79	79	NA
2	Number of new volunteers trained	582	582	NA
3	Number of media events conducted	11	11	NA
4	Number of community education events conducted	244	244	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	434	434	NA
6	Number of group sessions for beneficiaries led by volunteers	0	0	NA
7	Number of beneficiaries who attended group sessions led by volunteers	0	0	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	12,916	12,916	NA
7 + 8	Total number of beneficiaries educated	12,916	12,916	NA
9	Estimated number of people reached by media events	185,000	185,000	NA
10	Estimated number of people reached by community education events	9,253	9,253	NA
11	Number of complaints received attributable to the project	13	13	NA
12	Number of complaints referred for followup	12	12	NA
13	Number of complaints that resulted in some action	6	6	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA

A P P E N D I X ~ D

<b>Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	6	3	3
2	Number of new volunteers trained	6	4	2
3	Number of media events conducted	10	5	5
4	Number of community education events conducted	54	14	40
	<b>OUTCOME MEASURES</b>			
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	139	77	62
7	Number of beneficiaries who attended group sessions led by volunteers	12,481	10,903	1,578
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,105	992	113
7 + 8	Total number of beneficiaries educated	13,586	11,895	1,691
9	Estimated number of people reached by media events	571,500	510,000	61,500
10	Estimated number of people reached by community education events	14,043	1,473	12,570
11	Number of complaints received attributable to the project	203	83	120
12	Number of complaints referred for followup	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	\$8,184	\$8,184	\$0
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$8,184	\$8,184	\$0
14 + 15	Total savings attributable to the project	\$8,184	\$8,184	\$0



A P P E N D I X ~ D

<b>Puerto Rico – Office of the Ombudsman for the Elderly, San Juan</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	6	0	6
2	Number of new volunteers trained	6	3	3
3	Number of media events conducted	5	3	2
4	Number of community education events conducted	78	13	65
	<b>OUTCOME MEASURES</b>			
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	54	26	28
7	Number of beneficiaries who attended group sessions led by volunteers	1,780	927	853
8	Number of one-on-one sessions held between beneficiaries and volunteers	497	371	126
7 + 8	Total number of beneficiaries educated	2,277	1,298	979
9	Estimated number of people reached by media events	200,000	150,000	50,000
10	Estimated number of people reached by community education events	2,351	465	1,886
11	Number of complaints received attributable to the project	42	25	17
12	Number of complaints referred for followup	27	16	11
13	Number of complaints that resulted in some action	10	5	5
14	Medicare funds recovered attributable to the project	\$3,414	\$3,347	\$67
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	\$3,414	\$3,347	\$67

A P P E N D I X - D

<b>Rhode Island – Dept. of Elderly Affairs, Cranston*</b>				
<b>In operation since: July 2006</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	9	0	9
2	Number of new volunteers trained	46	0	46
3	Number of media events conducted	7	0	7
4	Number of community education events conducted	92	0	92
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	44	0	44
6	Number of group sessions for beneficiaries led by volunteers	11	0	11
7	Number of beneficiaries who attended group sessions led by volunteers	369	0	369
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,392	0	2,392
7 + 8	Total number of beneficiaries educated	2,761	0	2,761
9	Estimated number of people reached by media events	27,000	0	27,000
10	Estimated number of people reached by community education events	3,680	0	3,680
11	Number of complaints received attributable to the project	12	0	12
12	Number of complaints referred for followup	1	0	1
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	\$431	0	\$431
15C	Other savings attributable to the project	\$0	0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$431	0	\$431
14 + 15	Total savings attributable to the project	\$431	0	\$431

\*Rhode Island Dept. of Elderly Affairs replaced Rhode Island Aging 2000, Inc., as the Senior Medicare Patrol Project in 2006

A P P E N D I X - D

<b>South Carolina – Lt. Governor’s Office on Aging, Columbia</b>				
In operation since: July 2000		Total for 2006	Jan. – June	July – Dec.
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	14	12	2
2	Number of new volunteers trained	79	73	6
3	Number of media events conducted	93	44	49
4	Number of community education events conducted	124	95	29
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	20	19	1
6	Number of group sessions for beneficiaries led by volunteers	190	134	56
7	Number of beneficiaries who attended group sessions led by volunteers	4,068	2,579	1,489
8	Number of one-on-one sessions held between beneficiaries and volunteers	5,262	4,479	783
7 + 8	Total number of beneficiaries educated	9,330	7,058	2,272
9	Estimated number of people reached by media events	2,934,730	2,656,180	278,550
10	Estimated number of people reached by community education events	26,034	21,679	4,355
11	Number of complaints received attributable to the project	16	12	4
12	Number of complaints referred for followup	16	12	4
13	Number of complaints that resulted in some action	2	2	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

<b>South Dakota – East River Legal Services Corporation, Sioux Falls</b>				
<b>In operation since: July 2000</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	4	1	3
2	Number of new volunteers trained	34	9	25
3	Number of media events conducted	52	26	26
4	Number of community education events conducted	71	39	32
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	31	24	7
6	Number of group sessions for beneficiaries led by volunteers	100	89	11
7	Number of beneficiaries who attended group sessions led by volunteers	3,299	2,977	322
8	Number of one-on-one sessions held between beneficiaries and volunteers	3,577	3,016	561
7 + 8	Total number of beneficiaries educated	6,876	5,993	883
9	Estimated number of people reached by media events	1,660,700	741,950	918,750
10	Estimated number of people reached by community education events	2,185	1,071	1,114
11	Number of complaints received attributable to the project	2	2	0
12	Number of complaints referred for followup	2	2	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

<b>Tennessee – Upper Cumberland Development District/AAA, Cookeville</b>				
<b>In operation since:</b> July 2001		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	36	21	15
2	Number of new volunteers trained	221	99	122
3	Number of media events conducted	209	153	56
4	Number of community education events conducted	340	170	170
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	82	9	73
6	Number of group sessions for beneficiaries led by volunteers	101	20	81
7	Number of beneficiaries who attended group sessions led by volunteers	2,900	335	2,565
8	Number of one-on-one sessions held between beneficiaries and volunteers	9,065	6,015	3,050
7 + 8	Total number of beneficiaries educated	11,965	6,350	5,615
9	Estimated number of people reached by media events	3,115,986	2,272,876	843,110
10	Estimated number of people reached by community education events	21,162	7,286	13,876
11	Number of complaints received attributable to the project	114	77	37
12	Number of complaints referred for followup	25	9	16
13	Number of complaints that resulted in some action	6	3	3
14	Medicare funds recovered attributable to the project	\$164	\$164	\$0
15A	Medicaid funds recovered attributable to the project	\$0	\$0	\$0
15B	Savings to beneficiaries attributable to the project	\$24,139	\$1,018	\$23,121
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$24,139	\$1,018	\$23,121
14 + 15	Total savings attributable to the project	\$24,303	\$1,182	\$23,121

A P P E N D I X - D

<b>Texas – Better Business Bureau Education Foundation, Houston</b>				
<b>In operation since: July 2002</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	5	5	0
2	Number of new volunteers trained	12	12	0
3	Number of media events conducted	12	10	2
4	Number of community education events conducted	138	80	58
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	10	10	0
6	Number of group sessions for beneficiaries led by volunteers	7	4	3
7	Number of beneficiaries who attended group sessions led by volunteers	265	135	130
8	Number of one-on-one sessions held between beneficiaries and volunteers	20	10	10
7 + 8	Total number of beneficiaries educated	285	145	140
9	Estimated number of people reached by media events	2,450,000	1,750,000	700,000
10	Estimated number of people reached by community education events	10,129	6,113	4,016
11	Number of complaints received attributable to the project	6	1	5
12	Number of complaints referred for followup	6	1	5
13	Number of complaints that resulted in some action	2	1	1
14	Medicare funds recovered attributable to the project	\$262	\$262	\$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	\$262	\$262	\$0

A P P E N D I X ~ D

<b>Texas – The National Hispanic Council on Aging, Washington, DC</b>				
<b>In operation since:</b> July 1999		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	86	48	38
2	Number of new volunteers trained	277	131	146
3	Number of media events conducted	59	49	10
4	Number of community education events conducted	176	19	157
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	0	4
6	Number of group sessions for beneficiaries led by volunteers	191	146	45
7	Number of beneficiaries who attended group sessions led by volunteers	7,924	3,735	4,189
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,821	826	995
7 + 8	Total number of beneficiaries educated	9,745	4,561	5,184
9	Estimated number of people reached by media events	3,374,889	2,985,000	389,889
10	Estimated number of people reached by community education events	7,518	1,872	5,646
11	Number of complaints received attributable to the project	471	30	441
12	Number of complaints referred for followup	106	24	82
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

<b>Texas – Latino Education Project, Inc., Corpus Christi</b>				
<b>In operation since:</b> July 2005 closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	2	2	NA
2	Number of new volunteers trained	5	5	NA
3	Number of media events conducted	12	12	NA
4	Number of community education events conducted	2	2	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	4	NA
6	Number of group sessions for beneficiaries led by volunteers	31	31	NA
7	Number of beneficiaries who attended group sessions led by volunteers	1,056	1,056	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	9	9	NA
7 + 8	Total number of beneficiaries educated	1,065	1,065	NA
9	Estimated number of people reached by media events	17,700	17,700	NA
10	Estimated number of people reached by community education events	403	403	NA
11	Number of complaints received attributable to the project	7	7	NA
12	Number of complaints referred for followup	7	7	NA
13	Number of complaints that resulted in some action	7	7	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA



A P P E N D I X ~ D

<b>Utah – Utah Legal Services, Salt Lake City</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	42	17	25
2	Number of new volunteers trained	56	29	27
3	Number of media events conducted	557	516	41
4	Number of community education events conducted	1,045	93	952
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	56	11	45
6	Number of group sessions for beneficiaries led by volunteers	181	64	117
7	Number of beneficiaries who attended group sessions led by volunteers	4,650	2,944	1,706
8	Number of one-on-one sessions held between beneficiaries and volunteers	12,764	10,634	2,130
7 + 8	Total number of beneficiaries educated	17,414	13,578	3,836
9	Estimated number of people reached by media events	536,228	16,402	519,826
10	Estimated number of people reached by community education events	6,765	4,099	2,666
11	Number of complaints received attributable to the project	404	258	146
12	Number of complaints referred for followup	196	110	86
13	Number of complaints that resulted in some action	81	40	41
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	\$12,244	\$0	\$12,244
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$12,244	\$0	\$12,244
14 + 15	Total savings attributable to the project	\$12,244	\$0	\$12,244

A P P E N D I X ~ D

<b>Vermont – Community of Vermont Elders, Montpelier</b>				
<b>In operation since:</b> July 2003		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	0	0	0
2	Number of new volunteers trained	0	0	0
3	Number of media events conducted	1,155	1,141	14
4	Number of community education events conducted	43	32	11
	<b>OUTCOME MEASURES</b>			
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	3	2	1
7	Number of beneficiaries who attended group sessions led by volunteers	85	15	70
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0
7 + 8	Total number of beneficiaries educated	85	15	70
9	Estimated number of people reached by media events	288,812	34,054	254,758
10	Estimated number of people reached by community education events	1,180	733	447
11	Number of complaints received attributable to the project	77	60	17
12	Number of complaints referred for followup	4	4	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	\$1,212	\$0	\$1,212
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,212	\$0	\$1,212
14 + 15	Total savings attributable to the project	\$1,212	\$0	\$1,212

A P P E N D I X - D

<b>Virginia – Virginia Association of Area Agencies on Aging, Richmond</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	3	3	0
2	Number of new volunteers trained	26	4	22
3	Number of media events conducted	28	14	14
4	Number of community education events conducted	444	248	196
	<b>OUTCOME MEASURES</b>			
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	175	162	13
7	Number of beneficiaries who attended group sessions led by volunteers	6,039	5,810	229
8	Number of one-on-one sessions held between beneficiaries and volunteers	133	0	133
7 + 8	Total number of beneficiaries educated	6,172	5,810	362
9	Estimated number of people reached by media events	394,548	274,548	120,000
10	Estimated number of people reached by community education events	38,686	18,054	20,632
11	Number of complaints received attributable to the project	61	18	43
12	Number of complaints referred for followup	11	5	6
13	Number of complaints that resulted in some action	5	5	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

<b>Virginia – Boat People S.O.S, Inc., Falls Church</b>				
<b>In operation since:</b> July 2005 closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	8	8	NA
2	Number of new volunteers trained	15	15	NA
3	Number of media events conducted	1	1	NA
4	Number of community education events conducted	5	5	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	5	5	NA
6	Number of group sessions for beneficiaries led by volunteers	1	1	NA
7	Number of beneficiaries who attended group sessions led by volunteers	18	18	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	105	105	NA
7 + 8	Total number of beneficiaries educated	123	123	NA
9	Estimated number of people reached by media events	900	900	NA
10	Estimated number of people reached by community education events	205	205	NA
11	Number of complaints received attributable to the project	0	0	NA
12	Number of complaints referred for followup	0	0	NA
13	Number of complaints that resulted in some action	0	0	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA

A P P E N D I X - D

<b>Virgin Islands – Dept. of Human Services, Senior Citizens Affairs, Christiansted, St. Croix</b>				
<b>In operation since: July 2005</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	3	2	1
2	Number of new volunteers trained	22	18	4
3	Number of media events conducted	410	402	8
4	Number of community education events conducted	8	5	3
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	9	2
6	Number of group sessions for beneficiaries led by volunteers	54	39	15
7	Number of beneficiaries who attended group sessions led by volunteers	287	157	130
8	Number of one-on-one sessions held between beneficiaries and volunteers	22	12	10
7 + 8	Total number of beneficiaries educated	309	169	140
9	Estimated number of people reached by media events	12,400	8,400	4,000
10	Estimated number of people reached by community education events	800	300	500
11	Number of complaints received attributable to the project	0	0	0
12	Number of complaints referred for followup	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

<b>Washington – Office of the Insurance Counselor, Olympia</b>				
<b>In operation since: July 1999</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	54	4	50
2	Number of new volunteers trained	129	50	79
3	Number of media events conducted	88	4	84
4	Number of community education events conducted	129	8	121
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	97	50	47
6	Number of group sessions for beneficiaries led by volunteers	55	5	50
7	Number of beneficiaries who attended group sessions led by volunteers	741	50	691
8	Number of one-on-one sessions held between beneficiaries and volunteers	10,415	210	10,205
7 + 8	Total number of beneficiaries educated	11,156	260	10,896
9	Estimated number of people reached by media events	1,014,994	690,700	324,294
10	Estimated number of people reached by community education events	7,876	400	7,476
11	Number of complaints received attributable to the project	508	296	212
12	Number of complaints referred for followup	123	89	34
13	Number of complaints that resulted in some action	12	0	12
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	\$7,003	\$6,179	\$824
15C	Other savings attributable to the project	\$0	\$0	\$0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$7,003	\$6,179	\$824
14 + 15	Total savings attributable to the project	\$7,003	\$6,179	\$824

A P P E N D I X - D

<b>Washington – Multi-Service Center, Federal Way</b>				
<b>In operation since:</b> July 2005 closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	186	186	NA
2	Number of new volunteers trained	81	81	NA
3	Number of media events conducted	89	89	NA
4	Number of community education events conducted	536	536	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	68	68	NA
6	Number of group sessions for beneficiaries led by volunteers	41	41	NA
7	Number of beneficiaries who attended group sessions led by volunteers	864	864	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	10,500	10,500	NA
7 + 8	Total number of beneficiaries educated	11,364	11,364	NA
9	Estimated number of people reached by media events	376,317	376,317	NA
10	Estimated number of people reached by community education events	388,140	388,140	NA
11	Number of complaints received attributable to the project	348	348	NA
12	Number of complaints referred for followup	26	26	NA
13	Number of complaints that resulted in some action	12	12	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA

A P P E N D I X ~ D

<b>West Virginia – AARP Foundation, Charleston</b>				
<b>In operation since: July 2003</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	6	3	3
2	Number of new volunteers trained	8	4	4
3	Number of media events conducted	167	36	131
4	Number of community education events conducted	66	31	35
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	1	3
6	Number of group sessions for beneficiaries led by volunteers	30	12	18
7	Number of beneficiaries who attended group sessions led by volunteers	1,613	876	737
8	Number of one-on-one sessions held between beneficiaries and volunteers	2	2	0
7 + 8	Total number of beneficiaries educated	1,615	878	737
9	Estimated number of people reached by media events	6,662,941	4,917,394	1,745,547
10	Estimated number of people reached by community education events	23,954	5,399	18,555
11	Number of complaints received attributable to the project	55	28	27
12	Number of complaints referred for followup	38	11	27
13	Number of complaints that resulted in some action	11	2	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	\$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

<b>Wisconsin – Coalition of Wisconsin Aging Groups, Madison</b>				
<b>In operation since: July 1997</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	10	6	4
2	Number of new volunteers trained	79	57	22
3	Number of media events conducted	1,542	330	1,212
4	Number of community education events conducted	75	65	10
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	11	6	5
6	Number of group sessions for beneficiaries led by volunteers	108	36	72
7	Number of beneficiaries who attended group sessions led by volunteers	5,032	1,018	4,014
8	Number of one-on-one sessions held between beneficiaries and volunteers	211	14	197
7 + 8	Total number of beneficiaries educated	5,243	1,032	4,211
9	Estimated number of people reached by media events	6,437,443	2,430,543	4,006,900
10	Estimated number of people reached by community education events	7,181	6,672	509
11	Number of complaints received attributable to the project	22	7	15
12	Number of complaints referred for followup	5	5	0
13	Number of complaints that resulted in some action	3	3	0
14	Medicare funds recovered attributable to the project	\$305	\$305	\$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	\$305	\$305	\$0

A P P E N D I X ~ D

<b>Wisconsin – Great Lakes Inter-Tribal Council, Lac du Flambeau</b>				
<b>In operation since:</b> July 1997 closed June 2006		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	2	2	NA
2	Number of new volunteers trained	42	42	NA
3	Number of media events conducted	10	10	NA
4	Number of community education events conducted	25	25	NA
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	NA
6	Number of group sessions for beneficiaries led by volunteers	1	1	NA
7	Number of beneficiaries who attended group sessions led by volunteers	4	4	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	11	11	NA
7 + 8	Total number of beneficiaries educated	15	15	NA
9	Estimated number of people reached by media events	57,875	57,875	NA
10	Estimated number of people reached by community education events	1,726	1,726	NA
11	Number of complaints received attributable to the project	0	0	NA
12	Number of complaints referred for followup	0	0	NA
13	Number of complaints that resulted in some action	0	0	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	\$0	NA
15C	Other savings attributable to the project	\$0	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA

<b>Wyoming – Senior Citizens, Inc., Riverton</b>				
<b>In operation since: July 2000</b>		<b>Total for 2006</b>	<b>Jan. – June</b>	<b>July – Dec.</b>
	<b>OUTPUT MEASURES</b>			
1	Number of training sessions conducted to train new volunteers	2	0	2
2	Number of new volunteers trained	16	0	16
3	Number of media events conducted	26	14	12
4	Number of community education events conducted	36	13	23
	<b>OUTCOME MEASURES</b>			
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	0	4
6	Number of group sessions for beneficiaries led by volunteers	22	10	12
7	Number of beneficiaries who attended group sessions led by volunteers	350	120	230
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,729	879	850
7 + 8	Total number of beneficiaries educated	2,079	999	1,080
9	Estimated number of people reached by media events	300,000	100,000	200,000
10	Estimated number of people reached by community education events	1,591	1,042	549
11	Number of complaints received attributable to the project	50	20	30
12	Number of complaints referred for followup	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

\*Wyoming Senior Citizens, Inc. replaced Wyoming Division on Aging as the Senior Medicare Patrol Project in 2006