



APR 30 2004

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

**FROM:** Mark R. Yessian *Mark R. Yessian*  
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**SUBJECT:** Performance Data for the Senior Medicare Patrol Projects: April 2004  
Performance Report (OEI-02-03-00122)

At the request of the Administration on Aging (AoA), the Office of Inspector General (OIG) collects performance data from the Senior Medicare Patrol Projects. These projects receive grants from AoA to recruit retired professionals to serve as educators and resources in assisting Medicare beneficiaries to detect and report fraud, waste, and abuse in the program. With the addition of 6 new grants, a total of 58 projects operated from July through December 2003.<sup>1</sup> At least 1 project is located in each of the 50 States, the District of Columbia, and Puerto Rico.

In the past 6 months, from July through December 2003, the 58 projects educated approximately 194,000 beneficiaries in 78,233 training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 4,638 complaints. They referred 1,205 of these complaints to Medicare contractors for follow-up, and 638 resulted in some action, *i.e.*, closed by the Medicare contractor or investigative agency. In total, the projects documented \$151,450 recouped to the Medicare program. The projects also reported savings of \$260,100 to beneficiaries, of which \$19,555 was documented. 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.

In February 1999, OIG issued a report on the projects' first year performance data (OEI-02-97-00522). OIG has since released reports on these performance data for each subsequent 6-month period. Since the inception of the program, 62 projects (4 of which closed between June 2002 and June 2003) have educated over 1.5 million beneficiaries in approximately 373,000 training sessions and one-on-one sessions. As a result of educating beneficiaries, the projects received 37,763 complaints, of which 3,842 resulted in some action. Savings to the Medicare program attributable to the projects totaled \$3.9 million. Self-reported savings to beneficiaries, Medicaid, and other payers were approximately \$99.6 million. Prior to this reporting period, we did not specifically ask for documentation or explanations for savings other than Medicare.

<sup>1</sup> As of July 2003, 57 projects are funded and 1 project continued operating through December with prior year funds.

However, we are aware that most of these savings are the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare. The appendices contain more information on the performance of each grantee.

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

In December 2003, OIG and AoA continued their partnership by discussing ways to improve the performance measure reporting process and the usefulness of the reports for AoA and other decision-makers. We incorporated AoA's suggestions by modifying the data collection instrument, the contents of the memorandum, and the data presented in the appendices. One of the key changes is that we now request documentation to substantiate all savings, and we report savings, differentiating between documented and self-reported. Please note that we do not independently verify the accuracy of any of the self-reported data.

In this review, we also found some concerns about the system developed by the Centers for Medicare & Medicaid Services (CMS) to help track complaints and Medicare funds recovered by the Senior Medicare Patrol Projects. Since its implementation over 2 years ago, OIG has received documentation forms from an average of seven projects for each reporting period. During this reporting period, four projects noted that the tracking system has failed to produce the results expected. The contact persons at these projects commented that they are still unclear how the tracking system actually works, or that they are frustrated that they have not received any documentation of savings from the system.

Based on this information, we encourage additional collaboration between AoA and CMS to continue to improve the process of reporting Medicare savings. We also encourage AoA to provide clear instructions for using the system to the grantees in order to maximize documented savings. The national conference for the Senior Medicare Patrol Projects in July 2004 presents an opportunity for AoA and CMS to provide additional instructions and training on this topic.

We will continue to monitor the projects and provide you with summary reports of performance data. If you have any questions or comments about this report, please do not hesitate to call me at (202) 619-0480, or one of your staff may contact Jodi Nudelman, Acting Regional Inspector General for Evaluation and Inspections, New York Region, at (212) 264-2000.

#### 5 Attachments

Appendix A - Summary of Performance for All Projects Since 1997

Appendix B - Summary of Performance for All Projects for 2003

Appendix C - Projects' Results for Each Performance Measure

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# Senior Medicare Patrol Projects' 2003 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.

<b>Summary of Performance for All Projects Since 1997</b>		
<b>OUTPUT MEASURES</b>		
1	Number of training sessions conducted to train <b>new</b> volunteers	6,110
2	Number of <b>new</b> volunteers trained	42,246
3	Number of media events conducted	92,371
4	Number of community education events conducted	22,146
<b>OUTCOME MEASURES</b>		
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	15,469
6	Number of group sessions for beneficiaries led by volunteers	31,054
7	Number of beneficiaries who attended group sessions led by volunteers	1,223,784
8	Number of one-on-one sessions held between beneficiaries and volunteers	341,828
7 + 8	Total number of beneficiaries educated	1,565,612
9	Estimated number of people reached by media events	NA
10	Estimated number of people reached by community education events	14,024,868
11	Number of complaints received attributable to the project	37,763
12	Number of complaints referred for follow-up	8,386
13	Number of complaints that resulted in some action	3,842
14	Medicare funds recovered attributable to the project	\$3,903,344
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	\$99,578,630
14 + 15	Total savings attributable to the project	\$103,481,974

## **Summary of Performance for All Projects in 2003**

The following table provides data for the 59 projects that operated in 2003. In the first 6-month reporting period, January through June, 53 projects operated. In the latest reporting period, July through December, 58 projects operated. Note that one of these projects, North Carolina – Division of Aging, did not receive funding after June 30, 2003, but continued operating and submitted data. They are no longer operating as of January 2004.

Data for performance measures 15A, 15B, and 15C for January through June are not available.

<b>Summary of Performance for All Projects in 2003</b>				
		<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>
<b>OUTPUT MEASURES</b>				
1	Number of training sessions conducted to train <b>new</b> volunteers	1,536	976	560
2	Number of <b>new</b> volunteers trained	7,546	5,035	2,511
3	Number of media events conducted	48,737	14,032	34,705
4	Number of community education events conducted	7,314	4,945	2,369
<b>OUTCOME MEASURES</b>				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3,634	2,069	1,565
6	Number of group sessions for beneficiaries led by volunteers	9,714	6,075	3,639
7	Number of beneficiaries who attended group sessions led by volunteers	304,621	185,480	119,141
8	Number of one-on-one sessions held between beneficiaries and volunteers	162,673	88,079	74,594
7 + 8	Total number of beneficiaries educated	467,294	273,559	193,735
9	Estimated number of people reached by media events	103,656,543	67,468,838	36,187,705
10	Estimated number of people reached by community education events	1,923,396	730,396	1,193,000
11	Number of complaints received attributable to the project	14,621	9,983	4,638
12	Number of complaints referred for follow-up	3,054	1,849	1,205
13	Number of complaints that resulted in some action	1,516	878	638
14	Medicare funds recovered attributable to the project	223,700	\$72,250	151,450
15A	Medicaid funds recovered attributable to the project	0	NA	0
15B	Savings to beneficiaries attributable to the project	260,100	NA	260,100
15C	Other savings attributable to the project	0	NA	0
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	21,992,388	\$21,732,288	260,100
14 + 15	Total savings attributable to the project	22,216,088	\$21,804,538	411,550

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

The following tables provide the results for each performance measure for each of the 59 Senior Medicare Patrol Projects.

Seven projects did not operate during all of 2003. Therefore, these projects do not have a complete year of data.



<b>PERFORMANCE MEASURE 1: Number of training sessions conducted to train new volunteers</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	15	18	33	Nevada	10	4	14
Alaska	5	0	5	New Hampshire	3	1	4
Arizona	35	13	48	New Jersey	1	3	4
Arkansas	1	5	6	New Mexico	12	5	17
California	4	6	10	New York	35	27	62
Colorado	7	2	9	NC - DOA	37	0	37
Connecticut	10	16	26	NC – DOI	NA	0	0
Delaware	16	3	19	North Dakota	NA	5	5
DC – AARP	0	0	0	Ohio - COAAA	6	2	8
DC – FH	4	5	9	Ohio - PSI	5	1	6
Florida	7	7	14	Oklahoma	12	4	16
Georgia - ARC	2	3	5	Oregon	1	7	8
Georgia - DHR	49	25	74	Pennsylvania	10	5	15
Hawaii	6	4	10	Puerto Rico	8	6	14
Idaho	47	14	61	Rhode Island	1	1	2
Illinois	3	6	9	South Carolina	4	0	4
Indiana	4	6	10	South Dakota	3	1	4
Iowa	65	42	107	Tennessee	12	4	16
Kansas	NA	0	0	Texas - BBBEF	3	3	6
Kentucky	5	5	10	Texas - NHCOA	16	2	18
Louisiana	3	2	5	Utah	43	18	61
Maine	31	16	47	Vermont	NA	0	0
Maryland	18	25	43	Virginia	5	3	8
Massachusetts	143	8	151	Washington	199	173	372
Michigan	2	13	15	WV - AARP	NA	0	0
Minnesota	8	5	13	WV - URC	4	NA	4
Mississippi	32	19	51	WI - CWAG	5	4	9
Missouri	1	1	2	WI - GLITC	NA	0	0
Montana	12	7	19	Wyoming	1	1	2
Nebraska	5	4	9				

<b>PERFORMANCE MEASURE 1</b>	<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	976	560	1,536

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<b>PERFORMANCE MEASURE 2: Number of new volunteers trained</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	60	111	171	Nevada	31	5	36
Alaska	8	0	8	New Hampshire	37	9	46
Arizona	75	15	90	New Jersey	8	38	46
Arkansas	7	24	31	New Mexico	260	8	268
California	83	73	156	New York	556	61	617
Colorado	122	20	142	NC - DOA	138	2	140
Connecticut	299	244	543	NC – DOI	NA	0	0
Delaware	82	2	84	North Dakota	NA	45	45
DC – AARP	0	0	0	Ohio - COAAA	44	25	69
DC – FH	23	4	27	Ohio - PSI	55	14	69
Florida	78	56	134	Oklahoma	146	30	176
Georgia - ARC	0	2	2	Oregon	20	38	58
Georgia - DHR	287	84	371	Pennsylvania	68	23	91
Hawaii	24	6	30	Puerto Rico	12	117	129
Idaho	212	9	221	Rhode Island	1	5	6
Illinois	14	29	43	South Carolina	52	0	52
Indiana	92	87	179	South Dakota	35	3	38
Iowa	320	54	374	Tennessee	52	39	91
Kansas	NA	0	0	Texas - BBBEF	22	80	102
Kentucky	76	18	94	Texas - NHCOA	115	12	127
Louisiana	54	46	100	Utah	463	51	514
Maine	102	91	193	Vermont	NA	0	0
Maryland	240	0	240	Virginia	41	15	56
Massachusetts	60	73	133	Washington	240	329	569
Michigan	47	186	233	WV - AARP	NA	0	0
Minnesota	41	26	67	WV - URC	7	NA	7
Mississippi	53	212	265	WI - CWAG	56	15	71
Missouri	7	10	17	WI - GLITC	NA	0	0
Montana	53	35	88	Wyoming	35	4	39
Nebraska	22	26	48				

<b>PERFORMANCE MEASURE 2</b>	<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	5,035	2,511	7,546

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<b>PERFORMANCE MEASURE 3: Number of media events conducted</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	8	2,642	2,650	Nevada	4,755	4,150	8,905
Alaska	4	4	8	New Hampshire	8	18	26
Arizona	32	38	70	New Jersey	2	5	7
Arkansas	1	10	11	New Mexico	5	5	10
California	11	8	19	New York	15	9	24
Colorado	3	10	13	NC - DOA	77	6	83
Connecticut	47	23	70	NC – DOI	NA	0	0
Delaware	56	18	74	North Dakota	NA	1	1
DC – AARP	3	3	6	Ohio - COAAA	45	174	219
DC – FH	35	3,848	3,883	Ohio - PSI	862	60	922
Florida	24	28	52	Oklahoma	5	2	7
Georgia - ARC	18	21	39	Oregon	3	17,003	17,006
Georgia - DHR	65	35	100	Pennsylvania	13	6	19
Hawaii	135	107	242	Puerto Rico	19	3	22
Idaho	1,824	43	1,867	Rhode Island	1,094	3,071	4,165
Illinois	2,414	2,446	4,860	South Carolina	0	4	4
Indiana	7	6	13	South Dakota	2	0	2
Iowa	216	198	414	Tennessee	87	43	130
Kansas	NA	0	0	Texas - BBBEF	3	4	7
Kentucky	65	92	157	Texas - NHCOA	18	8	26
Louisiana	16	9	25	Utah	18	1	19
Maine	45	51	96	Vermont	NA	0	0
Maryland	73	69	142	Virginia	24	26	50
Massachusetts	45	28	73	Washington	146	137	283
Michigan	0	0	0	WV - AARP	NA	0	0
Minnesota	0	0	0	WV - URC	2	NA	2
Mississippi	10	10	20	WI - CWAG	1,552	15	1,567
Missouri	6	3	9	WI - GLITC	NA	0	0
Montana	86	173	259	Wyoming	2	5	7
Nebraska	26	26	52				

<b>PERFORMANCE MEASURE 3</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	14,032	34,705	48,737

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<b>PERFORMANCE MEASURE 4: Number of community education events conducted</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	75	105	180	Nevada	16	12	28
Alaska	17	7	24	New Hampshire	48	45	93
Arizona	58	103	161	New Jersey	10	9	19
Arkansas	13	10	23	New Mexico	28	15	43
California	59	36	95	New York	126	15	141
Colorado	90	20	110	NC - DOA	151	13	164
Connecticut	82	112	194	NC – DOI	NA	0	0
Delaware	17	38	55	North Dakota	NA	32	32
DC – AARP	4	7	11	Ohio - COAAA	83	201	284
DC – FH	9	30	39	Ohio - PSI	3	9	12
Florida	47	58	105	Oklahoma	55	9	64
Georgia - ARC	49	10	59	Oregon	31	19	50
Georgia - DHR	837	133	970	Pennsylvania	20	10	30
Hawaii	8	6	14	Puerto Rico	11	36	47
Idaho	46	40	86	Rhode Island	5	13	18
Illinois	31	47	78	South Carolina	20	28	48
Indiana	36	90	126	South Dakota	3	2	5
Iowa	82	94	176	Tennessee	64	52	116
Kansas	NA	0	0	Texas - BBBEF	101	29	130
Kentucky	40	34	74	Texas - NHCOA	38	10	48
Louisiana	12	12	24	Utah	104	27	131
Maine	70	67	137	Vermont	NA	0	0
Maryland	155	51	206	Virginia	45	64	109
Massachusetts	1,674	201	1,875	Washington	53	62	115
Michigan	16	13	29	WV - AARP	NA	0	0
Minnesota	86	83	169	WV - URC	4	NA	4
Mississippi	84	98	182	WI - CWAG	11	32	43
Missouri	44	15	59	WI - GLITC	NA	11	11
Montana	77	40	117	Wyoming	7	11	18
Nebraska	90	43	133				

<b>PERFORMANCE MEASURE 4</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	4,945	2,369	7,314

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<b>PERFORMANCE MEASURE 5: Number of volunteers who, for the first time, conducted activities to educate beneficiaries</b>							
	<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	21	88	109	Nevada	5	3	8
Alaska	0	0	0	New Hampshire	170	9	179
Arizona	45	15	60	New Jersey	22	12	34
Arkansas	2	6	8	New Mexico	20	8	28
California	19	52	71	New York	386	341	727
Colorado	10	5	15	NC - DOA	45	2	47
Connecticut	299	113	412	NC - DOI	NA	0	0
Delaware	15	2	17	North Dakota	NA	0	0
DC - AARP	0	0	0	Ohio - COAAA	16	15	31
DC - FH	3	4	7	Ohio - PSI	15	16	31
Florida	0	10	10	Oklahoma	2	2	4
Georgia - ARC	1	2	3	Oregon	20	38	58
Georgia - DHR	191	20	211	Pennsylvania	11	12	23
Hawaii	6	3	9	Puerto Rico	8	9	17
Idaho	4	9	13	Rhode Island	0	0	0
Illinois	10	12	22	South Carolina	8	10	18
Indiana	1	6	7	South Dakota	0	2	2
Iowa	0	41	41	Tennessee	96	18	114
Kansas	NA	0	0	Texas - BBBEF	24	78	102
Kentucky	64	9	73	Texas - NHCOA	16	0	16
Louisiana	2	3	5	Utah	50	31	81
Maine	45	55	100	Vermont	NA	0	0
Maryland	2	0	2	Virginia	7	3	10
Massachusetts	8	17	25	Washington	240	329	569
Michigan	2	13	15	WV - AARP	NA	0	0
Minnesota	29	19	48	WV - URC	7	NA	7
Mississippi	12	46	58	WI - CWAG	2	4	6
Missouri	7	10	17	WI - GLITC	NA	0	0
Montana	49	29	78	Wyoming	4	1	5
Nebraska	48	33	81				
<b>PERFORMANCE MEASURE 5</b>	<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>				
<b>TOTAL</b>	2,069	1,565	3,634				

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<b>PERFORMANCE MEASURE 6: Number of group sessions for beneficiaries led by volunteers</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	72	220	292	Nevada	10	12	22
Alaska	57	20	77	New Hampshire	39	46	85
Arizona	58	96	154	New Jersey	61	68	129
Arkansas	5	8	13	New Mexico	42	23	65
California	123	244	367	New York	235	45	280
Colorado	28	43	71	NC - DOA	84	19	103
Connecticut	3	17	20	NC – DOI	NA	0	0
Delaware	91	73	164	North Dakota	NA	0	0
DC – AARP	36	25	61	Ohio - COAAA	14	54	68
DC – FH	21	16	37	Ohio - PSI	39	30	69
Florida	80	29	109	Oklahoma	55	2	57
Georgia - ARC	107	61	168	Oregon	20	8	28
Georgia - DHR	1,006	247	1,253	Pennsylvania	117	78	195
Hawaii	55	20	75	Puerto Rico	48	31	79
Idaho	112	180	292	Rhode Island	14	7	21
Illinois	203	119	322	South Carolina	8	11	19
Indiana	6	7	13	South Dakota	10	8	18
Iowa	365	457	822	Tennessee	123	140	263
Kansas	NA	0	0	Texas - BBBEF	55	39	94
Kentucky	194	150	344	Texas - NHCOA	45	34	79
Louisiana	8	2	10	Utah	124	23	147
Maine	77	70	147	Vermont	NA	0	0
Maryland	155	119	274	Virginia	0	41	41
Massachusetts	1,542	238	1,780	Washington	78	101	179
Michigan	16	0	16	WV - AARP	NA	0	0
Minnesota	83	19	102	WV - URC	7	NA	7
Mississippi	63	113	176	WI - CWAG	52	41	93
Missouri	44	15	59	WI - GLITC	NA	0	0
Montana	132	112	244	Wyoming	10	3	13
Nebraska	43	55	98				

<b>PERFORMANCE MEASURE 6</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	6,075	3,639	9,714

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<b>PERFORMANCE MEASURE 7: Number of beneficiaries who attended group sessions led by volunteers</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	4,017	11,719	15,736	Nevada	382	924	1,306
Alaska	1,944	1,000	2,944	New Hampshire	11,678	1,125	12,803
Arizona	3,173	4,056	7,229	New Jersey	3,747	3,852	7,599
Arkansas	160	434	594	New Mexico	839	999	1,838
California	10,010	8,890	18,900	New York	1,999	1,020	3,019
Colorado	1,086	1,290	2,376	NC - DOA	2,977	1,115	4,092
Connecticut	150	1,701	1,851	NC – DOI	NA	0	0
Delaware	2,357	1,608	3,965	North Dakota	NA	0	0
DC – AARP	1,118	675	1,793	Ohio - COAAA	245	738	983
DC – FH	380	480	860	Ohio - PSI	834	716	1,550
Florida	2,292	724	3,016	Oklahoma	755	50	805
Georgia - ARC	3,291	1,833	5,124	Oregon	990	240	1,230
Georgia - DHR	26,751	5,998	32,749	Pennsylvania	9,162	2,962	12,124
Hawaii	1,300	645	1,945	Puerto Rico	1,063	4,871	5,934
Idaho	5,742	12,492	18,234	Rhode Island	382	181	563
Illinois	12,225	2,698	14,923	South Carolina	450	2,391	2,841
Indiana	81	87	168	South Dakota	351	333	684
Iowa	9,188	982	10,170	Tennessee	4,316	7,075	11,391
Kansas	NA	0	0	Texas - BBBEF	1,331	1,083	2,414
Kentucky	5,093	3,927	9,020	Texas - NHCOA	211	1,218	1,429
Louisiana	321	31	352	Utah	2,015	689	2,704
Maine	2,451	1,174	3,625	Vermont	NA	0	0
Maryland	4,198	3,816	8,014	Virginia	2,344	3,035	5,379
Massachusetts	25,964	0	25,964	Washington	2,693	4,321	7,014
Michigan	539	0	539	WV - AARP	NA	0	0
Minnesota	1,113	888	2,001	WV - URC	35	NA	35
Mississippi	2,409	1,841	4,250	WI - CWAG	1,607	6,379	7,986
Missouri	2,233	287	2,520	WI - GLITC	NA	0	0
Montana	3,993	2,769	6,762	Wyoming	353	20	373
Nebraska	1,142	1,759	2,901				

<b>PERFORMANCE MEASURE 7</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	185,480	119,141	304,621

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<b>PERFORMANCE MEASURE 8: Number of one-on-one sessions held between beneficiaries and volunteers</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	66	2,978	3,044	Nevada	15	12	27
Alaska	71	35	106	New Hampshire	3,993	3,659	7,652
Arizona	21	23	44	New Jersey	20	120	140
Arkansas	0	6	6	New Mexico	2,648	15,311	17,959
California	16	8	24	New York	1,637	4,135	5,772
Colorado	76	77	153	NC - DOA	648	5	653
Connecticut	23	33	56	NC – DOI	NA	0	0
Delaware	9	40	49	North Dakota	NA	0	0
DC – AARP	119	52	171	Ohio - COAAA	16	113	129
DC – FH	47	1,163	1,210	Ohio - PSI	12	57	69
Florida	0	99	99	Oklahoma	3	2	5
Georgia - ARC	449	205	654	Oregon	1,285	3,265	4,550
Georgia - DHR	2,221	94	2,315	Pennsylvania	0	50	50
Hawaii	0	0	0	Puerto Rico	330	270	600
Idaho	314	642	956	Rhode Island	0	0	0
Illinois	52	13	65	South Carolina	8	49	57
Indiana	54	28	82	South Dakota	189	199	388
Iowa	55	27	82	Tennessee	314	90	404
Kansas	NA	0	0	Texas - BBBEF	26	15	41
Kentucky	1,250	1,008	2,258	Texas - NHCOA	268	43	311
Louisiana	78	27	105	Utah	853	166	1,019
Maine	207	118	325	Vermont	NA	0	0
Maryland	1,632	1,483	3,115	Virginia	0	0	0
Massachusetts	36,696	14,320	51,016	Washington	25,884	22,169	48,053
Michigan	12	11	23	WV - AARP	NA	0	0
Minnesota	10	9	19	WV - URC	6	NA	6
Mississippi	907	1,029	1,936	WI - CWAG	98	69	167
Missouri	4,198	58	4,256	WI - GLITC	NA	0	0
Montana	121	182	303	Wyoming	966	618	1,584
Nebraska	156	409	565				

<b>PERFORMANCE MEASURE 8</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	88,079	74,594	162,673



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<b>PERFORMANCE MEASURE 9: Estimated number of people reached by media events</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	354,250	175,227	529,477	Nevada	2,371,566	935,500	3,307,066
Alaska	8,500	3,500	12,000	New Hampshire	215,295	142,800	358,095
Arizona	104,429	79,995	184,424	New Jersey	169,000	1,201,647	1,370,647
Arkansas	28,500	220,500	249,000	New Mexico	250,000	348,000	598,000
California	2,441,300	2,483,950	4,925,250	New York	41,275	48,737	90,012
Colorado	3,500	75,120	78,620	NC - DOA	698,625	1,180	699,805
Connecticut	515,000	374,015	889,015	NC – DOI	NA	0	0
Delaware	600,200	1,030,650	1,630,850	North Dakota	NA	7,500	7,500
DC – AARP	690,000	690,000	1,380,000	Ohio - COAAA	952,343	1,095,460	2,047,803
DC – FH	895,000	2,497,070	3,392,070	Ohio - PSI	1,792,553	1,003,957	2,796,510
Florida	0	3,000,860	3,000,860	Oklahoma	18,500	4,200	22,700
Georgia - ARC	74,637	73,859	148,496	Oregon	151,036	167,000	318,036
Georgia - DHR	93,026	412,100	505,126	Pennsylvania	22,063,092	10,000	22,073,092
Hawaii	500,000	940,000	1,440,000	Puerto Rico	1,500,000	175,000	1,675,000
Idaho	85,000	323,388	408,388	Rhode Island	8,744,000	6,000,000	14,744,000
Illinois	147,589	508,800	656,389	South Carolina	0	1,620	1,620
Indiana	19,180	28,438	47,618	South Dakota	2,000	0	2,000
Iowa	3,127,191	312,191	3,439,382	Tennessee	513,034	357,540	870,574
Kansas	NA	0	0	Texas - BBBEF	132,000	107,000	239,000
Kentucky	970,820	1,083,054	2,053,874	Texas - NHCOA	862,730	320,000	1,182,730
Louisiana	50,000	250,000	300,000	Utah	1,400	100	1,500
Maine	1,066,454	748,874	1,815,328	Vermont	NA	0	0
Maryland	919,465	350,845	1,270,310	Virginia	1,214,490	1,819,000	3,033,490
Massachusetts	25,000	140,000	165,000	Washington	3,437,489	4,880,153	8,317,642
Michigan	0	0	0	WV - AARP	NA	0	0
Minnesota	0	0	0	WV - URC	100,000	NA	100,000
Mississippi	31,698	16,694	48,392	WI - CWAG	8,602,192	33,370	8,635,562
Missouri	60,000	100,000	160,000	WI - GLITC	NA	0	0
Montana	158,400	550,408	708,808	Wyoming	112,000	110,000	222,000
Nebraska	555,079	948,403	1,503,482				

<b>PERFORMANCE MEASURE 9</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	67,468,838	36,187,705	103,656,543

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<b>PERFORMANCE MEASURE 10: Estimated number of people reached by community education events</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	20,780	30,634	51,414	Nevada	3,325	9,150	12,475
Alaska	5,825	3,744	9,569	New Hampshire	1,594	10,800	12,394
Arizona	3,813	40,008	43,821	New Jersey	5,800	5,403	11,203
Arkansas	1,400	1,902	3,302	New Mexico	7,740	11,825	19,565
California	11,625	5,436	17,061	New York	113,560	57,945	171,505
Colorado	3,890	1,305	5,195	NC - DOA	10,929	325	11,254
Connecticut	5,058	7,396	12,454	NC – DOI	NA	0	0
Delaware	1,658	4,070	5,728	North Dakota	NA	1,050	1,050
DC – AARP	850	5,650	6,500	Ohio - COAAA	11,280	62,198	73,478
DC – FH	13,500	150,000	163,500	Ohio - PSI	3,304	4,140	7,444
Florida	6,720	8,157	14,877	Oklahoma	7,993	9,322	17,315
Georgia - ARC	1,429	835	2,264	Oregon	2,913	5,005	7,918
Georgia - DHR	77,762	45,946	123,708	Pennsylvania	5,723	409	6,132
Hawaii	4,000	27,000	31,000	Puerto Rico	420	219	639
Idaho	3,126	7,860	10,986	Rhode Island	21,700	50,000	71,700
Illinois	10,415	4,582	14,997	South Carolina	2,100	435	2,535
Indiana	3,826	17,262	21,088	South Dakota	340	650	990
Iowa	9,084	109,517	118,601	Tennessee	6,924	8,659	15,583
Kansas	NA	0	0	Texas - BBBEF	4,757	568	5,325
Kentucky	3,333	2,727	6,060	Texas - NHCOA	26,550	210,000	236,550
Louisiana	232	286	518	Utah	5,591	7,080	12,671
Maine	22,726	11,903	34,629	Vermont	NA	0	0
Maryland	4,198	18,091	22,289	Virginia	200,000	22,402	222,402
Massachusetts	32,751	7,676	40,427	Washington	11,140	12,639	23,779
Michigan	1,520	2,853	4,373	WV - AARP	NA	0	0
Minnesota	1,678	2,098	3,776	WV - URC	400	NA	400
Mississippi	10,592	10,047	20,639	WI - CWAG	1,122	4,764	5,886
Missouri	2,233	287	2,520	WI - GLITC	NA	281	281
Montana	4,256	4,532	8,788	Wyoming	340	1,221	1,561
Nebraska	6,571	164,706	171,277				

<b>PERFORMANCE MEASURE 10</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	730,396	1,193,000	1,923,396

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<b>PERFORMANCE MEASURE 11: Number of complaints received attributable to the project</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	52	255	307	Nevada	53	25	78
Alaska	3	0	3	New Hampshire	13	7	20
Arizona	54	78	132	New Jersey	24	30	54
Arkansas	3	9	12	New Mexico	53	26	79
California	38	27	65	New York	5,261	839	6,100
Colorado	76	15	91	NC - DOA	48	0	48
Connecticut	67	12	79	NC – DOI	NA	1	1
Delaware	15	18	33	North Dakota	NA	1	1
DC – AARP	37	60	97	Ohio - COAAA	0	0	0
DC – FH	46	50	96	Ohio - PSI	7	11	18
Florida	43	95	138	Oklahoma	65	6	71
Georgia - ARC	31	7	38	Oregon	5	3	8
Georgia - DHR	10	6	16	Pennsylvania	154	100	254
Hawaii	21	3	24	Puerto Rico	24	28	52
Idaho	3,085	2,236	5,321	Rhode Island	7	4	11
Illinois	19	6	25	South Carolina	3	8	11
Indiana	0	0	0	South Dakota	0	3	3
Iowa	93	52	145	Tennessee	14	22	36
Kansas	NA	0	0	Texas - BBBEF	48	14	62
Kentucky	59	163	222	Texas - NHCOA	94	56	150
Louisiana	8	10	18	Utah	13	35	48
Maine	40	11	51	Vermont	NA	0	0
Maryland	72	67	139	Virginia	34	30	64
Massachusetts	0	31	31	Washington	20	12	32
Michigan	12	11	23	WV - AARP	NA	0	0
Minnesota	2	0	2	WV - URC	0	NA	0
Mississippi	32	26	58	WI - CWAG	41	27	68
Missouri	2	5	7	WI - GLITC	NA	5	5
Montana	58	41	99	Wyoming	13	20	33
Nebraska	11	31	42				

<b>PERFORMANCE MEASURE 11</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	9,983	4,638	14,621

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<b>PERFORMANCE MEASURE 12: Number of complaints referred for follow-up</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	34	38	72	Nevada	4	11	15
Alaska	0	0	0	New Hampshire	8	0	8
Arizona	3	4	7	New Jersey	0	0	0
Arkansas	0	5	5	New Mexico	53	26	79
California	13	8	21	New York	4	271	275
Colorado	2	3	5	NC - DOA	11	0	11
Connecticut	1	4	5	NC – DOI	NA	1	1
Delaware	6	8	14	North Dakota	NA	1	1
DC – AARP	1	4	5	Ohio - COAAA	0	0	0
DC – FH	0	0	0	Ohio - PSI	2	1	3
Florida	2	3	5	Oklahoma	0	3	3
Georgia - ARC	5	2	7	Oregon	0	2	2
Georgia - DHR	3	1	4	Pennsylvania	6	5	11
Hawaii	7	0	7	Puerto Rico	13	21	34
Idaho	1,501	670	2,171	Rhode Island	1	3	4
Illinois	12	4	16	South Carolina	3	2	5
Indiana	0	0	0	South Dakota	0	0	0
Iowa	12	11	23	Tennessee	5	4	9
Kansas	NA	0	0	Texas - BBBEF	24	0	24
Kentucky	0	0	0	Texas - NHCOA	31	15	46
Louisiana	3	3	6	Utah	0	10	10
Maine	2	4	6	Vermont	NA	0	0
Maryland	0	2	2	Virginia	11	11	22
Massachusetts	0	3	3	Washington	6	3	9
Michigan	3	5	8	WV - AARP	NA	0	0
Minnesota	0	0	0	WV - URC	0	NA	0
Mississippi	8	8	16	WI - CWAG	8	9	17
Missouri	2	5	7	WI - GLITC	NA	0	0
Montana	32	0	32	Wyoming	0	0	0
Nebraska	7	11	18				

<b>PERFORMANCE MEASURE 12</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	1,849	1,205	3,054

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<b>PERFORMANCE MEASURE 13: Number of complaints that resulted in some action</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	0	8	8	Nevada	0	0	0
Alaska	0	0	0	New Hampshire	3	0	3
Arizona	0	0	0	New Jersey	0	0	0
Arkansas	0	0	0	New Mexico	16	14	30
California	9	4	13	New York	19	71	90
Colorado	0	0	0	NC - DOA	0	0	0
Connecticut	1	0	1	NC – DOI	NA	0	0
Delaware	0	0	0	North Dakota	NA	0	0
DC – AARP	1	0	1	Ohio - COAAA	0	0	0
DC – FH	0	0	0	Ohio - PSI	0	2	2
Florida	0	0	0	Oklahoma	0	2	2
Georgia - ARC	0	0	0	Oregon	0	0	0
Georgia - DHR	1	2	3	Pennsylvania	0	1	1
Hawaii	0	1	1	Puerto Rico	9	1	10
Idaho	756	480	1,236	Rhode Island	0	0	0
Illinois	2	0	2	South Carolina	0	0	0
Indiana	0	0	0	South Dakota	0	3	3
Iowa	3	2	5	Tennessee	3	8	11
Kansas	NA	0	0	Texas - BBBEF	5	7	12
Kentucky	0	0	0	Texas - NHCOA	3	0	3
Louisiana	2	1	3	Utah	0	10	10
Maine	2	2	4	Vermont	NA	0	0
Maryland	0	0	0	Virginia	1	0	1
Massachusetts	0	0	0	Washington	4	3	7
Michigan	0	0	0	WV - AARP	NA	0	0
Minnesota	1	0	1	WV - URC	0	NA	0
Mississippi	15	10	25	WI - CWAG	5	2	7
Missouri	1	1	2	WI - GLITC	NA	0	0
Montana	12	0	12	Wyoming	0	0	0
Nebraska	4	3	7				

<b>PERFORMANCE MEASURE 13</b>	<b>January – June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	878	638	1,516

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<b>PERFORMANCE MEASURE 14: Medicare funds recovered attributable to the project</b>							
	<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
California	\$16,039	\$0	\$16,039	New York	\$6,902	\$1,696	\$8,598
Colorado	\$0	\$0	\$0	NC - DOA	\$0	\$0	\$0
Connecticut	\$1,339	\$0	\$1,339	NC - DOI	NA	\$0	\$0
Delaware	\$0	\$0	\$0	North Dakota	NA	\$0	\$0
DC - AARP	\$0	\$0	\$0	Ohio - COAAA	\$0	\$0	\$0
DC - FH	\$0	\$0	\$0	Ohio - PSI	\$0	\$264	\$264
Florida	\$0	\$0	\$0	Oklahoma	\$461	\$0	\$461
Georgia - ARC	\$0	\$0	\$0	Oregon	\$1,230	\$0	\$1,230
Georgia - DHR	\$0	\$0	\$0	Pennsylvania	\$0	\$161	\$161
Hawaii	\$0	\$0	\$0	Puerto Rico	\$1,046	\$55	\$1,101
Idaho	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Kansas	NA	\$0	\$0	Texas - BBBEF	\$20,323	\$64,978	\$85,301
Kentucky	\$0	\$0	\$0	Texas - NHCOA	\$13,491	\$0	\$13,491
Louisiana	\$0	\$83,787	\$83,787	Utah	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Vermont	NA	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$592	\$0	\$592
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	WV - AARP	NA	\$0	\$0
Minnesota	\$0	\$0	\$0	WV - URC	\$0	NA	\$0
Mississippi	\$127	\$490	\$617	WI - CWAG	\$0	\$20	\$20
Missouri	\$10,700	\$0	\$10,700	WI - GLITC	NA	\$0	\$0
Montana	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Nebraska	\$0	\$0	\$0				

<b>PERFORMANCE MEASURE 14</b>	<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	72,250	151,450	223,700

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<b>PERFORMANCE MEASURE 15: Total Medicaid funds, beneficiary savings and other savings</b>							
	<b>January - June</b>	<b>July – December</b>	<b>Total 2003</b>		<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
Alabama	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	New Hampshire	\$30,645	\$0	\$30,645
Arizona	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Mexico	\$88,334	\$143,020	\$231,354
California	\$682	\$0	\$682	New York	\$20,900,000	\$0	\$20,900,000
Colorado	\$0	\$0	\$0	NC - DOA	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	NC – DOI	NA	\$0	\$0
Delaware	\$0	\$0	\$0	North Dakota	NA	\$0	\$0
DC – AARP	\$0	\$0	\$0	Ohio - COAAA	\$0	\$0	\$0
DC – FH	\$0	\$0	\$0	Ohio - PSI	\$0	\$0	\$0
Florida	\$55,261	\$19,345	\$74,606	Oklahoma	\$0	\$0	\$0
Georgia - ARC	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia - DHR	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$73	\$73	Puerto Rico	\$0	\$0	\$0
Idaho	\$234,338	\$91,232	\$325,570	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$210	\$210	Tennessee	\$5,176	\$1,969	\$7,145
Kansas	NA	\$0	\$0	Texas - BBBEF	\$0	\$0	\$0
Kentucky	\$0	\$1,815	\$1,815	Texas - NHCOA	\$1,447	\$0	\$1,447
Louisiana	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Vermont	NA	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	WV - AARP	NA	\$0	\$0
Minnesota	\$0	\$0	\$0	WV - URC	\$0	NA	\$0
Mississippi	\$9	\$2,436	\$2,445	WI - CWAG	\$0	\$0	\$0
Missouri	\$416,396	\$0	\$416,396	WI - GLITC	NA	\$0	\$0
Montana	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Nebraska	\$0	\$0	\$0				

<b>PERFORMANCE MEASURE 15</b>	<b>January - June</b>	<b>July - December</b>	<b>Total 2003</b>
<b>TOTAL</b>	\$21,732,288	\$260,100	\$21,992,388

## **Individual Project Results for 2003**

This Appendix includes a table of the performance data for each of the 59 Senior Medicare Patrol Projects that operated in 2003. Each table provides the performance measure results for the two 6-month reporting periods.



Alabama - Alabama Commission on Aging, Montgomery					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	33	15	18	3
2	Number of <b>new</b> volunteers trained	171	60	111	51
3	Number of media events conducted	2,650	8	2,642	2,634
4	Number of community education events conducted	180	75	105	30
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	109	21	88	67
6	Number of group sessions for beneficiaries led by volunteers	292	72	220	148
7	Number of beneficiaries who attended group sessions led by volunteers	15,736	4,017	11,719	7,702
8	Number of one-on-one sessions held between beneficiaries and volunteers	3,044	66	2,978	2,912
7 + 8	Total number of beneficiaries educated	18,780	4,083	14,697	10,614
9	Estimated number of people reached by media events	529,477	354,250	175,227	-179,023
10	Estimated number of people reached by community education events	51,414	20,780	30,634	9,854
11	Number of complaints received attributable to the project	307	52	255	203
12	Number of complaints referred for follow-up	72	34	38	4
13	Number of complaints that resulted in some action	8	0	8	8
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Alaska - Alaska State Division of Senior Services, Anchorage					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	5	5	0	-5
2	Number of <b>new</b> volunteers trained	8	8	0	-8
3	Number of media events conducted	8	4	4	0
4	Number of community education events conducted	24	17	7	-10
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	77	57	20	-37
7	Number of beneficiaries who attended group sessions led by volunteers	2,944	1,944	1,000	-944
8	Number of one-on-one sessions held between beneficiaries and volunteers	106	71	35	-36
7 + 8	Total number of beneficiaries educated	3,050	2,015	1,035	-980
9	Estimated number of people reached by media events	12,000	8,500	3,500	-5,000
10	Estimated number of people reached by community education events	9,569	5,825	3,744	-2,081
11	Number of complaints received attributable to the project	3	3	0	-3
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

A P P E N D I X - D

Arizona - Arizona Department of Economic Security, Phoenix					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	48	35	13	-22
2	Number of <b>new</b> volunteers trained	90	75	15	-60
3	Number of media events conducted	70	32	38	6
4	Number of community education events conducted	161	58	103	45
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	60	45	15	-30
6	Number of group sessions for beneficiaries led by volunteers	154	58	96	38
7	Number of beneficiaries who attended group sessions led by volunteers	7,229	3,173	4,056	883
8	Number of one-on-one sessions held between beneficiaries and volunteers	44	21	23	2
7 + 8	Total number of beneficiaries educated	7,273	3,194	4,079	885
9	Estimated number of people reached by media events	184,424	104,429	79,995	-24,434
10	Estimated number of people reached by community education events	43,821	3,813	40,008	36,195
11	Number of complaints received attributable to the project	132	54	78	24
12	Number of complaints referred for follow-up	7	3	4	1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

A P P E N D I X ~ D

Arkansas - Arkansas Division of Aging and Adult Services, Little Rock					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	6	1	5	4
2	Number of <b>new</b> volunteers trained	31	7	24	17
3	Number of media events conducted	11	1	10	9
4	Number of community education events conducted	23	13	10	-3
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	8	2	6	4
6	Number of group sessions for beneficiaries led by volunteers	13	5	8	3
7	Number of beneficiaries who attended group sessions led by volunteers	594	160	434	274
8	Number of one-on-one sessions held between beneficiaries and volunteers	6	0	6	6
7 + 8	Total number of beneficiaries educated	600	160	440	280
9	Estimated number of people reached by media events	249,000	28,500	220,500	192,000
10	Estimated number of people reached by community education events	3,302	1,400	1,902	502
11	Number of complaints received attributable to the project	12	3	9	6
12	Number of complaints referred for follow-up	5	0	5	5
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>California - California Health Insurance Counseling Advocacy Programs Association, Sacramento</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	10	4	6	2
2	Number of <b>new</b> volunteers trained	156	83	73	-10
3	Number of media events conducted	19	11	8	-3
4	Number of community education events conducted	95	59	36	-23
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	71	19	52	33
6	Number of group sessions for beneficiaries led by volunteers	367	123	244	121
7	Number of beneficiaries who attended group sessions led by volunteers	18,900	10,010	8,890	-1,120
8	Number of one-on-one sessions held between beneficiaries and volunteers	24	16	8	-8
7 + 8	Total number of beneficiaries educated	18,924	10,026	8,898	-1,128
9	Estimated number of people reached by media events	4,925,250	2,441,300	2,483,950	42,650
10	Estimated number of people reached by community education events	17,061	11,625	5,436	-6,189
11	Number of complaints received attributable to the project	65	38	27	-11
12	Number of complaints referred for follow-up	21	13	8	-5
13	Number of complaints that resulted in some action	13	9	4	-5
14	Medicare funds recovered attributable to the project	16,039	\$16,039	\$0	-\$16,039
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$682	\$682	\$0	-\$682
14 + 15	Total savings attributable to the project	\$16,721	\$16,721	\$0	-\$16,721

<b>Colorado - Colorado Division of Insurance, Denver</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	9	7	2	-5
2	Number of <b>new</b> volunteers trained	142	122	20	-102
3	Number of media events conducted	13	3	10	7
4	Number of community education events conducted	110	90	20	-70
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	15	10	5	-5
6	Number of group sessions for beneficiaries led by volunteers	71	28	43	15
7	Number of beneficiaries who attended group sessions led by volunteers	2,376	1,086	1,290	204
8	Number of one-on-one sessions held between beneficiaries and volunteers	153	76	77	1
7 + 8	Total number of beneficiaries educated	2,529	1,162	1,367	205
9	Estimated number of people reached by media events	78,620	3,500	75,120	71,620
10	Estimated number of people reached by community education events	5,195	3,890	1,305	-2,585
11	Number of complaints received attributable to the project	91	76	15	-61
12	Number of complaints referred for follow-up	5	2	3	1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>Connecticut - Connecticut Department of Social Services, Hartford</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	26	10	16	6
2	Number of <b>new</b> volunteers trained	543	299	244	-55
3	Number of media events conducted	70	47	23	-24
4	Number of community education events conducted	194	82	112	30
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	412	299	113	-186
6	Number of group sessions for beneficiaries led by volunteers	20	3	17	14
7	Number of beneficiaries who attended group sessions led by volunteers	1,851	150	1,701	1,551
8	Number of one-on-one sessions held between beneficiaries and volunteers	56	23	33	10
7 + 8	Total number of beneficiaries educated	1,907	173	1,734	1,561
9	Estimated number of people reached by media events	889,015	515,000	374,015	-140,985
10	Estimated number of people reached by community education events	12,454	5,058	7,396	2,338
11	Number of complaints received attributable to the project	79	67	12	-55
12	Number of complaints referred for follow-up	5	1	4	3
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	1,339	\$1,339	\$0	-\$1,339
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$1,339	\$1,339	\$0	-\$1,339

<b>Delaware - Delaware Department of Health and Social Services, New Castle</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	19	16	3	-13
2	Number of <b>new</b> volunteers trained	84	82	2	-80
3	Number of media events conducted	74	56	18	-38
4	Number of community education events conducted	55	17	38	21
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	17	15	2	-13
6	Number of group sessions for beneficiaries led by volunteers	164	91	73	-18
7	Number of beneficiaries who attended group sessions led by volunteers	3,965	2,357	1,608	-749
8	Number of one-on-one sessions held between beneficiaries and volunteers	49	9	40	31
7 + 8	Total number of beneficiaries educated	4,014	2,366	1,648	-718
9	Estimated number of people reached by media events	1,630,850	600,200	1,030,650	430,450
10	Estimated number of people reached by community education events	5,728	1,658	4,070	2,412
11	Number of complaints received attributable to the project	33	15	18	3
12	Number of complaints referred for follow-up	14	6	8	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0



District of Columbia - The AARP Foundation, Washington, DC					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	0	0	0	0
2	Number of <b>new</b> volunteers trained	0	0	0	0
3	Number of media events conducted	6	3	3	0
4	Number of community education events conducted	11	4	7	3
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	61	36	25	-11
7	Number of beneficiaries who attended group sessions led by volunteers	1,793	1,118	675	-443
8	Number of one-on-one sessions held between beneficiaries and volunteers	171	119	52	-67
7 + 8	Total number of beneficiaries educated	1,964	1,237	727	-510
9	Estimated number of people reached by media events	1,380,000	690,000	690,000	0
10	Estimated number of people reached by community education events	6,500	850	5,650	4,800
11	Number of complaints received attributable to the project	97	37	60	23
12	Number of complaints referred for follow-up	5	1	4	3
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

District of Columbia - Friendship House, Washington, DC					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	9	4	5	1
2	Number of <b>new</b> volunteers trained	27	23	4	-19
3	Number of media events conducted	3,883	35	3,848	3,813
4	Number of community education events conducted	39	9	30	21
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	7	3	4	1
6	Number of group sessions for beneficiaries led by volunteers	37	21	16	-5
7	Number of beneficiaries who attended group sessions led by volunteers	860	380	480	100
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,210	47	1,163	1,116
7 + 8	Total number of beneficiaries educated	2,070	427	1,643	1,216
9	Estimated number of people reached by media events	3,392,070	895,000	2,497,070	1,602,070
10	Estimated number of people reached by community education events	163,500	13,500	150,000	136,500
11	Number of complaints received attributable to the project	96	46	50	4
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Florida - Tampa Bay Regional Planning Council, St. Petersburg					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	14	7	7	0
2	Number of <b>new</b> volunteers trained	134	78	56	-22
3	Number of media events conducted	52	24	28	4
4	Number of community education events conducted	105	47	58	11
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	10	0	10	10
6	Number of group sessions for beneficiaries led by volunteers	109	80	29	-51
7	Number of beneficiaries who attended group sessions led by volunteers	3,016	2,292	724	-1,568
8	Number of one-on-one sessions held between beneficiaries and volunteers	99	0	99	99
7 + 8	Total number of beneficiaries educated	3,115	2,292	823	-1,469
9	Estimated number of people reached by media events	3,000,860	0	3,000,860	3,000,860
10	Estimated number of people reached by community education events	14,877	6,720	8,157	1,437
11	Number of complaints received attributable to the project	138	43	95	52
12	Number of complaints referred for follow-up	5	2	3	1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$19,345	NA	\$19,345	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$74,606	\$55,261	\$19,345	-\$35,916
14 + 15	Total savings attributable to the project	\$74,606	\$55,261	\$19,345	-\$35,916

Georgia - Atlanta Regional Commission, Atlanta					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	5	2	3	1
2	Number of <b>new</b> volunteers trained	2	0	2	2
3	Number of media events conducted	39	18	21	3
4	Number of community education events conducted	59	49	10	-39
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	3	1	2	1
6	Number of group sessions for beneficiaries led by volunteers	168	107	61	-46
7	Number of beneficiaries who attended group sessions led by volunteers	5,124	3,291	1,833	-1,458
8	Number of one-on-one sessions held between beneficiaries and volunteers	654	449	205	-244
7 + 8	Total number of beneficiaries educated	5,778	3,740	2,038	-1,702
9	Estimated number of people reached by media events	148,496	74,637	73,859	-778
10	Estimated number of people reached by community education events	2,264	1,429	835	-594
11	Number of complaints received attributable to the project	38	31	7	-24
12	Number of complaints referred for follow-up	7	5	2	-3
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>Georgia - Department of Human Resources, Atlanta</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	74	49	25	-24
2	Number of <b>new</b> volunteers trained	371	287	84	-203
3	Number of media events conducted	100	65	35	-30
4	Number of community education events conducted	970	837	133	-704
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	211	191	20	-171
6	Number of group sessions for beneficiaries led by volunteers	1,253	1,006	247	-759
7	Number of beneficiaries who attended group sessions led by volunteers	32,749	26,751	5,998	-20,753
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,315	2,221	94	-2,127
7 + 8	Total number of beneficiaries educated	35,064	28,972	6,092	-22,880
9	Estimated number of people reached by media events	505,126	93,026	412,100	319,074
10	Estimated number of people reached by community education events	123,708	77,762	45,946	-31,816
11	Number of complaints received attributable to the project	16	10	6	-4
12	Number of complaints referred for follow-up	4	3	1	-2
13	Number of complaints that resulted in some action	3	1	2	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Hawaii - Hawaii Executive Office of Aging, Honolulu					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	10	6	4	-2
2	Number of <b>new</b> volunteers trained	30	24	6	-18
3	Number of media events conducted	242	135	107	-28
4	Number of community education events conducted	14	8	6	-2
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	9	6	3	-3
6	Number of group sessions for beneficiaries led by volunteers	75	55	20	-35
7	Number of beneficiaries who attended group sessions led by volunteers	1,945	1,300	645	-655
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	1,945	1,300	645	-655
9	Estimated number of people reached by media events	1,440,000	500,000	940,000	440,000
10	Estimated number of people reached by community education events	31,000	4,000	27,000	23,000
11	Number of complaints received attributable to the project	24	21	3	-18
12	Number of complaints referred for follow-up	7	7	0	-7
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$73	NA	\$73	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$73	\$0	\$73	\$73
14 + 15	Total savings attributable to the project	\$73	\$0	\$73	\$73

Idaho - Idaho Medicare Watch Partnership, Boise					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	61	47	14	-33
2	Number of <b>new</b> volunteers trained	221	212	9	-203
3	Number of media events conducted	1,867	1,824	43	-1,781
4	Number of community education events conducted	86	46	40	-6
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	13	4	9	5
6	Number of group sessions for beneficiaries led by volunteers	292	112	180	68
7	Number of beneficiaries who attended group sessions led by volunteers	18,234	5,742	12,492	6,750
8	Number of one-on-one sessions held between beneficiaries and volunteers	956	314	642	328
7 + 8	Total number of beneficiaries educated	19,190	6,056	13,134	7,078
9	Estimated number of people reached by media events	408,388	85,000	323,388	238,388
10	Estimated number of people reached by community education events	10,986	3,126	7,860	4,734
11	Number of complaints received attributable to the project	5,321	3,085	2,236	-849
12	Number of complaints referred for follow-up	2,171	1,501	670	-831
13	Number of complaints that resulted in some action	1,236	756	480	-276
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$91,232	NA	\$91,232	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$325,570	\$234,338	\$91,232	-\$143,106
14 + 15	Total savings attributable to the project	\$325,570	\$234,338	\$91,232	-\$143,106

Illinois - Suburban Area Agency on Aging, Oak Park					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	9	3	6	3
2	Number of <b>new</b> volunteers trained	43	14	29	15
3	Number of media events conducted	4,860	2,414	2,446	32
4	Number of community education events conducted	78	31	47	16
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	22	10	12	2
6	Number of group sessions for beneficiaries led by volunteers	322	203	119	-84
7	Number of beneficiaries who attended group sessions led by volunteers	14,923	12,225	2,698	-9,527
8	Number of one-on-one sessions held between beneficiaries and volunteers	65	52	13	-39
7 + 8	Total number of beneficiaries educated	14,988	12,277	2,711	-9,566
9	Estimated number of people reached by media events	656,389	147,589	508,800	361,211
10	Estimated number of people reached by community education events	14,997	10,415	4,582	-5,833
11	Number of complaints received attributable to the project	25	19	6	-13
12	Number of complaints referred for follow-up	16	12	4	-8
13	Number of complaints that resulted in some action	2	2	0	-2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0



A P P E N D I X - D

Indiana - Indiana Division of Disability, Aging and Rehabilitation, Indianapolis					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	10	4	6	2
2	Number of <b>new</b> volunteers trained	179	92	87	-5
3	Number of media events conducted	13	7	6	-1
4	Number of community education events conducted	126	36	90	54
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	7	1	6	5
6	Number of group sessions for beneficiaries led by volunteers	13	6	7	1
7	Number of beneficiaries who attended group sessions led by volunteers	168	81	87	6
8	Number of one-on-one sessions held between beneficiaries and volunteers	82	54	28	-26
7 + 8	Total number of beneficiaries educated	250	135	115	-20
9	Estimated number of people reached by media events	47,618	19,180	28,438	9,258
10	Estimated number of people reached by community education events	21,088	3,826	17,262	13,436
11	Number of complaints received attributable to the project	0	0	0	0
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Iowa - Iowa Department of Elder Affairs, Waterloo					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	107	65	42	-23
2	Number of <b>new</b> volunteers trained	374	320	54	-266
3	Number of media events conducted	414	216	198	-18
4	Number of community education events conducted	176	82	94	12
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	41	0	41	41
6	Number of group sessions for beneficiaries led by volunteers	822	365	457	92
7	Number of beneficiaries who attended group sessions led by volunteers	10,170	9,188	982	-8,206
8	Number of one-on-one sessions held between beneficiaries and volunteers	82	55	27	-28
7 + 8	Total number of beneficiaries educated	10,252	9,243	1,009	-8,234
9	Estimated number of people reached by media events	3,439,382	3,127,191	312,191	-2,815,000
10	Estimated number of people reached by community education events	118,601	9,084	109,517	100,433
11	Number of complaints received attributable to the project	145	93	52	-41
12	Number of complaints referred for follow-up	23	12	11	-1
13	Number of complaints that resulted in some action	5	3	2	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$210	NA	\$210	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$210	\$0	\$210	\$210
14 + 15	Total savings attributable to the project	\$210	\$0	\$210	\$210

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

<b>Kentucky - Kentucky Association of Senior Service Corps Programs, Louisville</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	10	5	5	0
2	Number of <b>new</b> volunteers trained	94	76	18	-58
3	Number of media events conducted	157	65	92	27
4	Number of community education events conducted	74	40	34	-6
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	73	64	9	-55
6	Number of group sessions for beneficiaries led by volunteers	344	194	150	-44
7	Number of beneficiaries who attended group sessions led by volunteers	9,020	5,093	3,927	-1,166
8	Number of one-on-one sessions held between beneficiaries and volunteers	2,258	1,250	1,008	-242
7 + 8	Total number of beneficiaries educated	11,278	6,343	4,935	-1,408
9	Estimated number of people reached by media events	2,053,874	970,820	1,083,054	112,234
10	Estimated number of people reached by community education events	6,060	3,333	2,727	-606
11	Number of complaints received attributable to the project	222	59	163	104
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$1,815	NA	\$1,815	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,815	\$0	\$1,815	\$1,815
14 + 15	Total savings attributable to the project	\$1,815	\$0	\$1,815	\$1,815

<b>Louisiana - Vernon Parish Council on Aging, Inc., Leesville</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	5	3	2	-1
2	Number of <b>new</b> volunteers trained	100	54	46	-8
3	Number of media events conducted	25	16	9	-7
4	Number of community education events conducted	24	12	12	0
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	5	2	3	1
6	Number of group sessions for beneficiaries led by volunteers	10	8	2	-6
7	Number of beneficiaries who attended group sessions led by volunteers	352	321	31	-290
8	Number of one-on-one sessions held between beneficiaries and volunteers	105	78	27	-51
7 + 8	Total number of beneficiaries educated	457	399	58	-341
9	Estimated number of people reached by media events	300,000	50,000	250,000	200,000
10	Estimated number of people reached by community education events	518	232	286	54
11	Number of complaints received attributable to the project	18	8	10	2
12	Number of complaints referred for follow-up	6	3	3	0
13	Number of complaints that resulted in some action	3	2	1	-1
14	Medicare funds recovered attributable to the project	\$83,787	\$0	\$83,787	\$83,787
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$83,787	\$0	\$83,787	\$83,787

<b>Maine - Maine Department of Human Services' Bureau of Elder and Adult Services, Augusta</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	47	31	16	-15
2	Number of <b>new</b> volunteers trained	193	102	91	-11
3	Number of media events conducted	96	45	51	6
4	Number of community education events conducted	137	70	67	-3
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	100	45	55	10
6	Number of group sessions for beneficiaries led by volunteers	147	77	70	-7
7	Number of beneficiaries who attended group sessions led by volunteers	3,625	2,451	1,174	-1,277
8	Number of one-on-one sessions held between beneficiaries and volunteers	325	207	118	-89
7 + 8	Total number of beneficiaries educated	3,950	2,658	1,292	-1,366
9	Estimated number of people reached by media events	1,815,328	1,066,454	748,874	-317,580
10	Estimated number of people reached by community education events	34,629	22,726	11,903	-10,823
11	Number of complaints received attributable to the project	51	40	11	-29
12	Number of complaints referred for follow-up	6	2	4	2
13	Number of complaints that resulted in some action	4	2	2	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Maryland - Maryland Office on Aging, Baltimore					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	43	18	25	7
2	Number of <b>new</b> volunteers trained	240	240	0	-240
3	Number of media events conducted	142	73	69	-4
4	Number of community education events conducted	206	155	51	-104
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	2	0	-2
6	Number of group sessions for beneficiaries led by volunteers	274	155	119	-36
7	Number of beneficiaries who attended group sessions led by volunteers	8,014	4,198	3,816	-382
8	Number of one-on-one sessions held between beneficiaries and volunteers	3,115	1,632	1,483	-149
7 + 8	Total number of beneficiaries educated	11,129	5,830	5,299	-531
9	Estimated number of people reached by media events	1,270,310	919,465	350,845	-568,620
10	Estimated number of people reached by community education events	22,289	4,198	18,091	13,893
11	Number of complaints received attributable to the project	139	72	67	-5
12	Number of complaints referred for follow-up	2	0	2	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>Massachusetts - Elder Services of Merrimack, Lawrence</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	151	143	8	-135
2	Number of <b>new</b> volunteers trained	133	60	73	13
3	Number of media events conducted	73	45	28	-17
4	Number of community education events conducted	1,875	1,674	201	-1,473
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	25	8	17	9
6	Number of group sessions for beneficiaries led by volunteers	1,780	1,542	238	-1,304
7	Number of beneficiaries who attended group sessions led by volunteers	25,964	25,964	0	-25,964
8	Number of one-on-one sessions held between beneficiaries and volunteers	51,016	36,696	14,320	-22,376
7 + 8	Total number of beneficiaries educated	76,980	62,660	14,320	-48,340
9	Estimated number of people reached by media events	165,000	25,000	140,000	115,000
10	Estimated number of people reached by community education events	40,427	32,751	7,676	-25,075
11	Number of complaints received attributable to the project	31	0	31	31
12	Number of complaints referred for follow-up	3	0	3	3
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0



<b>Michigan - Area Agencies on Aging Association of Michigan, Lansing</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <u>new</u> volunteers	15	2	13	11
2	Number of <u>new</u> volunteers trained	233	47	186	139
3	Number of media events conducted	0	0	0	0
4	Number of community education events conducted	29	16	13	-3
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	15	2	13	11
6	Number of group sessions for beneficiaries led by volunteers	16	16	0	-16
7	Number of beneficiaries who attended group sessions led by volunteers	539	539	0	-539
8	Number of one-on-one sessions held between beneficiaries and volunteers	23	12	11	-1
7 + 8	Total number of beneficiaries educated	562	551	11	-540
9	Estimated number of people reached by media events	0	0	0	0
10	Estimated number of people reached by community education events	4,373	1,520	2,853	1,333
11	Number of complaints received attributable to the project	23	12	11	-1
12	Number of complaints referred for follow-up	8	3	5	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Minnesota - Minnesota Board of Aging, St. Paul					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	13	8	5	-3
2	Number of <b>new</b> volunteers trained	67	41	26	-15
3	Number of media events conducted	0	0	0	0
4	Number of community education events conducted	169	86	83	-3
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	48	29	19	-10
6	Number of group sessions for beneficiaries led by volunteers	102	83	19	-64
7	Number of beneficiaries who attended group sessions led by volunteers	2,001	1,113	888	-225
8	Number of one-on-one sessions held between beneficiaries and volunteers	19	10	9	-1
7 + 8	Total number of beneficiaries educated	2,020	1,123	897	-226
9	Estimated number of people reached by media events	0	0	0	0
10	Estimated number of people reached by community education events	3,776	1,678	2,098	420
11	Number of complaints received attributable to the project	2	2	0	-2
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>Mississippi - Mississippi Department of Human Services, Jackson</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	51	32	19	-13
2	Number of <b>new</b> volunteers trained	265	53	212	159
3	Number of media events conducted	20	10	10	0
4	Number of community education events conducted	182	84	98	14
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	58	12	46	34
6	Number of group sessions for beneficiaries led by volunteers	176	63	113	50
7	Number of beneficiaries who attended group sessions led by volunteers	4,250	2,409	1,841	-568
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,936	907	1,029	122
7 + 8	Total number of beneficiaries educated	6,186	3,316	2,870	-446
9	Estimated number of people reached by media events	48,392	31,698	16,694	-15,004
10	Estimated number of people reached by community education events	20,639	10,592	10,047	-545
11	Number of complaints received attributable to the project	58	32	26	-6
12	Number of complaints referred for follow-up	16	8	8	0
13	Number of complaints that resulted in some action	25	15	10	-5
14	Medicare funds recovered attributable to the project	\$617	\$127	\$490	\$363
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$2,436	NA	\$2,436	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$2,445	\$9	\$2,436	\$2,427
14 + 15	Total savings attributable to the project	\$3,062	\$136	\$2,926	\$2,790

Missouri - District III Area Agency on Aging, Warrensburg					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	2	1	1	0
2	Number of <b>new</b> volunteers trained	17	7	10	3
3	Number of media events conducted	9	6	3	-3
4	Number of community education events conducted	59	44	15	-29
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	17	7	10	3
6	Number of group sessions for beneficiaries led by volunteers	59	44	15	-29
7	Number of beneficiaries who attended group sessions led by volunteers	2,520	2,233	287	-1,946
8	Number of one-on-one sessions held between beneficiaries and volunteers	4,256	4,198	58	-4,140
7 + 8	Total number of beneficiaries educated	6,776	6,431	345	-6,086
9	Estimated number of people reached by media events	160,000	60,000	100,000	40,000
10	Estimated number of people reached by community education events	2,520	2,233	287	-1,946
11	Number of complaints received attributable to the project	7	2	5	3
12	Number of complaints referred for follow-up	7	2	5	3
13	Number of complaints that resulted in some action	2	1	1	0
14	Medicare funds recovered attributable to the project	\$10,700	\$10,700	\$0	-\$10,700
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$416,396	\$416,396	\$0	-\$416,396
14 + 15	Total savings attributable to the project	\$427,096	\$427,096	\$0	-\$427,096

<b>Montana - Missoula Aging Services, Missoula</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	19	12	7	-5
2	Number of <b>new</b> volunteers trained	88	53	35	-18
3	Number of media events conducted	259	86	173	87
4	Number of community education events conducted	117	77	40	-37
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	78	49	29	-20
6	Number of group sessions for beneficiaries led by volunteers	244	132	112	-20
7	Number of beneficiaries who attended group sessions led by volunteers	6,762	3,993	2,769	-1,224
8	Number of one-on-one sessions held between beneficiaries and volunteers	303	121	182	61
7 + 8	Total number of beneficiaries educated	7,065	4,114	2,951	-1,163
9	Estimated number of people reached by media events	708,808	158,400	550,408	392,008
10	Estimated number of people reached by community education events	8,788	4,256	4,532	276
11	Number of complaints received attributable to the project	99	58	41	-17
12	Number of complaints referred for follow-up	32	32	0	-32
13	Number of complaints that resulted in some action	12	12	0	-12
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>Nebraska - Nebraska Department of Health and Human Services, Lincoln</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	9	5	4	-1
2	Number of <b>new</b> volunteers trained	48	22	26	4
3	Number of media events conducted	52	26	26	0
4	Number of community education events conducted	133	90	43	-47
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	81	48	33	-15
6	Number of group sessions for beneficiaries led by volunteers	98	43	55	12
7	Number of beneficiaries who attended group sessions led by volunteers	2,901	1,142	1,759	617
8	Number of one-on-one sessions held between beneficiaries and volunteers	565	156	409	253
7 + 8	Total number of beneficiaries educated	3,466	1,298	2,168	870
9	Estimated number of people reached by media events	1,503,482	555,079	948,403	393,324
10	Estimated number of people reached by community education events	171,277	6,571	164,706	158,135
11	Number of complaints received attributable to the project	42	11	31	20
12	Number of complaints referred for follow-up	18	7	11	4
13	Number of complaints that resulted in some action	7	4	3	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Nevada - Nevada Division of Aging Services, Las Vegas					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	14	10	4	-6
2	Number of <b>new</b> volunteers trained	36	31	5	-26
3	Number of media events conducted	8,905	4,755	4,150	-605
4	Number of community education events conducted	28	16	12	-4
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	8	5	3	-2
6	Number of group sessions for beneficiaries led by volunteers	22	10	12	2
7	Number of beneficiaries who attended group sessions led by volunteers	1,306	382	924	542
8	Number of one-on-one sessions held between beneficiaries and volunteers	27	15	12	-3
7 + 8	Total number of beneficiaries educated	1,333	397	936	539
9	Estimated number of people reached by media events	3,307,066	2,371,566	935,500	-1,436,066
10	Estimated number of people reached by community education events	12,475	3,325	9,150	5,825
11	Number of complaints received attributable to the project	78	53	25	-28
12	Number of complaints referred for follow-up	15	4	11	7
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>New Hampshire - New Hampshire Division of Elderly and Adult Services, Concord</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	4	3	1	-2
2	Number of <b>new</b> volunteers trained	46	37	9	-28
3	Number of media events conducted	26	8	18	10
4	Number of community education events conducted	93	48	45	-3
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	179	170	9	-161
6	Number of group sessions for beneficiaries led by volunteers	85	39	46	7
7	Number of beneficiaries who attended group sessions led by volunteers	12,803	11,678	1,125	-10,553
8	Number of one-on-one sessions held between beneficiaries and volunteers	7,652	3,993	3,659	-334
7 + 8	Total number of beneficiaries educated	20,455	15,671	4,784	-10,887
9	Estimated number of people reached by media events	358,095	215,295	142,800	-72,495
10	Estimated number of people reached by community education events	12,394	1,594	10,800	9,206
11	Number of complaints received attributable to the project	20	13	7	-6
12	Number of complaints referred for follow-up	8	8	0	-8
13	Number of complaints that resulted in some action	3	3	0	-3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$30,645	\$30,645	\$0	-\$30,645
14 + 15	Total savings attributable to the project	\$30,645	\$30,645	\$0	-\$30,645



<b>New Jersey - Jewish Family &amp; Vocational Services of Middlesex County, Inc., Edison</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	4	1	3	2
2	Number of <b>new</b> volunteers trained	46	8	38	30
3	Number of media events conducted	7	2	5	3
4	Number of community education events conducted	19	10	9	-1
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	34	22	12	-10
6	Number of group sessions for beneficiaries led by volunteers	129	61	68	7
7	Number of beneficiaries who attended group sessions led by volunteers	7,599	3,747	3,852	105
8	Number of one-on-one sessions held between beneficiaries and volunteers	140	20	120	100
7 + 8	Total number of beneficiaries educated	7,739	3,767	3,972	205
9	Estimated number of people reached by media events	1,370,647	169,000	1,201,647	1,032,647
10	Estimated number of people reached by community education events	11,203	5,800	5,403	-397
11	Number of complaints received attributable to the project	54	24	30	6
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>New Mexico - New Mexico State Agency on Aging, Santa Fe</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	17	12	5	-7
2	Number of <b>new</b> volunteers trained	268	260	8	-252
3	Number of media events conducted	10	5	5	0
4	Number of community education events conducted	43	28	15	-13
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	28	20	8	-12
6	Number of group sessions for beneficiaries led by volunteers	65	42	23	-19
7	Number of beneficiaries who attended group sessions led by volunteers	1,838	839	999	160
8	Number of one-on-one sessions held between beneficiaries and volunteers	17,959	2,648	15,311	12,663
7 + 8	Total number of beneficiaries educated	19,797	3,487	16,310	12,823
9	Estimated number of people reached by media events	598,000	250,000	348,000	98,000
10	Estimated number of people reached by community education events	19,565	7,740	11,825	4,085
11	Number of complaints received attributable to the project	79	53	26	-27
12	Number of complaints referred for follow-up	79	53	26	-27
13	Number of complaints that resulted in some action	30	16	14	-2
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$143,020	NA	\$143,020	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$231,354	\$88,334	\$143,020	\$54,686
14 + 15	Total savings attributable to the project	\$231,354	\$88,334	\$143,020	\$54,686

<b>New York – New York State Office for the Aging, Albany</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	62	35	27	-8
2	Number of <b>new</b> volunteers trained	617	556	61	-495
3	Number of media events conducted	24	15	9	-6
4	Number of community education events conducted	141	126	15	-111
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	727	386	341	-45
6	Number of group sessions for beneficiaries led by volunteers	280	235	45	-190
7	Number of beneficiaries who attended group sessions led by volunteers	3,019	1,999	1,020	-979
8	Number of one-on-one sessions held between beneficiaries and volunteers	5,772	1,637	4,135	2,498
7 + 8	Total number of beneficiaries educated	8,791	3,636	5,155	1,519
9	Estimated number of people reached by media events	90,012	41,275	48,737	7,462
10	Estimated number of people reached by community education events	171,505	113,560	57,945	-55,615
11	Number of complaints received attributable to the project	6,100	5,261	839	-4,422
12	Number of complaints referred for follow-up	275	4	271	267
13	Number of complaints that resulted in some action	90	19	71	52
14	Medicare funds recovered attributable to the project	\$8,598	\$6,902	\$1,696	-\$5,206
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$20,900,000	\$20,900,000	\$0	-\$20,900,000
14 + 15	Total savings attributable to the project	\$20,908,598	\$20,906,902	\$1,696	-\$20,905,206

North Carolina - Department of Health and Human Services, Division of Aging, Raleigh					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	37	37	0	-37
2	Number of <b>new</b> volunteers trained	140	138	2	-136
3	Number of media events conducted	83	77	6	-71
4	Number of community education events conducted	164	151	13	-138
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	47	45	2	-43
6	Number of group sessions for beneficiaries led by volunteers	103	84	19	-65
7	Number of beneficiaries who attended group sessions led by volunteers	4,092	2,977	1,115	-1,862
8	Number of one-on-one sessions held between beneficiaries and volunteers	653	648	5	-643
7 + 8	Total number of beneficiaries educated	4,745	3,625	1,120	-2,505
9	Estimated number of people reached by media events	699,805	698,625	1,180	-697,445
10	Estimated number of people reached by community education events	11,254	10,929	325	-10,604
11	Number of complaints received attributable to the project	48	48	0	-48
12	Number of complaints referred for follow-up	11	11	0	-11
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

North Carolina - Department of Insurance, Raleigh					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	0	NA	0	NA
2	Number of <b>new</b> volunteers trained	0	NA	0	NA
3	Number of media events conducted	0	NA	0	NA
4	Number of community education events conducted	0	NA	0	NA
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	NA	0	NA
6	Number of group sessions for beneficiaries led by volunteers	0	NA	0	NA
7	Number of beneficiaries who attended group sessions led by volunteers	0	NA	0	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	NA	0	NA
7 + 8	Total number of beneficiaries educated	0	NA	0	NA
9	Estimated number of people reached by media events	0	NA	0	NA
10	Estimated number of people reached by community education events	0	NA	0	NA
11	Number of complaints received attributable to the project	1	NA	1	NA
12	Number of complaints referred for follow-up	1	NA	1	NA
13	Number of complaints that resulted in some action	0	NA	0	NA
14	Medicare funds recovered attributable to the project	\$0	NA	\$0	NA
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	NA	\$0	NA
14 + 15	Total savings attributable to the project	\$0	NA	\$0	NA

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

Ohio - Central Ohio Area Agency on Aging, Columbus					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	8	6	2	-4
2	Number of <b>new</b> volunteers trained	69	44	25	-19
3	Number of media events conducted	219	45	174	129
4	Number of community education events conducted	284	83	201	118
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	31	16	15	-1
6	Number of group sessions for beneficiaries led by volunteers	68	14	54	40
7	Number of beneficiaries who attended group sessions led by volunteers	983	245	738	493
8	Number of one-on-one sessions held between beneficiaries and volunteers	129	16	113	97
7 + 8	Total number of beneficiaries educated	1,112	261	851	590
9	Estimated number of people reached by media events	2,047,803	952,343	1,095,460	143,117
10	Estimated number of people reached by community education events	73,478	11,280	62,198	50,918
11	Number of complaints received attributable to the project	0	0	0	0
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

Ohio - Pro Seniors, Inc., Cincinnati					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	6	5	1	-4
2	Number of <b>new</b> volunteers trained	69	55	14	-41
3	Number of media events conducted	922	862	60	-802
4	Number of community education events conducted	12	3	9	6
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	31	15	16	1
6	Number of group sessions for beneficiaries led by volunteers	69	39	30	-9
7	Number of beneficiaries who attended group sessions led by volunteers	1,550	834	716	-118
8	Number of one-on-one sessions held between beneficiaries and volunteers	69	12	57	45
7 + 8	Total number of beneficiaries educated	1,619	846	773	-73
9	Estimated number of people reached by media events	2,796,510	1,792,553	1,003,957	-788,596
10	Estimated number of people reached by community education events	7,444	3,304	4,140	836
11	Number of complaints received attributable to the project	18	7	11	4
12	Number of complaints referred for follow-up	3	2	1	-1
13	Number of complaints that resulted in some action	2	0	2	2
14	Medicare funds recovered attributable to the project	\$264	\$0	\$264	\$264
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$264	\$0	\$264	\$264



<b>Oklahoma - State of Oklahoma Insurance Department, Oklahoma City</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	16	12	4	-8
2	Number of <b>new</b> volunteers trained	176	146	30	-116
3	Number of media events conducted	7	5	2	-3
4	Number of community education events conducted	64	55	9	-46
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	4	2	2	0
6	Number of group sessions for beneficiaries led by volunteers	57	55	2	-53
7	Number of beneficiaries who attended group sessions led by volunteers	805	755	50	-705
8	Number of one-on-one sessions held between beneficiaries and volunteers	5	3	2	-1
7 + 8	Total number of beneficiaries educated	810	758	52	-706
9	Estimated number of people reached by media events	22,700	18,500	4,200	-14,300
10	Estimated number of people reached by community education events	17,315	7,993	9,322	1,329
11	Number of complaints received attributable to the project	71	65	6	-59
12	Number of complaints referred for follow-up	3	0	3	3
13	Number of complaints that resulted in some action	2	0	2	2
14	Medicare funds recovered attributable to the project	\$461	\$461	\$0	-\$461
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$461	\$461	\$0	-\$461

<b>Oregon – Senior Medicare Patrol Project, Salem</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	8	1	7	6
2	Number of <b>new</b> volunteers trained	58	20	38	18
3	Number of media events conducted	17,006	3	17,003	17,000
4	Number of community education events conducted	50	31	19	-12
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	58	20	38	18
6	Number of group sessions for beneficiaries led by volunteers	28	20	8	-12
7	Number of beneficiaries who attended group sessions led by volunteers	1,230	990	240	-750
8	Number of one-on-one sessions held between beneficiaries and volunteers	4,550	1,285	3,265	1,980
7 + 8	Total number of beneficiaries educated	5,780	2,275	3,505	1,230
9	Estimated number of people reached by media events	318,036	151,036	167,000	15,964
10	Estimated number of people reached by community education events	7,918	2,913	5,005	2,092
11	Number of complaints received attributable to the project	8	5	3	-2
12	Number of complaints referred for follow-up	2	0	2	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$1,230	\$1,230	\$0	-\$1,230
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$1,230	\$1,230	\$0	-\$1,230

A P P E N D I X - D

<b>Pennsylvania - Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
	<b>OUTPUT MEASURES</b>				
1	Number of training sessions conducted to train <b>new</b> volunteers	15	10	5	-5
2	Number of <b>new</b> volunteers trained	91	68	23	-45
3	Number of media events conducted	19	13	6	-7
4	Number of community education events conducted	30	20	10	-10
	<b>OUTCOME MEASURES</b>				
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	23	11	12	1
6	Number of group sessions for beneficiaries led by volunteers	195	117	78	-39
7	Number of beneficiaries who attended group sessions led by volunteers	12,124	9,162	2,962	-6,200
8	Number of one-on-one sessions held between beneficiaries and volunteers	50	0	50	50
7 + 8	Total number of beneficiaries educated	12,174	9,162	3,012	-6,150
9	Estimated number of people reached by media events	22,073,092	22,063,092	10,000	-22,053,092
10	Estimated number of people reached by community education events	6,132	5,723	409	-5,314
11	Number of complaints received attributable to the project	254	154	100	-54
12	Number of complaints referred for follow-up	11	6	5	-1
13	Number of complaints that resulted in some action	1	0	1	1
14	Medicare funds recovered attributable to the project	\$161	\$0	\$161	\$161
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$161	\$0	\$161	\$161

<b>Puerto Rico - Governor's Office of Elderly Affairs, San Juan</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	14	8	6	-2
2	Number of <b>new</b> volunteers trained	129	12	117	105
3	Number of media events conducted	22	19	3	-16
4	Number of community education events conducted	47	11	36	25
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	17	8	9	1
6	Number of group sessions for beneficiaries led by volunteers	79	48	31	-17
7	Number of beneficiaries who attended group sessions led by volunteers	5,934	1,063	4,871	3,808
8	Number of one-on-one sessions held between beneficiaries and volunteers	600	330	270	-60
7 + 8	Total number of beneficiaries educated	6,534	1,393	5,141	3,748
9	Estimated number of people reached by media events	1,675,000	1,500,000	175,000	-1,325,000
10	Estimated number of people reached by community education events	639	420	219	-201
11	Number of complaints received attributable to the project	52	24	28	4
12	Number of complaints referred for follow-up	34	13	21	8
13	Number of complaints that resulted in some action	10	9	1	-8
14	Medicare funds recovered attributable to the project	\$1,101	\$1,046	\$55	-\$991
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$1,101	\$1,046	\$55	-\$991

Rhode Island – Aging 2000, Inc., Providence					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	2	1	1	0
2	Number of <b>new</b> volunteers trained	6	1	5	4
3	Number of media events conducted	4,165	1,094	3,071	1,977
4	Number of community education events conducted	18	5	13	8
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	0	0	0	0
6	Number of group sessions for beneficiaries led by volunteers	21	14	7	-7
7	Number of beneficiaries who attended group sessions led by volunteers	563	382	181	-201
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	563	382	181	-201
9	Estimated number of people reached by media events	14,744,000	8,744,000	6,000,000	-2,744,000
10	Estimated number of people reached by community education events	71,700	21,700	50,000	28,300
11	Number of complaints received attributable to the project	11	7	4	-3
12	Number of complaints referred for follow-up	4	1	3	2
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

South Carolina - Department of Health and Human Services, Columbia					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	4	4	0	-4
2	Number of <b>new</b> volunteers trained	52	52	0	-52
3	Number of media events conducted	4	0	4	4
4	Number of community education events conducted	48	20	28	8
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	18	8	10	2
6	Number of group sessions for beneficiaries led by volunteers	19	8	11	3
7	Number of beneficiaries who attended group sessions led by volunteers	2,841	450	2,391	1,941
8	Number of one-on-one sessions held between beneficiaries and volunteers	57	8	49	41
7 + 8	Total number of beneficiaries educated	2,898	458	2,440	1,982
9	Estimated number of people reached by media events	1,620	0	1,620	1,620
10	Estimated number of people reached by community education events	2,535	2,100	435	-1,665
11	Number of complaints received attributable to the project	11	3	8	5
12	Number of complaints referred for follow-up	5	3	2	-1
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

South Dakota - East River Legal Services Corporation, Sioux Falls					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	4	3	1	-2
2	Number of <b>new</b> volunteers trained	38	35	3	-32
3	Number of media events conducted	2	2	0	-2
4	Number of community education events conducted	5	3	2	-1
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	2	0	2	2
6	Number of group sessions for beneficiaries led by volunteers	18	10	8	-2
7	Number of beneficiaries who attended group sessions led by volunteers	684	351	333	-18
8	Number of one-on-one sessions held between beneficiaries and volunteers	388	189	199	10
7 + 8	Total number of beneficiaries educated	1,072	540	532	-8
9	Estimated number of people reached by media events	2,000	2,000	0	-2,000
10	Estimated number of people reached by community education events	990	340	650	310
11	Number of complaints received attributable to the project	3	0	3	3
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	3	0	3	3
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

<b>Tennessee - Upper Cumberland Development District/AAA, Cookeville</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	16	12	4	-8
2	Number of <b>new</b> volunteers trained	91	52	39	-13
3	Number of media events conducted	130	87	43	-44
4	Number of community education events conducted	116	64	52	-12
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	114	96	18	-78
6	Number of group sessions for beneficiaries led by volunteers	263	123	140	17
7	Number of beneficiaries who attended group sessions led by volunteers	11,391	4,316	7,075	2,759
8	Number of one-on-one sessions held between beneficiaries and volunteers	404	314	90	-224
7 + 8	Total number of beneficiaries educated	11,795	4,630	7,165	2,535
9	Estimated number of people reached by media events	870,574	513,034	357,540	-155,494
10	Estimated number of people reached by community education events	15,583	6,924	8,659	1,735
11	Number of complaints received attributable to the project	36	14	22	8
12	Number of complaints referred for follow-up	9	5	4	-1
13	Number of complaints that resulted in some action	11	3	8	5
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$1,969	NA	\$1,969	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$7,145	\$5,176	\$1,969	-\$3,207
14 + 15	Total savings attributable to the project	\$7,145	\$5,176	\$1,969	-\$3,207



<b>Texas - Better Business Bureau Education Foundation, Houston</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	6	3	3	0
2	Number of <b>new</b> volunteers trained	102	22	80	58
3	Number of media events conducted	7	3	4	1
4	Number of community education events conducted	130	101	29	-72
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	102	24	78	54
6	Number of group sessions for beneficiaries led by volunteers	94	55	39	-16
7	Number of beneficiaries who attended group sessions led by volunteers	2,414	1,331	1,083	-248
8	Number of one-on-one sessions held between beneficiaries and volunteers	41	26	15	-11
7 + 8	Total number of beneficiaries educated	2,455	1,357	1,098	-259
9	Estimated number of people reached by media events	239,000	132,000	107,000	-25,000
10	Estimated number of people reached by community education events	5,325	4,757	568	-4,189
11	Number of complaints received attributable to the project	62	48	14	-34
12	Number of complaints referred for follow-up	24	24	0	-24
13	Number of complaints that resulted in some action	12	5	7	2
14	Medicare funds recovered attributable to the project	\$85,301	\$20,323	\$64,978	\$44,654
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds , beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$85,301	\$20,323	\$64,978	\$44,654

Texas - The National Hispanic Council on Aging, Corpus Christi					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	18	16	2	-14
2	Number of <b>new</b> volunteers trained	127	115	12	-103
3	Number of media events conducted	26	18	8	-10
4	Number of community education events conducted	48	38	10	-28
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	16	16	0	-16
6	Number of group sessions for beneficiaries led by volunteers	79	45	34	-11
7	Number of beneficiaries who attended group sessions led by volunteers	1,429	211	1,218	1,007
8	Number of one-on-one sessions held between beneficiaries and volunteers	311	268	43	-225
7 + 8	Total number of beneficiaries educated	1,740	479	1,261	782
9	Estimated number of people reached by media events	1,182,730	862,730	320,000	-542,730
10	Estimated number of people reached by community education events	236,550	26,550	210,000	183,450
11	Number of complaints received attributable to the project	150	94	56	-38
12	Number of complaints referred for follow-up	46	31	15	-16
13	Number of complaints that resulted in some action	3	3	0	-3
14	Medicare funds recovered attributable to the project	\$13,491	\$13,491	\$0	-\$13,491
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$1,447	\$1,447	\$0	-\$1,447
14 + 15	Total savings attributable to the project	\$14,938	\$14,938	\$0	-\$14,938

Utah - Utah Legal Services, Salt Lake City					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	61	43	18	-25
2	Number of <b>new</b> volunteers trained	514	463	51	-412
3	Number of media events conducted	19	18	1	-17
4	Number of community education events conducted	131	104	27	-77
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	81	50	31	-19
6	Number of group sessions for beneficiaries led by volunteers	147	124	23	-101
7	Number of beneficiaries who attended group sessions led by volunteers	2,704	2,015	689	-1,326
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,019	853	166	-687
7 + 8	Total number of beneficiaries educated	3,723	2,868	855	-2,013
9	Estimated number of people reached by media events	1,500	1,400	100	-1,300
10	Estimated number of people reached by community education events	12,671	5,591	7,080	1,489
11	Number of complaints received attributable to the project	48	13	35	22
12	Number of complaints referred for follow-up	10	0	10	10
13	Number of complaints that resulted in some action	10	0	10	10
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

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

Virginia - Virginia Association of Area Agencies on Aging, Richmond					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	8	5	3	-2
2	Number of <b>new</b> volunteers trained	56	41	15	-26
3	Number of media events conducted	50	24	26	2
4	Number of community education events conducted	109	45	64	19
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	10	7	3	-4
6	Number of group sessions for beneficiaries led by volunteers	41	0	41	41
7	Number of beneficiaries who attended group sessions led by volunteers	5,379	2,344	3,035	691
8	Number of one-on-one sessions held between beneficiaries and volunteers	0	0	0	0
7 + 8	Total number of beneficiaries educated	5,379	2,344	3,035	691
9	Estimated number of people reached by media events	3,033,490	1,214,490	1,819,000	604,510
10	Estimated number of people reached by community education events	222,402	200,000	22,402	-177,598
11	Number of complaints received attributable to the project	64	34	30	-4
12	Number of complaints referred for follow-up	22	11	11	0
13	Number of complaints that resulted in some action	1	1	0	-1
14	Medicare funds recovered attributable to the project	\$592	\$592	\$0	-\$592
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$592	\$592	\$0	-\$592

Washington - Office of the Insurance Counselor, Olympia					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	372	199	173	-26
2	Number of <b>new</b> volunteers trained	569	240	329	89
3	Number of media events conducted	283	146	137	-9
4	Number of community education events conducted	115	53	62	9
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	569	240	329	89
6	Number of group sessions for beneficiaries led by volunteers	179	78	101	23
7	Number of beneficiaries who attended group sessions led by volunteers	7,014	2,693	4,321	1,628
8	Number of one-on-one sessions held between beneficiaries and volunteers	48,053	25,884	22,169	-3,715
7 + 8	Total number of beneficiaries educated	55,067	28,577	26,490	-2,087
9	Estimated number of people reached by media events	8,317,642	3,437,489	4,880,153	1,442,664
10	Estimated number of people reached by community education events	23,779	11,140	12,639	1,499
11	Number of complaints received attributable to the project	32	20	12	-8
12	Number of complaints referred for follow-up	9	6	3	-3
13	Number of complaints that resulted in some action	7	4	3	-1
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

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

<b>West Virginia - West Virginia University Research Corporation, Morgantown</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	4	4	NA	NA
2	Number of <b>new</b> volunteers trained	7	7	NA	NA
3	Number of media events conducted	2	2	NA	NA
4	Number of community education events conducted	4	4	NA	NA
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	7	7	NA	NA
6	Number of group sessions for beneficiaries led by volunteers	7	7	NA	NA
7	Number of beneficiaries who attended group sessions led by volunteers	35	35	NA	NA
8	Number of one-on-one sessions held between beneficiaries and volunteers	6	6	NA	NA
7 + 8	Total number of beneficiaries educated	41	41	NA	NA
9	Estimated number of people reached by media events	100,000	100,000	NA	NA
10	Estimated number of people reached by community education events	400	400	NA	NA
11	Number of complaints received attributable to the project	0	0	NA	NA
12	Number of complaints referred for follow-up	0	0	NA	NA
13	Number of complaints that resulted in some action	0	0	NA	NA
14	Medicare funds recovered attributable to the project	\$0	\$0	NA	NA
15A	Medicaid funds recovered attributable to the project	NA	NA	NA	NA
15B	Savings to beneficiaries attributable to the project	NA	NA	NA	NA
15C	Other savings attributable to the project	NA	NA	NA	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	NA	NA
14 + 15	Total savings attributable to the project	\$0	\$0	NA	NA



<b>Wisconsin - Coalition of Wisconsin Aging Groups, Madison</b>					
	<b>PERFORMANCE MEASURES</b>	<b>Total for 2003</b>	<b>January through June 2003</b>	<b>July through December 2003</b>	<b>Change in Last 6 Months</b>
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	9	5	4	-1
2	Number of <b>new</b> volunteers trained	71	56	15	-41
3	Number of media events conducted	1,567	1,552	15	-1,537
4	Number of community education events conducted	43	11	32	21
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	6	2	4	2
6	Number of group sessions for beneficiaries led by volunteers	93	52	41	-11
7	Number of beneficiaries who attended group sessions led by volunteers	7,986	1,607	6,379	4,772
8	Number of one-on-one sessions held between beneficiaries and volunteers	167	98	69	-29
7 + 8	Total number of beneficiaries educated	8,153	1,705	6,448	4,743
9	Estimated number of people reached by media events	8,635,562	8,602,192	33,370	-8,568,822
10	Estimated number of people reached by community education events	5,886	1,122	4,764	3,642
11	Number of complaints received attributable to the project	68	41	27	-14
12	Number of complaints referred for follow-up	17	8	9	1
13	Number of complaints that resulted in some action	7	5	2	-3
14	Medicare funds recovered attributable to the project	\$20	\$0	\$20	\$20
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$20	\$0	\$20	\$20

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

Wyoming - Wyoming Division on Aging, Cheyenne					
	PERFORMANCE MEASURES	Total for 2003	January through June 2003	July through December 2003	Change in Last 6 Months
<b>OUTPUT MEASURES</b>					
1	Number of training sessions conducted to train <b>new</b> volunteers	2	1	1	0
2	Number of <b>new</b> volunteers trained	39	35	4	-31
3	Number of media events conducted	7	2	5	3
4	Number of community education events conducted	18	7	11	4
<b>OUTCOME MEASURES</b>					
5	Number of volunteers who, for the first time, conducted activities to educate beneficiaries	5	4	1	-3
6	Number of group sessions for beneficiaries led by volunteers	13	10	3	-7
7	Number of beneficiaries who attended group sessions led by volunteers	373	353	20	-333
8	Number of one-on-one sessions held between beneficiaries and volunteers	1,584	966	618	-348
7 + 8	Total number of beneficiaries educated	1,957	1,319	638	-681
9	Estimated number of people reached by media events	222,000	112,000	110,000	-2,000
10	Estimated number of people reached by community education events	1,561	340	1,221	881
11	Number of complaints received attributable to the project	33	13	20	7
12	Number of complaints referred for follow-up	0	0	0	0
13	Number of complaints that resulted in some action	0	0	0	0
14	Medicare funds recovered attributable to the project	\$0	\$0	\$0	\$0
15A	Medicaid funds recovered attributable to the project	\$0	NA	\$0	NA
15B	Savings to beneficiaries attributable to the project	\$0	NA	\$0	NA
15C	Other savings attributable to the project	\$0	NA	\$0	NA
TOTAL 15	Total Medicaid funds, beneficiary savings, and other savings	\$0	\$0	\$0	\$0
14 + 15	Total savings attributable to the project	\$0	\$0	\$0	\$0

## **List of 2003 Senior Medicare Patrol Projects**

This Appendix lists all of the projects that operated in 2003. The first column shows the State in which the project is located. If there is more than one project in a State, an abbreviation of the name of the project follows. The next two columns show the full name of the project and the number of years the project has operated.

Four of the projects are no longer operating:

1. Arkansas Seniors Organized for Progress ended in June 2002.
2. Baylor University, Texas ended in June 2002.
3. Western Reserve Area Agency on Aging, Ohio, ended in December 2002.
4. West Virginia University Research Corporation ended in June 30, 2003.

Six projects started operating as of July 1, 2003. These projects are:

1. Via Christi Foundation, Kansas
2. North Carolina Department of Insurance
3. Legal Assistance of North Dakota, Inc.
4. Community of Vermont Elders
5. Great Lakes Inter-Tribal Council, Wisconsin
6. AARP Foundation, West Virginia

<b>2003 Senior Medicare Patrol Projects</b>		
		<b>Years of Operation</b>
<b>Alabama</b>	Alabama Commission on Aging	4.5
<b>Alaska</b>	Alaska State Division of Senior Services	4.5
<b>Arizona</b>	Arizona Department of Economic Security	4.5
<b>Arkansas</b>	Arkansas Division of Aging and Adult Services	1.5
<b>California</b>	California Health Insurance Counseling Advocacy Programs Association	6.5
<b>Colorado</b>	Colorado Division of Insurance	4.5
<b>Connecticut</b>	Connecticut Department of Social Services	4.5
<b>Delaware</b>	Delaware Department of Health and Social Services	4.5
<b>District of Columbia -AARP</b>	District of Columbia-The AARP Foundation	4.5
<b>District of Columbia -FH</b>	District of Columbia-Friendship House	4.5
<b>Florida</b>	Tampa Bay Regional Planning Council	4.5
<b>Georgia - ARC</b>	Atlanta Regional Commission	4.5
<b>Georgia - DHR</b>	Department of Human Resources, GA	4.5
<b>Hawaii</b>	Hawaii Executive Office of Aging	6.5
<b>Idaho</b>	Idaho Medicare Watch Partnership	4.5
<b>Illinois</b>	Suburban Area Agency on Aging	6.5
<b>Indiana</b>	Indiana Division of Disability, Aging and Rehabilitation	4.5
<b>Iowa</b>	Iowa Department of Elder Affairs	6.5
<b>Kansas</b>	Via Christi Foundation, Inc.	0.5
<b>Kentucky</b>	Kentucky Association of Senior Service Corps Programs	2.5
<b>Louisiana</b>	Vernon Parish Council on Aging, Inc.	3.5
<b>Maine</b>	Maine Department of Human Services' Bureau of Elder and Adult Services	4.5
<b>Maryland</b>	Maryland Office on Aging	6.5
<b>Massachusetts</b>	Elder Services of Merrimack	4.5
<b>Michigan</b>	Area Agencies on Aging Association of Michigan	4.5
<b>Minnesota</b>	Minnesota Board of Aging	6.5
<b>Mississippi</b>	Mississippi Department of Human Services	3.5
<b>Missouri</b>	District III Area Agency on Aging	6.5
<b>Montana</b>	Missoula Aging Services	4.5
<b>Nebraska</b>	Nebraska Department of Health and Human Services	3.5

	<b>2003 Senior Medicare Patrol Projects</b>	<b>Years of Operation</b>
<b>Nevada</b>	Nevada Division of Aging Services	4.5
<b>New Hampshire</b>	New Hampshire Division of Elderly and Adult Services	6.5
<b>New Jersey</b>	Jewish Family & Vocational Services of Middlesex County, Inc.	2.5
<b>New Mexico</b>	New Mexico State Agency on Aging	4.5
<b>New York</b>	New York State Office for the Aging	6.5
<b>North Carolina - DOA</b>	Department of Health and Human Services, Division of Aging	3.5
<b>North Carolina - DOI</b>	Department of Insurance	0.5
<b>North Dakota</b>	Legal Assistance of North Dakota, Inc.	0.5
<b>Ohio-COAAA</b>	Central Ohio Area Agency on Aging	1.5
<b>Ohio-PSI</b>	Pro Seniors, Inc.	1.5
<b>Oklahoma</b>	State of Oklahoma Insurance Department	4.5
<b>Oregon</b>	Senior Medicare Patrol Project	4.5
<b>Pennsylvania</b>	Center for Advocacy for the Rights and Interests of the Elderly	6.5
<b>Puerto Rico</b>	Governor's Office of Elderly Affairs	4.5
<b>Rhode Island</b>	Aging 2000, Inc.	6.5
<b>South Carolina</b>	Department of Health and Human Services	3.5
<b>South Dakota</b>	East River Legal Services Corporation	3.5
<b>Tennessee</b>	Upper Cumberland Development District/AAA	2.5
<b>Texas - BBBEF</b>	Better Business Bureau Education Foundation	1.5
<b>Texas - NHCOA</b>	The National Hispanic Council on Aging	4.5
<b>Utah</b>	Utah Legal Services	4.5
<b>Vermont</b>	Community of Vermont Elders	0.5
<b>Virginia</b>	Virginia Association of Area Agencies on Aging	4.5
<b>Washington</b>	Office of the Insurance Counselor	4.5
<b>West Virginia - AARP</b>	AARP Foundation	0.5
<b>West Virginia - URC</b>	West Virginia University Research Corporation	2.0 (ended June '03)
<b>Wisconsin - CWAG</b>	Coalition of Wisconsin Aging Groups	6.5
<b>Wisconsin - GLITC</b>	Great Lakes Inter-Tribal Council	0.5
<b>Wyoming</b>	Wyoming Division on Aging	3.5

