




DEC 14 2005

**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: December 2005  
Performance Report (OEI-02-04-00362)

The Office of Inspector General (OIG) has collected performance data from the Senior Medicare Patrol Projects since 1997. These projects receive grants from the Administration on Aging 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 1 project is located in each of the 50 States, the District of Columbia, and Puerto Rico.

In the 6 months from January through June 2005, a total of 57 projects educated 192,900 beneficiaries in 64,238 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 11,963 complaints, of which 408 were referred to Medicare contractors for followup. A total of 358 complaints resulted in money recouped to the Medicare program or in some other action taken by a Medicare contractor or investigative agency. In total, the projects documented \$83,190 recouped to the Medicare program. The projects also reported \$44,497 in savings to beneficiaries. In all of these cases, the projects provided descriptions of out-of-pocket expenses being returned to beneficiaries and savings due to resolution of billing errors.

OIG issued two reports in 1999 on the projects' first-year and second-year performance data (OEI-02-97-00522 and OEI-02-97-00523). OIG has since released reports on these performance data for each subsequent 6-month period. Since the inception of the program 8 years ago, a total of 62 projects (5 of which closed between June 2002 and December 2003) have educated approximately 2.2 million beneficiaries in 600,000 group training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 59,048 complaints, of which 4,723 resulted in some action. Total savings to the Medicare program attributable to the projects were \$4,056,037. Self-reported savings to beneficiaries, Medicaid, and other payers were approximately \$100 million. Most of the \$100 million in savings is the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare. The appendixes contain more information on the performance of each project.

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

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 that they received from a Medicare contractor, regardless of whether actual savings occurred. In the current reporting period, 17 of the 57 projects submitted a total of 20 forms of documentation. Fifteen of these seventeen projects submitted at least one tracking report; the other two projects submitted letters from a contractor. Ten of the tracking reports documented actual savings to the Medicare program. In addition, CMS sent us another three tracking reports that the contractors had not sent to the individual projects that documented an additional \$6,848 in savings.

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

Attachments:

Appendix A - Summary of Performance for All Projects Since 1997

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

Appendix C - Projects' Results for Each Performance Measure in the Last Two Reporting Periods

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

# Senior Medicare Patrol Projects' Performance Measure Results

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## **Summary of Performance for All Projects Since 1997**

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

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

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

A P P E N D I X - A

| Summary of Performance for All Projects Since 1997 |   |               |
|--|---|---------------|
|  | OUTPUT MEASURES   |               |
| 1  | Number of training sessions conducted to train new volunteers                               | 8,133         |
| 2  | Number of new volunteers trained  | 52,066        |
| 3  | Number of media events conducted  | 137,903       |
| 4  | Number of community education events conducted  | 33,145        |
|  | OUTCOME MEASURES  |               |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 19,357        |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 42,135        |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,628,869     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 557,242       |
| 7 + 8  | Total number of beneficiaries educated  | 2,186,111     |
| 9  | Estimated number of people reached by media events  | NA            |
| 10   | Estimated number of people reached by community education events                            | 15,542,596    |
| 11   | Number of complaints received attributable to the project                                   | 59,048        |
| 12   | Number of complaints referred for followup  | 9,875         |
| 13   | Number of complaints that resulted in some action   | 4,723         |
| 14   | Medicare funds recovered attributable to the project  | \$4,056,037   |
| 15A  | Medicaid funds recovered attributable to the project  | NA            |
| 15B  | Savings to beneficiaries attributable to the project  | NA            |
| 15C  | Other savings attributable to the project   | NA            |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$100,226,184 |
| 14 + 15  | Total savings attributable to the project   | \$104,282,221 |

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

The following table provides data for the 57 projects that operated from July 2004 through June 2005.

| <b>Summary of Performance for All Projects in the Last Two Reporting Periods</b> |   |                                       |                                      |                                    |
|--|---|---------------------------------------|--------------------------------------|------------------------------------|
|  |   | <b>July through<br/>December 2004</b> | <b>January through<br/>June 2005</b> | <b>Change in Last<br/>6 Months</b> |
| <b>OUTPUT MEASURES</b>   |   |                                       |                                      |                                    |
| 1  | Number of training sessions conducted to train new volunteers                               | 580                                   | 795                                  | 215                                |
| 2  | Number of new volunteers trained  | 2,725                                 | 3,715                                | 990                                |
| 3  | Number of media events conducted  | 7,931                                 | 20,786                               | 12,855                             |
| 4  | Number of community education events conducted  | 3,550                                 | 3,716                                | 166                                |
| <b>OUTCOME MEASURES</b>  |   |                                       |                                      |                                    |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 985                                   | 1,058                                | 73                                 |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 2,999                                 | 3,378                                | 379                                |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 102,875                               | 132,040                              | 29,165                             |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 76,728                                | 60,860                               | -15,868                            |
| 7 + 8  | Total number of beneficiaries educated  | 179,603                               | 192,900                              | 13,297                             |
| 9  | Estimated number of people reached by media events  | 45,466,817                            | 57,550,356                           | 12,083,539                         |
| 10   | Estimated number of people reached by community education events                            | 491,871                               | 384,427                              | -107,444                           |
| 11   | Number of complaints received attributable to the project                                   | 6,338                                 | 11,963                               | 5,625                              |
| 12   | Number of complaints referred for followup  | 559                                   | 408                                  | -151                               |
| 13   | Number of complaints that resulted in some action   | 328                                   | 358                                  | 30                                 |
| 14   | Medicare funds recovered attributable to the project  | \$27,281                              | \$83,190                             | \$55,909                           |
| 15A  | Medicaid funds recovered attributable to the project  | \$17,109                              | \$0                                  | -\$17,109                          |
| 15B  | Savings to beneficiaries attributable to the project  | \$149,143                             | \$44,497                             | -\$104,646                         |
| 15C  | Other savings attributable to the project   | \$900                                 | \$0                                  | -\$900                             |
| TOTAL 15   | Total Medicaid funds, beneficiary savings and other savings                                 | \$167,152                             | \$44,497                             | -\$122,655                         |
| 14 + 15  | Total savings attributable to the project   | \$194,433                             | \$127,687                            | -\$66,746                          |

## **Projects' Results for Each Performance Measure in the Last Two Reporting Periods**

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

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



A P P E N D I X - C

| PERFORMANCE MEASURE 1: Number of Training Sessions Conducted to Train New Volunteers |                  |                  |  |                |                  |                  |
|--|------------------|------------------|--|----------------|------------------|------------------|
|  | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama  | 20               | 7                |  | Nebraska       | 4                | 12               |
| Alaska   | 2                | 5                |  | Nevada         | 3                | 1                |
| Arizona  | 74               | 15               |  | New Hampshire  | 0                | 3                |
| Arkansas   | 9                | 4                |  | New Jersey     | 0                | 0                |
| California   | 2                | 22               |  | New Mexico     | 24               | 34               |
| Colorado   | 0                | 4                |  | New York       | 28               | 41               |
| Connecticut  | 4                | 5                |  | North Carolina | 2                | 4                |
| Delaware   | 1                | 2                |  | North Dakota   | 1                | 2                |
| DC – AARP  | 1                | 2                |  | Ohio - COAAA   | 1                | 0                |
| DC – FH  | 5                | 5                |  | Ohio - PSI     | 0                | 0                |
| Florida  | 1                | 2                |  | Oklahoma       | 1                | 1                |
| Georgia – ARC  | 3                | 0                |  | Oregon         | 4                | 22               |
| Georgia – DHR  | 6                | 28               |  | Pennsylvania   | 1                | 2                |
| Hawaii   | 2                | 4                |  | Puerto Rico    | 5                | 3                |
| Idaho  | 8                | 10               |  | Rhode Island   | 1                | 0                |
| Illinois   | 4                | 18               |  | South Carolina | 1                | 4                |
| Indiana  | 9                | 22               |  | South Dakota   | 1                | 0                |
| Iowa   | 7                | 12               |  | Tennessee      | 10               | 5                |
| Kansas   | 0                | 0                |  | Texas - BBBEF  | 0                | 1                |
| Kentucky   | 9                | 12               |  | Texas - NHCOA  | 8                | 9                |
| Louisiana  | 3                | 3                |  | Utah           | 19               | 48               |
| Maine  | 5                | 9                |  | Vermont        | 2                | 2                |
| Maryland   | 24               | 25               |  | Virginia       | 2                | 1                |
| Massachusetts  | 7                | 2                |  | Washington     | 204              | 214              |
| Michigan   | 5                | 11               |  | West Virginia  | 1                | 2                |
| Minnesota  | 16               | 132              |  | WI - CWAG      | 3                | 5                |
| Mississippi  | 15               | 6                |  | WI - GLITC     | 1                | 2                |
| Missouri   | 1                | 4                |  | Wyoming        | 1                | 1                |
| Montana  | 9                | 5                |  |                |                  |                  |

| PERFORMANCE MEASURE 1 | July through December 2004 | January through June 2005 |
|-----------------------|----------------------------|---------------------------|
| <b>TOTAL</b>          | 580                        | 795                       |

A P P E N D I X ~ C

| PERFORMANCE MEASURE 2: Number of New Volunteers Trained |                  |                  |  |                |                  |                  |
|---|------------------|------------------|--|----------------|------------------|------------------|
|   | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama   | 116              | 51               |  | Nebraska       | 19               | 50               |
| Alaska  | 127              | 30               |  | Nevada         | 3                | 2                |
| Arizona   | 30               | 33               |  | New Hampshire  | 3                | 32               |
| Arkansas  | 54               | 45               |  | New Jersey     | 0                | 0                |
| California  | 70               | 357              |  | New Mexico     | 14               | 100              |
| Colorado  | 0                | 19               |  | New York       | 692              | 698              |
| Connecticut   | 50               | 16               |  | North Carolina | 6                | 109              |
| Delaware  | 2                | 4                |  | North Dakota   | 7                | 4                |
| DC – AARP   | 5                | 7                |  | Ohio – COAAA   | 18               | 0                |
| DC – FH   | 3                | 6                |  | Ohio – PSI     | 0                | 0                |
| Florida   | 4                | 8                |  | Oklahoma       | 4                | 10               |
| Georgia – ARC   | 5                | 0                |  | Oregon         | 50               | 128              |
| Georgia – DHR   | 30               | 118              |  | Pennsylvania   | 7                | 11               |
| Hawaii  | 12               | 5                |  | Puerto Rico    | 15               | 3                |
| Idaho   | 7                | 23               |  | Rhode Island   | 2                | 0                |
| Illinois  | 16               | 56               |  | South Carolina | 2                | 4                |
| Indiana   | 63               | 107              |  | South Dakota   | 2                | 0                |
| Iowa  | 32               | 14               |  | Tennessee      | 39               | 46               |
| Kansas  | 0                | 0                |  | Texas – BBBEF  | 0                | 12               |
| Kentucky  | 8                | 45               |  | Texas – NHCOA  | 83               | 128              |
| Louisiana   | 76               | 95               |  | Utah           | 176              | 212              |
| Maine   | 23               | 17               |  | Vermont        | 19               | 19               |
| Maryland  | 407              | 456              |  | Virginia       | 7                | 3                |
| Massachusetts   | 77               | 18               |  | Washington     | 84               | 69               |
| Michigan  | 22               | 226              |  | West Virginia  | 2                | 14               |
| Minnesota   | 44               | 91               |  | WI – CWAG      | 49               | 96               |
| Mississippi   | 27               | 19               |  | WI – GLITC     | 52               | 25               |
| Missouri  | 6                | 32               |  | Wyoming        | 6                | 37               |
| Montana   | 48               | 5                |  |                |                  |                  |

| PERFORMANCE MEASURE 2 | July through December 2004 | January through June 2005 |
|-----------------------|----------------------------|---------------------------|
| <b>TOTAL</b>          | 2,725                      | 3,715                     |

A P P E N D I X ~ C

| PERFORMANCE MEASURE 3: Number of Media Events Conducted |                  |                  |  |                |                  |                  |
|---|------------------|------------------|--|----------------|------------------|------------------|
|   | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama   | 76               | 136              |  | Nebraska       | 24               | 23               |
| Alaska  | 2                | 1                |  | Nevada         | 6                | 8                |
| Arizona   | 28               | 14               |  | New Hampshire  | 18               | 6                |
| Arkansas  | 19               | 19               |  | New Jersey     | 3                | 4                |
| California  | 17               | 36               |  | New Mexico     | 15               | 12               |
| Colorado  | 33               | 6                |  | New York       | 17               | 26               |
| Connecticut   | 12               | 17               |  | North Carolina | 10               | 16               |
| Delaware  | 11               | 5                |  | North Dakota   | 32               | 17               |
| DC - AARP   | 2                | 0                |  | Ohio - COAAA   | 175              | 130              |
| DC - FH   | 5                | 3                |  | Ohio - PSI     | 556              | 462              |
| Florida   | 38               | 5                |  | Oklahoma       | 906              | 0                |
| Georgia - ARC   | 18               | 31               |  | Oregon         | 3                | 7                |
| Georgia - DHR   | 24               | 78               |  | Pennsylvania   | 4                | 15               |
| Hawaii  | 9                | 5                |  | Puerto Rico    | 6                | 3                |
| Idaho   | 35               | 29               |  | Rhode Island   | 1,227            | 1,480            |
| Illinois  | 32               | 93               |  | South Carolina | 13               | 16               |
| Indiana   | 16               | 6                |  | South Dakota   | 2                | 3,070            |
| Iowa  | 2,249            | 2,095            |  | Tennessee      | 53               | 67               |
| Kansas  | 6                | 4                |  | Texas - BBBEF  | 4                | 4                |
| Kentucky  | 61               | 97               |  | Texas - NHCOA  | 26               | 25               |
| Louisiana   | 49               | 44               |  | Utah           | 9                | 14               |
| Maine   | 117              | 94               |  | Vermont        | 6                | 36               |
| Maryland  | 427              | 38               |  | Virginia       | 39               | 34               |
| Massachusetts   | 201              | 179              |  | Washington     | 83               | 125              |
| Michigan  | 1                | 3                |  | West Virginia  | 28               | 27               |
| Minnesota   | 2                | 0                |  | WI - CWAG      | 66               | 6,091            |
| Mississippi   | 627              | 1,009            |  | WI - GLITC     | 10               | 9                |
| Missouri  | 13               | 8                |  | Wyoming        | 3                | 3                |
| Montana   | 457              | 5,001            |  |                |                  |                  |

| PERFORMANCE MEASURE 3 | July through December 2004 | January through June 2005 |
|-----------------------|----------------------------|---------------------------|
| <b>TOTAL</b>          | 7,931                      | 20,786                    |

A P P E N D I X - C

| PERFORMANCE MEASURE 4: Number of Community Education Events Conducted |                  |                  |  |                |                  |                  |
|---|------------------|------------------|--|----------------|------------------|------------------|
|   | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama   | 254              | 279              |  | Nebraska       | 68               | 69               |
| Alaska  | 15               | 5                |  | Nevada         | 17               | 35               |
| Arizona   | 97               | 24               |  | New Hampshire  | 78               | 32               |
| Arkansas  | 26               | 42               |  | New Jersey     | 12               | 39               |
| California  | 64               | 176              |  | New Mexico     | 105              | 10               |
| Colorado  | 35               | 17               |  | New York       | 33               | 41               |
| Connecticut   | 78               | 40               |  | North Carolina | 27               | 60               |
| Delaware  | 8                | 13               |  | North Dakota   | 14               | 15               |
| DC – AARP   | 13               | 10               |  | Ohio – COAAA   | 50               | 50               |
| DC – FH   | 16               | 19               |  | Ohio – PSI     | 15               | 25               |
| Florida   | 16               | 65               |  | Oklahoma       | 47               | 6                |
| Georgia – ARC   | 7                | 3                |  | Oregon         | 39               | 89               |
| Georgia – DHR   | 72               | 207              |  | Pennsylvania   | 47               | 17               |
| Hawaii  | 14               | 6                |  | Puerto Rico    | 29               | 34               |
| Idaho   | 95               | 127              |  | Rhode Island   | 6                | 12               |
| Illinois  | 49               | 143              |  | South Carolina | 24               | 104              |
| Indiana   | 75               | 93               |  | South Dakota   | 15               | 9                |
| Iowa  | 132              | 94               |  | Tennessee      | 121              | 159              |
| Kansas  | 2                | 1                |  | Texas – BBBEF  | 167              | 36               |
| Kentucky  | 38               | 103              |  | Texas – NHCOA  | 26               | 23               |
| Louisiana   | 69               | 78               |  | Utah           | 30               | 36               |
| Maine   | 84               | 98               |  | Vermont        | 22               | 10               |
| Maryland  | 329              | 181              |  | Virginia       | 121              | 223              |
| Massachusetts   | 503              | 334              |  | Washington     | 49               | 64               |
| Michigan  | 8                | 6                |  | West Virginia  | 33               | 45               |
| Minnesota   | 65               | 15               |  | WI – CWAG      | 31               | 80               |
| Mississippi   | 76               | 83               |  | WI – GLITC     | 18               | 15               |
| Missouri  | 30               | 15               |  | Wyoming        | 9                | 36               |
| Montana   | 27               | 65               |  |                |                  |                  |

| PERFORMANCE MEASURE 4 | July through December 2004 | January through June 2005 |
|-----------------------|----------------------------|---------------------------|
| <b>TOTAL</b>          | 3,550                      | 3,716                     |

A P P E N D I X - C

| PERFORMANCE MEASURE 5: Number of Volunteers Who, for the First Time, Conducted Activities to Educate Beneficiaries |                  |                  |  |                |                  |                  |
|--|------------------|------------------|--|----------------|------------------|------------------|
|  | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama  | 35               | 17               |  | Nebraska       | 29               | 18               |
| Alaska   | 127              | 30               |  | Nevada         | 3                | 3                |
| Arizona  | 29               | 15               |  | New Hampshire  | 1                | 17               |
| Arkansas   | 25               | 29               |  | New Jersey     | 0                | 0                |
| California   | 22               | 17               |  | New Mexico     | 14               | 10               |
| Colorado   | 3                | 4                |  | New York       | 256              | 24               |
| Connecticut  | 3                | 4                |  | North Carolina | 3                | 8                |
| Delaware   | 4                | 3                |  | North Dakota   | 4                | 6                |
| DC - AARP  | 0                | 1                |  | Ohio - COAAA   | 29               | 9                |
| DC - FH  | 2                | 4                |  | Ohio - PSI     | 0                | 1                |
| Florida  | 7                | 7                |  | Oklahoma       | 0                | 0                |
| Georgia - ARC  | 5                | 0                |  | Oregon         | 50               | 0                |
| Georgia - DHR  | 8                | 402              |  | Pennsylvania   | 3                | 5                |
| Hawaii   | 0                | 0                |  | Puerto Rico    | 1                | 1                |
| Idaho  | 3                | 3                |  | Rhode Island   | 2                | 0                |
| Illinois   | 7                | 41               |  | South Carolina | 0                | 0                |
| Indiana  | 6                | 2                |  | South Dakota   | 6                | 2                |
| Iowa   | 32               | 12               |  | Tennessee      | 16               | 14               |
| Kansas   | 0                | 0                |  | Texas - BBBEF  | 0                | 12               |
| Kentucky   | 6                | 42               |  | Texas - NHCOA  | 0                | 8                |
| Louisiana  | 41               | 38               |  | Utah           | 56               | 92               |
| Maine  | 5                | 1                |  | Vermont        | 0                | 0                |
| Maryland   | 1                | 0                |  | Virginia       | 2                | 0                |
| Massachusetts  | 3                | 0                |  | Washington     | 84               | 69               |
| Michigan   | 0                | 0                |  | West Virginia  | 5                | 5                |
| Minnesota  | 8                | 18               |  | WI - CWAG      | 8                | 7                |
| Mississippi  | 15               | 19               |  | WI - GLITC     | 0                | 0                |
| Missouri   | 6                | 32               |  | Wyoming        | 2                | 5                |
| Montana  | 8                | 1                |  |                |                  |                  |

| PERFORMANCE MEASURE 5 | July through December 2004 | January through June 2005 |
|-----------------------|----------------------------|---------------------------|
| <b>TOTAL</b>          | 985                        | 1,058                     |

A P P E N D I X - C

| PERFORMANCE MEASURE 6: Number of Group Sessions for Beneficiaries Led by Volunteers |                  |                  |  |                |                  |                  |
|---|------------------|------------------|--|----------------|------------------|------------------|
|   | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama   | 164              | 121              |  | Nebraska       | 108              | 50               |
| Alaska  | 10               | 10               |  | Nevada         | 11               | 13               |
| Arizona   | 24               | 24               |  | New Hampshire  | 7                | 7                |
| Arkansas  | 45               | 59               |  | New Jersey     | 68               | 0                |
| California  | 53               | 120              |  | New Mexico     | 97               | 48               |
| Colorado  | 46               | 66               |  | New York       | 59               | 63               |
| Connecticut   | 10               | 7                |  | North Carolina | 15               | 23               |
| Delaware  | 64               | 35               |  | North Dakota   | 4                | 25               |
| DC – AARP   | 19               | 25               |  | Ohio – COAAA   | 38               | 22               |
| DC – FH   | 7                | 8                |  | Ohio – PSI     | 41               | 24               |
| Florida   | 33               | 51               |  | Oklahoma       | 0                | 22               |
| Georgia – ARC   | 46               | 228              |  | Oregon         | 41               | 74               |
| Georgia – DHR   | 15               | 188              |  | Pennsylvania   | 103              | 152              |
| Hawaii  | 25               | 25               |  | Puerto Rico    | 58               | 70               |
| Idaho   | 147              | 27               |  | Rhode Island   | 10               | 15               |
| Illinois  | 73               | 182              |  | South Carolina | 64               | 0                |
| Indiana   | 19               | 79               |  | South Dakota   | 3                | 5                |
| Iowa  | 241              | 314              |  | Tennessee      | 123              | 89               |
| Kansas  | 0                | 0                |  | Texas – BBBEF  | 7                | 23               |
| Kentucky  | 147              | 132              |  | Texas – NHCOA  | 25               | 125              |
| Louisiana   | 75               | 54               |  | Utah           | 38               | 45               |
| Maine   | 137              | 94               |  | Vermont        | 0                | 0                |
| Maryland  | 1                | 0                |  | Virginia       | 30               | 28               |
| Massachusetts   | 205              | 115              |  | Washington     | 132              | 220              |
| Michigan  | 23               | 17               |  | West Virginia  | 10               | 16               |
| Minnesota   | 7                | 18               |  | WI – CWAG      | 52               | 44               |
| Mississippi   | 106              | 62               |  | WI – GLITC     | 0                | 0                |
| Missouri  | 9                | 54               |  | Wyoming        | 6                | 7                |
| Montana   | 98               | 53               |  |                |                  |                  |

| PERFORMANCE MEASURE 6 | July through December 2004 | January through June 2005 |
|-----------------------|----------------------------|---------------------------|
| <b>TOTAL</b>          | 2,999                      | 3,378                     |

A P P E N D I X - C

| <b>PERFORMANCE MEASURE 7: Number of Beneficiaries Who Attended Group Sessions Led by Volunteers</b> |                         |                         |  |                |                         |                         |
|---|-------------------------|-------------------------|--|----------------|-------------------------|-------------------------|
|   | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |  |                | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |
| Alabama   | 11,032                  | 2,929                   |  | Nebraska       | 3,350                   | 1,254                   |
| Alaska  | 100                     | 40                      |  | Nevada         | 210                     | 117                     |
| Arizona   | 1,140                   | 2,287                   |  | New Hampshire  | 374                     | 149                     |
| Arkansas  | 1,029                   | 1,228                   |  | New Jersey     | 3,945                   | 0                       |
| California  | 1,590                   | 3,424                   |  | New Mexico     | 7,682                   | 1,614                   |
| Colorado  | 1,637                   | 1,879                   |  | New York       | 1,885                   | 2,085                   |
| Connecticut   | 482                     | 163                     |  | North Carolina | 665                     | 627                     |
| Delaware  | 1,179                   | 3,462                   |  | North Dakota   | 116                     | 1,668                   |
| DC – AARP   | 645                     | 1,015                   |  | Ohio – COAAA   | 708                     | 372                     |
| DC – FH   | 400                     | 268                     |  | Ohio – PSI     | 958                     | 1,756                   |
| Florida   | 976                     | 3,999                   |  | Oklahoma       | 0                       | 549                     |
| Georgia – ARC   | 1,323                   | 5,906                   |  | Oregon         | 816                     | 2,021                   |
| Georgia – DHR   | 415                     | 4,694                   |  | Pennsylvania   | 2,967                   | 11,115                  |
| Hawaii  | 1,611                   | 1,600                   |  | Puerto Rico    | 1,794                   | 2,646                   |
| Idaho   | 4,478                   | 780                     |  | Rhode Island   | 212                     | 430                     |
| Illinois  | 2,968                   | 5,344                   |  | South Carolina | 1,780                   | 0                       |
| Indiana   | 302                     | 2,015                   |  | South Dakota   | 350                     | 77                      |
| Iowa  | 7,973                   | 23,797                  |  | Tennessee      | 8,506                   | 10,539                  |
| Kansas  | 0                       | 0                       |  | Texas – BBBEF  | 139                     | 716                     |
| Kentucky  | 4,497                   | 4,461                   |  | Texas – NHCOA  | 1,650                   | 3,692                   |
| Louisiana   | 1,482                   | 1,112                   |  | Utah           | 705                     | 1,149                   |
| Maine   | 2,807                   | 2,399                   |  | Vermont        | 0                       | 0                       |
| Maryland  | 0                       | 0                       |  | Virginia       | 464                     | 355                     |
| Massachusetts   | 0                       | 0                       |  | Washington     | 6,279                   | 9,322                   |
| Michigan  | 1,145                   | 654                     |  | West Virginia  | 241                     | 656                     |
| Minnesota   | 251                     | 150                     |  | WI – CWAG      | 1,982                   | 1,167                   |
| Mississippi   | 1,945                   | 2,227                   |  | WI – GLITC     | 0                       | 0                       |
| Missouri  | 191                     | 860                     |  | Wyoming        | 206                     | 45                      |
| Montana   | 3,293                   | 1,226                   |  |                |                         |                         |

| <b>PERFORMANCE MEASURE 7</b> | <b>July through December 2004</b> | <b>January through June 2005</b> |
|------------------------------|-----------------------------------|----------------------------------|
| <b>TOTAL</b>                 | 102,875                           | 132,040                          |

A P P E N D I X - C

| <b>PERFORMANCE MEASURE 8: Number of One-on-One Sessions Held Between Beneficiaries and Volunteers</b> |                         |                         |  |                |                         |                         |
|---|-------------------------|-------------------------|--|----------------|-------------------------|-------------------------|
|   | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |  |                | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |
| Alabama   | 961                     | 940                     |  | Nebraska       | 357                     | 164                     |
| Alaska  | 25                      | 20                      |  | Nevada         | 65                      | 241                     |
| Arizona   | 30                      | 0                       |  | New Hampshire  | 1,881                   | 1,548                   |
| Arkansas  | 57                      | 60                      |  | New Jersey     | 250                     | 0                       |
| California  | 68                      | 38                      |  | New Mexico     | 17,957                  | 17,634                  |
| Colorado  | 39                      | 24                      |  | New York       | 5,441                   | 237                     |
| Connecticut   | 16                      | 5                       |  | North Carolina | 8                       | 102                     |
| Delaware  | 16                      | 170                     |  | North Dakota   | 10                      | 0                       |
| DC - AARP   | 0                       | 0                       |  | Ohio - COAAA   | 628                     | 156                     |
| DC - FH   | 40                      | 40                      |  | Ohio - PSI     | 22                      | 6                       |
| Florida   | 2                       | 1                       |  | Oklahoma       | 0                       | 2                       |
| Georgia - ARC   | 266                     | 552                     |  | Oregon         | 2,261                   | 3,076                   |
| Georgia - DHR   | 84                      | 202                     |  | Pennsylvania   | 137                     | 520                     |
| Hawaii  | 0                       | 0                       |  | Puerto Rico    | 324                     | 420                     |
| Idaho   | 418                     | 759                     |  | Rhode Island   | 0                       | 0                       |
| Illinois  | 6                       | 7                       |  | South Carolina | 100                     | 127                     |
| Indiana   | 240                     | 252                     |  | South Dakota   | 124                     | 177                     |
| Iowa  | 52                      | 49                      |  | Tennessee      | 1,043                   | 2,128                   |
| Kansas  | 15                      | 24                      |  | Texas - BBBEF  | 5                       | 104                     |
| Kentucky  | 1,325                   | 2,641                   |  | Texas - NHCOA  | 116                     | 436                     |
| Louisiana   | 399                     | 315                     |  | Utah           | 417                     | 1,386                   |
| Maine   | 436                     | 710                     |  | Vermont        | 0                       | 0                       |
| Maryland  | 1,318                   | 1,190                   |  | Virginia       | 0                       | 0                       |
| Massachusetts   | 13,487                  | 5,676                   |  | Washington     | 23,179                  | 16,252                  |
| Michigan  | 13                      | 27                      |  | West Virginia  | 3                       | 1                       |
| Minnesota   | 11                      | 32                      |  | WI - CWAG      | 39                      | 15                      |
| Mississippi   | 307                     | 998                     |  | WI - GLITC     | 0                       | 0                       |
| Missouri  | 110                     | 82                      |  | Wyoming        | 921                     | 815                     |
| Montana   | 1,699                   | 499                     |  |                |                         |                         |

| <b>PERFORMANCE MEASURE 8</b> | <b>July through December 2004</b> | <b>January through June 2005</b> |
|------------------------------|-----------------------------------|----------------------------------|
| <b>TOTAL</b>                 | 76,728                            | 60,860                           |



A P P E N D I X - C

| <b>PERFORMANCE MEASURE 9: Estimated Number of People Reached by Media Events</b> |                         |                         |  |                |                         |                         |
|--|-------------------------|-------------------------|--|----------------|-------------------------|-------------------------|
|  | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |  |                | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |
| Alabama  | 1,053,768               | 108,925                 |  | Nebraska       | 624,811                 | 429,195                 |
| Alaska   | 500,000                 | 500,000                 |  | Nevada         | 6,000                   | 4,500                   |
| Arizona  | 10,333                  | 52,802                  |  | New Hampshire  | 300,000                 | 220,000                 |
| Arkansas   | 257,200                 | 882,388                 |  | New Jersey     | 750,000                 | 27,350                  |
| California   | 4,413,000               | 5,500,000               |  | New Mexico     | 494,000                 | 251,310                 |
| Colorado   | 489,000                 | 460,300                 |  | New York       | 252,000                 | 435,000                 |
| Connecticut  | 593,000                 | 768,000                 |  | North Carolina | 44,300                  | 40,072                  |
| Delaware   | 600,000                 | 200,000                 |  | North Dakota   | 27,450                  | 122,544                 |
| DC - AARP  | 690,000                 | 0                       |  | Ohio - COAAA   | 650,000                 | 200,000                 |
| DC - FH  | 17,000                  | 375,000                 |  | Ohio - PSI     | 3,123,413               | 4,009,213               |
| Florida  | 1,773,533               | 533,300                 |  | Oklahoma       | 271,000                 | 0                       |
| Georgia - ARC  | 109,500                 | 186,302                 |  | Oregon         | 23,000                  | 7,292                   |
| Georgia - DHR  | 582,186                 | 1,020,801               |  | Pennsylvania   | 200,000                 | 1,120,000               |
| Hawaii   | 420,000                 | 200,000                 |  | Puerto Rico    | 425,000                 | 375,000                 |
| Idaho  | 308,502                 | 627,929                 |  | Rhode Island   | 7,000,000               | 6,000,000               |
| Illinois   | 2,221,000               | 8,893,230               |  | South Carolina | 16,729                  | 46,800                  |
| Indiana  | 88,769                  | 4,800                   |  | South Dakota   | 14,184                  | 284,000                 |
| Iowa   | 1,896,846               | 1,142,908               |  | Tennessee      | 727,526                 | 1,442,023               |
| Kansas   | 27,500                  | 22,000                  |  | Texas - BBBEF  | 27,038                  | 45,300                  |
| Kentucky   | 879,961                 | 1,700,797               |  | Texas - NHCOA  | 2,300,000               | 2,751,000               |
| Louisiana  | 31,200                  | 102,200                 |  | Utah           | 3,227                   | 8,919                   |
| Maine  | 1,467,356               | 1,144,895               |  | Vermont        | 134,204                 | 202,000                 |
| Maryland   | 104,100                 | 183,997                 |  | Virginia       | 1,475,200               | 1,388,533               |
| Massachusetts  | 3,794,987               | 3,608,672               |  | Washington     | 920,721                 | 5,659,464               |
| Michigan   | 10,000                  | 215,000                 |  | West Virginia  | 1,769,380               | 1,448,151               |
| Minnesota  | 5,500                   | 0                       |  | WI - CWAG      | 58,837                  | 1,577,345               |
| Mississippi  | 391,065                 | 280,052                 |  | WI - GLITC     | 7,404                   | 647                     |
| Missouri   | 300,000                 | 25,000                  |  | Wyoming        | 55,330                  | 100,000                 |
| Montana  | 730,757                 | 615,400                 |  |                |                         |                         |

| <b>PERFORMANCE MEASURE 9</b> | <b>July through December 2004</b> | <b>January through June 2005</b> |
|------------------------------|-----------------------------------|----------------------------------|
| <b>TOTAL</b>                 | 45,466,817                        | 57,550,356                       |

| <b>PERFORMANCE MEASURE 10: Estimated Number of People Reached by Community Education Events</b> |                         |                         |  |                |                         |                         |
|---|-------------------------|-------------------------|--|----------------|-------------------------|-------------------------|
|   | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |  |                | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |
| Alabama   | 72,941                  | 29,748                  |  | Nebraska       | 9,366                   | 13,791                  |
| Alaska  | 200                     | 185                     |  | Nevada         | 4,070                   | 3,870                   |
| Arizona   | 9,319                   | 2,598                   |  | New Hampshire  | 10,200                  | 880                     |
| Arkansas  | 2,771                   | 5,305                   |  | New Jersey     | 8,850                   | 5,370                   |
| California  | 5,894                   | 5,023                   |  | New Mexico     | 47,021                  | 4,345                   |
| Colorado  | 1,439                   | 1,328                   |  | New York       | 7,115                   | 16,352                  |
| Connecticut   | 4,187                   | 7,774                   |  | North Carolina | 2,690                   | 5,138                   |
| Delaware  | 2,827                   | 1,550                   |  | North Dakota   | 2,585                   | 3,810                   |
| DC - AARP   | 9,860                   | 3,375                   |  | Ohio - COAAA   | 10,000                  | 4,700                   |
| DC - FH   | 650                     | 3,325                   |  | Ohio - PSI     | 3,336                   | 4,156                   |
| Florida   | 1,146                   | 3,976                   |  | Oklahoma       | 4,697                   | 8,611                   |
| Georgia - ARC   | 596                     | 212                     |  | Oregon         | 4,615                   | 4,216                   |
| Georgia - DHR   | 6,494                   | 7,369                   |  | Pennsylvania   | 11,443                  | 1,588                   |
| Hawaii  | 10,500                  | 5,000                   |  | Puerto Rico    | 2,151                   | 1,079                   |
| Idaho   | 5,031                   | 9,568                   |  | Rhode Island   | 11,000                  | 9,000                   |
| Illinois  | 11,303                  | 6,980                   |  | South Carolina | 4,207                   | 12,280                  |
| Indiana   | 30,650                  | 14,127                  |  | South Dakota   | 380                     | 630                     |
| Iowa  | 9,732                   | 7,127                   |  | Tennessee      | 45,567                  | 31,318                  |
| Kansas  | 80                      | 200                     |  | Texas - BBBEF  | 2,935                   | 1,659                   |
| Kentucky  | 3,354                   | 5,289                   |  | Texas - NHCOA  | 7,370                   | 2,613                   |
| Louisiana   | 2,950                   | 4,019                   |  | Utah           | 7,030                   | 1,539                   |
| Maine   | 13,541                  | 7,235                   |  | Vermont        | 772                     | 320                     |
| Maryland  | 5,766                   | 5,801                   |  | Virginia       | 4,294                   | 12,678                  |
| Massachusetts   | 25,437                  | 12,949                  |  | Washington     | 10,088                  | 18,834                  |
| Michigan  | 423                     | 799                     |  | West Virginia  | 5,368                   | 27,793                  |
| Minnesota   | 2,072                   | 248                     |  | WI - CWAG      | 11,866                  | 6,488                   |
| Mississippi   | 4,917                   | 8,962                   |  | WI - GLITC     | 1,705                   | 660                     |
| Missouri  | 2,400                   | 2,500                   |  | Wyoming        | 310                     | 15,000                  |
| Montana   | 4,360                   | 3,137                   |  |                |                         |                         |

| <b>PERFORMANCE MEASURE 10</b> | <b>July through December 2004</b> | <b>January through June 2005</b> |
|-------------------------------|-----------------------------------|----------------------------------|
| <b>TOTAL</b>                  | 491,871                           | 384,427                          |

A P P E N D I X - C

| PERFORMANCE MEASURE 11: Number of Complaints Received Attributable to the Project |                  |                  |  |                |                  |                  |
|---|------------------|------------------|--|----------------|------------------|------------------|
|   | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama   | 612              | 38               |  | Nebraska       | 12               | 12               |
| Alaska  | 3                | 2                |  | Nevada         | 11               | 45               |
| Arizona   | 41               | 6                |  | New Hampshire  | 5                | 3                |
| Arkansas  | 50               | 20               |  | New Jersey     | 44               | 1                |
| California  | 68               | 55               |  | New Mexico     | 2,912            | 9,265            |
| Colorado  | 5                | 4                |  | New York       | 200              | 217              |
| Connecticut   | 18               | 5                |  | North Carolina | 21               | 34               |
| Delaware  | 16               | 28               |  | North Dakota   | 0                | 0                |
| DC - AARP   | 48               | 10               |  | Ohio - COAAA   | 3                | 6                |
| DC - FH   | 5                | 10               |  | Ohio - PSI     | 3                | 10               |
| Florida   | 11               | 13               |  | Oklahoma       | 13               | 12               |
| Georgia - ARC   | 16               | 9                |  | Oregon         | 4                | 15               |
| Georgia - DHR   | 18               | 48               |  | Pennsylvania   | 148              | 99               |
| Hawaii  | 0                | 25               |  | Puerto Rico    | 65               | 23               |
| Idaho   | 626              | 262              |  | Rhode Island   | 5                | 4                |
| Illinois  | 3                | 5                |  | South Carolina | 2                | 2                |
| Indiana   | 10               | 0                |  | South Dakota   | 5                | 1                |
| Iowa  | 52               | 49               |  | Tennessee      | 14               | 16               |
| Kansas  | 1                | 0                |  | Texas - BBBEF  | 20               | 50               |
| Kentucky  | 22               | 34               |  | Texas - NHCOA  | 58               | 436              |
| Louisiana   | 9                | 11               |  | Utah           | 14               | 89               |
| Maine   | 1                | 0                |  | Vermont        | 3                | 4                |
| Maryland  | 407              | 403              |  | Virginia       | 23               | 12               |
| Massachusetts   | 522              | 382              |  | Washington     | 10               | 12               |
| Michigan  | 0                | 0                |  | West Virginia  | 5                | 7                |
| Minnesota   | 31               | 47               |  | WI - CWAG      | 22               | 24               |
| Mississippi   | 59               | 23               |  | WI - GLITC     | 0                | 0                |
| Missouri  | 8                | 5                |  | Wyoming        | 4                | 25               |
| Montana   | 50               | 45               |  |                |                  |                  |

| PERFORMANCE MEASURE 11 | July through December 2004 | January through June 2005 |
|------------------------|----------------------------|---------------------------|
| <b>TOTAL</b>           | 6,338                      | 11,963                    |

A P P E N D I X - C

| PERFORMANCE MEASURE 12: Number of Complaints Referred for Followup |                  |                  |  |                |                  |                  |
|--|------------------|------------------|--|----------------|------------------|------------------|
|  | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama  | 100              | 2                |  | Nebraska       | 7                | 6                |
| Alaska   | 0                | 0                |  | Nevada         | 1                | 4                |
| Arizona  | 2                | 3                |  | New Hampshire  | 0                | 1                |
| Arkansas   | 22               | 7                |  | New Jersey     | 2                | 1                |
| California   | 38               | 55               |  | New Mexico     | 54               | 27               |
| Colorado   | 1                | 1                |  | New York       | 64               | 53               |
| Connecticut  | 3                | 4                |  | North Carolina | 3                | 10               |
| Delaware   | 4                | 11               |  | North Dakota   | 0                | 0                |
| DC - AARP  | 1                | 0                |  | Ohio - COAAA   | 2                | 2                |
| DC - FH  | 0                | 10               |  | Ohio - PSI     | 0                | 4                |
| Florida  | 1                | 5                |  | Oklahoma       | 4                | 6                |
| Georgia - ARC  | 5                | 4                |  | Oregon         | 0                | 3                |
| Georgia - DHR  | 12               | 10               |  | Pennsylvania   | 3                | 0                |
| Hawaii   | 0                | 0                |  | Puerto Rico    | 44               | 19               |
| Idaho  | 1                | 3                |  | Rhode Island   | 4                | 0                |
| Illinois   | 1                | 5                |  | South Carolina | 2                | 2                |
| Indiana  | 2                | 0                |  | South Dakota   | 0                | 1                |
| Iowa   | 19               | 15               |  | Tennessee      | 8                | 2                |
| Kansas   | 1                | 0                |  | Texas - BBBEF  | 8                | 9                |
| Kentucky   | 3                | 3                |  | Texas - NHCOA  | 6                | 26               |
| Louisiana  | 0                | 1                |  | Utah           | 16               | 22               |
| Maine  | 0                | 1                |  | Vermont        | 2                | 1                |
| Maryland   | 2                | 13               |  | Virginia       | 14               | 8                |
| Massachusetts  | 0                | 0                |  | Washington     | 3                | 7                |
| Michigan   | 0                | 0                |  | West Virginia  | 2                | 3                |
| Minnesota  | 23               | 24               |  | WI - CWAG      | 2                | 5                |
| Mississippi  | 14               | 0                |  | WI - GLITC     | 0                | 0                |
| Missouri   | 3                | 2                |  | Wyoming        | 0                | 6                |
| Montana  | 50               | 1                |  |                |                  |                  |

| PERFORMANCE MEASURE 12 | July through December 2004 | January through June 2005 |
|------------------------|----------------------------|---------------------------|
| <b>TOTAL</b>           | 559                        | 408                       |

| PERFORMANCE MEASURE 13: Number of Complaints that Resulted in Some Action |                  |                  |  |                |                  |                  |
|---|------------------|------------------|--|----------------|------------------|------------------|
|   | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama   | 20               | 2                |  | Nebraska       | 6                | 4                |
| Alaska  | 0                | 0                |  | Nevada         | 1                | 0                |
| Arizona   | 0                | 0                |  | New Hampshire  | 0                | 1                |
| Arkansas  | 3                | 4                |  | New Jersey     | 0                | 0                |
| California  | 3                | 5                |  | New Mexico     | 45               | 27               |
| Colorado  | 0                | 0                |  | New York       | 200              | 203              |
| Connecticut   | 0                | 0                |  | North Carolina | 0                | 2                |
| Delaware  | 0                | 28               |  | North Dakota   | 0                | 0                |
| DC - AARP   | 1                | 0                |  | Ohio - COAAA   | 1                | 1                |
| DC - FH   | 0                | 0                |  | Ohio - PSI     | 0                | 0                |
| Florida   | 0                | 1                |  | Oklahoma       | 0                | 0                |
| Georgia - ARC   | 1                | 1                |  | Oregon         | 4                | 0                |
| Georgia - DHR   | 6                | 1                |  | Pennsylvania   | 0                | 1                |
| Hawaii  | 0                | 0                |  | Puerto Rico    | 9                | 7                |
| Idaho   | 1                | 0                |  | Rhode Island   | 0                | 0                |
| Illinois  | 0                | 2                |  | South Carolina | 0                | 0                |
| Indiana   | 0                | 0                |  | South Dakota   | 0                | 0                |
| Iowa  | 3                | 12               |  | Tennessee      | 3                | 0                |
| Kansas  | 0                | 0                |  | Texas - BBBEF  | 3                | 2                |
| Kentucky  | 0                | 1                |  | Texas - NHCOA  | 1                | 5                |
| Louisiana   | 0                | 1                |  | Utah           | 4                | 4                |
| Maine   | 1                | 1                |  | Vermont        | 0                | 0                |
| Maryland  | 1                | 0                |  | Virginia       | 2                | 0                |
| Massachusetts   | 0                | 0                |  | Washington     | 0                | 4                |
| Michigan  | 0                | 0                |  | West Virginia  | 0                | 0                |
| Minnesota   | 1                | 16               |  | WI - CWAG      | 1                | 4                |
| Mississippi   | 0                | 18               |  | WI - GLITC     | 0                | 0                |
| Missouri  | 2                | 0                |  | Wyoming        | 0                | 0                |
| Montana   | 5                | 0                |  |                |                  |                  |

| PERFORMANCE MEASURE 13 | July through December 2004 | January through June 2005 |
|------------------------|----------------------------|---------------------------|
| <b>TOTAL</b>           | 328                        | 358                       |

A P P E N D I X - C

| PERFORMANCE MEASURE 14: Medicare Funds Recovered Attributable to the Project |                  |                  |  |                |                  |                  |
|--|------------------|------------------|--|----------------|------------------|------------------|
|  | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama  | \$0              | \$0              |  | Nebraska       | \$534            | \$0              |
| Alaska   | \$0              | \$0              |  | Nevada         | \$0              | \$0              |
| Arizona  | \$0              | \$0              |  | New Hampshire  | \$0              | \$0              |
| Arkansas   | \$0              | \$4,856          |  | New Jersey     | \$0              | \$0              |
| California   | \$0              | \$6,552          |  | New Mexico     | \$0              | \$0              |
| Colorado   | \$0              | \$0              |  | New York       | \$22,686         | \$36,505         |
| Connecticut  | \$0              | \$0              |  | North Carolina | \$0              | \$0              |
| Delaware   | \$0              | \$0              |  | North Dakota   | \$0              | \$0              |
| DC - AARP  | \$0              | \$0              |  | Ohio - COAAA   | \$0              | \$0              |
| DC - FH  | \$0              | \$0              |  | Ohio - PSI     | \$0              | \$0              |
| Florida  | \$0              | \$27,668         |  | Oklahoma       | \$0              | \$0              |
| Georgia - ARC  | \$45             | \$338            |  | Oregon         | \$0              | \$0              |
| Georgia - DHR  | \$0              | \$186            |  | Pennsylvania   | \$0              | \$0              |
| Hawaii   | \$0              | \$0              |  | Puerto Rico    | \$1,410          | \$296            |
| Idaho  | \$0              | \$0              |  | Rhode Island   | \$0              | \$0              |
| Illinois   | \$0              | \$0              |  | South Carolina | \$0              | \$0              |
| Indiana  | \$0              | \$0              |  | South Dakota   | \$0              | \$0              |
| Iowa   | \$0              | \$0              |  | Tennessee      | \$0              | \$0              |
| Kansas   | \$0              | \$0              |  | Texas - BBBEF  | \$962            | \$79             |
| Kentucky   | \$0              | \$665            |  | Texas - NHCOA  | \$65             | \$5,829          |
| Louisiana  | \$0              | \$0              |  | Utah           | \$0              | \$0              |
| Maine  | \$0              | \$0              |  | Vermont        | \$0              | \$0              |
| Maryland   | \$0              | \$0              |  | Virginia       | \$1,520          | \$0              |
| Massachusetts  | \$0              | \$0              |  | Washington     | \$0              | \$0              |
| Michigan   | \$0              | \$0              |  | West Virginia  | \$0              | \$0              |
| Minnesota  | \$0              | \$216            |  | WI - CWAG      | \$0              | \$0              |
| Mississippi  | \$0              | \$0              |  | WI - GLITC     | \$0              | \$0              |
| Missouri   | \$58             | \$0              |  | Wyoming        | \$0              | \$0              |
| Montana  | \$0              | \$0              |  |                |                  |                  |

| PERFORMANCE MEASURE 14 | July through December 2004 | January through June 2005 |
|------------------------|----------------------------|---------------------------|
| <b>TOTAL</b>           | \$27,281                   | \$83,190                  |

| PERFORMANCE MEASURE 15A: Medicaid Funds Recovered Attributable to the Project |                  |                  |  |                |                  |                  |
|---|------------------|------------------|--|----------------|------------------|------------------|
|   | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama   | \$0              | \$0              |  | Nebraska       | \$0              | \$0              |
| Alaska  | \$0              | \$0              |  | Nevada         | \$0              | \$0              |
| Arizona   | \$0              | \$0              |  | New Hampshire  | \$0              | \$0              |
| Arkansas  | \$0              | \$0              |  | New Jersey     | \$0              | \$0              |
| California  | \$0              | \$0              |  | New Mexico     | \$0              | \$0              |
| Colorado  | \$0              | \$0              |  | New York       | \$0              | \$0              |
| Connecticut   | \$0              | \$0              |  | North Carolina | \$0              | \$0              |
| Delaware  | \$0              | \$0              |  | North Dakota   | \$0              | \$0              |
| DC - AARP   | \$0              | \$0              |  | Ohio - COAAA   | \$0              | \$0              |
| DC - FH   | \$0              | \$0              |  | Ohio - PSI     | \$0              | \$0              |
| Florida   | \$0              | \$0              |  | Oklahoma       | \$0              | \$0              |
| Georgia - ARC   | \$0              | \$0              |  | Oregon         | \$0              | \$0              |
| Georgia - DHR   | \$0              | \$0              |  | Pennsylvania   | \$0              | \$0              |
| Hawaii  | \$0              | \$0              |  | Puerto Rico    | \$0              | \$0              |
| Idaho   | \$0              | \$0              |  | Rhode Island   | \$0              | \$0              |
| Illinois  | \$0              | \$0              |  | South Carolina | \$0              | \$0              |
| Indiana   | \$0              | \$0              |  | South Dakota   | \$0              | \$0              |
| Iowa  | \$17,109         | \$0              |  | Tennessee      | \$0              | \$0              |
| Kansas  | \$0              | \$0              |  | Texas - BBBEF  | \$0              | \$0              |
| Kentucky  | \$0              | \$0              |  | Texas - NHCOA  | \$0              | \$0              |
| Louisiana   | \$0              | \$0              |  | Utah           | \$0              | \$0              |
| Maine   | \$0              | \$0              |  | Vermont        | \$0              | \$0              |
| Maryland  | \$0              | \$0              |  | Virginia       | \$0              | \$0              |
| Massachusetts   | \$0              | \$0              |  | Washington     | \$0              | \$0              |
| Michigan  | \$0              | \$0              |  | West Virginia  | \$0              | \$0              |
| Minnesota   | \$0              | \$0              |  | WI - CWAG      | \$0              | \$0              |
| Mississippi   | \$0              | \$0              |  | WI - GLITC     | \$0              | \$0              |
| Missouri  | \$0              | \$0              |  | Wyoming        | \$0              | \$0              |
| Montana   | \$0              | \$0              |  |                |                  |                  |

| PERFORMANCE MEASURE 15A | July through December 2004 | January through June 2005 |
|-------------------------|----------------------------|---------------------------|
| <b>TOTAL</b>            | \$17,109                   | \$0                       |

A P P E N D I X - C

| <b>PERFORMANCE MEASURE 15B: Savings to Beneficiaries Attributable to the Project</b> |                         |                         |  |                |                         |                         |
|--|-------------------------|-------------------------|--|----------------|-------------------------|-------------------------|
|  | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |  |                | <b>July - Dec. 2004</b> | <b>Jan. - June 2005</b> |
| Alabama  | \$0                     | \$0                     |  | Nebraska       | \$134                   | \$15                    |
| Alaska   | \$0                     | \$0                     |  | Nevada         | \$200                   | \$0                     |
| Arizona  | \$0                     | \$0                     |  | New Hampshire  | \$0                     | \$0                     |
| Arkansas   | \$952                   | \$0                     |  | New Jersey     | \$0                     | \$0                     |
| California   | \$5,355                 | \$5,355                 |  | New Mexico     | \$0                     | \$4,350                 |
| Colorado   | \$0                     | \$339                   |  | New York       | \$0                     | \$1,604                 |
| Connecticut  | \$0                     | \$0                     |  | North Carolina | \$0                     | \$0                     |
| Delaware   | \$0                     | \$1,583                 |  | North Dakota   | \$0                     | \$0                     |
| DC - AARP  | \$0                     | \$0                     |  | Ohio - COAAA   | \$0                     | \$0                     |
| DC - FH  | \$0                     | \$0                     |  | Ohio - PSI     | \$0                     | \$97                    |
| Florida  | \$0                     | \$0                     |  | Oklahoma       | \$0                     | \$0                     |
| Georgia - ARC  | \$0                     | \$0                     |  | Oregon         | \$0                     | \$0                     |
| Georgia - DHR  | \$0                     | \$0                     |  | Pennsylvania   | \$8,422                 | \$1,673                 |
| Hawaii   | \$0                     | \$0                     |  | Puerto Rico    | \$0                     | \$100                   |
| Idaho  | \$31,257                | \$23,614                |  | Rhode Island   | \$0                     | \$0                     |
| Illinois   | \$0                     | \$200                   |  | South Carolina | \$0                     | \$0                     |
| Indiana  | \$0                     | \$0                     |  | South Dakota   | \$0                     | \$0                     |
| Iowa   | \$0                     | \$0                     |  | Tennessee      | \$265                   | \$0                     |
| Kansas   | \$0                     | \$0                     |  | Texas - BBBEF  | \$0                     | \$0                     |
| Kentucky   | \$0                     | \$0                     |  | Texas - NHCOA  | \$0                     | \$0                     |
| Louisiana  | \$0                     | \$925                   |  | Utah           | \$0                     | \$0                     |
| Maine  | \$0                     | \$0                     |  | Vermont        | \$0                     | \$0                     |
| Maryland   | \$0                     | \$0                     |  | Virginia       | \$0                     | \$0                     |
| Massachusetts  | \$0                     | \$0                     |  | Washington     | \$0                     | \$0                     |
| Michigan   | \$0                     | \$0                     |  | West Virginia  | \$0                     | \$0                     |
| Minnesota  | \$102,140               | \$4,344                 |  | WI - CWAG      | \$0                     | \$0                     |
| Mississippi  | \$0                     | \$298                   |  | WI - GLITC     | \$0                     | \$0                     |
| Missouri   | \$0                     | \$0                     |  | Wyoming        | \$0                     | \$0                     |
| Montana  | \$420                   | \$0                     |  |                |                         |                         |

| <b>PERFORMANCE MEASURE 15B</b> | <b>July through December 2004</b> | <b>January through June 2005</b> |
|--------------------------------|-----------------------------------|----------------------------------|
| <b>TOTAL</b>                   | <b>\$149,143</b>                  | <b>\$44,497</b>                  |



A P P E N D I X - C

| PERFORMANCE MEASURE 15C: Other Savings Attributable to the Project |                  |                  |  |                |                  |                  |
|--|------------------|------------------|--|----------------|------------------|------------------|
|  | July - Dec. 2004 | Jan. - June 2005 |  |                | July - Dec. 2004 | Jan. - June 2005 |
| Alabama  | \$0              | \$0              |  | Nebraska       | \$0              | \$0              |
| Alaska   | \$0              | \$0              |  | Nevada         | \$900            | \$0              |
| Arizona  | \$0              | \$0              |  | New Hampshire  | \$0              | \$0              |
| Arkansas   | \$0              | \$0              |  | New Jersey     | \$0              | \$0              |
| California   | \$0              | \$0              |  | New Mexico     | \$0              | \$0              |
| Colorado   | \$0              | \$0              |  | New York       | \$0              | \$0              |
| Connecticut  | \$0              | \$0              |  | North Carolina | \$0              | \$0              |
| Delaware   | \$0              | \$0              |  | North Dakota   | \$0              | \$0              |
| DC - AARP  | \$0              | \$0              |  | Ohio - COAAA   | \$0              | \$0              |
| DC - FH  | \$0              | \$0              |  | Ohio - PSI     | \$0              | \$0              |
| Florida  | \$0              | \$0              |  | Oklahoma       | \$0              | \$0              |
| Georgia - ARC  | \$0              | \$0              |  | Oregon         | \$0              | \$0              |
| Georgia - DHR  | \$0              | \$0              |  | Pennsylvania   | \$0              | \$0              |
| Hawaii   | \$0              | \$0              |  | Puerto Rico    | \$0              | \$0              |
| Idaho  | \$0              | \$0              |  | Rhode Island   | \$0              | \$0              |
| Illinois   | \$0              | \$0              |  | South Carolina | \$0              | \$0              |
| Indiana  | \$0              | \$0              |  | South Dakota   | \$0              | \$0              |
| Iowa   | \$0              | \$0              |  | Tennessee      | \$0              | \$0              |
| Kansas   | \$0              | \$0              |  | Texas - BBBEF  | \$0              | \$0              |
| Kentucky   | \$0              | \$0              |  | Texas - NHCOA  | \$0              | \$0              |
| Louisiana  | \$0              | \$0              |  | Utah           | \$0              | \$0              |
| Maine  | \$0              | \$0              |  | Vermont        | \$0              | \$0              |
| Maryland   | \$0              | \$0              |  | Virginia       | \$0              | \$0              |
| Massachusetts  | \$0              | \$0              |  | Washington     | \$0              | \$0              |
| Michigan   | \$0              | \$0              |  | West Virginia  | \$0              | \$0              |
| Minnesota  | \$0              | \$0              |  | WI - CWAG      | \$0              | \$0              |
| Mississippi  | \$0              | \$0              |  | WI - GLITC     | \$0              | \$0              |
| Missouri   | \$0              | \$0              |  | Wyoming        | \$0              | \$0              |
| Montana  | \$0              | \$0              |  |                |                  |                  |

| PERFORMANCE MEASURE 15C | July through December 2004 | January through June 2005 |
|-------------------------|----------------------------|---------------------------|
| <b>TOTAL</b>            | \$900                      | \$0                       |

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

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

| Alabama - Alabama Commission on Aging, Montgomery |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                            |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 20                         | 7                             | -13                     |
| 2   | Number of new volunteers trained  | 116                        | 51                            | -65                     |
| 3   | Number of media events conducted  | 76                         | 136                           | 60                      |
| 4   | Number of community education events conducted  | 254                        | 279                           | 25                      |
| <b>OUTCOME MEASURES</b>                           |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 35                         | 17                            | -18                     |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 164                        | 121                           | -43                     |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 11,032                     | 2,929                         | -8,103                  |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 961                        | 940                           | -21                     |
| 7 + 8   | Total number of beneficiaries educated  | 11,993                     | 3,869                         | -8,124                  |
| 9   | Estimated number of people reached by media events  | 1,053,768                  | 108,925                       | -944,843                |
| 10  | Estimated number of people reached by community education events                            | 72,941                     | 29,748                        | -43,193                 |
| 11  | Number of complaints received attributable to the project                                   | 612                        | 38                            | -574                    |
| 12  | Number of complaints referred for followup  | 100                        | 2                             | -98                     |
| 13  | Number of complaints that resulted in some action   | 20                         | 2                             | -18                     |
| 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                     |

| Alaska - Alaska State Division of Senior Services, Anchorage |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                       |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 2                          | 5                             | 3                       |
| 2  | Number of new volunteers trained  | 127                        | 30                            | -97                     |
| 3  | Number of media events conducted  | 2                          | 1                             | -1                      |
| 4  | Number of community education events conducted  | 15                         | 5                             | -10                     |
| <b>OUTCOME MEASURES</b>                                      |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 127                        | 30                            | -97                     |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 10                         | 10                            | 0                       |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 100                        | 40                            | -60                     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 25                         | 20                            | -5                      |
| 7 + 8  | Total number of beneficiaries educated  | 125                        | 60                            | -65                     |
| 9  | Estimated number of people reached by media events  | 500,000                    | 500,000                       | 0                       |
| 10   | Estimated number of people reached by community education events                            | 200                        | 185                           | -15                     |
| 11   | Number of complaints received attributable to the project                                   | 3                          | 2                             | -1                      |
| 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                     |

| Arizona - Arizona Department of Economic Security, Phoenix |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
|  | <b>OUTPUT MEASURES</b>  |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 74                         | 15                            | -59                     |
| 2  | Number of new volunteers trained  | 30                         | 33                            | 3                       |
| 3  | Number of media events conducted  | 28                         | 14                            | -14                     |
| 4  | Number of community education events conducted  | 97                         | 24                            | -73                     |
|  | <b>OUTCOME MEASURES</b>   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 29                         | 15                            | -14                     |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 24                         | 24                            | 0                       |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,140                      | 2,287                         | 1,147                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 30                         | 0                             | -30                     |
| 7 + 8  | Total number of beneficiaries educated  | 1,170                      | 2,287                         | 1,117                   |
| 9  | Estimated number of people reached by media events  | 10,333                     | 52,802                        | 42,469                  |
| 10   | Estimated number of people reached by community education events                            | 9,319                      | 2,598                         | -6,721                  |
| 11   | Number of complaints received attributable to the project                                   | 41                         | 6                             | -35                     |
| 12   | Number of complaints referred for followup  | 2                          | 3                             | 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                     |

| Arkansas - Arkansas Division of Aging and Adult Services, Little Rock |   |                            | In operation since: July 2002 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 9                          | 4                             | -5                      |
| 2   | Number of new volunteers trained  | 54                         | 45                            | -9                      |
| 3   | Number of media events conducted  | 19                         | 19                            | 0                       |
| 4   | Number of community education events conducted  | 26                         | 42                            | 16                      |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 25                         | 29                            | 4                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 45                         | 59                            | 14                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 1,029                      | 1,228                         | 199                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 57                         | 60                            | 3                       |
| 7 + 8   | Total number of beneficiaries educated  | 1,086                      | 1,288                         | 202                     |
| 9   | Estimated number of people reached by media events  | 257,200                    | 882,388                       | 625,188                 |
| 10  | Estimated number of people reached by community education events                            | 2,771                      | 5,305                         | 2,534                   |
| 11  | Number of complaints received attributable to the project                                   | 50                         | 20                            | -30                     |
| 12  | Number of complaints referred for followup  | 22                         | 7                             | -15                     |
| 13  | Number of complaints that resulted in some action   | 3                          | 4                             | 1                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$4,856                       | \$4,856                 |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$952                      | \$0                           | -\$952                  |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$952                      | \$0                           | -\$952                  |
| 14 + 15   | Total savings attributable to the project   | \$952                      | \$4,856                       | \$3,904                 |

| California - California Health Insurance Counseling Advocacy Programs Association, Sacramento |   |                            | In operation since: July 1997 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 2                          | 22                            | 20                      |
| 2   | Number of new volunteers trained  | 70                         | 357                           | 287                     |
| 3   | Number of media events conducted  | 17                         | 36                            | 19                      |
| 4   | Number of community education events conducted  | 64                         | 176                           | 112                     |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 22                         | 17                            | -5                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 53                         | 120                           | 67                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 1,590                      | 3,424                         | 1,834                   |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 68                         | 38                            | -30                     |
| 7 + 8   | Total number of beneficiaries educated  | 1,658                      | 3,462                         | 1,804                   |
| 9   | Estimated number of people reached by media events  | 4,413,000                  | 5,500,000                     | 1,087,000               |
| 10  | Estimated number of people reached by community education events                            | 5,894                      | 5,023                         | -871                    |
| 11  | Number of complaints received attributable to the project                                   | 68                         | 55                            | -13                     |
| 12  | Number of complaints referred for followup  | 38                         | 55                            | 17                      |
| 13  | Number of complaints that resulted in some action   | 3                          | 5                             | 2                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$6,552                       | \$6,552                 |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$5,355                    | \$5,355                       | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$5,355                    | \$5,355                       | \$0                     |
| 14 + 15   | Total savings attributable to the project   | \$5,355                    | \$11,907                      | \$6,552                 |

| Colorado - Colorado Division of Insurance, Denver |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                            |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 0                          | 4                             | 4                       |
| 2   | Number of new volunteers trained  | 0                          | 19                            | 19                      |
| 3   | Number of media events conducted  | 33                         | 6                             | -27                     |
| 4   | Number of community education events conducted  | 35                         | 17                            | -18                     |
| <b>OUTCOME MEASURES</b>                           |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 3                          | 4                             | 1                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 46                         | 66                            | 20                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 1,637                      | 1,879                         | 242                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 39                         | 24                            | -15                     |
| 7 + 8   | Total number of beneficiaries educated  | 1,676                      | 1,903                         | 227                     |
| 9   | Estimated number of people reached by media events  | 489,000                    | 460,300                       | -28,700                 |
| 10  | Estimated number of people reached by community education events                            | 1,439                      | 1,328                         | -111                    |
| 11  | Number of complaints received attributable to the project                                   | 5                          | 4                             | -1                      |
| 12  | Number of complaints referred for followup  | 1                          | 1                             | 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                        | \$339                         | \$339                   |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$339                         | \$339                   |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$339                         | \$339                   |



| Connecticut - Connecticut Department of Social Services, Hartford |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 4                          | 5                             | 1                       |
| 2   | Number of new volunteers trained  | 50                         | 16                            | -34                     |
| 3   | Number of media events conducted  | 12                         | 17                            | 5                       |
| 4   | Number of community education events conducted  | 78                         | 40                            | -38                     |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 3                          | 4                             | 1                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 10                         | 7                             | -3                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 482                        | 163                           | -319                    |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 16                         | 5                             | -11                     |
| 7 + 8   | Total number of beneficiaries educated  | 498                        | 168                           | -330                    |
| 9   | Estimated number of people reached by media events  | 593,000                    | 768,000                       | 175,000                 |
| 10  | Estimated number of people reached by community education events                            | 4,187                      | 7,774                         | 3,587                   |
| 11  | Number of complaints received attributable to the project                                   | 18                         | 5                             | -13                     |
| 12  | Number of complaints referred for followup  | 3                          | 4                             | 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                     |

| Delaware - Delaware Department of Health and Social Services, New Castle |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 1                          | 2                             | 1                       |
| 2  | Number of new volunteers trained  | 2                          | 4                             | 2                       |
| 3  | Number of media events conducted  | 11                         | 5                             | -6                      |
| 4  | Number of community education events conducted  | 8                          | 13                            | 5                       |
| <b>OUTCOME MEASURES</b>  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 4                          | 3                             | -1                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 64                         | 35                            | -29                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,179                      | 3,462                         | 2,283                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 16                         | 170                           | 154                     |
| 7 + 8  | Total number of beneficiaries educated  | 1,195                      | 3,632                         | 2,437                   |
| 9  | Estimated number of people reached by media events  | 600,000                    | 200,000                       | -400,000                |
| 10   | Estimated number of people reached by community education events                            | 2,827                      | 1,550                         | -1,277                  |
| 11   | Number of complaints received attributable to the project                                   | 16                         | 28                            | 12                      |
| 12   | Number of complaints referred for followup  | 4                          | 11                            | 7                       |
| 13   | Number of complaints that resulted in some action   | 0                          | 28                            | 28                      |
| 14   | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$0                        | \$1,583                       | \$1,583                 |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$1,583                       | \$1,583                 |
| 14 + 15  | Total savings attributable to the project   | \$0                        | \$1,583                       | \$1,583                 |

| District of Columbia - District of Columbia-The AARP Foundation, Washington, DC |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 2                             | 1                       |
| 2   | Number of new volunteers trained  | 5                          | 7                             | 2                       |
| 3   | Number of media events conducted  | 2                          | 0                             | -2                      |
| 4   | Number of community education events conducted  | 13                         | 10                            | -3                      |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 0                          | 1                             | 1                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 19                         | 25                            | 6                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 645                        | 1,015                         | 370                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 0                          | 0                             | 0                       |
| 7 + 8   | Total number of beneficiaries educated  | 645                        | 1,015                         | 370                     |
| 9   | Estimated number of people reached by media events  | 690,000                    | 0                             | -690,000                |
| 10  | Estimated number of people reached by community education events                            | 9,860                      | 3,375                         | -6,485                  |
| 11  | Number of complaints received attributable to the project                                   | 48                         | 10                            | -38                     |
| 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  | \$0                        | \$0                           | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$0                           | \$0                     |

| District of Columbia - District of Columbia-Friendship House, Washington, DC |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 5                          | 5                             | 0                       |
| 2  | Number of new volunteers trained  | 3                          | 6                             | 3                       |
| 3  | Number of media events conducted  | 5                          | 3                             | -2                      |
| 4  | Number of community education events conducted  | 16                         | 19                            | 3                       |
| <b>OUTCOME MEASURES</b>  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 2                          | 4                             | 2                       |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 7                          | 8                             | 1                       |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 400                        | 268                           | -132                    |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 40                         | 40                            | 0                       |
| 7 + 8  | Total number of beneficiaries educated  | 440                        | 308                           | -132                    |
| 9  | Estimated number of people reached by media events  | 17,000                     | 375,000                       | 358,000                 |
| 10   | Estimated number of people reached by community education events                            | 650                        | 3,325                         | 2,675                   |
| 11   | Number of complaints received attributable to the project                                   | 5                          | 10                            | 5                       |
| 12   | Number of complaints referred for followup  | 0                          | 10                            | 10                      |
| 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                     |

| Florida - Tampa Bay Regional Planning Council, St. Petersburg |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 2                             | 1                       |
| 2   | Number of new volunteers trained  | 4                          | 8                             | 4                       |
| 3   | Number of media events conducted  | 38                         | 5                             | -33                     |
| 4   | Number of community education events conducted  | 16                         | 65                            | 49                      |
| <b>OUTCOME MEASURES</b>                                       |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 7                          | 7                             | 0                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 33                         | 51                            | 18                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 976                        | 3,999                         | 3,023                   |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 2                          | 1                             | -1                      |
| 7 + 8   | Total number of beneficiaries educated  | 978                        | 4,000                         | 3,022                   |
| 9   | Estimated number of people reached by media events  | 1,773,533                  | 533,300                       | -1,240,233              |
| 10  | Estimated number of people reached by community education events                            | 1,146                      | 3,976                         | 2,830                   |
| 11  | Number of complaints received attributable to the project                                   | 11                         | 13                            | 2                       |
| 12  | Number of complaints referred for followup  | 1                          | 5                             | 4                       |
| 13  | Number of complaints that resulted in some action   | 0                          | 1                             | 1                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$27,668                      | \$27,668                |
| 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                        | \$27,668                      | \$27,668                |

| Georgia - Atlanta Regional Commission, Atlanta |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                         |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 3                          | 0                             | -3                      |
| 2  | Number of new volunteers trained  | 5                          | 0                             | -5                      |
| 3  | Number of media events conducted  | 18                         | 31                            | 13                      |
| 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 | 5                          | 0                             | -5                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 46                         | 228                           | 182                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,323                      | 5,906                         | 4,583                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 266                        | 552                           | 286                     |
| 7 + 8  | Total number of beneficiaries educated  | 1,589                      | 6,458                         | 4,869                   |
| 9  | Estimated number of people reached by media events  | 109,500                    | 186,302                       | 76,802                  |
| 10   | Estimated number of people reached by community education events                            | 596                        | 212                           | -384                    |
| 11   | Number of complaints received attributable to the project                                   | 16                         | 9                             | -7                      |
| 12   | Number of complaints referred for followup  | 5                          | 4                             | -1                      |
| 13   | Number of complaints that resulted in some action   | 1                          | 1                             | 0                       |
| 14   | Medicare funds recovered attributable to the project  | \$45                       | \$338                         | \$293                   |
| 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   | \$45                       | \$338                         | \$293                   |

| Georgia - Department of Human Resources, Atlanta |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                           |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 6                          | 28                            | 22                      |
| 2  | Number of new volunteers trained  | 30                         | 118                           | 88                      |
| 3  | Number of media events conducted  | 24                         | 78                            | 54                      |
| 4  | Number of community education events conducted  | 72                         | 207                           | 135                     |
| <b>OUTCOME MEASURES</b>                          |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 8                          | 402                           | 394                     |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 15                         | 188                           | 173                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 415                        | 4,694                         | 4,279                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 84                         | 202                           | 118                     |
| 7 + 8  | Total number of beneficiaries educated  | 499                        | 4,896                         | 4,397                   |
| 9  | Estimated number of people reached by media events  | 582,186                    | 1,020,801                     | 438,615                 |
| 10   | Estimated number of people reached by community education events                            | 6,494                      | 7,369                         | 875                     |
| 11   | Number of complaints received attributable to the project                                   | 18                         | 48                            | 30                      |
| 12   | Number of complaints referred for followup  | 12                         | 10                            | -2                      |
| 13   | Number of complaints that resulted in some action   | 6                          | 1                             | -5                      |
| 14   | Medicare funds recovered attributable to the project  | \$0                        | \$186                         | \$186                   |
| 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                        | \$186                         | \$186                   |

| Hawaii - Hawaii Executive Office of Aging, Honolulu |   |                            | In operation since: July 1997 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                              |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 2                          | 4                             | 2                       |
| 2   | Number of new volunteers trained  | 12                         | 5                             | -7                      |
| 3   | Number of media events conducted  | 9                          | 5                             | -4                      |
| 4   | Number of community education events conducted  | 14                         | 6                             | -8                      |
| <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                                | 25                         | 25                            | 0                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 1,611                      | 1,600                         | -11                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 0                          | 0                             | 0                       |
| 7 + 8   | Total number of beneficiaries educated  | 1,611                      | 1,600                         | -11                     |
| 9   | Estimated number of people reached by media events  | 420,000                    | 200,000                       | -220,000                |
| 10  | Estimated number of people reached by community education events                            | 10,500                     | 5,000                         | -5,500                  |
| 11  | Number of complaints received attributable to the project                                   | 0                          | 25                            | 25                      |
| 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                     |



| Idaho - Idaho Medicare Watch Partnership, Boise |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                          |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 8                          | 10                            | 2                       |
| 2   | Number of new volunteers trained  | 7                          | 23                            | 16                      |
| 3   | Number of media events conducted  | 35                         | 29                            | -6                      |
| 4   | Number of community education events conducted  | 95                         | 127                           | 32                      |
| <b>OUTCOME MEASURES</b>                         |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 3                          | 3                             | 0                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 147                        | 27                            | -120                    |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 4,478                      | 780                           | -3,698                  |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 418                        | 759                           | 341                     |
| 7 + 8   | Total number of beneficiaries educated  | 4,896                      | 1,539                         | -3,357                  |
| 9   | Estimated number of people reached by media events  | 308,502                    | 627,929                       | 319,427                 |
| 10  | Estimated number of people reached by community education events                            | 5,031                      | 9,568                         | 4,537                   |
| 11  | Number of complaints received attributable to the project                                   | 626                        | 262                           | -364                    |
| 12  | Number of complaints referred for followup  | 1                          | 3                             | 2                       |
| 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  | \$31,257                   | \$23,614                      | -\$7,643                |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$31,257                   | \$23,614                      | -\$7,643                |
| 14 + 15   | Total savings attributable to the project   | \$31,257                   | \$23,614                      | -\$7,643                |

| Illinois - Suburban Area Agency on Aging, Oak Park |   |                            | In operation since: July 1997 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                             |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 4                          | 18                            | 14                      |
| 2  | Number of new volunteers trained  | 16                         | 56                            | 40                      |
| 3  | Number of media events conducted  | 32                         | 93                            | 61                      |
| 4  | Number of community education events conducted  | 49                         | 143                           | 94                      |
| <b>OUTCOME MEASURES</b>                            |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 7                          | 41                            | 34                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 73                         | 182                           | 109                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 2,968                      | 5,344                         | 2,376                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 6                          | 7                             | 1                       |
| 7 + 8  | Total number of beneficiaries educated  | 2,974                      | 5,351                         | 2,377                   |
| 9  | Estimated number of people reached by media events  | 2,221,000                  | 8,893,230                     | 6,672,230               |
| 10   | Estimated number of people reached by community education events                            | 11,303                     | 6,980                         | -4,323                  |
| 11   | Number of complaints received attributable to the project                                   | 3                          | 5                             | 2                       |
| 12   | Number of complaints referred for followup  | 1                          | 5                             | 4                       |
| 13   | Number of complaints that resulted in some action   | 0                          | 2                             | 2                       |
| 14   | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$0                        | \$200                         | \$200                   |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$200                         | \$200                   |
| 14 + 15  | Total savings attributable to the project   | \$0                        | \$200                         | \$200                   |

| Indiana - Indiana Division of Disability, Aging and Rehabilitation, Indianapolis |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 9                          | 22                            | 13                      |
| 2  | Number of new volunteers trained  | 63                         | 107                           | 44                      |
| 3  | Number of media events conducted  | 16                         | 6                             | -10                     |
| 4  | Number of community education events conducted  | 75                         | 93                            | 18                      |
| <b>OUTCOME MEASURES</b>  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 6                          | 2                             | -4                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 19                         | 79                            | 60                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 302                        | 2,015                         | 1,713                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 240                        | 252                           | 12                      |
| 7 + 8  | Total number of beneficiaries educated  | 542                        | 2,267                         | 1,725                   |
| 9  | Estimated number of people reached by media events  | 88,769                     | 4,800                         | -83,969                 |
| 10   | Estimated number of people reached by community education events                            | 30,650                     | 14,127                        | -16,523                 |
| 11   | Number of complaints received attributable to the project                                   | 10                         | 0                             | -10                     |
| 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                     |

| Iowa - Iowa Department of Elder Affairs, Waterloo |   |                            | In operation since: July 1997 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                            |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 7                          | 12                            | 5                       |
| 2   | Number of new volunteers trained  | 32                         | 14                            | -18                     |
| 3   | Number of media events conducted  | 2,249                      | 2,095                         | -154                    |
| 4   | Number of community education events conducted  | 132                        | 94                            | -38                     |
| <b>OUTCOME MEASURES</b>                           |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 32                         | 12                            | -20                     |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 241                        | 314                           | 73                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 7,973                      | 23,797                        | 15,824                  |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 52                         | 49                            | -3                      |
| 7 + 8   | Total number of beneficiaries educated  | 8,025                      | 23,846                        | 15,821                  |
| 9   | Estimated number of people reached by media events  | 1,896,846                  | 1,142,908                     | -753,938                |
| 10  | Estimated number of people reached by community education events                            | 9,732                      | 7,127                         | -2,605                  |
| 11  | Number of complaints received attributable to the project                                   | 52                         | 49                            | -3                      |
| 12  | Number of complaints referred for followup  | 19                         | 15                            | -4                      |
| 13  | Number of complaints that resulted in some action   | 3                          | 12                            | 9                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$17,109                   | \$0                           | -\$17,109               |
| 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                                | \$17,109                   | \$0                           | -\$17,109               |
| 14 + 15   | Total savings attributable to the project   | \$17,109                   | \$0                           | -\$17,109               |

| Kansas - Via Christi Foundation, Inc., Wichita |   |                            | In operation since: July 2003 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <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  | 6                          | 4                             | -2                      |
| 4  | Number of community education events conducted  | 2                          | 1                             | -1                      |
| <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                     | 15                         | 24                            | 9                       |
| 7 + 8  | Total number of beneficiaries educated  | 15                         | 24                            | 9                       |
| 9  | Estimated number of people reached by media events  | 27,500                     | 22,000                        | -5,500                  |
| 10   | Estimated number of people reached by community education events                            | 80                         | 200                           | 120                     |
| 11   | Number of complaints received attributable to the project                                   | 1                          | 0                             | -1                      |
| 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                     |

| Kentucky - Kentucky Association of Senior Service Corps Programs, Louisville |   |                            | In operation since: July 2001 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 9                          | 12                            | 3                       |
| 2  | Number of new volunteers trained  | 8                          | 45                            | 37                      |
| 3  | Number of media events conducted  | 61                         | 97                            | 36                      |
| 4  | Number of community education events conducted  | 38                         | 103                           | 65                      |
| <b>OUTCOME MEASURES</b>  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 6                          | 42                            | 36                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 147                        | 132                           | -15                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 4,497                      | 4,461                         | -36                     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 1,325                      | 2,641                         | 1,316                   |
| 7 + 8  | Total number of beneficiaries educated  | 5,822                      | 7,102                         | 1,280                   |
| 9  | Estimated number of people reached by media events  | 879,961                    | 1,700,797                     | 820,836                 |
| 10   | Estimated number of people reached by community education events                            | 3,354                      | 5,289                         | 1,935                   |
| 11   | Number of complaints received attributable to the project                                   | 22                         | 34                            | 12                      |
| 12   | Number of complaints referred for followup  | 3                          | 3                             | 0                       |
| 13   | Number of complaints that resulted in some action   | 0                          | 1                             | 1                       |
| 14   | Medicare funds recovered attributable to the project  | \$0                        | \$665                         | \$665                   |
| 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                        | \$665                         | \$665                   |

A P P E N D I X - D

| Louisiana - Vernon Parish Council on Aging, Inc., Leesville |   |                               | In operation since: July 2000 |                            |
|---|---|-------------------------------|-------------------------------|----------------------------|
|   | PERFORMANCE MEASURES  | July through<br>December 2004 | January through<br>June 2005  | Change in Last<br>6 Months |
| <b>OUTPUT MEASURES</b>                                      |   |                               |                               |                            |
| 1   | Number of training sessions conducted to train new volunteers                               | 3                             | 3                             | 0                          |
| 2   | Number of new volunteers trained  | 76                            | 95                            | 19                         |
| 3   | Number of media events conducted  | 49                            | 44                            | -5                         |
| 4   | Number of community education events conducted  | 69                            | 78                            | 9                          |
| <b>OUTCOME MEASURES</b>                                     |   |                               |                               |                            |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 41                            | 38                            | -3                         |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 75                            | 54                            | -21                        |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 1,482                         | 1,112                         | -370                       |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 399                           | 315                           | -84                        |
| 7 + 8   | Total number of beneficiaries educated  | 1,881                         | 1,427                         | -454                       |
| 9   | Estimated number of people reached by media events  | 31,200                        | 102,200                       | 71,000                     |
| 10  | Estimated number of people reached by community education events                            | 2,950                         | 4,019                         | 1,069                      |
| 11  | Number of complaints received attributable to the project                                   | 9                             | 11                            | 2                          |
| 12  | Number of complaints referred for followup  | 0                             | 1                             | 1                          |
| 13  | Number of complaints that resulted in some action   | 0                             | 1                             | 1                          |
| 14  | Medicare funds recovered attributable to the project  | \$0                           | \$0                           | \$0                        |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                           | \$0                           | \$0                        |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                           | \$925                         | \$925                      |
| 15C   | Other savings attributable to the project   | \$0                           | \$0                           | \$0                        |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                           | \$925                         | \$925                      |
| 14 + 15   | Total savings attributable to the project   | \$0                           | \$925                         | \$925                      |

A P P E N D I X - D

| Maine - Maine Department of Human Services' Bureau of Elder and Adult Services, Augusta |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 5                          | 9                             | 4                       |
| 2   | Number of new volunteers trained  | 23                         | 17                            | -6                      |
| 3   | Number of media events conducted  | 117                        | 94                            | -23                     |
| 4   | Number of community education events conducted  | 84                         | 98                            | 14                      |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 5                          | 1                             | -4                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 137                        | 94                            | -43                     |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 2,807                      | 2,399                         | -408                    |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 436                        | 710                           | 274                     |
| 7 + 8   | Total number of beneficiaries educated  | 3,243                      | 3,109                         | -134                    |
| 9   | Estimated number of people reached by media events  | 1,467,356                  | 1,144,895                     | -322,461                |
| 10  | Estimated number of people reached by community education events                            | 13,541                     | 7,235                         | -6,306                  |
| 11  | Number of complaints received attributable to the project                                   | 1                          | 0                             | -1                      |
| 12  | Number of complaints referred for followup  | 0                          | 1                             | 1                       |
| 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                     |



| Maryland - Maryland Office on Aging, Baltimore |   |                            | In operation since: July 1997 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                         |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 24                         | 25                            | 1                       |
| 2  | Number of new volunteers trained  | 407                        | 456                           | 49                      |
| 3  | Number of media events conducted  | 427                        | 38                            | -389                    |
| 4  | Number of community education events conducted  | 329                        | 181                           | -148                    |
| <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                                | 1                          | 0                             | -1                      |
| 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                     | 1,318                      | 1,190                         | -128                    |
| 7 + 8  | Total number of beneficiaries educated  | 1,318                      | 1,190                         | -128                    |
| 9  | Estimated number of people reached by media events  | 104,100                    | 183,997                       | 79,897                  |
| 10   | Estimated number of people reached by community education events                            | 5,766                      | 5,801                         | 35                      |
| 11   | Number of complaints received attributable to the project                                   | 407                        | 403                           | -4                      |
| 12   | Number of complaints referred for followup  | 2                          | 13                            | 11                      |
| 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                     |

| Massachusetts - Elder Services of Merrimack, Lawrence |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 7                          | 2                             | -5                      |
| 2   | Number of new volunteers trained  | 77                         | 18                            | -59                     |
| 3   | Number of media events conducted  | 201                        | 179                           | -22                     |
| 4   | Number of community education events conducted  | 503                        | 334                           | -169                    |
| <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                                | 205                        | 115                           | -90                     |
| 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                     | 13,487                     | 5,676                         | -7,811                  |
| 7 + 8   | Total number of beneficiaries educated  | 13,487                     | 5,676                         | -7,811                  |
| 9   | Estimated number of people reached by media events  | 3,794,987                  | 3,608,672                     | -186,315                |
| 10  | Estimated number of people reached by community education events                            | 25,437                     | 12,949                        | -12,488                 |
| 11  | Number of complaints received attributable to the project                                   | 522                        | 382                           | -140                    |
| 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                     |

| Michigan - Area Agencies on Aging Association of Michigan, Lansing |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 5                          | 11                            | 6                       |
| 2  | Number of new volunteers trained  | 22                         | 226                           | 204                     |
| 3  | Number of media events conducted  | 1                          | 3                             | 2                       |
| 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 | 0                          | 0                             | 0                       |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 23                         | 17                            | -6                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,145                      | 654                           | -491                    |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 13                         | 27                            | 14                      |
| 7 + 8  | Total number of beneficiaries educated  | 1,158                      | 681                           | -477                    |
| 9  | Estimated number of people reached by media events  | 10,000                     | 215,000                       | 205,000                 |
| 10   | Estimated number of people reached by community education events                            | 423                        | 799                           | 376                     |
| 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

| Minnesota - Minnesota Board of Aging, St. Paul |   |                            | In operation since: July 1997 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                         |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 16                         | 132                           | 116                     |
| 2  | Number of new volunteers trained  | 44                         | 91                            | 47                      |
| 3  | Number of media events conducted  | 2                          | 0                             | -2                      |
| 4  | Number of community education events conducted  | 65                         | 15                            | -50                     |
| <b>OUTCOME MEASURES</b>                        |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 8                          | 18                            | 10                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 7                          | 18                            | 11                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 251                        | 150                           | -101                    |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 11                         | 32                            | 21                      |
| 7 + 8  | Total number of beneficiaries educated  | 262                        | 182                           | -80                     |
| 9  | Estimated number of people reached by media events  | 5,500                      | 0                             | -5,500                  |
| 10   | Estimated number of people reached by community education events                            | 2,072                      | 248                           | -1,824                  |
| 11   | Number of complaints received attributable to the project                                   | 31                         | 47                            | 16                      |
| 12   | Number of complaints referred for followup  | 23                         | 24                            | 1                       |
| 13   | Number of complaints that resulted in some action   | 1                          | 16                            | 15                      |
| 14   | Medicare funds recovered attributable to the project  | \$0                        | \$216                         | \$216                   |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$102,140                  | \$4,344                       | -\$97,796               |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15                                       | Total Medicaid funds, beneficiary savings, and other savings                                | \$102,140                  | \$4,344                       | -\$97,796               |
| 14 + 15  | Total savings attributable to the project   | \$102,140                  | \$4,560                       | -\$97,579               |

| Mississippi - Mississippi Department of Human Services, Jackson |   |                            | In operation since: July 2000 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 15                         | 6                             | -9                      |
| 2   | Number of new volunteers trained  | 27                         | 19                            | -8                      |
| 3   | Number of media events conducted  | 627                        | 1,009                         | 382                     |
| 4   | Number of community education events conducted  | 76                         | 83                            | 7                       |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 15                         | 19                            | 4                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 106                        | 62                            | -44                     |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 1,945                      | 2,227                         | 282                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 307                        | 998                           | 691                     |
| 7 + 8   | Total number of beneficiaries educated  | 2,252                      | 3,225                         | 973                     |
| 9   | Estimated number of people reached by media events  | 391,065                    | 280,052                       | -111,013                |
| 10  | Estimated number of people reached by community education events                            | 4,917                      | 8,962                         | 4,045                   |
| 11  | Number of complaints received attributable to the project                                   | 59                         | 23                            | -36                     |
| 12  | Number of complaints referred for followup  | 14                         | 0                             | -14                     |
| 13  | Number of complaints that resulted in some action   | 0                          | 18                            | 18                      |
| 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                        | \$298                         | \$298                   |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$298                         | \$298                   |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$298                         | \$298                   |

| Missouri - District III Area Agency on Aging, Warrensburg |   |                            | In operation since: July 1997 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                    |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 4                             | 3                       |
| 2   | Number of new volunteers trained  | 6                          | 32                            | 26                      |
| 3   | Number of media events conducted  | 13                         | 8                             | -5                      |
| 4   | Number of community education events conducted  | 30                         | 15                            | -15                     |
| <b>OUTCOME MEASURES</b>                                   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 6                          | 32                            | 26                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 9                          | 54                            | 45                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 191                        | 860                           | 669                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 110                        | 82                            | -28                     |
| 7 + 8   | Total number of beneficiaries educated  | 301                        | 942                           | 641                     |
| 9   | Estimated number of people reached by media events  | 300,000                    | 25,000                        | -275,000                |
| 10  | Estimated number of people reached by community education events                            | 2,400                      | 2,500                         | 100                     |
| 11  | Number of complaints received attributable to the project                                   | 8                          | 5                             | -3                      |
| 12  | Number of complaints referred for followup  | 3                          | 2                             | -1                      |
| 13  | Number of complaints that resulted in some action   | 2                          | 0                             | -2                      |
| 14  | Medicare funds recovered attributable to the project  | \$58                       | \$0                           | -\$58                   |
| 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   | \$58                       | \$0                           | -\$58                   |

| Montana - Missoula Aging Services, Missoula |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                      |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 9                          | 5                             | -4                      |
| 2   | Number of new volunteers trained  | 48                         | 5                             | -43                     |
| 3   | Number of media events conducted  | 457                        | 5,001                         | 4,544                   |
| 4   | Number of community education events conducted  | 27                         | 65                            | 38                      |
| <b>OUTCOME MEASURES</b>                     |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 8                          | 1                             | -7                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 98                         | 53                            | -45                     |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 3,293                      | 1,226                         | -2,067                  |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 1,699                      | 499                           | -1,200                  |
| 7 + 8                                       | Total number of beneficiaries educated  | 4,992                      | 1,725                         | -3,267                  |
| 9   | Estimated number of people reached by media events  | 730,757                    | 615,400                       | -115,357                |
| 10  | Estimated number of people reached by community education events                            | 4,360                      | 3,137                         | -1,223                  |
| 11  | Number of complaints received attributable to the project                                   | 50                         | 45                            | -5                      |
| 12  | Number of complaints referred for followup  | 50                         | 1                             | -49                     |
| 13  | Number of complaints that resulted in some action   | 5                          | 0                             | -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  | \$420                      | \$0                           | -\$420                  |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15                                    | Total Medicaid funds, beneficiary savings, and other savings                                | \$420                      | \$0                           | -\$420                  |
| 14 + 15                                     | Total savings attributable to the project   | \$420                      | \$0                           | -\$420                  |

| Nebraska - Nebraska Department of Health and Human Services, Lincoln |   |                            | In operation since: July 2000 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 4                          | 12                            | 8                       |
| 2  | Number of new volunteers trained  | 19                         | 50                            | 31                      |
| 3  | Number of media events conducted  | 24                         | 23                            | -1                      |
| 4  | Number of community education events conducted  | 68                         | 69                            | 1                       |
| <b>OUTCOME MEASURES</b>  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 29                         | 18                            | -11                     |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 108                        | 50                            | -58                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 3,350                      | 1,254                         | -2,096                  |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 357                        | 164                           | -193                    |
| 7 + 8  | Total number of beneficiaries educated  | 3,707                      | 1,418                         | -2,289                  |
| 9  | Estimated number of people reached by media events  | 624,811                    | 429,195                       | -195,616                |
| 10   | Estimated number of people reached by community education events                            | 9,366                      | 13,791                        | 4,425                   |
| 11   | Number of complaints received attributable to the project                                   | 12                         | 12                            | 0                       |
| 12   | Number of complaints referred for followup  | 7                          | 6                             | -1                      |
| 13   | Number of complaints that resulted in some action   | 6                          | 4                             | -2                      |
| 14   | Medicare funds recovered attributable to the project  | \$534                      | \$0                           | -\$534                  |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$134                      | \$15                          | -\$119                  |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$134                      | \$15                          | -\$119                  |
| 14 + 15  | Total savings attributable to the project   | \$668                      | \$15                          | -\$653                  |



| Nevada - Nevada Division of Aging Services, Las Vegas |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 3                          | 1                             | -2                      |
| 2   | Number of new volunteers trained  | 3                          | 2                             | -1                      |
| 3   | Number of media events conducted  | 6                          | 8                             | 2                       |
| 4   | Number of community education events conducted  | 17                         | 35                            | 18                      |
| <b>OUTCOME MEASURES</b>                               |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 3                          | 3                             | 0                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 11                         | 13                            | 2                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 210                        | 117                           | -93                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 65                         | 241                           | 176                     |
| 7 + 8   | Total number of beneficiaries educated  | 275                        | 358                           | 83                      |
| 9   | Estimated number of people reached by media events  | 6,000                      | 4,500                         | -1,500                  |
| 10  | Estimated number of people reached by community education events                            | 4,070                      | 3,870                         | -200                    |
| 11  | Number of complaints received attributable to the project                                   | 11                         | 45                            | 34                      |
| 12  | Number of complaints referred for followup  | 1                          | 4                             | 3                       |
| 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  | \$200                      | \$0                           | -\$200                  |
| 15C   | Other savings attributable to the project   | \$900                      | \$0                           | -\$900                  |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$1,100                    | \$0                           | -\$1,100                |
| 14 + 15   | Total savings attributable to the project   | \$1,100                    | \$0                           | -\$1,100                |

| New Hampshire - New Hampshire Division of Elderly and Adult Services, Concord |   |                            | In operation since: July 1997 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 0                          | 3                             | 3                       |
| 2   | Number of new volunteers trained  | 3                          | 32                            | 29                      |
| 3   | Number of media events conducted  | 18                         | 6                             | -12                     |
| 4   | Number of community education events conducted  | 78                         | 32                            | -46                     |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 1                          | 17                            | 16                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 7                          | 7                             | 0                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 374                        | 149                           | -225                    |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 1,881                      | 1,548                         | -333                    |
| 7 + 8   | Total number of beneficiaries educated  | 2,255                      | 1,697                         | -558                    |
| 9   | Estimated number of people reached by media events  | 300,000                    | 220,000                       | -80,000                 |
| 10  | Estimated number of people reached by community education events                            | 10,200                     | 880                           | -9,320                  |
| 11  | Number of complaints received attributable to the project                                   | 5                          | 3                             | -2                      |
| 12  | Number of complaints referred for followup  | 0                          | 1                             | 1                       |
| 13  | Number of complaints that resulted in some action   | 0                          | 1                             | 1                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$0                           | \$0                     |

| New Jersey - Jewish Family & Vocational Services of Middlesex County, Inc., Edison |   |                            | In operation since: July 2001 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <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  | 3                          | 4                             | 1                       |
| 4  | Number of community education events conducted  | 12                         | 39                            | 27                      |
| <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                                | 68                         | 0                             | -68                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 3,945                      | 0                             | -3,945                  |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 250                        | 0                             | -250                    |
| 7 + 8  | Total number of beneficiaries educated  | 4,195                      | 0                             | -4,195                  |
| 9  | Estimated number of people reached by media events  | 750,000                    | 27,350                        | -722,650                |
| 10   | Estimated number of people reached by community education events                            | 8,850                      | 5,370                         | -3,480                  |
| 11   | Number of complaints received attributable to the project                                   | 44                         | 1                             | -43                     |
| 12   | Number of complaints referred for followup  | 2                          | 1                             | -1                      |
| 13   | Number of complaints that resulted in some action   | 0                          | 0                             | 0                       |
| 14   | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15  | Total savings attributable to the project   | \$0                        | \$0                           | \$0                     |

| New Mexico - New Mexico State Agency on Aging, Santa Fe |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 24                         | 34                            | 10                      |
| 2   | Number of new volunteers trained  | 14                         | 100                           | 86                      |
| 3   | Number of media events conducted  | 15                         | 12                            | -3                      |
| 4   | Number of community education events conducted  | 105                        | 10                            | -95                     |
| <b>OUTCOME MEASURES</b>                                 |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 14                         | 10                            | -4                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 97                         | 48                            | -49                     |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 7,682                      | 1,614                         | -6,068                  |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 17,957                     | 17,634                        | -323                    |
| 7 + 8   | Total number of beneficiaries educated  | 25,639                     | 19,248                        | -6,391                  |
| 9   | Estimated number of people reached by media events  | 494,000                    | 251,310                       | -242,690                |
| 10  | Estimated number of people reached by community education events                            | 47,021                     | 4,345                         | -42,676                 |
| 11  | Number of complaints received attributable to the project                                   | 2,912                      | 9,265                         | 6,353                   |
| 12  | Number of complaints referred for followup  | 54                         | 27                            | -27                     |
| 13  | Number of complaints that resulted in some action   | 45                         | 27                            | -18                     |
| 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                        | \$4,350                       | \$4,350                 |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$4,350                       | \$4,350                 |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$4,350                       | \$4,350                 |

| New York - New York State Office for the Aging, Albany |   |                            | In operation since: July 1997 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                 |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 28                         | 41                            | 13                      |
| 2  | Number of new volunteers trained  | 692                        | 698                           | 6                       |
| 3  | Number of media events conducted  | 17                         | 26                            | 9                       |
| 4  | Number of community education events conducted  | 33                         | 41                            | 8                       |
| <b>OUTCOME MEASURES</b>                                |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 256                        | 24                            | -232                    |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 59                         | 63                            | 4                       |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,885                      | 2,085                         | 200                     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 5,441                      | 237                           | -5,204                  |
| 7 + 8  | Total number of beneficiaries educated  | 7,326                      | 2,322                         | -5,004                  |
| 9  | Estimated number of people reached by media events  | 252,000                    | 435,000                       | 183,000                 |
| 10   | Estimated number of people reached by community education events                            | 7,115                      | 16,352                        | 9,237                   |
| 11   | Number of complaints received attributable to the project                                   | 200                        | 217                           | 17                      |
| 12   | Number of complaints referred for followup  | 64                         | 53                            | -11                     |
| 13   | Number of complaints that resulted in some action   | 200                        | 203                           | 3                       |
| 14   | Medicare funds recovered attributable to the project  | \$22,686                   | \$36,505                      | \$13,819                |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$0                        | \$1,604                       | \$1,604                 |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$1,604                       | \$1,604                 |
| 14 + 15  | Total savings attributable to the project   | \$22,686                   | \$38,110                      | \$15,424                |

| North Carolina - Department of Insurance, Raleigh |   |                            | In operation since: July 2003 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                            |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 2                          | 4                             | 2                       |
| 2   | Number of new volunteers trained  | 6                          | 109                           | 103                     |
| 3   | Number of media events conducted  | 10                         | 16                            | 6                       |
| 4   | Number of community education events conducted  | 27                         | 60                            | 33                      |
| <b>OUTCOME MEASURES</b>                           |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 3                          | 8                             | 5                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 15                         | 23                            | 8                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 665                        | 627                           | -38                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 8                          | 102                           | 94                      |
| 7 + 8   | Total number of beneficiaries educated  | 673                        | 729                           | 56                      |
| 9   | Estimated number of people reached by media events  | 44,300                     | 40,072                        | -4,228                  |
| 10  | Estimated number of people reached by community education events                            | 2,690                      | 5,138                         | 2,448                   |
| 11  | Number of complaints received attributable to the project                                   | 21                         | 34                            | 13                      |
| 12  | Number of complaints referred for followup  | 3                          | 10                            | 7                       |
| 13  | Number of complaints that resulted in some action   | 0                          | 2                             | 2                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                        | \$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                     |

| North Dakota - Legal Assistance of North Dakota, Inc., Bismarck |   |                            | In operation since: July 2003 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 2                             | 1                       |
| 2   | Number of new volunteers trained  | 7                          | 4                             | -3                      |
| 3   | Number of media events conducted  | 32                         | 17                            | -15                     |
| 4   | Number of community education events conducted  | 14                         | 15                            | 1                       |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 4                          | 6                             | 2                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 4                          | 25                            | 21                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 116                        | 1,668                         | 1,552                   |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 10                         | 0                             | -10                     |
| 7 + 8   | Total number of beneficiaries educated  | 126                        | 1,668                         | 1,542                   |
| 9   | Estimated number of people reached by media events  | 27,450                     | 122,544                       | 95,094                  |
| 10  | Estimated number of people reached by community education events                            | 2,585                      | 3,810                         | 1,225                   |
| 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                     |

| Ohio - Central Ohio Area Agency on Aging, Columbus |   |                            | In operation since: July 2002 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
|  | <b>OUTPUT MEASURES</b>  |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 1                          | 0                             | -1                      |
| 2  | Number of new volunteers trained  | 18                         | 0                             | -18                     |
| 3  | Number of media events conducted  | 175                        | 130                           | -45                     |
| 4  | Number of community education events conducted  | 50                         | 50                            | 0                       |
|  | <b>OUTCOME MEASURES</b>   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 29                         | 9                             | -20                     |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 38                         | 22                            | -16                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 708                        | 372                           | -336                    |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 628                        | 156                           | -472                    |
| 7 + 8  | Total number of beneficiaries educated  | 1,336                      | 528                           | -808                    |
| 9  | Estimated number of people reached by media events  | 650,000                    | 200,000                       | -450,000                |
| 10   | Estimated number of people reached by community education events                            | 10,000                     | 4,700                         | -5,300                  |
| 11   | Number of complaints received attributable to the project                                   | 3                          | 6                             | 3                       |
| 12   | Number of complaints referred for followup  | 2                          | 2                             | 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                     |



| Ohio - Pro Seniors, Inc., Cincinnati |   |                            | In operation since: July 2002 |                         |
|--------------------------------------|---|----------------------------|-------------------------------|-------------------------|
|                                      | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <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  | 556                        | 462                           | -94                     |
| 4                                    | Number of community education events conducted  | 15                         | 25                            | 10                      |
| <b>OUTCOME MEASURES</b>              |   |                            |                               |                         |
| 5                                    | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 0                          | 1                             | 1                       |
| 6                                    | Number of group sessions for beneficiaries led by volunteers                                | 41                         | 24                            | -17                     |
| 7                                    | Number of beneficiaries who attended group sessions led by volunteers                       | 958                        | 1,756                         | 798                     |
| 8                                    | Number of one-on-one sessions held between beneficiaries and volunteers                     | 22                         | 6                             | -16                     |
| 7 + 8                                | Total number of beneficiaries educated  | 980                        | 1,762                         | 782                     |
| 9                                    | Estimated number of people reached by media events  | 3,123,413                  | 4,009,213                     | 885,800                 |
| 10                                   | Estimated number of people reached by community education events                            | 3,336                      | 4,156                         | 820                     |
| 11                                   | Number of complaints received attributable to the project                                   | 3                          | 10                            | 7                       |
| 12                                   | Number of complaints referred for followup  | 0                          | 4                             | 4                       |
| 13                                   | Number of complaints that resulted in some action   | 0                          | 0                             | 0                       |
| 14                                   | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A                                  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B                                  | Savings to beneficiaries attributable to the project  | \$0                        | \$97                          | \$97                    |
| 15C                                  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15                             | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$97                          | \$97                    |
| 14 + 15                              | Total savings attributable to the project   | \$0                        | \$97                          | \$97                    |

| Oklahoma - State of Oklahoma Insurance Department, Oklahoma City |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 1                          | 1                             | 0                       |
| 2  | Number of new volunteers trained  | 4                          | 10                            | 6                       |
| 3  | Number of media events conducted  | 906                        | 0                             | -906                    |
| 4  | Number of community education events conducted  | 47                         | 6                             | -41                     |
| <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                          | 22                            | 22                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 0                          | 549                           | 549                     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 0                          | 2                             | 2                       |
| 7 + 8  | Total number of beneficiaries educated  | 0                          | 551                           | 551                     |
| 9  | Estimated number of people reached by media events  | 271,000                    | 0                             | -271,000                |
| 10   | Estimated number of people reached by community education events                            | 4,697                      | 8,611                         | 3,914                   |
| 11   | Number of complaints received attributable to the project                                   | 13                         | 12                            | -1                      |
| 12   | Number of complaints referred for followup  | 4                          | 6                             | 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                     |

| Oregon - Senior Medicare Patrol Project, Salem |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                         |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 4                          | 22                            | 18                      |
| 2  | Number of new volunteers trained  | 50                         | 128                           | 78                      |
| 3  | Number of media events conducted  | 3                          | 7                             | 4                       |
| 4  | Number of community education events conducted  | 39                         | 89                            | 50                      |
| <b>OUTCOME MEASURES</b>                        |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 50                         | 0                             | -50                     |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 41                         | 74                            | 33                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 816                        | 2,021                         | 1,205                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 2,261                      | 3,076                         | 815                     |
| 7 + 8  | Total number of beneficiaries educated  | 3,077                      | 5,097                         | 2,020                   |
| 9  | Estimated number of people reached by media events  | 23,000                     | 7,292                         | -15,708                 |
| 10   | Estimated number of people reached by community education events                            | 4,615                      | 4,216                         | -399                    |
| 11   | Number of complaints received attributable to the project                                   | 4                          | 15                            | 11                      |
| 12   | Number of complaints referred for followup  | 0                          | 3                             | 3                       |
| 13   | Number of complaints that resulted in some action   | 4                          | 0                             | -4                      |
| 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                     |

| Pennsylvania - Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia |   |                            | In operation since: July 1997 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 1                          | 2                             | 1                       |
| 2  | Number of new volunteers trained  | 7                          | 11                            | 4                       |
| 3  | Number of media events conducted  | 4                          | 15                            | 11                      |
| 4  | Number of community education events conducted  | 47                         | 17                            | -30                     |
| <b>OUTCOME MEASURES</b>  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 3                          | 5                             | 2                       |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 103                        | 152                           | 49                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 2,967                      | 11,115                        | 8,148                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 137                        | 520                           | 383                     |
| 7 + 8  | Total number of beneficiaries educated  | 3,104                      | 11,635                        | 8,531                   |
| 9  | Estimated number of people reached by media events  | 200,000                    | 1,120,000                     | 920,000                 |
| 10   | Estimated number of people reached by community education events                            | 11,443                     | 1,588                         | -9,855                  |
| 11   | Number of complaints received attributable to the project                                   | 148                        | 99                            | -49                     |
| 12   | Number of complaints referred for followup  | 3                          | 0                             | -3                      |
| 13   | Number of complaints that resulted in some action   | 0                          | 1                             | 1                       |
| 14   | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$8,422                    | \$1,673                       | -\$6,749                |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$8,422                    | \$1,673                       | -\$6,749                |
| 14 + 15  | Total savings attributable to the project   | \$8,422                    | \$1,673                       | -\$6,749                |

A P P E N D I X - D

| Puerto Rico - Governor's Office of Elderly Affairs, San Juan |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                       |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 5                          | 3                             | -2                      |
| 2  | Number of new volunteers trained  | 15                         | 3                             | -12                     |
| 3  | Number of media events conducted  | 6                          | 3                             | -3                      |
| 4  | Number of community education events conducted  | 29                         | 34                            | 5                       |
| <b>OUTCOME MEASURES</b>                                      |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 1                          | 1                             | 0                       |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 58                         | 70                            | 12                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,794                      | 2,646                         | 852                     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 324                        | 420                           | 96                      |
| 7 + 8  | Total number of beneficiaries educated  | 2,118                      | 3,066                         | 948                     |
| 9  | Estimated number of people reached by media events  | 425,000                    | 375,000                       | -50,000                 |
| 10   | Estimated number of people reached by community education events                            | 2,151                      | 1,079                         | -1,072                  |
| 11   | Number of complaints received attributable to the project                                   | 65                         | 23                            | -42                     |
| 12   | Number of complaints referred for followup  | 44                         | 19                            | -25                     |
| 13   | Number of complaints that resulted in some action   | 9                          | 7                             | -2                      |
| 14   | Medicare funds recovered attributable to the project  | \$1,410                    | \$296                         | -\$1,115                |
| 15A  | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B  | Savings to beneficiaries attributable to the project  | \$0                        | \$100                         | \$100                   |
| 15C  | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15   | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$100                         | \$100                   |
| 14 + 15  | Total savings attributable to the project   | \$1,410                    | \$396                         | -\$1,015                |

| Rhode Island - Aging 2000, Inc., Providence |   |                            | In operation since: July 1997 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                      |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 0                             | -1                      |
| 2   | Number of new volunteers trained  | 2                          | 0                             | -2                      |
| 3   | Number of media events conducted  | 1,227                      | 1,480                         | 253                     |
| 4   | Number of community education events conducted  | 6                          | 12                            | 6                       |
| <b>OUTCOME MEASURES</b>                     |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 2                          | 0                             | -2                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 10                         | 15                            | 5                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 212                        | 430                           | 218                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 0                          | 0                             | 0                       |
| 7 + 8                                       | Total number of beneficiaries educated  | 212                        | 430                           | 218                     |
| 9   | Estimated number of people reached by media events  | 7,000,000                  | 6,000,000                     | -1,000,000              |
| 10  | Estimated number of people reached by community education events                            | 11,000                     | 9,000                         | -2,000                  |
| 11  | Number of complaints received attributable to the project                                   | 5                          | 4                             | -1                      |
| 12  | Number of complaints referred for followup  | 4                          | 0                             | -4                      |
| 13  | Number of complaints that resulted in some action   | 0                          | 0                             | 0                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15                                    | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15                                     | Total savings attributable to the project   | \$0                        | \$0                           | \$0                     |

| South Carolina - Department of Health and Human Services, Columbia |   |                            | In operation since: July 2000 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 1                          | 4                             | 3                       |
| 2  | Number of new volunteers trained  | 2                          | 4                             | 2                       |
| 3  | Number of media events conducted  | 13                         | 16                            | 3                       |
| 4  | Number of community education events conducted  | 24                         | 104                           | 80                      |
| <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                                | 64                         | 0                             | -64                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,780                      | 0                             | -1,780                  |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 100                        | 127                           | 27                      |
| 7 + 8  | Total number of beneficiaries educated  | 1,880                      | 127                           | -1,753                  |
| 9  | Estimated number of people reached by media events  | 16,729                     | 46,800                        | 30,071                  |
| 10   | Estimated number of people reached by community education events                            | 4,207                      | 12,280                        | 8,073                   |
| 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                     |

| South Dakota - East River Legal Services Corporation, Sioux Falls |   |                            | In operation since: July 2000 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 0                             | -1                      |
| 2   | Number of new volunteers trained  | 2                          | 0                             | -2                      |
| 3   | Number of media events conducted  | 2                          | 3,070                         | 3,068                   |
| 4   | Number of community education events conducted  | 15                         | 9                             | -6                      |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 6                          | 2                             | -4                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 3                          | 5                             | 2                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 350                        | 77                            | -273                    |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 124                        | 177                           | 53                      |
| 7 + 8   | Total number of beneficiaries educated  | 474                        | 254                           | -220                    |
| 9   | Estimated number of people reached by media events  | 14,184                     | 284,000                       | 269,816                 |
| 10  | Estimated number of people reached by community education events                            | 380                        | 630                           | 250                     |
| 11  | Number of complaints received attributable to the project                                   | 5                          | 1                             | -4                      |
| 12  | Number of complaints referred for followup  | 0                          | 1                             | 1                       |
| 13  | Number of complaints that resulted in some action   | 0                          | 0                             | 0                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$0                           | \$0                     |



A P P E N D I X - D

| Tennessee - Upper Cumberland Development District/AAA, Cookeville |   |                            | In operation since: July 2001 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 10                         | 5                             | -5                      |
| 2   | Number of new volunteers trained  | 39                         | 46                            | 7                       |
| 3   | Number of media events conducted  | 53                         | 67                            | 14                      |
| 4   | Number of community education events conducted  | 121                        | 159                           | 38                      |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 16                         | 14                            | -2                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 123                        | 89                            | -34                     |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 8,506                      | 10,539                        | 2,033                   |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 1,043                      | 2,128                         | 1,085                   |
| 7 + 8   | Total number of beneficiaries educated  | 9,549                      | 12,667                        | 3,118                   |
| 9   | Estimated number of people reached by media events  | 727,526                    | 1,442,023                     | 714,497                 |
| 10  | Estimated number of people reached by community education events                            | 45,567                     | 31,318                        | -14,249                 |
| 11  | Number of complaints received attributable to the project                                   | 14                         | 16                            | 2                       |
| 12  | Number of complaints referred for followup  | 8                          | 2                             | -6                      |
| 13  | Number of complaints that resulted in some action   | 3                          | 0                             | -3                      |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$265                      | \$0                           | -\$265                  |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$265                      | \$0                           | -\$265                  |
| 14 + 15   | Total savings attributable to the project   | \$265                      | \$0                           | -\$265                  |

| Texas - Better Business Bureau Education Foundation, Houston |   |                            | In operation since: July 2002 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                       |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 0                          | 1                             | 1                       |
| 2  | Number of new volunteers trained  | 0                          | 12                            | 12                      |
| 3  | Number of media events conducted  | 4                          | 4                             | 0                       |
| 4  | Number of community education events conducted  | 167                        | 36                            | -131                    |
| <b>OUTCOME MEASURES</b>                                      |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 0                          | 12                            | 12                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 7                          | 23                            | 16                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 139                        | 716                           | 577                     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 5                          | 104                           | 99                      |
| 7 + 8  | Total number of beneficiaries educated  | 144                        | 820                           | 676                     |
| 9  | Estimated number of people reached by media events  | 27,038                     | 45,300                        | 18,262                  |
| 10   | Estimated number of people reached by community education events                            | 2,935                      | 1,659                         | -1,276                  |
| 11   | Number of complaints received attributable to the project                                   | 20                         | 50                            | 30                      |
| 12   | Number of complaints referred for followup  | 8                          | 9                             | 1                       |
| 13   | Number of complaints that resulted in some action   | 3                          | 2                             | -1                      |
| 14   | Medicare funds recovered attributable to the project  | \$962                      | \$79                          | \$1,046                 |
| 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   | \$962                      | \$2,008                       | \$1,046                 |

| Texas - The National Hispanic Council on Aging, Corpus Christi |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 8                          | 9                             | 1                       |
| 2  | Number of new volunteers trained  | 83                         | 128                           | 45                      |
| 3  | Number of media events conducted  | 26                         | 25                            | -1                      |
| 4  | Number of community education events conducted  | 26                         | 23                            | -3                      |
| <b>OUTCOME MEASURES</b>  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 0                          | 8                             | 8                       |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 25                         | 125                           | 100                     |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,650                      | 3,692                         | 2,042                   |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 116                        | 436                           | 320                     |
| 7 + 8  | Total number of beneficiaries educated  | 1,766                      | 4,128                         | 2,362                   |
| 9  | Estimated number of people reached by media events  | 2,300,000                  | 2,751,000                     | 451,000                 |
| 10   | Estimated number of people reached by community education events                            | 7,370                      | 2,613                         | -4,757                  |
| 11   | Number of complaints received attributable to the project                                   | 58                         | 436                           | 378                     |
| 12   | Number of complaints referred for followup  | 6                          | 26                            | 20                      |
| 13   | Number of complaints that resulted in some action   | 1                          | 5                             | 4                       |
| 14   | Medicare funds recovered attributable to the project  | \$65                       | \$5,829                       | \$5,764                 |
| 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   | \$65                       | \$5,829                       | \$5,764                 |

| Utah - Utah Legal Services, Salt Lake City |   |                            | In operation since: July 1999 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                     |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 19                         | 48                            | 29                      |
| 2  | Number of new volunteers trained  | 176                        | 212                           | 36                      |
| 3  | Number of media events conducted  | 9                          | 14                            | 5                       |
| 4  | Number of community education events conducted  | 30                         | 36                            | 6                       |
| <b>OUTCOME MEASURES</b>                    |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 56                         | 92                            | 36                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 38                         | 45                            | 7                       |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 705                        | 1,149                         | 444                     |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 417                        | 1,386                         | 969                     |
| 7 + 8                                      | Total number of beneficiaries educated  | 1,122                      | 2,535                         | 1,413                   |
| 9  | Estimated number of people reached by media events  | 3,227                      | 8,919                         | 5,692                   |
| 10   | Estimated number of people reached by community education events                            | 7,030                      | 1,539                         | -5,491                  |
| 11   | Number of complaints received attributable to the project                                   | 14                         | 89                            | 75                      |
| 12   | Number of complaints referred for followup  | 16                         | 22                            | 6                       |
| 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                     |

| Vermont - Community of Vermont Elders, Montpelier |   |                            | In operation since: July 2003 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                            |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 2                          | 2                             | 0                       |
| 2   | Number of new volunteers trained  | 19                         | 19                            | 0                       |
| 3   | Number of media events conducted  | 6                          | 36                            | 30                      |
| 4   | Number of community education events conducted  | 22                         | 10                            | -12                     |
| <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  | 134,204                    | 202,000                       | 67,796                  |
| 10  | Estimated number of people reached by community education events                            | 772                        | 320                           | -452                    |
| 11  | Number of complaints received attributable to the project                                   | 3                          | 4                             | 1                       |
| 12  | Number of complaints referred for followup  | 2                          | 1                             | -1                      |
| 13  | Number of complaints that resulted in some action   | 0                          | 0                             | 0                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$0                           | \$0                     |

| Virginia - Virginia Association of Area Agencies on Aging, Richmond |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 2                          | 1                             | -1                      |
| 2   | Number of new volunteers trained  | 7                          | 3                             | -4                      |
| 3   | Number of media events conducted  | 39                         | 34                            | -5                      |
| 4   | Number of community education events conducted  | 121                        | 223                           | 102                     |
| <b>OUTCOME MEASURES</b>   |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 2                          | 0                             | -2                      |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 30                         | 28                            | -2                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 464                        | 355                           | -109                    |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 0                          | 0                             | 0                       |
| 7 + 8   | Total number of beneficiaries educated  | 464                        | 355                           | -109                    |
| 9   | Estimated number of people reached by media events  | 1,475,200                  | 1,388,533                     | -86,667                 |
| 10  | Estimated number of people reached by community education events                            | 4,294                      | 12,678                        | 8,384                   |
| 11  | Number of complaints received attributable to the project                                   | 23                         | 12                            | -11                     |
| 12  | Number of complaints referred for followup  | 14                         | 8                             | -6                      |
| 13  | Number of complaints that resulted in some action   | 2                          | 0                             | -2                      |
| 14  | Medicare funds recovered attributable to the project  | \$1,520                    | \$0                           | -\$1,520                |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15   | Total savings attributable to the project   | \$1,520                    | \$0                           | -\$1,520                |

A P P E N D I X - D

| Washington - Office of the Insurance Counselor, Olympia |   |                            | In operation since: July 1999 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 204                        | 214                           | 10                      |
| 2   | Number of new volunteers trained  | 84                         | 69                            | -15                     |
| 3   | Number of media events conducted  | 83                         | 125                           | 42                      |
| 4   | Number of community education events conducted  | 49                         | 64                            | 15                      |
| <b>OUTCOME MEASURES</b>                                 |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 84                         | 69                            | -15                     |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 132                        | 220                           | 88                      |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 6,279                      | 9,322                         | 3,043                   |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 23,179                     | 16,252                        | -6,927                  |
| 7 + 8   | Total number of beneficiaries educated  | 29,458                     | 25,574                        | -3,884                  |
| 9   | Estimated number of people reached by media events  | 920,721                    | 5,659,464                     | 4,738,743               |
| 10  | Estimated number of people reached by community education events                            | 10,088                     | 18,834                        | 8,746                   |
| 11  | Number of complaints received attributable to the project                                   | 10                         | 12                            | 2                       |
| 12  | Number of complaints referred for followup  | 3                          | 7                             | 4                       |
| 13  | Number of complaints that resulted in some action   | 0                          | 4                             | 4                       |
| 14  | Medicare funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15A   | Medicaid funds recovered attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15B   | Savings to beneficiaries attributable to the project  | \$0                        | \$0                           | \$0                     |
| 15C   | Other savings attributable to the project   | \$0                        | \$0                           | \$0                     |
| TOTAL 15  | Total Medicaid funds, beneficiary savings, and other savings                                | \$0                        | \$0                           | \$0                     |
| 14 + 15   | Total savings attributable to the project   | \$0                        | \$0                           | \$0                     |

| West Virginia - AARP Foundation, Charleston |   |                            | In operation since: July 2003 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                      |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 2                             | 1                       |
| 2   | Number of new volunteers trained  | 2                          | 14                            | 12                      |
| 3   | Number of media events conducted  | 28                         | 27                            | -1                      |
| 4   | Number of community education events conducted  | 33                         | 45                            | 12                      |
| <b>OUTCOME MEASURES</b>                     |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 5                          | 5                             | 0                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 10                         | 16                            | 6                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 241                        | 656                           | 415                     |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 3                          | 1                             | -2                      |
| 7 + 8                                       | Total number of beneficiaries educated  | 244                        | 657                           | 413                     |
| 9   | Estimated number of people reached by media events  | 1,769,380                  | 1,448,151                     | -321,229                |
| 10  | Estimated number of people reached by community education events                            | 5,368                      | 27,793                        | 22,425                  |
| 11  | Number of complaints received attributable to the project                                   | 5                          | 7                             | 2                       |
| 12  | Number of complaints referred for followup  | 2                          | 3                             | 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                     |



| Wisconsin - Coalition of Wisconsin Aging Groups, Madison |   |                            | In operation since: July 1997 |                         |
|--|---|----------------------------|-------------------------------|-------------------------|
|  | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                                   |   |                            |                               |                         |
| 1  | Number of training sessions conducted to train new volunteers                               | 3                          | 5                             | 2                       |
| 2  | Number of new volunteers trained  | 49                         | 96                            | 47                      |
| 3  | Number of media events conducted  | 66                         | 6,091                         | 6,025                   |
| 4  | Number of community education events conducted  | 31                         | 80                            | 49                      |
| <b>OUTCOME MEASURES</b>                                  |   |                            |                               |                         |
| 5  | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 8                          | 7                             | -1                      |
| 6  | Number of group sessions for beneficiaries led by volunteers                                | 52                         | 44                            | -8                      |
| 7  | Number of beneficiaries who attended group sessions led by volunteers                       | 1,982                      | 1,167                         | -815                    |
| 8  | Number of one-on-one sessions held between beneficiaries and volunteers                     | 39                         | 15                            | -24                     |
| 7 + 8  | Total number of beneficiaries educated  | 2,021                      | 1,182                         | -839                    |
| 9  | Estimated number of people reached by media events  | 58,837                     | 1,577,345                     | 1,518,508               |
| 10   | Estimated number of people reached by community education events                            | 11,866                     | 6,488                         | -5,378                  |
| 11   | Number of complaints received attributable to the project                                   | 22                         | 24                            | 2                       |
| 12   | Number of complaints referred for followup  | 2                          | 5                             | 3                       |
| 13   | Number of complaints that resulted in some action   | 1                          | 4                             | 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                     |

| Wisconsin - Great Lakes Inter-Tribal Council, Lac du Flambeau |   |                            | In operation since: July 2003 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>  |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 2                             | 1                       |
| 2   | Number of new volunteers trained  | 52                         | 25                            | -27                     |
| 3   | Number of media events conducted  | 10                         | 9                             | -1                      |
| 4   | Number of community education events conducted  | 18                         | 15                            | -3                      |
| <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  | 7,404                      | 647                           | -6,757                  |
| 10  | Estimated number of people reached by community education events                            | 1,705                      | 660                           | -1,045                  |
| 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                     |

| Wyoming - Wyoming Division on Aging, Cheyenne |   |                            | In operation since: July 2000 |                         |
|---|---|----------------------------|-------------------------------|-------------------------|
|   | PERFORMANCE MEASURES  | July through December 2004 | January through June 2005     | Change in Last 6 Months |
| <b>OUTPUT MEASURES</b>                        |   |                            |                               |                         |
| 1   | Number of training sessions conducted to train new volunteers                               | 1                          | 1                             | 0                       |
| 2   | Number of new volunteers trained  | 6                          | 37                            | 31                      |
| 3   | Number of media events conducted  | 3                          | 3                             | 0                       |
| 4   | Number of community education events conducted  | 9                          | 36                            | 27                      |
| <b>OUTCOME MEASURES</b>                       |   |                            |                               |                         |
| 5   | Number of volunteers who, for the first time, conducted activities to educate beneficiaries | 2                          | 5                             | 3                       |
| 6   | Number of group sessions for beneficiaries led by volunteers                                | 6                          | 7                             | 1                       |
| 7   | Number of beneficiaries who attended group sessions led by volunteers                       | 206                        | 45                            | -161                    |
| 8   | Number of one-on-one sessions held between beneficiaries and volunteers                     | 921                        | 815                           | -106                    |
| 7 + 8   | Total number of beneficiaries educated  | 1,127                      | 860                           | -267                    |
| 9   | Estimated number of people reached by media events  | 55,330                     | 100,000                       | 44,670                  |
| 10  | Estimated number of people reached by community education events                            | 310                        | 15,000                        | 14,690                  |
| 11  | Number of complaints received attributable to the project                                   | 4                          | 25                            | 21                      |
| 12  | Number of complaints referred for followup  | 0                          | 6                             | 6                       |
| 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                     |

