



DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF INSPECTOR GENERAL

WASHINGTON, DC 20201



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TO: John Wren
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Administration for Community Living

FROM: Suzanne Murrin
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SUBJECT: Memorandum Report: *Performance Data for the Senior Medicare Patrol Projects: July 2015 Performance Report*, OEI-02-15-00100

This memorandum report presents performance data for the Senior Medicare Patrol (SMP) projects for 2014. The Office of Inspector General (OIG) has collected these data since 1997. In July 2010, the Administration on Aging (AoA), which is now part of the Administration for Community Living (ACL), requested that OIG continue to collect and report performance data for the projects to support its efforts to evaluate and improve their performance. OIG currently reports this performance data on an annual basis.

SUMMARY

The SMP projects receive grants from ACL to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. In 2014, the 53 projects:

- had 5,294 active volunteers, a 3-percent decrease from 2013,
- conducted 14,692 group education sessions, a 2-percent decrease from 2013, and
- conducted 202,862 one-on-one counseling sessions, a 37-percent increase from 2013.

The projects achieved the following recoveries, savings, and cost avoidance:

- Expected Medicare and Medicaid recoveries that were attributable to the projects were \$661,333, a 93-percent decrease from 2013.
- Total savings to beneficiaries and others was \$80,228, a 92-percent increase from 2013.
- Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$200,598, a 40-percent increase from 2013.

We continue to emphasize that the projects may not be receiving full credit for savings attributable to their work. It is not always possible to track referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the

projects. In addition, the projects are unable to track the substantial savings derived from a sentinel effect whereby fraud and errors are reduced by Medicare beneficiaries' scrutiny of their bills.

BACKGROUND

There is one SMP project in each of the 50 States and in the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.¹ In 2014, funding for the projects totaled \$15.5 million—\$8.9 million from ACL, and \$6.6 million in Health Care Fraud and Abuse Control Program (HCFAC) funding. Of the \$6.6 million in HCFAC funding, \$3.4 million was provided to support infrastructure, technical assistance, and other SMP project activities, and \$3.2 million was designated for expanding the projects' capacity to detect and prevent fraud. In 2013, funding for the projects totaled \$19.6 million.

Performance Measures

In 2007, AoA revised some of the performance measures to more accurately reflect the work of the SMP projects. AoA developed the following performance measures, among others: number of active volunteers, number of simple inquiries, and number of complex issues. Active volunteers are individuals who are trained to assist with teaching beneficiaries how to detect fraud, waste, and abuse in Medicare and other health care programs. Simple inquiries are beneficiary inquiries that are quickly resolved with very little research or review. Complex issues involve collecting more detailed information related to an issue or a complaint that may warrant further action by an investigative agency, such as the reporting of potential fraud or abuse by a provider.

Also in 2007, the projects were required to begin measuring “cost avoidance”—in this case, the health care expenditures for which Medicare, Medicaid, a beneficiary, or another entity (e.g., a secondary health insurer or a pharmacy) was relieved of responsibility for payment as a result of the projects. For example, if a beneficiary discovers charges for services that he or she did not receive and a project, on behalf of the beneficiary, contacts the provider and receives a corrected billing statement, the project may report this as cost avoidance.

In 2012, the performance measures for both Medicare and Medicaid recoveries attributable to the projects were expanded to account for expected recoveries in addition to actual recoveries. This is consistent with how OIG reports its recoveries.²

¹ West Virginia's SMP grant ended September 2014. Data for this State is not included in the report.

² As required by the Inspector General Act of 1978 (P.L. No. 95-452), as amended, OIG reports semiannually to the Secretary of Health and Human Services and to Congress on the activities of the office. In the semiannual report, OIG reports expected recoveries. See the most recent semiannual report at <https://oig.hhs.gov/reports-and-publications/semiannual/index.asp>.

Tracking Systems

ACL uses a Web-based system named the Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS). The SMP projects are required to use SMART FACTS to track and report activities and complaints and to refer cases directly to an investigative agency.

METHODOLOGY

We based this review on data reported by 53 SMP projects. The data is from SMART FACTS, which is maintained by the program. In addition, we requested and reviewed documentation from the projects for expected recoveries of funds for the Medicare and Medicaid programs. We also requested and reviewed documentation for savings to beneficiaries and others that were attributable to the projects, as well as documentation for cost avoidance. We did not review documentation for the other performance measures. The results for all of the performance measures are presented in detail in the appendixes.

Standards

This study was conducted in accordance with the *Quality Standards for Inspection and Evaluation* issued by the Council of the Inspectors General on Integrity and Efficiency.

RESULTS

Results for 2014

In 2014, the 53 SMP projects had a total of 5,249 active volunteers. These volunteers conducted 202,862 one-on-one counseling sessions and 14,692 group education sessions. In total, 452,714 beneficiaries attended these group education sessions. The projects also reported conducting 110,615 media airings, which are any distribution of media (e.g., print, radio, television, or electronic) to educate about fraud and the services of the project. Additionally, the projects reported conducting 12,417 community outreach education events. As a result of these training sessions and events, the projects received 92,754 simple inquiries and resolved 91,981 of them. They also received 1,614 inquiries involving complex issues; of which 660 inquiries were referred for further action.

Expected Medicare and Medicaid recoveries that were attributable to the projects were \$661,333. Savings to beneficiaries and others totaled \$80,228, and cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$200,598.

Comparison With Results for 2013

The projects had 5,294 active volunteers in 2014, a 3-percent decrease from 5,406 active volunteers in 2013. The projects conducted 14,692 group education sessions in 2014, a 2-percent decrease from 14,924 group education sessions in 2013. However, the projects conducted 37 percent more one-on-one counseling sessions, increasing to 202,862 from 148,235.

In 2014, the projects reported \$661,333 in expected Medicare and Medicaid recoveries, a 93-percent decrease from 2013. In 2013, expected recoveries were \$9.1 million and were primarily the result of one project's efforts.³ However, total savings to beneficiaries and others increased from \$41,718 in 2013 to \$80,228 in 2014. Finally, cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others increased by 40 percent, from \$143,282 in 2013 to \$200,598 in 2014.

Results Since 1997

Since the program's inception 18 years ago, 72 SMP projects have reported performance data. In total, these projects reported conducting 1.6 million one-on-one counseling sessions and 138,441 group education sessions. A total of 4.9 million beneficiaries attended these group education sessions. The projects also reported conducting 2.4 million media airings and 196,225 community outreach education events. Total expected savings to Medicare and Medicaid attributable to the projects were \$115.1 million. Most of the savings resulted from one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicare and Medicaid.⁴ Total savings to beneficiaries and other payers were approximately \$7.0 million. Finally, total cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$9.0 million.

CONCLUSION

The SMP projects receive grants from ACL to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. In 2014, the 53 projects had slightly fewer active volunteers than in 2013. The projects conducted slightly fewer group education sessions but conducted significantly more one-on-one counseling sessions. Results attributable to their efforts included \$661,333 in expected Medicare and Medicaid recoveries and total savings to beneficiaries and others of about \$80,000.

We continue to emphasize that the projects may not be receiving full credit for savings attributable to their work. It is not always possible to track referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the projects. In addition, the projects are unable to track the substantial savings derived from a sentinel effect whereby fraud and errors are reduced by Medicare beneficiaries' scrutiny of their bills.

³ In 2012, expected Medicare and Medicaid recoveries were \$6.1 million.

⁴ The project reported these savings between 2001 and 2003. Prior to 2007, OIG reviewed documentation on savings to Medicare only and included self-reported data on savings to Medicaid, beneficiaries, and other entities.

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As agreed, we will continue to monitor the projects and will provide ACL with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this memorandum report, please provide them within 60 days. Please refer to report number OEI-02-15-00100 in all correspondence.

cc:

Kathleen Cantwell

Director of the Office of Strategic Operations and Regulatory Affairs

Centers for Medicare & Medicaid Services

Results for Performance Measures for the Senior Medicare Patrol Projects

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APPENDIX A

Summary of Overall Performance of Projects Since 1997

The following table provides a summary of the overall performance of all 72 Senior Medicare Patrol projects that have operated since 1997.

Performance measures labeled with an asterisk (*) are reported as of 2007.

For performance measure #15—“Number of complex issues pending further action”—the same issue can continue through numerous reporting periods for a project. Therefore, the data cannot be added to the number from prior years.

Performance measures #17A and #17B, labeled with two asterisks (**), were changed to include *actual and expected* recoveries as of 2012. Prior to 2012, the measures only included actual recoveries.

Summary of Overall Performance of Projects Since 1997		
		Total Since 1997
PERFORMANCE MEASURES		
1	Total number of active volunteers*	46,428
2	Total number of volunteer training hours*	505,400
3	Total number of volunteer work hours*	1,105,124
4	Number of media airings	2,393,866
5	Number of community outreach education events conducted	196,225
6	Estimated number of people reached by community outreach education events	30,150,226
7	Number of group education sessions for beneficiaries	138,441
8	Number of beneficiaries who attended group education sessions	4,933,065
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,643,744
10	Total number of simple inquiries received*	628,608
11	Total number of simple inquiries resolved*	614,040
12	Number of inquiries involving complex issues received*	34,643
13A	Number of inquiries involving complex issues referred for further action*	9,418
13B	Total dollar amount referred for further action*	\$46,975,979
14	Number of complex issues resolved*	18,239
15	Number of complex issues pending further action*	N/A
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$9,039,787
17A	Expected Medicare recoveries attributable to the projects**	\$20,305,252
17B	Expected Medicaid recoveries attributable to the projects**	\$94,812,297
17C	Actual savings to beneficiaries attributable to the projects	\$3,496,932
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$3,471,864
17A–17D	Total savings attributable to the projects	\$122,086,346

APPENDIX B

Summary of Overall Performance of Projects in 2014

The following table provides data for the 53 Senior Medicare Patrol projects that operated in 2014.⁵

⁵ Data do not include West Virginia. The SMP's grant ended September 2014.

Summary of Overall Performance of Projects in 2014

		Total for 2014
	PERFORMANCE MEASURES	
1	Total number of active volunteers	5,249
2	Total number of volunteer training hours	39,196
3	Total number of volunteer work hours	117,300
4	Number of media airings	110,615
5	Number of community outreach education events conducted	12,417
6	Estimated number of people reached by community outreach education events	1,118,982
7	Number of group education sessions for beneficiaries	14,692
8	Number of beneficiaries who attended group education sessions	452,714
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	202,862
10	Total number of simple inquiries received	92,754
11	Total number of simple inquiries resolved	91,981
12	Number of inquiries involving complex issues received	1,614
13A	Number of inquiries involving complex issues referred for further action	660
13B	Total dollar amount referred for further action	\$3,994,603
14	Number of complex issues resolved	1,369
15	Number of complex issues pending further action	2,712
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$200,598
17A	Expected Medicare recoveries attributable to the projects	\$660,829
17B	Expected Medicaid recoveries attributable to the projects	\$504
17C	Actual savings to beneficiaries attributable to the projects	\$79,565
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$663
17A-17D	Total savings attributable to the projects	\$741,562

APPENDIX C

Results for 2014, by Performance Measure

The following tables provide the results by performance measure for each of the 53 Senior Medicare Patrol projects operating in 2014.⁶

Note: The total amounts for some performance measures may not match the sum of each of these performance measures in Appendix B because of rounding.

⁶ Data do not include West Virginia. The SMP's grant ended September 2014.

PERFORMANCE MEASURE 1: Total Number of Active Volunteers				
	Total for 2014			Total for 2014
Alabama	19		Montana	45
Alaska	9		Nebraska	44
Arizona	187		Nevada	84
Arkansas	44		New Hampshire	13
California	699		New Jersey	53
Colorado	50		New Mexico	45
Connecticut	73		New York	427
Delaware	29		North Carolina	805
District of Columbia	63		North Dakota	74
Florida	165		Ohio	59
Georgia	190		Oklahoma	17
Guam	10		Oregon	202
Hawaii	80		Pennsylvania	52
Idaho	95		Puerto Rico	21
Illinois	54		Rhode Island	32
Indiana	55		South Carolina	28
Iowa	40		South Dakota	0
Kansas	1		Tennessee	78
Kentucky	172		Texas	82
Louisiana	46		U.S. Virgin Islands	26
Maine	87		Utah	124
Maryland	138		Vermont	51
Massachusetts	46		Virginia	30
Michigan	304		Washington	20
Minnesota	58		Wisconsin	80
Mississippi	6		Wyoming	15
Missouri	22			

PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours				
	Total for 2014			Total for 2014
Alabama	72		Montana	81
Alaska	69		Nebraska	414
Arizona	2,976		Nevada	1171
Arkansas	92		New Hampshire	6
California	2,868		New Jersey	989
Colorado	168		New Mexico	389
Connecticut	292		New York	1,399
Delaware	139		North Carolina	5,050
District of Columbia	557		North Dakota	103
Florida	1,199		Ohio	266
Georgia	644		Oklahoma	275
Guam	172		Oregon	532
Hawaii	1,705		Pennsylvania	113
Idaho	1,203		Puerto Rico	1256
Illinois	222		Rhode Island	320
Indiana	130		South Carolina	282
Iowa	266		South Dakota	0
Kansas	0		Tennessee	751
Kentucky	723		Texas	480
Louisiana	215		U.S. Virgin Islands	295
Maine	1,204		Utah	804
Maryland	1,665		Vermont	242
Massachusetts	209		Virginia	95
Michigan	5,661		Washington	163
Minnesota	792		Wisconsin	242
Mississippi	6		Wyoming	78
Missouri	156			

PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours				
	Total for 2014			Total for 2014
Alabama	205		Montana	575
Alaska	292		Nebraska	1,469
Arizona	4,048		Nevada	1,321
Arkansas	828		New Hampshire	373
California	26,334		New Jersey	877
Colorado	136		New Mexico	3,383
Connecticut	446		New York	2,536
Delaware	767		North Carolina	8,890
District of Columbia	1,336		North Dakota	491
Florida	2,534		Ohio	722
Georgia	4,893		Oklahoma	73
Guam	1,755		Oregon	2,815
Hawaii	1,258		Pennsylvania	1,030
Idaho	3,642		Puerto Rico	5,927
Illinois	838		Rhode Island	1,107
Indiana	1,041		South Carolina	676
Iowa	938		South Dakota	0
Kansas	27		Tennessee	3,297
Kentucky	2,270		Texas	608
Louisiana	1,000		U.S. Virgin Islands	513
Maine	6,302		Utah	2,659
Maryland	6,371		Vermont	1,351
Massachusetts	1,860		Virginia	340
Michigan	4,663		Washington	1,143
Minnesota	330		Wisconsin	563
Mississippi	37		Wyoming	222
Missouri	195			

PERFORMANCE MEASURE 4: Number of Media Airings				
	Total for 2014			Total for 2014
Alabama	189		Montana	256
Alaska	8		Nebraska	7,194
Arizona	317		Nevada	2,234
Arkansas	985		New Hampshire	188
California	1,458		New Jersey	1,057
Colorado	88		New Mexico	6,424
Connecticut	26		New York	632
Delaware	223		North Carolina	6,766
District of Columbia	365		North Dakota	1,174
Florida	327		Ohio	235
Georgia	1,877		Oklahoma	185
Guam	1,099		Oregon	9,345
Hawaii	8,218		Pennsylvania	80
Idaho	827		Puerto Rico	0
Illinois	175		Rhode Island	338
Indiana	4,503		South Carolina	332
Iowa	1,010		South Dakota	0
Kansas	14		Tennessee	8,258
Kentucky	19,988		Texas	42
Louisiana	3,150		U.S. Virgin Islands	10
Maine	858		Utah	229
Maryland	4,344		Vermont	79
Massachusetts	582		Virginia	144
Michigan	294		Washington	640
Minnesota	367		Wisconsin	562
Mississippi	22		Wyoming	12,890
Missouri	7			

PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted				
	Total for 2014			Total for 2014
Alabama	275		Montana	26
Alaska	11		Nebraska	140
Arizona	155		Nevada	142
Arkansas	32		New Hampshire	80
California	887		New Jersey	45
Colorado	102		New Mexico	291
Connecticut	111		New York	341
Delaware	117		North Carolina	779
District of Columbia	85		North Dakota	75
Florida	305		Ohio	173
Georgia	687		Oklahoma	112
Guam	26		Oregon	164
Hawaii	86		Pennsylvania	67
Idaho	138		Puerto Rico	1,453
Illinois	196		Rhode Island	251
Indiana	175		South Carolina	257
Iowa	46		South Dakota	4
Kansas	80		Tennessee	310
Kentucky	116		Texas	160
Louisiana	114		U.S. Virgin Islands	25
Maine	153		Utah	282
Maryland	257		Vermont	36
Massachusetts	75		Virginia	256
Michigan	250		Washington	1,004
Minnesota	96		Wisconsin	53
Mississippi	107		Wyoming	23
Missouri	1,186			

PERFORMANCE MEASURE 6: Estimated Number of People Reached by Community Outreach Education				
	Total for 2014			Total for 2014
Alabama	22,092		Montana	1,720
Alaska	315		Nebraska	8,689
Arizona	19,188		Nevada	7,805
Arkansas	3,654		New Hampshire	5,303
California	114,637		New Jersey	4,215
Colorado	7,514		New Mexico	19,250
Connecticut	10,051		New York	44,610
Delaware	10,004		North Carolina	113,006
District of Columbia	6,534		North Dakota	3,430
Florida	45,778		Ohio	20,751
Georgia	40,420		Oklahoma	9,014
Guam	2,278		Oregon	13,329
Hawaii	6,368		Pennsylvania	5,700
Idaho	9,529		Puerto Rico	48,653
Illinois	13,503		Rhode Island	6,747
Indiana	28,010		South Carolina	23,116
Iowa	3,831		South Dakota	244
Kansas	4,220		Tennessee	67,289
Kentucky	11,863		Texas	17,536
Louisiana	15,838		U.S. Virgin Islands	2,142
Maine	5,883		Utah	17,876
Maryland	29,102		Vermont	1,013
Massachusetts	8,932		Virginia	18,638
Michigan	65,587		Washington	55,543
Minnesota	28,267		Wisconsin	3,325
Mississippi	4,634		Wyoming	2,413
Missouri	79,593			

PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries				
	Total for 2014			Total for 2014
Alabama	427		Montana	302
Alaska	15		Nebraska	223
Arizona	502		Nevada	145
Arkansas	90		New Hampshire	108
California	1,424		New Jersey	185
Colorado	177		New Mexico	260
Connecticut	91		New York	1015
Delaware	47		North Carolina	416
District of Columbia	161		North Dakota	233
Florida	200		Ohio	72
Georgia	709		Oklahoma	301
Guam	162		Oregon	249
Hawaii	58		Pennsylvania	251
Idaho	243		Puerto Rico	0
Illinois	355		Rhode Island	73
Indiana	224		South Carolina	215
Iowa	477		South Dakota	12
Kansas	71		Tennessee	431
Kentucky	290		Texas	387
Louisiana	141		U.S. Virgin Islands	28
Maine	162		Utah	420
Maryland	957		Vermont	129
Massachusetts	101		Virginia	169
Michigan	647		Washington	284
Minnesota	421		Wisconsin	113
Mississippi	28		Wyoming	19
Missouri	472			

PERFORMANCE MEASURE 8: Number of Beneficiaries Who Attended Group Education Sessions				
	Total for 2014			Total for 2014
Alabama	13,826		Montana	9,342
Alaska	238		Nebraska	5,762
Arizona	14,656		Nevada	2,660
Arkansas	3,438		New Hampshire	2,132
California	46,135		New Jersey	7,272
Colorado	4,193		New Mexico	12,178
Connecticut	2,355		New York	30,382
Delaware	1,881		North Carolina	15,202
District of Columbia	2,909		North Dakota	4,157
Florida	7,764		Ohio	1,481
Georgia	29,624		Oklahoma	9,118
Guam	3,297		Oregon	5,697
Hawaii	1,883		Pennsylvania	5,176
Idaho	6,146		Puerto Rico	0
Illinois	9,148		Rhode Island	1,504
Indiana	8,754		South Carolina	5,508
Iowa	17,083		South Dakota	576
Kansas	1,273		Tennessee	14,295
Kentucky	6,771		Texas	10,949
Louisiana	4,215		U.S. Virgin Islands	442
Maine	2,140		Utah	11,227
Maryland	25,237		Vermont	2,221
Massachusetts	2,628		Virginia	4,651
Michigan	27,242		Washington	12,518
Minnesota	5,088		Wisconsin	2,111
Mississippi	1,291		Wyoming	412
Missouri	26,526			

PERFORMANCE MEASURE 9: Number of One-on-One Counseling Sessions Held With or on Behalf of a Beneficiary

	Total for 2014			Total for 2014
Alabama	9,309		Montana	1,306
Alaska	18		Nebraska	4,409
Arizona	1,748		Nevada	1,509
Arkansas	814		New Hampshire	3,792
California	31,969		New Jersey	123
Colorado	112		New Mexico	5,775
Connecticut	29		New York	182
Delaware	3,663		North Carolina	15,831
District of Columbia	52		North Dakota	148
Florida	85		Ohio	3
Georgia	1,777		Oklahoma	531
Guam	1,892		Oregon	3,853
Hawaii	70		Pennsylvania	31
Idaho	3,198		Puerto Rico	0
Illinois	7,910		Rhode Island	2,762
Indiana	1,016		South Carolina	9,406
Iowa	149		South Dakota	143
Kansas	16		Tennessee	11,221
Kentucky	2,019		Texas	111
Louisiana	230		U.S. Virgin Islands	44
Maine	12,400		Utah	7,973
Maryland	34,153		Vermont	27
Massachusetts	889		Virginia	1,181
Michigan	3,864		Washington	8,664
Minnesota	12		Wisconsin	66
Mississippi	3,598		Wyoming	2,775
Missouri	4			

PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received				
	Total for 2014			Total for 2014
Alabama	189		Montana	185
Alaska	16		Nebraska	446
Arizona	703		Nevada	415
Arkansas	236		New Hampshire	725
California	324		New Jersey	896
Colorado	1,473		New Mexico	5
Connecticut	199		New York	4,565
Delaware	433		North Carolina	3,206
District of Columbia	254		North Dakota	75
Florida	1,174		Ohio	120
Georgia	1,996		Oklahoma	261
Guam	740		Oregon	10,937
Hawaii	279		Pennsylvania	861
Idaho	182		Puerto Rico	0
Illinois	3,953		Rhode Island	8,899
Indiana	2,527		South Carolina	9,947
Iowa	286		South Dakota	31
Kansas	26		Tennessee	88
Kentucky	3,128		Texas	219
Louisiana	153		U.S. Virgin Islands	10
Maine	2,363		Utah	5,432
Maryland	1,930		Vermont	39
Massachusetts	1,022		Virginia	526
Michigan	157		Washington	9,697
Minnesota	2,139		Wisconsin	468
Mississippi	290		Wyoming	137
Missouri	8,392			

PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved				
	Total for 2014			Total for 2014
Alabama	189		Montana	185
Alaska	16		Nebraska	446
Arizona	703		Nevada	415
Arkansas	236		New Hampshire	413
California	324		New Jersey	896
Colorado	1,473		New Mexico	5
Connecticut	198		New York	4,144
Delaware	433		North Carolina	3,206
District of Columbia	254		North Dakota	75
Florida	1,174		Ohio	120
Georgia	1,994		Oklahoma	261
Guam	740		Oregon	10,937
Hawaii	279		Pennsylvania	861
Idaho	182		Puerto Rico	0
Illinois	3,953		Rhode Island	8,899
Indiana	2,527		South Carolina	9,947
Iowa	286		South Dakota	31
Kansas	26		Tennessee	88
Kentucky	3,128		Texas	183
Louisiana	153		U.S. Virgin Islands	9
Maine	2,363		Utah	5,432
Maryland	1,930		Vermont	39
Massachusetts	1,022		Virginia	526
Michigan	157		Washington	9,697
Minnesota	2,139		Wisconsin	468
Mississippi	290		Wyoming	137
Missouri	8,392			

PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received				
	Total for 2014			Total for 2014
Alabama	3		Montana	8
Alaska	5		Nebraska	18
Arizona	0		Nevada	11
Arkansas	56		New Hampshire	1
California	294		New Jersey	69
Colorado	43		New Mexico	24
Connecticut	2		New York	13
Delaware	22		North Carolina	5
District of Columbia	4		North Dakota	1
Florida	2		Ohio	27
Georgia	1		Oklahoma	6
Guam	0		Oregon	16
Hawaii	15		Pennsylvania	47
Idaho	7		Puerto Rico	0
Illinois	34		Rhode Island	17
Indiana	26		South Carolina	0
Iowa	13		South Dakota	3
Kansas	2		Tennessee	84
Kentucky	22		Texas	47
Louisiana	41		U.S. Virgin Islands	0
Maine	20		Utah	20
Maryland	27		Vermont	7
Massachusetts	15		Virginia	15
Michigan	9		Washington	482
Minnesota	1		Wisconsin	6
Mississippi	5		Wyoming	18
Missouri	0			

PERFORMANCE MEASURE 13A: Number of Inquiries Involving Complex Issues Referred for Further Action

	Total for 2014			Total for 2014
Alabama	2		Montana	1
Alaska	4		Nebraska	10
Arizona	0		Nevada	8
Arkansas	50		New Hampshire	1
California	175		New Jersey	15
Colorado	29		New Mexico	5
Connecticut	3		New York	0
Delaware	11		North Carolina	3
District of Columbia	3		North Dakota	1
Florida	2		Ohio	4
Georgia	1		Oklahoma	5
Guam	0		Oregon	11
Hawaii	4		Pennsylvania	30
Idaho	6		Puerto Rico	0
Illinois	28		Rhode Island	10
Indiana	14		South Carolina	0
Iowa	1		South Dakota	0
Kansas	0		Tennessee	85
Kentucky	8		Texas	47
Louisiana	10		U.S. Virgin Islands	0
Maine	4		Utah	21
Maryland	3		Vermont	3
Massachusetts	2		Virginia	15
Michigan	2		Washington	14
Minnesota	0		Wisconsin	0
Mississippi	1		Wyoming	8
Missouri	0			

PERFORMANCE MEASURE 13B: Total Dollar Amount Referred for Further Action				
	Total for 2014			Total for 2014
Alabama	\$0		Montana	\$45,356
Alaska	\$3,103		Nebraska	\$4,469
Arizona	\$0		Nevada	\$4,106
Arkansas	\$3,942		New Hampshire	\$75
California	\$94,538		New Jersey	\$29,666
Colorado	\$3,331,174		New Mexico	\$22,290
Connecticut	\$0		New York	\$0
Delaware	\$26,728		North Carolina	\$200
District of Columbia	\$4,508		North Dakota	\$0
Florida	\$26,691		Ohio	\$2,589
Georgia	\$0		Oklahoma	\$1,627
Guam	\$0		Oregon	\$17,384
Hawaii	\$7,205		Pennsylvania	\$3,353
Idaho	\$8,193		Puerto Rico	\$0
Illinois	\$21,081		Rhode Island	\$17,290
Indiana	\$5,664		South Carolina	\$0
Iowa	\$6,115		South Dakota	\$0
Kansas	\$0		Tennessee	\$40,820
Kentucky	\$88,404		Texas	\$83,777
Louisiana	\$24,958		U.S. Virgin Islands	\$0
Maine	\$2,105		Utah	\$22,298
Maryland	\$6,267		Vermont	\$2,064
Massachusetts	\$19,889		Virginia	\$1,117
Michigan	\$9,972		Washington	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$202		Wyoming	\$5,383
Missouri	\$0			

PERFORMANCE MEASURE 14: Number of Complex Issues Resolved				
	Total for 2014			Total for 2014
Alabama	0		Montana	5
Alaska	5		Nebraska	15
Arizona	0		Nevada	5
Arkansas	67		New Hampshire	1
California	334		New Jersey	58
Colorado	35		New Mexico	18
Connecticut	0		New York	4
Delaware	47		North Carolina	4
District of Columbia	11		North Dakota	0
Florida	7		Ohio	23
Georgia	0		Oklahoma	1
Guam	3		Oregon	8
Hawaii	20		Pennsylvania	27
Idaho	5		Puerto Rico	0
Illinois	20		Rhode Island	22
Indiana	22		South Carolina	0
Iowa	3		South Dakota	1
Kansas	12		Tennessee	45
Kentucky	18		Texas	26
Louisiana	35		U.S. Virgin Islands	0
Maine	29		Utah	20
Maryland	19		Vermont	5
Massachusetts	3		Virginia	37
Michigan	2		Washington	331
Minnesota	0		Wisconsin	3
Mississippi	3		Wyoming	10
Missouri	0			

PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action				
	Total for 2014			Total for 2014
Alabama	25		Montana	16
Alaska	1		Nebraska	11
Arizona	28		Nevada	27
Arkansas	30		New Hampshire	10
California	269		New Jersey	10
Colorado	15		New Mexico	6
Connecticut	29		New York	121
Delaware	36		North Carolina	24
District of Columbia	10		North Dakota	2
Florida	253		Ohio	17
Georgia	48		Oklahoma	12
Guam	0		Oregon	21
Hawaii	12		Pennsylvania	52
Idaho	5		Puerto Rico	2
Illinois	127		Rhode Island	17
Indiana	94		South Carolina	80
Iowa	19		South Dakota	1
Kansas	49		Tennessee	126
Kentucky	8		Texas	178
Louisiana	13		U.S. Virgin Islands	3
Maine	6		Utah	0
Maryland	38		Vermont	7
Massachusetts	52		Virginia	37
Michigan	19		Washington	565
Minnesota	57		Wisconsin	16
Mississippi	35		Wyoming	7
Missouri	66			

PERFORMANCE MEASURE 16: Cost Avoidance on Behalf of Medicare, Medicaid, Beneficiaries, or Others				
	Total for 2014			Total for 2014
Alabama	\$0		Montana	\$867
Alaska	\$80,225		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$2,198		New Hampshire	\$0
California	\$27,722		New Jersey	\$1,374
Colorado	\$4,469		New Mexico	\$6,080
Connecticut	\$0		New York	\$0
Delaware	\$4,332		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$462
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$2,625		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$191
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$1,030
Kansas	\$0		Tennessee	\$6,818
Kentucky	\$470		Texas	\$0
Louisiana	\$1,378		U.S. Virgin Islands	\$0
Maine	\$10,178		Utah	\$48,739
Maryland	\$0		Vermont	\$0
Massachusetts	\$1,443		Virginia	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$0		Wyoming	\$0
Missouri	\$0			

PERFORMANCE MEASURE 17A: Expected Medicare Recoveries Attributable to the Projects				
	Total for 2014			Total for 2014
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$575,287		New Jersey	\$1,192
Colorado	\$5,870		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$50,933		North Carolina	\$158
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$2,587
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$21,541		Rhode Island	\$1,054
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$2,029		Texas	\$0
Louisiana	\$0		U.S. Virgin Islands	\$0
Maine	\$0		Utah	\$178
Maryland	\$0		Vermont	\$0
Massachusetts	\$0		Virginia	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$0		Wyoming	\$0
Missouri	\$0			

PERFORMANCE MEASURE 17B: Expected Medicaid Recoveries Attributable to the Projects				
	Total for 2014			Total for 2014
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$0		New Jersey	\$0
Colorado	\$0		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$504		Texas	\$0
Louisiana	\$0		U.S. Virgin Islands	\$0
Maine	\$0		Utah	\$0
Maryland	\$0		Vermont	\$0
Massachusetts	\$0		Virginia	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$0		Wyoming	\$0
Missouri	\$0			

PERFORMANCE MEASURE 17C: Actual Savings To Beneficiaries Attributable to the Projects				
	Total for 2014			Total for 2014
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$8		New Hampshire	\$0
California	\$9,159		New Jersey	\$8,797
Colorado	\$21,308		New Mexico	\$4,820
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$7,565
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$45
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$35
Kentucky	\$18,635		Texas	\$246
Louisiana	\$0		U.S. Virgin Islands	\$0
Maine	\$8,280		Utah	\$668
Maryland	\$0		Vermont	\$0
Massachusetts	\$0		Virginia	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$0		Wyoming	\$0
Missouri	\$0			

PERFORMANCE MEASURE 17D: Other Savings Attributable to the Projects				
	Total for 2014			Total for 2014
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$0		New Jersey	\$185
Colorado	\$478		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$0		Texas	\$0
Louisiana	\$0		U.S. Virgin Islands	\$0
Maine	\$0		Utah	\$0
Maryland	\$0		Vermont	\$0
Massachusetts	\$0		Virginia	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$0		Wyoming	\$0
Missouri	\$0			

APPENDIX D

Results for 2014, by Project

The following tables provide a project-by-project listing of the results for each performance measure for each of the 53 Senior Medicare Patrol projects in 2014.⁷ The tables also include the grant total for 2014 for each project.

⁷ Data do not include West Virginia. The SMP's grant ended September 2014.

Alabama – Department of Senior Services, Montgomery		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	19
2	Total number of volunteer training hours	72
3	Total number of volunteer work hours	205
4	Number of media airings	189
5	Number of community outreach education events conducted	275
6	Estimated number of people reached by community outreach education events	22,092
7	Number of group education sessions for beneficiaries	427
8	Number of beneficiaries who attended group education sessions	13,826
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9,309
10	Total number of simple inquiries received	189
11	Total number of simple inquiries resolved	189
12	Number of inquiries involving complex issues received	3
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	25
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$242,578

Alaska – Health and Social Services, Medicare Information Office, Anchorage		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	9
2	Total number of volunteer training hours	69
3	Total number of volunteer work hours	292
4	Number of media airings	8
5	Number of community outreach education events conducted	11
6	Estimated number of people reached by community outreach education events	315
7	Number of group education sessions for beneficiaries	15
8	Number of beneficiaries who attended group education sessions	238
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	18
10	Total number of simple inquiries received	16
11	Total number of simple inquiries resolved	16
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$3,103
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$80,225
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$168,227

Arizona –Division of Aging and Adult Services, Phoenix		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	187
2	Total number of volunteer training hours	2,976
3	Total number of volunteer work hours	4,048
4	Number of media airings	317
5	Number of community outreach education events conducted	155
6	Estimated number of people reached by community outreach education events	19,188
7	Number of group education sessions for beneficiaries	502
8	Number of beneficiaries who attended group education sessions	14,656
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,748
10	Total number of simple inquiries received	703
11	Total number of simple inquiries resolved	703
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	28
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$229,709

Arkansas –Department of Human Services, Division of Aging and Adult Services, Little Rock

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	44
2	Total number of volunteer training hours	92
3	Total number of volunteer work hours	828
4	Number of media airings	985
5	Number of community outreach education events conducted	32
6	Estimated number of people reached by community outreach education events	3,654
7	Number of group education sessions for beneficiaries	90
8	Number of beneficiaries who attended group education sessions	3,438
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	814
10	Total number of simple inquiries received	236
11	Total number of simple inquiries resolved	236
12	Number of inquiries involving complex issues received	56
13A	Number of inquiries involving complex issues referred for further action	50
13B	Total dollar amount referred for further action	\$3,942
14	Number of complex issues resolved	67
15	Number of complex issues pending further action	30
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,198
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$8
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$8

Grant Total: \$225,109

California – California Health Advocates, Santa Ana		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	699
2	Total number of volunteer training hours	2,868
3	Total number of volunteer work hours	26,334
4	Number of media airings	1,458
5	Number of community outreach education events conducted	887
6	Estimated number of people reached by community outreach education events	114,637
7	Number of group education sessions for beneficiaries	1,424
8	Number of beneficiaries who attended group education sessions	46,135
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	31,969
10	Total number of simple inquiries received	324
11	Total number of simple inquiries resolved	324
12	Number of inquiries involving complex issues received	294
13A	Number of inquiries involving complex issues referred for further action	175
13B	Total dollar amount referred for further action	\$94,538
14	Number of complex issues resolved	334
15	Number of complex issues pending further action	269
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$27,722
17A	Expected Medicare recoveries attributable to the project	\$575,287
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$9,159
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$584,446

Grant Total: \$344,965

Colorado – Colorado Department of Regulatory Agencies, Division of Insurance, Denver		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	50
2	Total number of volunteer training hours	168
3	Total number of volunteer work hours	136
4	Number of media airings	88
5	Number of community outreach education events conducted	102
6	Estimated number of people reached by community outreach education events	7,514
7	Number of group education sessions for beneficiaries	177
8	Number of beneficiaries who attended group education sessions	4,193
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	112
10	Total number of simple inquiries received	1,473
11	Total number of simple inquiries resolved	1,473
12	Number of inquiries involving complex issues received	43
13A	Number of inquiries involving complex issues referred for further action	29
13B	Total dollar amount referred for further action	\$3,331,174
14	Number of complex issues resolved	35
15	Number of complex issues pending further action	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,469
17A	Expected Medicare recoveries attributable to the project	\$5,870
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$21,308
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$478
17A–17D	Total savings attributable to the project	\$27,656

Grant Total: \$222,833

Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	73
2	Total number of volunteer training hours	292
3	Total number of volunteer work hours	446
4	Number of media airings	26
5	Number of community outreach education events conducted	111
6	Estimated number of people reached by community outreach education events	10,051
7	Number of group education sessions for beneficiaries	91
8	Number of beneficiaries who attended group education sessions	2,355
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	29
10	Total number of simple inquiries received	199
11	Total number of simple inquiries resolved	198
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	29
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$226,651

Delaware – Delaware Partners of Senior Medicare Patrol Program, New Castle		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	29
2	Total number of volunteer training hours	139
3	Total number of volunteer work hours	767
4	Number of media airings	223
5	Number of community outreach education events conducted	117
6	Estimated number of people reached by community outreach education events	10,004
7	Number of group education sessions for beneficiaries	47
8	Number of beneficiaries who attended group education sessions	1,881
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,663
10	Total number of simple inquiries received	433
11	Total number of simple inquiries resolved	433
12	Number of inquiries involving complex issues received	22
13A	Number of inquiries involving complex issues referred for further action	11
13B	Total dollar amount referred for further action	\$26,728
14	Number of complex issues resolved	47
15	Number of complex issues pending further action	36
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,332
17A	Expected Medicare recoveries attributable to the project	\$50,933
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$50,933

Grant Total: \$209,182

District of Columbia – AARP Legal Counsel for the Elderly, Washington, DC		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	63
2	Total number of volunteer training hours	557
3	Total number of volunteer work hours	1,336
4	Number of media airings	365
5	Number of community outreach education events conducted	85
6	Estimated number of people reached by community outreach education events	6,534
7	Number of group education sessions for beneficiaries	161
8	Number of beneficiaries who attended group education sessions	2,909
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	52
10	Total number of simple inquiries received	254
11	Total number of simple inquiries resolved	254
12	Number of inquiries involving complex issues received	4
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$4,508
14	Number of complex issues resolved	11
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$204,631

Florida – Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	165
2	Total number of volunteer training hours	1,199
3	Total number of volunteer work hours	2,534
4	Number of media airings	327
5	Number of community outreach education events conducted	305
6	Estimated number of people reached by community outreach education events	45,778
7	Number of group education sessions for beneficiaries	200
8	Number of beneficiaries who attended group education sessions	7,764
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	85
10	Total number of simple inquiries received	1,174
11	Total number of simple inquiries resolved	1,174
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$26,691
14	Number of complex issues resolved	7
15	Number of complex issues pending further action	253
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$302,468

Georgia – GeorgiaCares, Atlanta		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	190
2	Total number of volunteer training hours	644
3	Total number of volunteer work hours	4,893
4	Number of media airings	1,877
5	Number of community outreach education events conducted	687
6	Estimated number of people reached by community outreach education events	40,420
7	Number of group education sessions for beneficiaries	709
8	Number of beneficiaries who attended group education sessions	29,624
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,777
10	Total number of simple inquiries received	1,996
11	Total number of simple inquiries resolved	1,994
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	48
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$245,586

Guam – Department of Public Health & Social Services, Division of Senior Citizens, Mangilao		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	10
2	Total number of volunteer training hours	172
3	Total number of volunteer work hours	1,755
4	Number of media airings	1,099
5	Number of community outreach education events conducted	26
6	Estimated number of people reached by community outreach education events	2,278
7	Number of group education sessions for beneficiaries	162
8	Number of beneficiaries who attended group education sessions	3,297
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,892
10	Total number of simple inquiries received	740
11	Total number of simple inquiries resolved	740
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$88,652

Hawaii –Executive Office on Aging, Honolulu		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	80
2	Total number of volunteer training hours	1,705
3	Total number of volunteer work hours	1,258
4	Number of media airings	8,218
5	Number of community outreach education events conducted	86
6	Estimated number of people reached by community outreach education events	6,368
7	Number of group education sessions for beneficiaries	58
8	Number of beneficiaries who attended group education sessions	1,883
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	70
10	Total number of simple inquiries received	279
11	Total number of simple inquiries resolved	279
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$7,205
14	Number of complex issues resolved	20
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$215,275

Idaho – Idaho Commission on Aging, Boise		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	95
2	Total number of volunteer training hours	1,203
3	Total number of volunteer work hours	3,642
4	Number of media airings	827
5	Number of community outreach education events conducted	138
6	Estimated number of people reached by community outreach education events	9,529
7	Number of group education sessions for beneficiaries	243
8	Number of beneficiaries who attended group education sessions	6,146
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,198
10	Total number of simple inquiries received	182
11	Total number of simple inquiries resolved	182
12	Number of inquiries involving complex issues received	7
13A	Number of inquiries involving complex issues referred for further action	6
13B	Total dollar amount referred for further action	\$8,193
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,625
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$211,457

Illinois – AgeOptions, Oak Park		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	54
2	Total number of volunteer training hours	222
3	Total number of volunteer work hours	838
4	Number of media airings	175
5	Number of community outreach education events conducted	196
6	Estimated number of people reached by community outreach education events	13,503
7	Number of group education sessions for beneficiaries	355
8	Number of beneficiaries who attended group education sessions	9,148
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,910
10	Total number of simple inquiries received	3,953
11	Total number of simple inquiries resolved	3,953
12	Number of inquiries involving complex issues received	34
13A	Number of inquiries involving complex issues referred for further action	28
13B	Total dollar amount referred for further action	\$21,081
14	Number of complex issues resolved	20
15	Number of complex issues pending further action	127
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$21,541
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$21,541

Grant Total: \$267,606

Indiana – Indiana Association of AAAs, IAAA Education Institute, Indianapolis		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	55
2	Total number of volunteer training hours	130
3	Total number of volunteer work hours	1,041
4	Number of media airings	4,503
5	Number of community outreach education events conducted	175
6	Estimated number of people reached by community outreach education events	28,010
7	Number of group education sessions for beneficiaries	224
8	Number of beneficiaries who attended group education sessions	8,754
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,016
10	Total number of simple inquiries received	2,527
11	Total number of simple inquiries resolved	2,527
12	Number of inquiries involving complex issues received	26
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$5,664
14	Number of complex issues resolved	22
15	Number of complex issues pending further action	94
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$244,853

Iowa – Northeast Iowa AAA, Waterloo		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	40
2	Total number of volunteer training hours	266
3	Total number of volunteer work hours	938
4	Number of media airings	1,010
5	Number of community outreach education events conducted	46
6	Estimated number of people reached by community outreach education events	3,831
7	Number of group education sessions for beneficiaries	477
8	Number of beneficiaries who attended group education sessions	17,083
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	149
10	Total number of simple inquiries received	286
11	Total number of simple inquiries resolved	286
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$6,115
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	19
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$231,173

Kansas – Department for Aging and Disability Services, Topeka

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	1
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	27
4	Number of media airings	14
5	Number of community outreach education events conducted	80
6	Estimated number of people reached by community outreach education events	4,220
7	Number of group education sessions for beneficiaries	71
8	Number of beneficiaries who attended group education sessions	1,273
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	16
10	Total number of simple inquiries received	26
11	Total number of simple inquiries resolved	26
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	12
15	Number of complex issues pending further action	49
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$220,558

Kentucky – Louisville Metro Department of Public Health & Wellness, Louisville		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	172
2	Total number of volunteer training hours	723
3	Total number of volunteer work hours	2,270
4	Number of media airings	19,988
5	Number of community outreach education events conducted	116
6	Estimated number of people reached by community outreach education events	11,863
7	Number of group education sessions for beneficiaries	290
8	Number of beneficiaries who attended group education sessions	6,771
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,019
10	Total number of simple inquiries received	3,128
11	Total number of simple inquiries resolved	3,128
12	Number of inquiries involving complex issues received	22
13A	Number of inquiries involving complex issues referred for further action	8
13B	Total dollar amount referred for further action	\$88,404
14	Number of complex issues resolved	18
15	Number of complex issues pending further action	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$470
17A	Expected Medicare recoveries attributable to the project	\$2,029
17B	Expected Medicaid recoveries attributable to the project	\$504
17C	Actual savings to beneficiaries attributable to the project	\$18,635
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$21,168

Grant Total: \$231,935

Louisiana – eQHealth Solutions, Baton Rouge		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	46
2	Total number of volunteer training hours	215
3	Total number of volunteer work hours	1,000
4	Number of media airings	3,150
5	Number of community outreach education events conducted	114
6	Estimated number of people reached by community outreach education events	15,838
7	Number of group education sessions for beneficiaries	141
8	Number of beneficiaries who attended group education sessions	4,215
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	230
10	Total number of simple inquiries received	153
11	Total number of simple inquiries resolved	153
12	Number of inquiries involving complex issues received	41
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$24,958
14	Number of complex issues resolved	35
15	Number of complex issues pending further action	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,378
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$233,477

Maine – Legal Services for the Elderly, Augusta		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	87
2	Total number of volunteer training hours	1,204
3	Total number of volunteer work hours	6,302
4	Number of media airings	858
5	Number of community outreach education events conducted	153
6	Estimated number of people reached by community outreach education events	5,883
7	Number of group education sessions for beneficiaries	162
8	Number of beneficiaries who attended group education sessions	2,140
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	12,400
10	Total number of simple inquiries received	2,363
11	Total number of simple inquiries resolved	2,363
12	Number of inquiries involving complex issues received	20
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$2,105
14	Number of complex issues resolved	29
15	Number of complex issues pending further action	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$10,178
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$8,280
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$8,280

Grant Total: \$213,732

Maryland – Maryland Department of Aging, Baltimore		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	138
2	Total number of volunteer training hours	1,665
3	Total number of volunteer work hours	6,371
4	Number of media airings	4,344
5	Number of community outreach education events conducted	257
6	Estimated number of people reached by community outreach education events	29,102
7	Number of group education sessions for beneficiaries	957
8	Number of beneficiaries who attended group education sessions	25,237
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	34,153
10	Total number of simple inquiries received	1,930
11	Total number of simple inquiries resolved	1,930
12	Number of inquiries involving complex issues received	27
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$6,267
14	Number of complex issues resolved	19
15	Number of complex issues pending further action	38
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$233,477

Massachusetts – Elder Services of the Merrimack Valley, Inc., Lawrence		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	46
2	Total number of volunteer training hours	209
3	Total number of volunteer work hours	1,860
4	Number of media airings	582
5	Number of community outreach education events conducted	75
6	Estimated number of people reached by community outreach education events	8,932
7	Number of group education sessions for beneficiaries	101
8	Number of beneficiaries who attended group education sessions	2,628
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	889
10	Total number of simple inquiries received	1,022
11	Total number of simple inquiries resolved	1,022
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$19,889
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	52
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,443
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$234,210

Michigan – MMAP, Inc., Lansing		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	304
2	Total number of volunteer training hours	5,661
3	Total number of volunteer work hours	4,663
4	Number of media airings	294
5	Number of community outreach education events conducted	250
6	Estimated number of people reached by community outreach education events	65,587
7	Number of group education sessions for beneficiaries	647
8	Number of beneficiaries who attended group education sessions	27,242
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,864
10	Total number of simple inquiries received	157
11	Total number of simple inquiries resolved	157
12	Number of inquiries involving complex issues received	9
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$9,972
14	Number of complex issues resolved	2
15	Number of complex issues pending further action	19
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$258,966

**Minnesota – Minnesota Board of Aging, Dept. of Human Services, Aging and Adult Services Div.,
Saint Paul**

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	58
2	Total number of volunteer training hours	792
3	Total number of volunteer work hours	330
4	Number of media airings	367
5	Number of community outreach education events conducted	96
6	Estimated number of people reached by community outreach education events	28,267
7	Number of group education sessions for beneficiaries	421
8	Number of beneficiaries who attended group education sessions	5,088
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	12
10	Total number of simple inquiries received	2,139
11	Total number of simple inquiries resolved	2,139
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	57
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$238,028

Mississippi – Department of Human Services, Division of Aging and Adult Services, Jackson		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	6
2	Total number of volunteer training hours	6
3	Total number of volunteer work hours	37
4	Number of media airings	22
5	Number of community outreach education events conducted	107
6	Estimated number of people reached by community outreach education events	4,634
7	Number of group education sessions for beneficiaries	28
8	Number of beneficiaries who attended group education sessions	1,291
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,598
10	Total number of simple inquiries received	290
11	Total number of simple inquiries resolved	290
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$202
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	35
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$228,926

Missouri – Care Connection for Aging Services, Warrensburg		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	22
2	Total number of volunteer training hours	156
3	Total number of volunteer work hours	195
4	Number of media airings	7
5	Number of community outreach education events conducted	1,186
6	Estimated number of people reached by community outreach education events	79,593
7	Number of group education sessions for beneficiaries	472
8	Number of beneficiaries who attended group education sessions	26,526
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4
10	Total number of simple inquiries received	8,392
11	Total number of simple inquiries resolved	8,392
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	66
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$244,853

Montana – Missoula Aging Services, Missoula		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	45
2	Total number of volunteer training hours	81
3	Total number of volunteer work hours	575
4	Number of media airings	256
5	Number of community outreach education events conducted	26
6	Estimated number of people reached by community outreach education events	1,720
7	Number of group education sessions for beneficiaries	302
8	Number of beneficiaries who attended group education sessions	9,342
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,306
10	Total number of simple inquiries received	185
11	Total number of simple inquiries resolved	185
12	Number of inquiries involving complex issues received	8
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$45,356
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$867
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$208,910

Nebraska – Nebraska Department of Health & Human Services, Lincoln		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	44
2	Total number of volunteer training hours	414
3	Total number of volunteer work hours	1,469
4	Number of media airings	7,194
5	Number of community outreach education events conducted	140
6	Estimated number of people reached by community outreach education events	8,689
7	Number of group education sessions for beneficiaries	223
8	Number of beneficiaries who attended group education sessions	5,762
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,409
10	Total number of simple inquiries received	446
11	Total number of simple inquiries resolved	446
12	Number of inquiries involving complex issues received	18
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$4,469
14	Number of complex issues resolved	15
15	Number of complex issues pending further action	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$219,825

Nevada – Division of Aging and Disability Services, Las Vegas		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	84
2	Total number of volunteer training hours	1,171
3	Total number of volunteer work hours	1,321
4	Number of media airings	2,234
5	Number of community outreach education events conducted	142
6	Estimated number of people reached by community outreach education events	7,805
7	Number of group education sessions for beneficiaries	145
8	Number of beneficiaries who attended group education sessions	2,660
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,509
10	Total number of simple inquiries received	415
11	Total number of simple inquiries resolved	415
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	8
13B	Total dollar amount referred for further action	\$4,106
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	27
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$219,825

New Hampshire – Health and Human Services – Bureau of Elderly & Adult Services, Concord		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	13
2	Total number of volunteer training hours	6
3	Total number of volunteer work hours	373
4	Number of media airings	188
5	Number of community outreach education events conducted	80
6	Estimated number of people reached by community outreach education events	5,303
7	Number of group education sessions for beneficiaries	108
8	Number of beneficiaries who attended group education sessions	2,132
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,792
10	Total number of simple inquiries received	725
11	Total number of simple inquiries resolved	413
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$75
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$217,550

New Jersey – Jewish Family & Vocational Services of Middlesex County, Inc., Milltown		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	53
2	Total number of volunteer training hours	989
3	Total number of volunteer work hours	877
4	Number of media airings	1,057
5	Number of community outreach education events conducted	45
6	Estimated number of people reached by community outreach education events	4,215
7	Number of group education sessions for beneficiaries	185
8	Number of beneficiaries who attended group education sessions	7,272
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	123
10	Total number of simple inquiries received	896
11	Total number of simple inquiries resolved	896
12	Number of inquiries involving complex issues received	69
13A	Number of inquiries involving complex issues referred for further action	15
13B	Total dollar amount referred for further action	\$29,666
14	Number of complex issues resolved	58
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,374
17A	Expected Medicare recoveries attributable to the project	\$1,192
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$8,797
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$185
17A–17D	Total savings attributable to the project	\$10,175

Grant Total: \$241,036

New Mexico – Aging and Long-Term Services Department, Albuquerque

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	45
2	Total number of volunteer training hours	389
3	Total number of volunteer work hours	3,383
4	Number of media airings	6,424
5	Number of community outreach education events conducted	291
6	Estimated number of people reached by community outreach education events	19,250
7	Number of group education sessions for beneficiaries	260
8	Number of beneficiaries who attended group education sessions	12,178
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5,775
10	Total number of simple inquiries received	5
11	Total number of simple inquiries resolved	5
12	Number of inquiries involving complex issues received	24
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$22,290
14	Number of complex issues resolved	18
15	Number of complex issues pending further action	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$6,080
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$4,820
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$4,820

Grant Total: \$213,732

New York –State Office for the Aging, Albany		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	427
2	Total number of volunteer training hours	1,399
3	Total number of volunteer work hours	2,536
4	Number of media airings	632
5	Number of community outreach education events conducted	341
6	Estimated number of people reached by community outreach education events	44,610
7	Number of group education sessions for beneficiaries	1,015
8	Number of beneficiaries who attended group education sessions	30,382
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	182
10	Total number of simple inquiries received	4,565
11	Total number of simple inquiries resolved	4,144
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	121
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$301,735

North Carolina – Department of Insurance, Raleigh		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	805
2	Total number of volunteer training hours	5,050
3	Total number of volunteer work hours	8,890
4	Number of media airings	6,766
5	Number of community outreach education events conducted	779
6	Estimated number of people reached by community outreach education events	113,006
7	Number of group education sessions for beneficiaries	416
8	Number of beneficiaries who attended group education sessions	15,202
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	15,831
10	Total number of simple inquiries received	3,206
11	Total number of simple inquiries resolved	3,206
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$200
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$158
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$158

Grant Total: \$265,331

North Dakota – North Dakota Center for Persons with Disabilities, Minot		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	74
2	Total number of volunteer training hours	103
3	Total number of volunteer work hours	491
4	Number of media airings	1,174
5	Number of community outreach education events conducted	75
6	Estimated number of people reached by community outreach education events	3,430
7	Number of group education sessions for beneficiaries	233
8	Number of beneficiaries who attended group education sessions	4,157
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	148
10	Total number of simple inquiries received	75
11	Total number of simple inquiries resolved	75
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$215,275

Ohio – Pro Seniors, Inc., Cincinnati		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	59
2	Total number of volunteer training hours	266
3	Total number of volunteer work hours	722
4	Number of media airings	235
5	Number of community outreach education events conducted	173
6	Estimated number of people reached by community outreach education events	20,751
7	Number of group education sessions for beneficiaries	72
8	Number of beneficiaries who attended group education sessions	1,481
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3
10	Total number of simple inquiries received	120
11	Total number of simple inquiries resolved	120
12	Number of inquiries involving complex issues received	27
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$2,589
14	Number of complex issues resolved	23
15	Number of complex issues pending further action	17
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$2,587
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$2,587

Grant Total: \$266,064

Oklahoma – Oklahoma Insurance Department, Oklahoma City		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	17
2	Total number of volunteer training hours	275
3	Total number of volunteer work hours	73
4	Number of media airings	185
5	Number of community outreach education events conducted	112
6	Estimated number of people reached by community outreach education events	9,014
7	Number of group education sessions for beneficiaries	301
8	Number of beneficiaries who attended group education sessions	9,118
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	531
10	Total number of simple inquiries received	261
11	Total number of simple inquiries resolved	261
12	Number of inquiries involving complex issues received	6
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$1,627
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$225,159

Oregon – Department of Human Services, Seniors & People with Disabilities, Salem

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	202
2	Total number of volunteer training hours	532
3	Total number of volunteer work hours	2,815
4	Number of media airings	9,345
5	Number of community outreach education events conducted	164
6	Estimated number of people reached by community outreach education events	13,329
7	Number of group education sessions for beneficiaries	249
8	Number of beneficiaries who attended group education sessions	5,697
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,853
10	Total number of simple inquiries received	10,937
11	Total number of simple inquiries resolved	10,937
12	Number of inquiries involving complex issues received	16
13A	Number of inquiries involving complex issues referred for further action	11
13B	Total dollar amount referred for further action	\$17,384
14	Number of complex issues resolved	8
15	Number of complex issues pending further action	21
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$462
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$7,565
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$7,565

Grant Total: \$222,833

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	52
2	Total number of volunteer training hours	113
3	Total number of volunteer work hours	1,030
4	Number of media airings	80
5	Number of community outreach education events conducted	67
6	Estimated number of people reached by community outreach education events	5,700
7	Number of group education sessions for beneficiaries	251
8	Number of beneficiaries who attended group education sessions	5,176
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	31
10	Total number of simple inquiries received	861
11	Total number of simple inquiries resolved	861
12	Number of inquiries involving complex issues received	47
13A	Number of inquiries involving complex issues referred for further action	30
13B	Total dollar amount referred for further action	\$3,353
14	Number of complex issues resolved	27
15	Number of complex issues pending further action	52
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$285,808

Puerto Rico –Ombudsman Office for the Elderly, Santurce		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	21
2	Total number of volunteer training hours	1,256
3	Total number of volunteer work hours	5,927
4	Number of media airings	0
5	Number of community outreach education events conducted	1,453
6	Estimated number of people reached by community outreach education events	48,653
7	Number of group education sessions for beneficiaries	0
8	Number of beneficiaries who attended group education sessions	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0
10	Total number of simple inquiries received	0
11	Total number of simple inquiries resolved	0
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$168,277

Rhode Island – Department of Human Services, Division of Elderly Affairs, Cranston		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	32
2	Total number of volunteer training hours	320
3	Total number of volunteer work hours	1,107
4	Number of media airings	338
5	Number of community outreach education events conducted	251
6	Estimated number of people reached by community outreach education events	6,747
7	Number of group education sessions for beneficiaries	73
8	Number of beneficiaries who attended group education sessions	1,504
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,762
10	Total number of simple inquiries received	8,899
11	Total number of simple inquiries resolved	8,899
12	Number of inquiries involving complex issues received	17
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$17,290
14	Number of complex issues resolved	22
15	Number of complex issues pending further action	17
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$191
17A	Expected Medicare recoveries attributable to the project	\$1,054
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$45
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$1,099

Grant Total: \$215,275

South Carolina – Lt. Governor’s Office on Aging, Columbia		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	28
2	Total number of volunteer training hours	282
3	Total number of volunteer work hours	676
4	Number of media airings	332
5	Number of community outreach education events conducted	257
6	Estimated number of people reached by community outreach education events	23,116
7	Number of group education sessions for beneficiaries	215
8	Number of beneficiaries who attended group education sessions	5,508
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9,406
10	Total number of simple inquiries received	9,947
11	Total number of simple inquiries resolved	9,947
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	80
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$238,028

South Dakota – East River Legal Services, Sioux Falls		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	0
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	0
4	Number of media airings	0
5	Number of community outreach education events conducted	4
6	Estimated number of people reached by community outreach education events	244
7	Number of group education sessions for beneficiaries	12
8	Number of beneficiaries who attended group education sessions	576
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	143
10	Total number of simple inquiries received	31
11	Total number of simple inquiries resolved	31
12	Number of inquiries involving complex issues received	3
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,030
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$174,320

Tennessee – Upper Cumberland Development District, Cookeville		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	78
2	Total number of volunteer training hours	751
3	Total number of volunteer work hours	3,297
4	Number of media airings	8,258
5	Number of community outreach education events conducted	310
6	Estimated number of people reached by community outreach education events	67,289
7	Number of group education sessions for beneficiaries	431
8	Number of beneficiaries who attended group education sessions	14,295
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	11,221
10	Total number of simple inquiries received	88
11	Total number of simple inquiries resolved	88
12	Number of inquiries involving complex issues received	84
13A	Number of inquiries involving complex issues referred for further action	85
13B	Total dollar amount referred for further action	\$40,820
14	Number of complex issues resolved	45
15	Number of complex issues pending further action	126
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$6,818
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$35
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$35

Grant Total: \$241,036

Texas – Better Business Bureau Education, Houston		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	82
2	Total number of volunteer training hours	480
3	Total number of volunteer work hours	608
4	Number of media airings	42
5	Number of community outreach education events conducted	160
6	Estimated number of people reached by community outreach education events	17,536
7	Number of group education sessions for beneficiaries	387
8	Number of beneficiaries who attended group education sessions	10,949
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	111
10	Total number of simple inquiries received	219
11	Total number of simple inquiries resolved	183
12	Number of inquiries involving complex issues received	47
13A	Number of inquiries involving complex issues referred for further action	47
13B	Total dollar amount referred for further action	\$83,777
14	Number of complex issues resolved	26
15	Number of complex issues pending further action	178
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$246
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$246

Grant Total: \$300,193

U.S. Virgin Islands –Senior Citizens Affairs, St. Croix		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	26
2	Total number of volunteer training hours	295
3	Total number of volunteer work hours	513
4	Number of media airings	10
5	Number of community outreach education events conducted	25
6	Estimated number of people reached by community outreach education events	2,142
7	Number of group education sessions for beneficiaries	28
8	Number of beneficiaries who attended group education sessions	442
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	44
10	Total number of simple inquiries received	10
11	Total number of simple inquiries resolved	9
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$75,000

Utah – Utah Division of Aging and Adult Services, Salt Lake City		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	124
2	Total number of volunteer training hours	804
3	Total number of volunteer work hours	2,659
4	Number of media airings	229
5	Number of community outreach education events conducted	282
6	Estimated number of people reached by community outreach education events	17,876
7	Number of group education sessions for beneficiaries	420
8	Number of beneficiaries who attended group education sessions	11,227
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,973
10	Total number of simple inquiries received	5,432
11	Total number of simple inquiries resolved	5,432
12	Number of inquiries involving complex issues received	20
13A	Number of inquiries involving complex issues referred for further action	21
13B	Total dollar amount referred for further action	\$22,298
14	Number of complex issues resolved	20
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$48,739
17A	Expected Medicare recoveries attributable to the project	\$178
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$668
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$846

Grant Total: \$217,550

Vermont – Community of Vermont Elders, Berlin		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	51
2	Total number of volunteer training hours	242
3	Total number of volunteer work hours	1,351
4	Number of media airings	79
5	Number of community outreach education events conducted	36
6	Estimated number of people reached by community outreach education events	1,013
7	Number of group education sessions for beneficiaries	129
8	Number of beneficiaries who attended group education sessions	2,221
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	27
10	Total number of simple inquiries received	39
11	Total number of simple inquiries resolved	39
12	Number of inquiries involving complex issues received	7
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$2,064
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$215,275

Virginia – Virginia Association of Area Agencies on Aging, Richmond		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	30
2	Total number of volunteer training hours	95
3	Total number of volunteer work hours	340
4	Number of media airings	144
5	Number of community outreach education events conducted	256
6	Estimated number of people reached by community outreach education events	18,638
7	Number of group education sessions for beneficiaries	169
8	Number of beneficiaries who attended group education sessions	4,651
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,181
10	Total number of simple inquiries received	526
11	Total number of simple inquiries resolved	526
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	15
13B	Total dollar amount referred for further action	\$1,117
14	Number of complex issues resolved	37
15	Number of complex issues pending further action	37
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$243,311

Washington – Office of the Insurance Commissioner, Tumwater		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	20
2	Total number of volunteer training hours	163
3	Total number of volunteer work hours	1,143
4	Number of media airings	640
5	Number of community outreach education events conducted	1,004
6	Estimated number of people reached by community outreach education events	55,543
7	Number of group education sessions for beneficiaries	284
8	Number of beneficiaries who attended group education sessions	12,518
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	8,664
10	Total number of simple inquiries received	9,697
11	Total number of simple inquiries resolved	9,697
12	Number of inquiries involving complex issues received	482
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	331
15	Number of complex issues pending further action	565
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$234,210

Wisconsin – Coalition of Wisconsin Aging Groups, Madison		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	80
2	Total number of volunteer training hours	242
3	Total number of volunteer work hours	563
4	Number of media airings	562
5	Number of community outreach education events conducted	53
6	Estimated number of people reached by community outreach education events	3,325
7	Number of group education sessions for beneficiaries	113
8	Number of beneficiaries who attended group education sessions	2,111
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	66
10	Total number of simple inquiries received	468
11	Total number of simple inquiries resolved	468
12	Number of inquiries involving complex issues received	6
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$242,578

Wyoming – Senior Citizens, Inc., Riverton		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	15
2	Total number of volunteer training hours	78
3	Total number of volunteer work hours	222
4	Number of media airings	12,890
5	Number of community outreach education events conducted	23
6	Estimated number of people reached by community outreach education events	2,413
7	Number of group education sessions for beneficiaries	19
8	Number of beneficiaries who attended group education sessions	412
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,775
10	Total number of simple inquiries received	137
11	Total number of simple inquiries resolved	137
12	Number of inquiries involving complex issues received	18
13A	Number of inquiries involving complex issues referred for further action	8
13B	Total dollar amount referred for further action	\$5,383
14	Number of complex issues resolved	10
15	Number of complex issues pending further action	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$213,000

APPENDIX E

Definitions of Performance Measures

The following list includes the definitions of the performance measures for 2014.

Definitions

ACTIVE VOLUNTEER	An individual who donates his or her time to assist with implementing the Senior Medicare Patrol (SMP) project. Volunteers are trained to perform project work, which is conducted during their personal time. The individual is not paid by anyone during the time he or she performs this work.
VOLUNTEER TRAINING HOURS	The number of hours contributed by volunteers while receiving training to perform SMP work.
VOLUNTEER WORK HOURS	The number of hours contributed by volunteers while performing SMP work.
MEDIA AIRING	Any individual airing or publishing of media (e.g., print, radio, television, or electronic) to educate about Medicare/Medicaid fraud and the services of the SMP project.
COMMUNITY OUTREACH/ EDUCATION EVENT	An outreach and/or education activity conducted by SMP project staff or volunteers that is not a group education session, one-on-one counseling session, or media airing. The purpose of such an event is to educate the public about health care fraud prevention, detection, and reporting, and the availability of project services in their area.
GROUP EDUCATION SESSION	A formal presentation led by SMP project staff or volunteers to educate beneficiaries, family members, caregivers, and others on detecting fraud, error, and abuse in the health care system and on services offered by the project.

ONE-ON-ONE COUNSELING SESSION

A meeting between an SMP project representative and an individual beneficiary and/or his or her family or caregiver for the purpose of discussing or gathering information about potential health care fraud, error, or abuse. One-on-one counseling sessions may include beneficiary counseling, information gathering, or information sharing.

SIMPLE INQUIRY

A brief contact initiated by a consumer and/or beneficiary that is resolved with minimal time and research or review. Simple inquiries typically do not require individual demographic or private personal information, such as a Medicare number or information about a medical condition.

COMPLEX ISSUE

A complaint of potential Medicare fraud, error, and abuse; a consumer scam that seeks Medicare and Social Security numbers; or other potential health care fraud aimed at Medicare beneficiaries. Such an inquiry generally requires the SMP project staff or volunteer to obtain beneficiary personal identifying information and detailed information related to the issue, complaint, or allegation in order to conduct further investigation or referral.

COMPLEX ISSUE REFERRED FOR FURTHER ACTION

A complex issue referred to a Medicare contractor, law enforcement, or other investigative agency.

DOLLAR AMOUNT REFERRED FOR FURTHER ACTION

For health care related errors, fraud, and abuse issues, the dollar amount being questioned, requiring investigation or further action on the part of the SMP project or other entity to which the case is referred.

COMPLEX ISSUE RESOLVED

A complex issue successfully resolved by an SMP project, a Medicare contractor, an investigative agency, or other appropriate organization.

COMPLEX ISSUE PENDING FURTHER ACTION

A complex issue—irrespective of when it was received—that is still being investigated by either the SMP project or the entity to which the case was referred.

COST AVOIDANCE

Health care expenditures for which the Government, a beneficiary, or other entity (e.g., secondary health insurer or a pharmacy) was relieved of responsibility for payment as a result of the SMP project.

EXPECTED MEDICARE RECOVERIES

This amount represents actual and expected recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This applies to the amount of money that was ordered or agreed upon to be returned to Medicare, and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicare contractor or a law enforcement agency.

EXPECTED MEDICAID RECOVERIES

This amount represents actual and expected recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This applies to the amount of money that was ordered or agreed upon to be returned to Medicaid, and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicaid Fraud Control Unit or a law enforcement agency.

SAVINGS TO THE BENEFICIARY

Money saved by or recouped to an individual as a result of the SMP project (e.g., copayments, deductibles, or any other out-of-pocket expenses).

OTHER SAVINGS

Money saved or recouped to an entity other than Medicare, Medicaid, or a beneficiary (e.g., secondary health insurer) as a result of the SMP project.