




MAY -9 2008

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

FROM: 
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for Evaluation and Inspections

SUBJECT: Memorandum Report: Performance Data for the Senior Medicare Patrol
Projects: April 2008 Performance Report, OEI-02-08-00120

This memorandum report presents performance data from the Senior Medicare Patrol Projects. The Office of Inspector General (OIG) has collected these data since 1997. In December 2005, the Administration on Aging (AoA) requested that OIG continue to collect and report on performance data for the Senior Medicare Patrol Projects to support AoA's efforts to evaluate and improve the performance of these projects. OIG agreed to collect performance data every 6 months but to report the data on an annual basis.

The Senior Medicare Patrol Projects recruit retired professionals to serve as educators and resources to beneficiaries to detect and report fraud, waste, and abuse in the Medicare program. At least one project is located in each of the 50 States, as well as in the District of Columbia, Puerto Rico, Guam, and the Virgin Islands. In 2007, 57 Senior Medicare Patrol Projects received a total of \$9.3 million from AoA.

New Performance Measures

In 2007, AoA revised some of the performance measures to more accurately reflect the work of the Senior Medicare Patrol Projects. AoA developed the following new performance measures: 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 come from beneficiaries and are quickly resolved with very little research or review. Complex issues involve more detailed information related to an issue or a complaint that may warrant further investigation by an investigative agency, such as the reporting of potential fraud and abuse by a provider.

Beginning in 2007, the Senior Medicare Patrol Projects were required to measure health care expenditures for which the Medicare program, the Medicaid program, a beneficiary, or other entity (e.g., secondary health insurer, pharmacy) was relieved of responsibility for payment as a result of the projects. This performance measure is referred to as cost avoidance. For example, if a beneficiary discovers charges for services that he or she did not receive and the project, on behalf of the beneficiary, receives a revised billing statement from the provider, the project can report this as cost avoidance.

Methodology

This review is based on data reported by the Senior Medicare Patrol Projects. We reviewed documentation for actual funds recovered to the Medicare program, the Medicaid program, beneficiaries, and others attributable to the projects. We did not independently verify the other performance measures.

Performance Measure Results for 2007

In 2007, the 57 projects trained a total of 10,338 active volunteers. These volunteers educated beneficiaries in 6,587 group education sessions and held 131,359 one-on-one counseling sessions. In addition, the projects conducted 13,784 media events and 8,417 community education events. As a result of these training sessions and events, the projects received 69,808 simple inquiries. They also received 17,658 complex issues, of which 4,004 were referred for further action. Actual Medicare funds recovered attributable to the projects were \$302,318 and actual savings to the beneficiaries attributable to the projects were \$140,219. Additionally, cost avoidance on behalf of the Medicare program, the Medicaid program, beneficiaries, and others totaled \$7,448,327. In particular, one project assisted with uncovering a case of fraudulent billing of medical services that were never provided. As a result of this case, 13 providers had their provider identification numbers revoked, resulting in projected savings for Medicare of \$7,367,462.

Performance Measure Results Since 1997

Since the inception of the program 11 years ago, a total of 72 projects (15 of which closed as of December 2006) reported educating beneficiaries in 60,622 group education sessions and 983,738 one-on-one sessions. In addition, the projects reported conducting 172,492 media events and 57,405 community education events. Actual Medicare funds recovered attributable to the projects were \$4,500,331. Savings to Medicaid, beneficiaries, and other payers were approximately \$101 million. Most of the \$101 million in savings was the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare.

Tracking Systems

The Centers for Medicare & Medicaid Services (CMS) contractors continue to provide the Senior Medicare Patrol Projects with Harkin Grantee Tracking System reports (referred to as tracking reports) that document actual Medicare funds recovered attributable to the projects. In 2007, 16 of the 57 projects submitted at least one tracking report. Ten of the tracking reports documented actual recovered funds to the Medicare program. Six projects submitted other forms of documentation of actual Medicare funds recovered.

In addition, AoA developed a Web-based system named The Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS). The Senior Medicare Patrol Projects can use SMART FACTS to track and report activities and complaints and to refer cases directly to an investigative agency.

Summary

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

As agreed with AoA, we will continue to monitor the projects and will provide you with summary reports of performance data on an annual basis. If you or your staff have any questions or require additional information, please contact me at (202) 619-0480 or Jodi Nudelman, Regional Inspector General for the Office of Evaluation and Inspections in New York, at (212) 264-2779. Please refer to report number OEI-02-08-00120 in all correspondence.

ATTACHMENTS:

- Appendix A - Summary of Performance for All Projects Since 1997
- Appendix B - Summary of Performance for All Projects for 2007
- Appendix C - Projects' Results for Each Performance Measure for 2007
- Appendix D - Individual Project Results for 2007
- Appendix E - Performance Measures Definitions

Senior Medicare Patrol Projects' Performance Measure Results

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Summary of Performance for All Projects Since 1997

The following table provides overall performance for all 72 projects that have operated since 1997.

Not applicable or NA indicates that data were not collected for this performance measure.

Totals may not add up because of rounding.

Summary of Performance for All Projects Since 1997

		1997–2006	2007	Total Since 1997
OUTPUT MEASURES				
1	Total number of active volunteers	NA	10,338	10,338
2	Total number of volunteer training hours	NA	196,792	196,792
3	Total number of volunteer work hours	NA	308,563	308,563
4	Number of media outreach events	158,708	13,784	172,492
5	Number of community outreach education events conducted	48,988	8,417	57,405
6	Estimated number of people reached by community education events	18,180,128	2,654,418	20,834,546
7	Number of group education sessions for beneficiaries	54,035	6,587	60,622
8	Number of beneficiaries who attended group education sessions	2,035,722	238,539	2,274,261
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	852,379	131,359	983,738
10	Total number of simple inquiries received	NA	69,808	69,808
11	Total number of simple inquiries resolved	NA	60,738	60,738
12	Number of complex issues received	NA	17,658	17,658
13A	Number of complex issues referred for further action	NA	4,004	4,004
13B	Total dollar amount referred for further action	NA	\$1,517,345	\$1,517,345
14	Number of complex issues resolved	NA	5,225	5,225
15	Number of complex issues pending further action	NA	3,430	3,430
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary or other	NA	\$7,448,327	\$7,448,327
17A	Actual Medicare funds recovered attributable to the projects	\$4,198,013	\$302,318	\$4,500,331
17B	Actual Medicaid funds recovered attributable to the projects	\$545,801	\$0	\$545,801
17C	Actual savings to beneficiaries attributable to the projects	\$2,992,776	\$140,219	\$3,132,995
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$97,466,494	\$11,531	\$97,478,025
17B-17D	Total savings to Medicaid, beneficiaries, and other payers	\$101,005,071	\$151,751	\$101,156,822
17A –17D	Total savings attributable to the projects	\$105,203,084	\$454,068	\$105,657,152

Summary of Performance for All Projects for 2007

The following table provides data for the 57 Senior Medicare Patrol Projects that operated in 2007. The table provides the performance measure results for the two 6-month reporting periods.

Totals may not add up because of rounding.

Summary of Performance for All Projects for 2007

		January - June	July - December	Total for 2007*
	OUTPUT MEASURES			
1	Total number of active volunteers	6,068	4,270	10,338
2	Total number of volunteer training hours	38,490	158,302	196,792
3	Total number of volunteer work hours	146,537	162,025	308,563
4	Number of media outreach events	6,121	7,663	13,784
5	Number of community outreach education events conducted	5,146	3,271	8,417
6	Estimated number of people reached by community education events	1,163,320	1,491,098	2,654,418
7	Number of group education sessions for beneficiaries	2,915	3,672	6,587
8	Number of beneficiaries who attended group education sessions	94,015	144,524	238,539
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	57,653	73,706	131,359
10	Total number of simple inquiries received	41,252	28,556	69,808
11	Total number of simple inquiries resolved	34,079	26,659	60,738
12	Number of complex issues received	14,057	3,601	17,658
13A	Number of complex issues referred for further action	3,128	876	4,004
13B	Total dollar amount referred for further action	\$676,618	\$840,727	\$1,517,345
14	Number of complex issues resolved	2,784	2,441	5,225
15	Number of complex issues pending further action	2,727	703	3,430
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$7,411,707	\$36,620	\$7,448,327
17A	Actual Medicare funds recovered attributable to the projects	\$258,101	\$44,217	\$302,318
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$123,533	\$16,686	\$140,219
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$7,009	\$4,522	\$11,531
17A –17D	Total savings attributable to the projects	\$388,644	\$65,425	\$454,068
*Totals may not add because of rounding				

Projects' Results for Each Performance Measure for 2007

The following tables provide the results for each performance measure for each of the 57 Senior Medicare Patrol Projects operating in 2007. Each table provides the performance measure results for the two 6-month reporting periods.

Not applicable or NA indicates that data were not collected for this performance measure.

Totals may not add up because of rounding.

PERFORMANCE MEASURE 1: Total Number of Active Volunteers							
	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	160	92	252	Montana	83	73	156
Alaska	78	53	131	Nebraska	85	159	244
Arizona	31	41	72	Nevada	1	2	3
Arkansas	94	50	144	New Hampshire	64	56	120
California	526	149	675	New Jersey	34	17	51
Colorado	122	76	198	New Mexico	400	420	820
Connecticut	389	8	397	New York	210	230	440
Delaware	18	19	37	North Carolina	14	12	26
District of Columbia – AARP	35	35	70	North Dakota	47	33	80
District of Columbia – FH	12	15	27	Ohio	17	36	53
Florida	53	23	76	Oklahoma	345	1	346
Georgia – AAA	30	26	56	Oregon	170	145	315
Georgia – Cares	76	85	161	Pennsylvania	64	48	112
Guam	11	11	22	Puerto Rico	12	12	24
Hawaii	103	96	199	Rhode Island	58	114	172
Idaho	85	105	190	South Carolina	48	20	68
Illinois	36	8	44	South Dakota	85	108	193
Indiana	57	30	87	Tennessee	14	30	44
Iowa	38	74	112	Texas – BBBEF	47	5	52
Kansas	25	40	65	Texas – NHCOA	160	179	339
Kentucky	207	174	381	Utah	102	158	260
Louisiana	7	12	19	Vermont	12	12	24
Maine	50	23	73	Virginia	79	36	115
Maryland	92	112	204	Virgin Islands	10	46	56
Massachusetts	450	420	870	Washington	373	284	657
Michigan	45	27	72	West Virginia	64	65	129
Minnesota	403	27	430	Wisconsin	25	34	59
Mississippi	15	5	20	Wyoming	94	77	171
Missouri	103	22	125				

PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	649	3,369	4,018	Montana	56	226	282
Alaska	4	4	8	Nebraska	880	1,569	2,449
Arizona	82	162	244	Nevada	0	0	0
Arkansas	0	139	139	New Hampshire	46	170	216
California	670	206	876	New Jersey	22	22	44
Colorado	383	770	1,153	New Mexico	4,800	3,360	8,160
Connecticut	976	0	976	New York	11	17	28
Delaware	200	164	364	North Carolina	89	58	147
District of Columbia – AARP	8	53	61	North Dakota	47	34	81
District of Columbia – FH	22	67	89	Ohio	19	189	208
Florida	19	20	39	Oklahoma	0	0	0
Georgia – AAA	8	192	200	Oregon	1,190	616	1,806
Georgia – Cares	186	NA	186	Pennsylvania	81	111	192
Guam	4	280	284	Puerto Rico	5,760	132	5,892
Hawaii	379	0	379	Rhode Island	54	1,304	1,358
Idaho	324	454	778	South Carolina	175	0	175
Illinois	300	3	303	South Dakota	0	2,046	2,046
Indiana	3	3	6	Tennessee	29	160	189
Iowa	209	36	245	Texas – BBBEF	0	0	0
Kansas	33	637	670	Texas – NHCOA	818	126,910	127,728
Kentucky	174	277	451	Utah	NA	270	270
Louisiana	27	45	72	Vermont	114	44	158
Maine	30	180	210	Virginia	58	0	58
Maryland	1,044	4,898	5,942	Virgin Islands	8	20	28
Massachusetts	10,500	1,750	12,250	Washington	3,380	2,641	6,021
Michigan	1,048	1,534	2,582	West Virginia	65	42	107
Minnesota	2,526	77	2,603	Wisconsin	380	40	420
Mississippi	64	15	79	Wyoming	368	2,904	3,272
Missouri	168	83	251				

PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	8	5,847	5,855	Montana	423	139	562
Alaska	1,560	1,060	2,620	Nebraska	2,360	1,265	3,625
Arizona	5,675	407	6,082	Nevada	0	4	4
Arkansas	723	517	1,240	New Hampshire	3,327	2,193	5,520
California	510	830	1,340	New Jersey	82	47	129
Colorado	0	NA	0	New Mexico	9,600	4,320	13,920
Connecticut	1,445	1,466	2,911	New York	0	0	0
Delaware	337	486	823	North Carolina	960	890	1,850
District of Columbia – AARP	30	36	66	North Dakota	19	56	75
District of Columbia – FH	135	111	246	Ohio	98	102	200
Florida	152	331	483	Oklahoma	0	3	3
Georgia – AAA	3,938	115	4,053	Oregon	4,080	1,858	5,938
Georgia – Cares	135	NA	135	Pennsylvania	250	640	890
Guam	124	805	929	Puerto Rico	12,960	216	13,176
Hawaii	61	11	72	Rhode Island	8,524	817	9,341
Idaho	289	1,178	1,467	South Carolina	402	768	1,170
Illinois	0	80	80	South Dakota	7,950	2,859	10,809
Indiana	731	361	1,092	Tennessee	157	404	561
Iowa	1,474	1,555	3,029	Texas – BBBEF	30	15	45
Kansas	0	59	59	Texas – NHCOA	16,723	1,390	18,113
Kentucky	1,479	2,036	3,515	Utah	10	1,218	1,228
Louisiana	58	76	134	Vermont	371	131	502
Maine	NA	5,999	5,999	Virginia	552	108	660
Maryland	6,190	5,036	11,226	Virgin Islands	20	94	114
Massachusetts	1,271	4,320	5,591	Washington	25,974	27,803	53,777
Michigan	55	130	185	West Virginia	789	677	1,466
Minnesota	18,289	180	18,469	Wisconsin	4,411	380	4,791
Mississippi	1,014	1,025	2,039	Wyoming	467	79,314	79,781
Missouri	317	258	575				

PERFORMANCE MEASURE 4: Number of Media Outreach Activities							
	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	40	120	160	Montana	194	41	235
Alaska	1	5	6	Nebraska	6	8	14
Arizona	9	4	13	Nevada	1	6	7
Arkansas	20	36	56	New Hampshire	28	78	106
California	9	23	32	New Jersey	22	4	26
Colorado	2	2	4	New Mexico	9	3	12
Connecticut	18	15	33	New York	13	8	21
Delaware	500	15	515	North Carolina	40	66	106
District of Columbia – AARP	2	3	5	North Dakota	3	16	19
District of Columbia – FH	2	1	3	Ohio	1	69	70
Florida	5	8	13	Oklahoma	43	1,362	1,405
Georgia – AAA	8	11	19	Oregon	55	70	125
Georgia – Cares	156	165	321	Pennsylvania	5	7	12
Guam	4	116	120	Puerto Rico	6	1	7
Hawaii	1	0	1	Rhode Island	12	8	20
Idaho	3	0	3	South Carolina	44	25	69
Illinois	27	28	55	South Dakota	4	4	8
Indiana	32	2,507	2,539	Tennessee	16	18	34
Iowa	82	54	136	Texas – BBBEF	2	12	14
Kansas	16	47	63	Texas – NHCOA	25	28	53
Kentucky	103	156	259	Utah	9	14	23
Louisiana	386	31	417	Vermont	0	31	31
Maine	119	9	128	Virginia	3,374	258	3,632
Maryland	73	6	79	Virgin Islands	76	125	201
Massachusetts	182	21	203	Washington	106	126	232
Michigan	6	26	32	West Virginia	96	1,271	1,367
Minnesota	2	4	6	Wisconsin	101	25	126
Mississippi	9	10	19	Wyoming	3	550	553
Missouri	10	6	16				

PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	334	99	433	Montana	83	11	94
Alaska	8	3	11	Nebraska	37	28	65
Arizona	103	74	177	Nevada	6	22	28
Arkansas	30	25	55	New Hampshire	98	171	269
California	95	50	145	New Jersey	23	31	54
Colorado	34	13	47	New Mexico	12	18	30
Connecticut	227	39	266	New York	14	15	29
Delaware	70	31	101	North Carolina	100	102	202
District of Columbia – AARP	14	2	16	North Dakota	5	8	13
District of Columbia – FH	5	4	9	Ohio	3	14	17
Florida	81	91	172	Oklahoma	22	17	39
Georgia – AAA	24	12	36	Oregon	79	127	206
Georgia – Cares	185	367	552	Pennsylvania	23	41	64
Guam	7	12	19	Puerto Rico	97	74	171
Hawaii	12	8	20	Rhode Island	50	46	96
Idaho	25	24	49	South Carolina	167	45	212
Illinois	143	136	279	South Dakota	9	6	15
Indiana	98	71	169	Tennessee	123	146	269
Iowa	52	209	261	Texas – BBBEF	13	17	30
Kansas	21	9	30	Texas – NHCOA	200	189	389
Kentucky	44	94	138	Utah	1,446	44	1,490
Louisiana	14	11	25	Vermont	6	5	11
Maine	55	23	78	Virginia	189	52	241
Maryland	26	124	150	Virgin Islands	2	20	22
Massachusetts	94	181	275	Washington	205	131	336
Michigan	39	28	67	West Virginia	37	25	62
Minnesota	152	8	160	Wisconsin	39	50	89
Mississippi	28	11	39	Wyoming	12	20	32
Missouri	26	37	63				

PERFORMANCE MEASURE 6: Estimated Number of People Reached By Community Outreach Education Events							
	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	5,191	129,748	134,939	Montana	2,040	604	2,644
Alaska	663,000	670,000	1,333,000	Nebraska	6,863	2,687	9,550
Arizona	4,103	3,867	7,970	Nevada	745	2,160	2,905
Arkansas	1,838	2,812	4,650	New Hampshire	2,342	10,450	12,792
California	10,299	14,093	24,392	New Jersey	2,756	2,920	5,676
Colorado	5,195	469	5,664	New Mexico	4,156	34,923	39,079
Connecticut	9,551	53,442	62,993	New York	15,054	6,761	21,815
Delaware	3,690	1,155	4,845	North Carolina	19,150	15,108	34,258
District of Columbia – AARP	1,253	490	1,743	North Dakota	922	1,613	2,535
District of Columbia – FH	103,150	153,000	256,150	Ohio	817	696	1,513
Florida	12,537	8,325	20,862	Oklahoma	7,353	2,106	9,459
Georgia – AAA	3,462	636	4,098	Oregon	2,316	13,904	16,220
Georgia – Cares	8,716	36,779	45,495	Pennsylvania	1,925	4,793	6,718
Guam	1,650	2,075	3,725	Puerto Rico	10,593	9,051	19,644
Hawaii	7,000	25,650	32,650	Rhode Island	2,040	58,123	60,163
Idaho	2,480	1,584	4,064	South Carolina	23,360	8,808	32,168
Illinois	8,860	22,623	31,483	South Dakota	651	652	1,303
Indiana	21,835	18,885	40,720	Tennessee	60,866	14,139	75,005
Iowa	9,648	20,729	30,377	Texas – BBBEF	1,651	3,002	4,653
Kansas	3,059	2,136	5,195	Texas – NHCOA	9,720	9,475	19,195
Kentucky	3,016	11,477	14,493	Utah	4,120	7,999	12,119
Louisiana	366	2,615	2,981	Vermont	199	246	445
Maine	3,063	4,559	7,622	Virginia	8,823	4,850	13,673
Maryland	9,632	29,584	39,216	Virgin Islands	500	1,500	2,000
Massachusetts	8,301	5,000	13,301	Washington	22,857	4,810	27,667
Michigan	19,067	20,964	40,031	West Virginia	9,042	16,741	25,783
Minnesota	6,896	1,551	8,447	Wisconsin	2,149	5,603	7,752
Mississippi	2,393	1,115	3,508	Wyoming	237	250	487
Missouri	822	1,761	2,583				

PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	76	174	250	Montana	49	83	132
Alaska	1	1	2	Nebraska	109	82	191
Arizona	1	74	75	Nevada	6	10	16
Arkansas	26	26	52	New Hampshire	6	32	38
California	143	290	433	New Jersey	55	82	137
Colorado	70	39	109	New Mexico	127	131	258
Connecticut	60	13	73	New York	105	78	183
Delaware	35	83	118	North Carolina	42	85	127
District of Columbia – AARP	14	9	23	North Dakota	35	92	127
District of Columbia – FH	2	1	3	Ohio - PSI	22	18	40
Florida	52	72	124	Oklahoma	13	2	15
Georgia – AAA	110	68	178	Oregon - SMP	11	102	113
Georgia – Cares	44	313	357	Pennsylvania	30	99	129
Guam	7	28	35	Puerto Rico	45	11	56
Hawaii	18	5	23	Rhode Island	26	23	49
Idaho	18	17	35	South Carolina	167	60	227
Illinois	57	47	104	South Dakota	5	6	11
Indiana	64	43	107	Tennessee	48	72	120
Iowa	263	206	469	Texas – BBBEF	31	38	69
Kansas	12	5	17	Texas – NHCOA	166	237	403
Kentucky	61	78	139	Utah	55	45	100
Louisiana	23	21	44	Vermont	17	11	28
Maine	35	85	120	Virginia	56	80	136
Maryland	129	52	181	Virgin Islands	17	20	37
Massachusetts	0	82	82	Washington	58	49	107
Michigan	29	37	66	West Virginia	18	22	40
Minnesota	132	150	282	Wisconsin	44	20	64
Mississippi	18	12	30	Wyoming	0	37	37
Missouri	52	14	66				

PERFORMANCE MEASURE 8: Number of Beneficiaries Who Attended Group Education Sessions

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	2,222	6,409	8,631	Montana	1,634	1,881	3,515
Alaska	14	25	39	Nebraska	2,766	2,657	5,423
Arizona	166	3,867	4,033	Nevada	140	229	369
Arkansas	315	436	751	New Hampshire	333	1,431	1,764
California	3,984	8,854	12,838	New Jersey	2,289	2,078	4,367
Colorado	1,591	890	2,481	New Mexico	1,533	2,571	4,104
Connecticut	1,237	1,365	2,602	New York	3,468	3,013	6,481
Delaware	595	1,220	1,815	North Carolina	13,546	8,761	22,307
District of Columbia – AARP	1,253	189	1,442	North Dakota	743	1,967	2,710
District of Columbia – FH	78	12	90	Ohio	474	455	929
Florida	4,848	2,874	7,722	Oklahoma	518	76	594
Georgia – AAA	3,553	2,473	6,026	Oregon	130	2,992	3,122
Georgia – Cares	1,919	41,908	43,827	Pennsylvania	771	3,238	4,009
Guam	68	693	761	Puerto Rico	937	257	1,194
Hawaii	350	400	750	Rhode Island	910	740	1,650
Idaho	454	500	954	South Carolina	1,192	2,431	3,623
Illinois	1,399	1,905	3,304	South Dakota	163	389	552
Indiana	1,997	1,445	3,442	Tennessee	1,527	1,560	3,087
Iowa	7,221	5,283	12,504	Texas – BBBEF	1,206	1,979	3,185
Kansas	506	186	692	Texas – NHCOA	7,400	8,047	15,447
Kentucky	1,325	1,595	2,920	Utah	3,500	976	4,476
Louisiana	411	445	856	Vermont	305	291	596
Maine	490	1,221	1,711	Virginia	508	2,470	2,978
Maryland	4,942	1,562	6,504	Virgin Islands	160	525	685
Massachusetts	0	0	0	Washington	NA	859	859
Michigan	987	1,754	2,741	West Virginia	875	1,173	2,048
Minnesota	2,717	1,653	4,370	Wisconsin	1,154	574	1,728
Mississippi	693	471	1,164	Wyoming	0	1,038	1,038
Missouri	498	231	729				

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

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	519	87	606	Montana	436	157	593
Alaska	2	1	3	Nebraska	30	9	39
Arizona	240	297	537	Nevada	2	99	101
Arkansas	181	125	306	New Hampshire	841	3,566	4,407
California	70	0	70	New Jersey	8	27	35
Colorado	0	154	154	New Mexico	20,066	16,787	36,853
Connecticut	46	1	47	New York	0	0	0
Delaware	156	196	352	North Carolina	67	278	345
District of Columbia – AARP	0	0	0	North Dakota	33	13	46
District of Columbia – FH	3	3	6	Ohio	0	5	5
Florida	25	5	30	Oklahoma	4	0	4
Georgia – AAA	459	161	620	Oregon	4,240	3,961	8,201
Georgia – Cares	514	278	792	Pennsylvania	225	244	469
Guam	127	338	465	Puerto Rico	0	3	3
Hawaii	0	0	0	Rhode Island	2,380	197	2,577
Idaho	36	0	36	South Carolina	731	644	1,375
Illinois	134	179	313	South Dakota	0	0	0
Indiana	0	3	3	Tennessee	227	79	306
Iowa	60	97	157	Texas – BBBEF	20	5	25
Kansas	17	1	18	Texas – NHCOA	4,352	6,131	10,483
Kentucky	1,747	1,675	3,422	Utah	1,365	23	1,388
Louisiana	9	17	26	Vermont	357	0	357
Maine	238	229	467	Virginia	349	23	372
Maryland	2,239	152	2,391	Virgin Islands	20	25	45
Massachusetts	300	23,396	23,696	Washington	10,470	10,316	20,786
Michigan	74	23	97	West Virginia	40	101	141
Minnesota	74	74	148	Wisconsin	13	16	29
Mississippi	2,393	724	3,117	Wyoming	907	2,609	3,516
Missouri	807	172	979				

PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	49	1,014	1,063	Montana	1	5	6
Alaska	0	0	0	Nebraska	205	47	252
Arizona	34	297	331	Nevada	9	66	75
Arkansas	165	125	290	New Hampshire	0	793	793
California	14	40	54	New Jersey	174	101	275
Colorado	1	0	1	New Mexico	20,066	4,663	24,729
Connecticut	18	19	37	New York	31	24	55
Delaware	86	67	153	North Carolina	82	310	392
District of Columbia – AARP	8	9	17	North Dakota	34	114	148
District of Columbia – FH	19	4	23	Ohio	74	83	157
Florida	114	39	153	Oklahoma	10	33	43
Georgia – AAA	5	54	59	Oregon	858	7	865
Georgia – Cares	711	1,440	2,151	Pennsylvania	0	5	5
Guam	88	199	287	Puerto Rico	0	237	237
Hawaii	25	2	27	Rhode Island	3,206	811	4,017
Idaho	398	448	846	South Carolina	0	200	200
Illinois	534	160	694	South Dakota	137	196	333
Indiana	10	855	865	Tennessee	336	193	529
Iowa	8	57	65	Texas – BBBEF	81	93	174
Kansas	30	35	65	Texas – NHCOA	10,602	11,239	21,841
Kentucky	355	892	1,247	Utah	NA	35	35
Louisiana	11	36	47	Vermont	11	2	13
Maine	0	191	191	Virginia	94	60	154
Maryland	110	218	328	Virgin Islands	0	2	2
Massachusetts	300	13	313	Washington	1,783	1,994	3,777
Michigan	41	84	125	West Virginia	108	83	191
Minnesota	16	50	66	Wisconsin	104	198	302
Mississippi	36	0	36	Wyoming	14	25	39
Missouri	46	589	635				

PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	49	1,011	1,060	Montana	1	5	6
Alaska	0	0	0	Nebraska	205	47	252
Arizona	34	100	134	Nevada	8	64	72
Arkansas	154	120	274	New Hampshire	0	793	793
California	5	29	34	New Jersey	168	99	267
Colorado	1	0	1	New Mexico	15,499	4,567	20,066
Connecticut	16	18	34	New York	30	24	54
Delaware	86	65	151	North Carolina	82	310	392
District of Columbia – AARP	8	9	17	North Dakota	34	114	148
District of Columbia – FH	19	4	23	Ohio	62	77	139
Florida	99	28	127	Oklahoma	8	32	40
Georgia – AAA	5	54	59	Oregon	858	7	865
Georgia – Cares	698	1,382	2,080	Pennsylvania	0	5	5
Guam	88	199	287	Puerto Rico	0	231	231
Hawaii	25	0	25	Rhode Island	2,725	640	3,365
Idaho	364	429	793	South Carolina	0	200	200
Illinois	531	160	691	South Dakota	137	196	333
Indiana	9	855	864	Tennessee	332	188	520
Iowa	8	57	65	Texas – BBBEF	79	93	172
Kansas	11	23	34	Texas – NHCOA	9,011	10,002	19,013
Kentucky	0	892	892	Utah	NA	32	32
Louisiana	10	32	42	Vermont	3	0	3
Maine	0	189	189	Virginia	93	60	153
Maryland	110	202	312	Virgin Islands	0	2	2
Massachusetts	300	13	313	Washington	1,783	1,994	3,777
Michigan	41	84	125	West Virginia	108	83	191
Minnesota	16	50	66	Wisconsin	93	189	282
Mississippi	13	0	13	Wyoming	14	25	39
Missouri	46	575	621				

PERFORMANCE MEASURE 12: Number of Complex Issues Received

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	24	20	44	Montana	108	12	120
Alaska	2	0	2	Nebraska	45	16	61
Arizona	23	19	42	Nevada	0	19	19
Arkansas	40	60	100	New Hampshire	8	773	781
California	73	34	107	New Jersey	22	11	33
Colorado	24	11	35	New Mexico	78	96	174
Connecticut	6	15	21	New York	70	64	134
Delaware	4	2	6	North Carolina	0	0	0
District of Columbia – AARP	0	1	1	North Dakota	1	3	4
District of Columbia – FH	1	1	2	Ohio	5	31	36
Florida	58	124	182	Oklahoma	3	4	7
Georgia – AAA	110	54	164	Oregon - SMP	7	2	9
Georgia – Cares	65	96	161	Pennsylvania	6	6	12
Guam	3	4	7	Puerto Rico	6	3	9
Hawaii	0	0	0	Rhode Island	53	4	57
Idaho	36	19	55	South Carolina	22	73	95
Illinois	7	3	10	South Dakota	6	4	10
Indiana	7	2	9	Tennessee	19	9	28
Iowa	39	3	42	Texas – BBBEF	38	70	108
Kansas	12	29	41	Texas – NHCOA	2,176	815	2,991
Kentucky	2	2	4	Utah	31	18	49
Louisiana	3	18	21	Vermont	10	13	23
Maine	0	6	6	Virginia	14	11	25
Maryland	21	28	49	Virgin Islands	0	0	0
Massachusetts	10	46	56	Washington	8,624	237	8,861
Michigan	84	46	130	West Virginia	28	132	160
Minnesota	1,262	475	1,737	Wisconsin	1	8	9
Mississippi	756	0	756	Wyoming	0	0	0
Missouri	4	49	53				

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

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	4	3	7	Montana	10	2	12
Alaska	2	0	2	Nebraska	2	3	5
Arizona	14	2	16	Nevada	0	4	4
Arkansas	20	1	21	New Hampshire	5	12	17
California	25	20	45	New Jersey	6	8	14
Colorado	7	0	7	New Mexico	78	13	91
Connecticut	5	8	13	New York	40	41	81
Delaware	0	3	3	North Carolina	0	0	0
District of Columbia – AARP	0	1	1	North Dakota	0	0	0
District of Columbia – FH	0	0	0	Ohio	2	3	5
Florida	50	60	110	Oklahoma	2	2	4
Georgia – AAA	37	4	41	Oregon	5	2	7
Georgia – Cares	44	12	56	Pennsylvania	1	1	2
Guam	3	1	4	Puerto Rico	6	2	8
Hawaii	0	0	0	Rhode Island	6	3	9
Idaho	8	0	8	South Carolina	22	4	26
Illinois	0	0	0	South Dakota	4	0	4
Indiana	2	2	4	Tennessee	7	1	8
Iowa	0	1	1	Texas – BBBEF	21	47	68
Kansas	1	2	3	Texas – NHCOA	1,841	239	2,080
Kentucky	0	2	2	Utah	20	5	25
Louisiana	3	5	8	Vermont	3	6	9
Maine	0	1	1	Virginia	13	1	14
Maryland	7	2	9	Virgin Islands	0	0	0
Massachusetts	10	0	10	Washington	225	237	462
Michigan	3	0	3	West Virginia	11	45	56
Minnesota	384	55	439	Wisconsin	0	6	6
Mississippi	167	0	167	Wyoming	0	0	0
Missouri	2	4	6				

PERFORMANCE MEASURE 13B: Total Dollar Amount Referred for Further Action

	Jan. – June	July – Dec.	Total for 2007			Jan. – June	July – Dec.	Total for 2007
Alabama	\$69	\$1,602	\$1,670	Montana	\$0	\$27,349	\$27,349	
Alaska	\$57	\$0	\$57	Nebraska	\$2,610	\$20,610	\$23,221	
Arizona	\$0	\$0	\$0	Nevada	\$0	\$10,819	\$10,819	
Arkansas	\$4,950	\$644	\$5,594	New Hampshire	\$1,303	0	\$1,303	
California	\$0	\$0	\$0	New Jersey	\$11,132	\$33,707	\$44,839	
Colorado	\$4,011	\$725	\$4,735	New Mexico	\$59,694	\$237,110	\$296,804	
Connecticut	\$0	\$3,862	\$3,862	New York	\$49,540	\$84,466	\$134,006	
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0	
District of Columbia – AARP	\$0	\$600	\$600	North Dakota	\$0	\$0	\$0	
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$4,505	\$4,505	
Florida	\$230,878	\$153,278	\$384,155	Oklahoma	\$0	\$12,055	\$12,055	
Georgia – AAA	NA	\$389	\$389	Oregon	\$0	\$1,242	\$1,242	
Georgia – Cares	\$16,047	\$9,711	\$25,758	Pennsylvania	\$125	\$10,949	\$11,074	
Guam	\$0	\$20,466	\$20,466	Puerto Rico	\$0	\$315	\$315	
Hawaii	\$0	\$0	\$0	Rhode Island	NA	\$40	\$40	
Idaho	\$9,589	\$7,977	\$17,566	South Carolina	\$0	\$35,250	\$35,250	
Illinois	\$11,456	\$13,133	\$24,589	South Dakota	\$0	\$0	\$0	
Indiana	\$0	\$916	\$916	Tennessee	\$85,219	\$465	\$85,684	
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$25,171	\$12,074	\$37,246	
Kansas	\$5,106	\$21,023	\$26,128	Texas – NHCOA	\$154,027	\$46,682	\$200,709	
Kentucky	\$0	\$80	\$80	Utah	\$0	\$6,627	\$6,627	
Louisiana	\$0	\$7,939	\$7,939	Vermont	\$1,079	\$0	\$1,079	
Maine	\$0	\$1,264	\$1,264	Virginia	\$0	\$0	\$0	
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0	
Massachusetts	\$440	\$0	\$440	Washington	NA	NA	NA	
Michigan	\$2,304	\$120	\$2,424	West Virginia	\$0	\$33,223	\$33,223	
Minnesota	\$1,812	\$13,193	\$15,005	Wisconsin	\$0	\$209	\$209	
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0	
Missouri	\$0	\$6,110	\$6,110					

PERFORMANCE MEASURE 14: Number of Complex Issues Resolved

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	2	11	13	Montana	99	7	106
Alaska	0	0	0	Nebraska	39	4	43
Arizona	9	8	17	Nevada	0	6	6
Arkansas	15	34	49	New Hampshire	2	773	775
California	1	0	1	New Jersey	2	1	3
Colorado	3	1	4	New Mexico	10	5	15
Connecticut	1	11	12	New York	43	31	74
Delaware	1	0	1	North Carolina	0	0	0
District of Columbia – AARP	0	1	1	North Dakota	0	3	3
District of Columbia – FH	0	0	0	Ohio	0	6	6
Florida	24	37	61	Oklahoma	1	2	3
Georgia – AAA	80	32	112	Oregon	0	1	1
Georgia – Cares	0	3	3	Pennsylvania	3	3	6
Guam	0	1	1	Puerto Rico	3	1	4
Hawaii	0	0	0	Rhode Island	32	4	36
Idaho	12	3	15	South Carolina	12	32	44
Illinois	2	3	5	South Dakota	3	0	3
Indiana	0	1	1	Tennessee	16	5	21
Iowa	30	3	33	Texas – BBBEF	8	48	56
Kansas	1	8	9	Texas – NHCOA	335	576	911
Kentucky	0	0	0	Utah	11	11	22
Louisiana	1	2	3	Vermont	3	9	12
Maine	0	1	1	Virginia	9	1	10
Maryland	14	7	21	Virgin Islands	0	0	0
Massachusetts	2	0	2	Washington	225	237	462
Michigan	84	46	130	West Virginia	1	6	7
Minnesota	1,056	453	1,509	Wisconsin	0	2	2
Mississippi	589	0	589	Wyoming	0	0	0
Missouri	0	1	1				

PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	19	4	23	Montana	0	2	2
Alaska	2	0	2	Nebraska	6	3	9
Arizona	5	11	16	Nevada	0	10	10
Arkansas	15	26	41	New Hampshire	5	0	5
California	71	51	122	New Jersey	12	14	26
Colorado	19	5	24	New Mexico	68	61	129
Connecticut	5	4	9	New York	9	10	19
Delaware	3	5	8	North Carolina	0	0	0
District of Columbia – AARP	0	0	0	North Dakota	1	0	1
District of Columbia – FH	0	0	0	Ohio	4	12	16
Florida	39	81	120	Oklahoma	2	2	4
Georgia – AAA	30	4	34	Oregon - SMP	0	1	1
Georgia – Cares	44	9	53	Pennsylvania	2	1	3
Guam	3	2	5	Puerto Rico	3	1	4
Hawaii	0	0	0	Rhode Island	15	0	15
Idaho	20	4	24	South Carolina	10	29	39
Illinois	4	0	4	South Dakota	3	0	3
Indiana	5	2	7	Tennessee	10	5	15
Iowa	9	7	16	Texas – BBBEF	15	18	33
Kansas	7	11	18	Texas – NHCOA	1,841	239	2,080
Kentucky	2	2	4	Utah	6	7	13
Louisiana	4	3	7	Vermont	6	4	10
Maine	0	1	1	Virginia	3	4	7
Maryland	7	4	11	Virgin Islands	0	0	0
Massachusetts	8	0	8	Washington	0	0	0
Michigan	0	0	0	West Virginia	10	12	22
Minnesota	206	22	228	Wisconsin	0	6	6
Mississippi	167	0	167	Wyoming	0	0	0
Missouri	2	4	6				

PERFORMANCE MEASURE 16: Cost Avoidance on Behalf of Medicare, Medicaid, Beneficiary or Other

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	\$0	\$0	\$0	Montana	\$3,260	\$0	\$3,260
Alaska	\$57	\$0	\$57	Nebraska	\$10,273	\$0	\$10,273
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$1,303	\$0	\$1,303
California	\$7,367,462	\$0	\$7,367,462	New Jersey	\$0	\$0	\$0
Colorado	\$0	\$690	\$690	New Mexico	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$0	\$3,279	\$3,279	Oklahoma	\$0	\$11,422	\$11,422
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – Cares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	NA	\$0	\$0
Idaho	\$956	\$16,635	\$17,591	South Carolina	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$22,395	\$0	\$22,395
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$0	\$497	\$497	Texas – NHCOA	\$0	\$0	\$0
Kentucky	\$0	\$1,208	\$1,208	Utah	\$0	\$2,889	\$2,889
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$6,000	\$0	\$6,000	Washington	NA	NA	NA
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$0	\$0	\$0				

PERFORMANCE MEASURE 17A: Actual Medicare Funds Recovered Attributable to the Projects

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	\$0	\$0	\$0	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$93,779	\$3,805	\$97,583	New Jersey	\$0	\$385	\$385
Colorado	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	New York	\$9,841	\$22,054	\$31,895
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$71,742	\$0	\$71,742	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – Cares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$67	\$0	\$67
Hawaii	\$0	\$0	\$0	Rhode Island	NA	\$0	\$0
Idaho	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Illinois	\$0	\$13,133	\$13,133	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$62,338	\$0	\$62,338
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$0	\$437	\$437	Texas – NHCOA	\$63	\$0	\$63
Kentucky	\$0	\$0	\$0	Utah	\$3,358	\$0	\$3,358
Louisiana	\$0	\$4,403	\$4,403	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	NA	NA	NA
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$16,912	\$0	\$16,912				

PERFORMANCE MEASURE 17B: Actual Medicaid Funds Recovered Attributable to the Projects

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	\$0	\$0	\$0	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – Cares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	NA	\$0	\$0
Idaho	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	NA	NA	NA
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$0	\$0	\$0				

PERFORMANCE MEASURE 17C: Actual Savings to Beneficiaries Attributable to the Projects

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	\$0	\$0	\$0	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$969	\$0	\$969
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$1,670	\$0	\$1,670	New Hampshire	\$243	\$0	\$243
California	\$0	\$0	\$0	New Jersey	\$0	\$275	\$275
Colorado	\$5,608	\$0	\$5,608	New Mexico	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$2,699	\$2,699
Florida	\$0	\$745	\$745	Oklahoma	\$0	\$182	\$182
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$125	\$125
Georgia – Cares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	NA	\$0	\$0
Idaho	\$0	\$725	\$725	South Carolina	\$0	\$0	\$0
Illinois	\$656	\$0	\$656	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$280	\$0	\$280
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$103	\$0	\$103	Texas – NHCOA	\$0	\$225	\$225
Kentucky	\$0	\$0	\$0	Utah	\$0	\$3,570	\$3,570
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$84	\$84
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	NA	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$113,888	\$8,056	\$121,944	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$116	\$0	\$116				

PERFORMANCE MEASURE 17D: Others Savings Attributable to the Projects

	Jan. – June	July – Dec.	Total for 2007		Jan. – June	July – Dec.	Total for 2007
Alabama	\$0	\$122	\$122	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – Cares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	NA	\$0	\$0
Idaho	\$0	\$0	\$0	South Carolina	\$0	\$4,400	\$4,400
Illinois	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – NHCOA	\$7,009	\$0	\$7,009
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	NA	NA	NA
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$0	\$0	\$0				

Individual Project Results for 2007

The following tables provide the results for all performance measures for each of the 57 Senior Medicare Patrol Projects operating in 2007. Each table provides the performance measure results for the two 6-month reporting periods.

Not applicable or NA indicates that data were not collected for this performance measure.

Totals may not add up because of rounding.

A P P E N D I X - D

Alabama – Department of Senior Services, Montgomery				
In operation since: July 2006		Jan. – June	July – Dec.	Total for 2007
	OUTPUT MEASURES			
1	Total number of active volunteers	160	92	252
2	Total number of volunteer training hours	649	3,369	4,018
3	Total number of volunteer work hours	8	5,847	5,855
4	Number of media outreach events	40	120	160
5	Number of community outreach education events conducted	334	99	433
6	Estimated number of people reached by community education events	5,191	129,748	134,939
7	Number of group education sessions for beneficiaries	76	174	250
8	Number of beneficiaries who attended group education sessions	2,222	6,409	8,631
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	519	87	606
10	Total number of simple inquiries received	49	1,014	1,063
11	Total number of simple inquiries resolved	49	1,011	1,060
12	Number of complex issues received	24	20	44
13A	Number of complex issues referred for further action	4	3	7
13B	Total dollar amount referred for further action	\$69	\$1,602	\$1,670
14	Number of complex issues resolved	2	11	13
15	Number of complex issues pending further action	19	4	23
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$122	\$122
17A –17D	Total savings attributable to the projects	\$0	\$122	\$122

A P P E N D I X ~ D

Alaska – Medicare Senior Information & Referral Office, Anchorage				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	78	53	131
2	Total number of volunteer training hours	4	4	8
3	Total number of volunteer work hours	1,560	1,060	2,620
4	Number of media outreach events	1	5	6
5	Number of community outreach education events conducted	8	3	11
6	Estimated number of people reached by community education events	663,000	670,000	1,333,000
7	Number of group education sessions for beneficiaries	1	1	2
8	Number of beneficiaries who attended group education sessions	14	25	39
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	1	3
10	Total number of simple inquiries received	0	0	0
11	Total number of simple inquiries resolved	0	0	0
12	Number of complex issues received	2	0	2
13A	Number of complex issues referred for further action	2	0	2
13B	Total dollar amount referred for further action	\$57	\$0	\$57
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	2	0	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$57	\$0	\$57
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X ~ D

Arizona – Arizona Department of Economic Security, Phoenix				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	31	41	72
2	Total number of volunteer training hours	82	162	244
3	Total number of volunteer work hours	5,675	407	6,082
4	Number of media outreach events	9	4	13
5	Number of community outreach education events conducted	103	74	177
6	Estimated number of people reached by community education events	4,103	3,867	7,970
7	Number of group education sessions for beneficiaries	1	74	75
8	Number of beneficiaries who attended group education sessions	166	3,867	4,033
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	240	297	537
10	Total number of simple inquiries received	34	297	331
11	Total number of simple inquiries resolved	34	100	134
12	Number of complex issues received	23	19	42
13A	Number of complex issues referred for further action	14	2	16
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	9	8	17
15	Number of complex issues pending further action	5	11	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Arkansas – Arkansas Department of Human Services Division of Aging and Adult Services, Little Rock				
In operation since: July 2002		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	94	50	144
2	Total number of volunteer training hours	0	139	139
3	Total number of volunteer work hours	723	517	1,240
4	Number of media outreach events	20	36	56
5	Number of community outreach education events conducted	30	25	55
6	Estimated number of people reached by community education events	1,838	2,812	4,650
7	Number of group education sessions for beneficiaries	26	26	52
8	Number of beneficiaries who attended group education sessions	315	436	751
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	181	125	306
10	Total number of simple inquiries received	165	125	290
11	Total number of simple inquiries resolved	154	120	274
12	Number of complex issues received	40	60	100
13A	Number of complex issues referred for further action	20	1	21
13B	Total dollar amount referred for further action	\$4,950	\$644	\$5,594
14	Number of complex issues resolved	15	34	49
15	Number of complex issues pending further action	15	26	41
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,670	\$0	\$1,670
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$1,670	\$0	\$1,670

A P P E N D I X - D

California – California Health Insurance Counseling Advocacy Programs Association, Santa Ana				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	526	149	675
2	Total number of volunteer training hours	670	206	876
3	Total number of volunteer work hours	510	830	1,340
4	Number of media outreach events	9	23	32
5	Number of community outreach education events conducted	95	50	145
6	Estimated number of people reached by community education events	10,299	14,093	24,392
7	Number of group education sessions for beneficiaries	143	290	433
8	Number of beneficiaries who attended group education sessions	3,984	8,854	12,838
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	70	0	70
10	Total number of simple inquiries received	14	40	54
11	Total number of simple inquiries resolved	5	29	34
12	Number of complex issues received	73	34	107
13A	Number of complex issues referred for further action	25	20	45
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	1	0	1
15	Number of complex issues pending further action	71	51	122
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$7,367,462	\$0	\$7,367,462
17A	Actual Medicare funds recovered attributable to the projects	\$93,779	\$3,805	\$97,583
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$93,779	\$3,805	\$97,583

A P P E N D I X ~ D

Colorado – Colorado Division of Insurance, Denver				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	122	76	198
2	Total number of volunteer training hours	383	770	1,153
3	Total number of volunteer work hours	0	NA	0
4	Number of media outreach events	2	2	4
5	Number of community outreach education events conducted	34	13	47
6	Estimated number of people reached by community education events	5,195	469	5,664
7	Number of group education sessions for beneficiaries	70	39	109
8	Number of beneficiaries who attended group education sessions	1,591	890	2,481
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	154	154
10	Total number of simple inquiries received	1	0	1
11	Total number of simple inquiries resolved	1	0	1
12	Number of complex issues received	24	11	35
13A	Number of complex issues referred for further action	7	0	7
13B	Total dollar amount referred for further action	\$4,011	\$725	\$4,735
14	Number of complex issues resolved	3	1	4
15	Number of complex issues pending further action	19	5	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$690	\$690
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$5,608	\$0	\$5,608
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$5,608	\$0	\$5,608

A P P E N D I X ~ D

Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	389	8	397
2	Total number of volunteer training hours	976	0	976
3	Total number of volunteer work hours	1,445	1,466	2,911
4	Number of media outreach events	18	15	33
5	Number of community outreach education events conducted	227	39	266
6	Estimated number of people reached by community education events	9,551	53,442	62,993
7	Number of group education sessions for beneficiaries	60	13	73
8	Number of beneficiaries who attended group education sessions	1,237	1,365	2,602
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	46	1	47
10	Total number of simple inquiries received	18	19	37
11	Total number of simple inquiries resolved	16	18	34
12	Number of complex issues received	6	15	21
13A	Number of complex issues referred for further action	5	8	13
13B	Total dollar amount referred for further action	\$0	\$3,862	\$3,862
14	Number of complex issues resolved	1	11	12
15	Number of complex issues pending further action	5	4	9
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Delaware – Delaware Partners - Division of Aging and Adults with Physical Disabilities, New Castle				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	18	19	37
2	Total number of volunteer training hours	200	164	364
3	Total number of volunteer work hours	337	486	823
4	Number of media outreach events	500	15	515
5	Number of community outreach education events conducted	70	31	101
6	Estimated number of people reached by community education events	3,690	1,155	4,845
7	Number of group education sessions for beneficiaries	35	83	118
8	Number of beneficiaries who attended group education sessions	595	1,220	1,815
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	156	196	352
10	Total number of simple inquiries received	86	67	153
11	Total number of simple inquiries resolved	86	65	151
12	Number of complex issues received	4	2	6
13A	Number of complex issues referred for further action	0	3	3
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	1	0	1
15	Number of complex issues pending further action	3	5	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

District of Columbia – The AARP Foundation, Washington, DC				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	35	35	70
2	Total number of volunteer training hours	8	53	61
3	Total number of volunteer work hours	30	36	66
4	Number of media outreach events	2	3	5
5	Number of community outreach education events conducted	14	2	16
6	Estimated number of people reached by community education events	1,253	490	1,743
7	Number of group education sessions for beneficiaries	14	9	23
8	Number of beneficiaries who attended group education sessions	1,253	189	1,442
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	8	9	17
11	Total number of simple inquiries resolved	8	9	17
12	Number of complex issues received	0	1	1
13A	Number of complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$600	\$600
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

District of Columbia – Friendship House Association, Washington, DC				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	12	15	27
2	Total number of volunteer training hours	22	67	89
3	Total number of volunteer work hours	135	111	246
4	Number of media outreach events	2	1	3
5	Number of community outreach education events conducted	5	4	9
6	Estimated number of people reached by community education events	103,150	153,000	256,150
7	Number of group education sessions for beneficiaries	2	1	3
8	Number of beneficiaries who attended group education sessions	78	12	90
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3	3	6
10	Total number of simple inquiries received	19	4	23
11	Total number of simple inquiries resolved	19	4	23
12	Number of complex issues received	1	1	2
13A	Number of complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Florida – Area Agency on Aging of Pasco Pinellas, Inc., St. Petersburg				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	53	23	76
2	Total number of volunteer training hours	19	20	39
3	Total number of volunteer work hours	152	331	483
4	Number of media outreach events	5	8	13
5	Number of community outreach education events conducted	81	91	172
6	Estimated number of people reached by community education events	12,537	8,325	20,862
7	Number of group education sessions for beneficiaries	52	72	124
8	Number of beneficiaries who attended group education sessions	4,848	2,874	7,722
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	25	5	30
10	Total number of simple inquiries received	114	39	153
11	Total number of simple inquiries resolved	99	28	127
12	Number of complex issues received	58	124	182
13A	Number of complex issues referred for further action	50	60	110
13B	Total dollar amount referred for further action	\$230,878	\$153,278	\$384,155
14	Number of complex issues resolved	24	37	61
15	Number of complex issues pending further action	39	81	120
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$3,279	\$3,279
17A	Actual Medicare funds recovered attributable to the projects	\$71,742	\$0	\$71,742
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$745	\$745
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$71,742	\$745	\$72,487

Georgia – Atlanta Regional Commission Area Agency on Aging, Atlanta

In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	30	26	56
2	Total number of volunteer training hours	8	192	200
3	Total number of volunteer work hours	3,938	115	4,053
4	Number of media outreach events	8	11	19
5	Number of community outreach education events conducted	24	12	36
6	Estimated number of people reached by community education events	3,462	636	4,098
7	Number of group education sessions for beneficiaries	110	68	178
8	Number of beneficiaries who attended group education sessions	3,553	2,473	6,026
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	459	161	620
10	Total number of simple inquiries received	5	54	59
11	Total number of simple inquiries resolved	5	54	59
12	Number of complex issues received	110	54	164
13A	Number of complex issues referred for further action	37	4	41
13B	Total dollar amount referred for further action	NA	\$389	\$389
14	Number of complex issues resolved	80	32	112
15	Number of complex issues pending further action	30	4	34
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X ~ D

Georgia – GeorgiaCares Department of Human Resources Division of Aging Services, Atlanta

In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	76	85	161
2	Total number of volunteer training hours	186	NA	186
3	Total number of volunteer work hours	135	NA	135
4	Number of media outreach events	156	165	321
5	Number of community outreach education events conducted	185	367	552
6	Estimated number of people reached by community education events	8,716	36,779	45,495
7	Number of group education sessions for beneficiaries	44	313	357
8	Number of beneficiaries who attended group education sessions	1,919	41,908	43,827
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	514	278	792
10	Total number of simple inquiries received	711	1,440	2,151
11	Total number of simple inquiries resolved	698	1,382	2,080
12	Number of complex issues received	65	96	161
13A	Number of complex issues referred for further action	44	12	56
13B	Total dollar amount referred for further action	\$16,047	\$9,711	\$25,758
14	Number of complex issues resolved	0	3	3
15	Number of complex issues pending further action	44	9	53
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Guam – Division of Senior Citizens Department of Public Health & Social Services, Hagatna				
In operation since: July 2005		Jan. – June	July – Dec.	Total for 2007
	OUTPUT MEASURES			
1	Total number of active volunteers	11	11	22
2	Total number of volunteer training hours	4	280	284
3	Total number of volunteer work hours	124	805	929
4	Number of media outreach events	4	116	120
5	Number of community outreach education events conducted	7	12	19
6	Estimated number of people reached by community education events	1,650	2,075	3,725
7	Number of group education sessions for beneficiaries	7	28	35
8	Number of beneficiaries who attended group education sessions	68	693	761
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	127	338	465
10	Total number of simple inquiries received	88	199	287
11	Total number of simple inquiries resolved	88	199	287
12	Number of complex issues received	3	4	7
13A	Number of complex issues referred for further action	3	1	4
13B	Total dollar amount referred for further action	\$0	\$20,466	\$20,466
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	3	2	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Hawaii – State of Hawaii Executive Office on Aging, Honolulu				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	103	96	199
2	Total number of volunteer training hours	379	0	379
3	Total number of volunteer work hours	61	11	72
4	Number of media outreach events	1	0	1
5	Number of community outreach education events conducted	12	8	20
6	Estimated number of people reached by community education events	7,000	25,650	32,650
7	Number of group education sessions for beneficiaries	18	5	23
8	Number of beneficiaries who attended group education sessions	350	400	750
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	25	2	27
11	Total number of simple inquiries resolved	25	0	25
12	Number of complex issues received	0	0	0
13A	Number of complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Idaho – Idaho Commission on Aging, Boise

In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	85	105	190
2	Total number of volunteer training hours	324	454	778
3	Total number of volunteer work hours	289	1,178	1,467
4	Number of media outreach events	3	0	3
5	Number of community outreach education events conducted	25	24	49
6	Estimated number of people reached by community education events	2,480	1,584	4,064
7	Number of group education sessions for beneficiaries	18	17	35
8	Number of beneficiaries who attended group education sessions	454	500	954
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	36	0	36
10	Total number of simple inquiries received	398	448	846
11	Total number of simple inquiries resolved	364	429	793
12	Number of complex issues received	36	19	55
13A	Number of complex issues referred for further action	8	0	8
13B	Total dollar amount referred for further action	\$9,589	\$7,977	\$17,566
14	Number of complex issues resolved	12	3	15
15	Number of complex issues pending further action	20	4	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$956	\$16,635	\$17,591
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$725	\$725
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$725	\$725

Illinois – AgeOptions, Oak Park

In operation since: July 2006		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	36	8	44
2	Total number of volunteer training hours	300	3	303
3	Total number of volunteer work hours	0	80	80
4	Number of media outreach events	27	28	55
5	Number of community outreach education events conducted	143	136	279
6	Estimated number of people reached by community education events	8,860	22,623	31,483
7	Number of group education sessions for beneficiaries	57	47	104
8	Number of beneficiaries who attended group education sessions	1,399	1,905	3,304
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	134	179	313
10	Total number of simple inquiries received	534	160	694
11	Total number of simple inquiries resolved	531	160	691
12	Number of complex issues received	7	3	10
13A	Number of complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$11,456	\$13,133	\$24,589
14	Number of complex issues resolved	2	3	5
15	Number of complex issues pending further action	4	0	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$13,133	\$13,133
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$656	\$0	\$656
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$656	\$13,133	\$13,789

A P P E N D I X - D

Indiana – Indiana Association of Area Agencies on Aging Education Institute, Indianapolis				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	57	30	87
2	Total number of volunteer training hours	3	3	6
3	Total number of volunteer work hours	731	361	1,092
4	Number of media outreach events	32	2,507	2,539
5	Number of community outreach education events conducted	98	71	169
6	Estimated number of people reached by community education events	21,835	18,885	40,720
7	Number of group education sessions for beneficiaries	64	43	107
8	Number of beneficiaries who attended group education sessions	1,997	1,445	3,442
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	3	3
10	Total number of simple inquiries received	10	855	865
11	Total number of simple inquiries resolved	9	855	864
12	Number of complex issues received	7	2	9
13A	Number of complex issues referred for further action	2	2	4
13B	Total dollar amount referred for further action	\$0	\$916	\$916
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	5	2	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Iowa – Hawkeye Valley Area Agency on Aging, Waterloo				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	38	74	112
2	Total number of volunteer training hours	209	36	245
3	Total number of volunteer work hours	1,474	1,555	3,029
4	Number of media outreach events	82	54	136
5	Number of community outreach education events conducted	52	209	261
6	Estimated number of people reached by community education events	9,648	20,729	30,377
7	Number of group education sessions for beneficiaries	263	206	469
8	Number of beneficiaries who attended group education sessions	7,221	5,283	12,504
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	60	97	157
10	Total number of simple inquiries received	8	57	65
11	Total number of simple inquiries resolved	8	57	65
12	Number of complex issues received	39	3	42
13A	Number of complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	30	3	33
15	Number of complex issues pending further action	9	7	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Kansas – Department on Aging, Topeka				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	25	40	65
2	Total number of volunteer training hours	33	637	670
3	Total number of volunteer work hours	0	59	59
4	Number of media outreach events	16	47	63
5	Number of community outreach education events conducted	21	9	30
6	Estimated number of people reached by community education events	3,059	2,136	5,195
7	Number of group education sessions for beneficiaries	12	5	17
8	Number of beneficiaries who attended group education sessions	506	186	692
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	17	1	18
10	Total number of simple inquiries received	30	35	65
11	Total number of simple inquiries resolved	11	23	34
12	Number of complex issues received	12	29	41
13A	Number of complex issues referred for further action	1	2	3
13B	Total dollar amount referred for further action	\$5,106	\$21,023	\$26,128
14	Number of complex issues resolved	1	8	9
15	Number of complex issues pending further action	7	11	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$497	\$497
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$437	\$437
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$103	\$0	\$103
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$103	\$437	\$540

A P P E N D I X - D

Kentucky – Department of Housing & Family Services - Office for Aging and Disabled Citizens, Louisville				
In operation since: July 2001		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	207	174	381
2	Total number of volunteer training hours	174	277	451
3	Total number of volunteer work hours	1,479	2,036	3,515
4	Number of media outreach events	103	156	259
5	Number of community outreach education events conducted	44	94	138
6	Estimated number of people reached by community education events	3,016	11,477	14,493
7	Number of group education sessions for beneficiaries	61	78	139
8	Number of beneficiaries who attended group education sessions	1,325	1,595	2,920
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,747	1,675	3,422
10	Total number of simple inquiries received	355	892	1,247
11	Total number of simple inquiries resolved	0	892	892
12	Number of complex issues received	2	2	4
13A	Number of complex issues referred for further action	0	2	2
13B	Total dollar amount referred for further action	\$0	\$80	\$80
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	2	2	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$1,208	\$1,208
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Louisiana – Vernon Parish Council on Aging, Inc., Leesville				
In operation since: July 2000		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	7	12	19
2	Total number of volunteer training hours	27	45	72
3	Total number of volunteer work hours	58	76	134
4	Number of media outreach events	386	31	417
5	Number of community outreach education events conducted	14	11	25
6	Estimated number of people reached by community education events	366	2,615	2,981
7	Number of group education sessions for beneficiaries	23	21	44
8	Number of beneficiaries who attended group education sessions	411	445	856
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9	17	26
10	Total number of simple inquiries received	11	36	47
11	Total number of simple inquiries resolved	10	32	42
12	Number of complex issues received	3	18	21
13A	Number of complex issues referred for further action	3	5	8
13B	Total dollar amount referred for further action	\$0	\$7,939	\$7,939
14	Number of complex issues resolved	1	2	3
15	Number of complex issues pending further action	4	3	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$4,403	\$4,403
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$4,403	\$4,403

Maine – Legal Services for the Elderly, Augusta				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	50	23	73
2	Total number of volunteer training hours	30	180	210
3	Total number of volunteer work hours	NA	5,999	5,999
4	Number of media outreach events	119	9	128
5	Number of community outreach education events conducted	55	23	78
6	Estimated number of people reached by community education events	3,063	4,559	7,622
7	Number of group education sessions for beneficiaries	35	85	120
8	Number of beneficiaries who attended group education sessions	490	1,221	1,711
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	238	229	467
10	Total number of simple inquiries received	0	191	191
11	Total number of simple inquiries resolved	0	189	189
12	Number of complex issues received	0	6	6
13A	Number of complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$1,264	\$1,264
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	0	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Maryland – Maryland Department of Aging, Baltimore				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	92	112	204
2	Total number of volunteer training hours	1,044	4,898	5,942
3	Total number of volunteer work hours	6,190	5,036	11,226
4	Number of media outreach events	73	6	79
5	Number of community outreach education events conducted	26	124	150
6	Estimated number of people reached by community education events	9,632	29,584	39,216
7	Number of group education sessions for beneficiaries	129	52	181
8	Number of beneficiaries who attended group education sessions	4,942	1,562	6,504
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,239	152	2,391
10	Total number of simple inquiries received	110	218	328
11	Total number of simple inquiries resolved	110	202	312
12	Number of complex issues received	21	28	49
13A	Number of complex issues referred for further action	7	2	9
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	14	7	21
15	Number of complex issues pending further action	7	4	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Massachusetts – Elder Services of Merrimack Valley, Inc., Lawrence				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	450	420	870
2	Total number of volunteer training hours	10,500	1,750	12,250
3	Total number of volunteer work hours	1,271	4,320	5,591
4	Number of media outreach events	182	21	203
5	Number of community outreach education events conducted	94	181	275
6	Estimated number of people reached by community education events	8,301	5,000	13,301
7	Number of group education sessions for beneficiaries	0	82	82
8	Number of beneficiaries who attended group education sessions	0	0	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	300	23,396	23,696
10	Total number of simple inquiries received	300	13	313
11	Total number of simple inquiries resolved	300	13	313
12	Number of complex issues received	10	46	56
13A	Number of complex issues referred for further action	10	0	10
13B	Total dollar amount referred for further action	\$440	\$0	\$440
14	Number of complex issues resolved	2	0	2
15	Number of complex issues pending further action	8	0	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$6,000	\$0	\$6,000
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A – 17D	Total savings attributable to the projects	\$0	\$0	\$0

Michigan – Medicare/Medicaid Assistance Program, Lansing				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	45	27	72
2	Total number of volunteer training hours	1,048	1,534	2,582
3	Total number of volunteer work hours	55	130	185
4	Number of media outreach events	6	26	32
5	Number of community outreach education events conducted	39	28	67
6	Estimated number of people reached by community education events	19,067	20,964	40,031
7	Number of group education sessions for beneficiaries	29	37	66
8	Number of beneficiaries who attended group education sessions	987	1,754	2,741
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	74	23	97
10	Total number of simple inquiries received	41	84	125
11	Total number of simple inquiries resolved	41	84	125
12	Number of complex issues received	84	46	130
13A	Number of complex issues referred for further action	3	0	3
13B	Total dollar amount referred for further action	\$2,304	\$120	\$2,424
14	Number of complex issues resolved	84	46	130
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Minnesota – Minnesota Board on Aging/Senior LinkAge Line, Saint Paul				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	403	27	430
2	Total number of volunteer training hours	2,526	77	2,603
3	Total number of volunteer work hours	18,289	180	18,469
4	Number of media outreach events	2	4	6
5	Number of community outreach education events conducted	152	8	160
6	Estimated number of people reached by community education events	6,896	1,551	8,447
7	Number of group education sessions for beneficiaries	132	150	282
8	Number of beneficiaries who attended group education sessions	2,717	1,653	4,370
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	74	74	148
10	Total number of simple inquiries received	16	50	66
11	Total number of simple inquiries resolved	16	50	66
12	Number of complex issues received	1,262	475	1,737
13A	Number of complex issues referred for further action	384	55	439
13B	Total dollar amount referred for further action	\$1,812	\$13,193	\$15,005
14	Number of complex issues resolved	1,056	453	1,509
15	Number of complex issues pending further action	206	22	228
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$113,888	\$8,056	\$121,944
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$113,888	\$8,056	\$121,944

A P P E N D I X - D

Mississippi – Mississippi Department of Human Services Division of Aging and Adult Services, Jackson				
In operation since: July 2000		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	15	5	20
2	Total number of volunteer training hours	64	15	79
3	Total number of volunteer work hours	1,014	1,025	2,039
4	Number of media outreach events	9	10	19
5	Number of community outreach education events conducted	28	11	39
6	Estimated number of people reached by community education events	2,393	1,115	3,508
7	Number of group education sessions for beneficiaries	18	12	30
8	Number of beneficiaries who attended group education sessions	693	471	1,164
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,393	724	3,117
10	Total number of simple inquiries received	36	0	36
11	Total number of simple inquiries resolved	13	0	13
12	Number of complex issues received	756	0	756
13A	Number of complex issues referred for further action	167	0	167
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	589	0	589
15	Number of complex issues pending further action	167	0	167
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Missouri – SORT Program Care Connection for Aging Services, Warrensburg				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	103	22	125
2	Total number of volunteer training hours	168	83	251
3	Total number of volunteer work hours	317	258	575
4	Number of media outreach events	10	6	16
5	Number of community outreach education events conducted	26	37	63
6	Estimated number of people reached by community education events	822	1,761	2,583
7	Number of group education sessions for beneficiaries	52	14	66
8	Number of beneficiaries who attended group education sessions	498	231	729
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	807	172	979
10	Total number of simple inquiries received	46	589	635
11	Total number of simple inquiries resolved	46	575	621
12	Number of complex issues received	4	49	53
13A	Number of complex issues referred for further action	2	4	6
13B	Total dollar amount referred for further action	\$0	\$6,110	\$6,110
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	2	4	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$16,912	\$0	\$16,912
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$116	\$0	\$116
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$17,028	\$0	\$17,028

Montana – Missoula Aging Services, Missoula				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	83	73	156
2	Total number of volunteer training hours	56	226	282
3	Total number of volunteer work hours	423	139	562
4	Number of media outreach events	194	41	235
5	Number of community outreach education events conducted	83	11	94
6	Estimated number of people reached by community education events	2,040	604	2,644
7	Number of group education sessions for beneficiaries	49	83	132
8	Number of beneficiaries who attended group education sessions	1,634	1,881	3,515
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	436	157	593
10	Total number of simple inquiries received	1	5	6
11	Total number of simple inquiries resolved	1	5	6
12	Number of complex issues received	108	12	120
13A	Number of complex issues referred for further action	10	2	12
13B	Total dollar amount referred for further action	\$0	\$27,349	\$27,349
14	Number of complex issues resolved	99	7	106
15	Number of complex issues pending further action	0	2	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$3,260	\$0	\$3,260
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Nebraska – Nebraska Department of Health and Human Services-State Unit on Aging, Lincoln				
In operation since: July 2000		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	85	159	244
2	Total number of volunteer training hours	880	1,569	2,449
3	Total number of volunteer work hours	2,360	1,265	3,625
4	Number of media outreach events	6	8	14
5	Number of community outreach education events conducted	37	28	65
6	Estimated number of people reached by community education events	6,863	2,687	9,550
7	Number of group education sessions for beneficiaries	109	82	191
8	Number of beneficiaries who attended group education sessions	2,766	2,657	5,423
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	30	9	39
10	Total number of simple inquiries received	205	47	252
11	Total number of simple inquiries resolved	205	47	252
12	Number of complex issues received	45	16	61
13A	Number of complex issues referred for further action	2	3	5
13B	Total dollar amount referred for further action	\$2,610	\$20,610	\$23,221
14	Number of complex issues resolved	39	4	43
15	Number of complex issues pending further action	6	3	9
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$10,273	\$0	\$10,273
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$969	\$0	\$969
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$969	\$0	\$969

Nevada – State of Nevada Office of the Attorney General, Las Vegas				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	1	2	3
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	0	4	4
4	Number of media outreach events	1	6	7
5	Number of community outreach education events conducted	6	22	28
6	Estimated number of people reached by community education events	745	2,160	2,905
7	Number of group education sessions for beneficiaries	6	10	16
8	Number of beneficiaries who attended group education sessions	140	229	369
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	99	101
10	Total number of simple inquiries received	9	66	75
11	Total number of simple inquiries resolved	8	64	72
12	Number of complex issues received	0	19	19
13A	Number of complex issues referred for further action	0	4	4
13B	Total dollar amount referred for further action	\$0	\$10,819	\$10,819
14	Number of complex issues resolved	0	6	6
15	Number of complex issues pending further action	0	10	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

New Hampshire – New Hampshire Bureau of Elderly and Adult Services, Concord				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	64	56	120
2	Total number of volunteer training hours	46	170	216
3	Total number of volunteer work hours	3,327	2,193	5,520
4	Number of media outreach events	28	78	106
5	Number of community outreach education events conducted	98	171	269
6	Estimated number of people reached by community education events	2,342	10,450	12,792
7	Number of group education sessions for beneficiaries	6	32	38
8	Number of beneficiaries who attended group education sessions	333	1,431	1,764
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	841	3,566	4,407
10	Total number of simple inquiries received	0	793	793
11	Total number of simple inquiries resolved	0	793	793
12	Number of complex issues received	8	773	781
13A	Number of complex issues referred for further action	5	12	17
13B	Total dollar amount referred for further action	\$1,303	\$0	\$1,303
14	Number of complex issues resolved	2	773	775
15	Number of complex issues pending further action	5	0	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$1,303	\$0	\$1,303
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$243	\$0	\$243
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$243	\$0	\$243

A P P E N D I X - D

New Jersey – Jewish Family & Vocational Services of Middlesex County, Inc., Edison				
In operation since: July 2001		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	34	17	51
2	Total number of volunteer training hours	22	22	44
3	Total number of volunteer work hours	82	47	129
4	Number of media outreach events	22	4	26
5	Number of community outreach education events conducted	23	31	54
6	Estimated number of people reached by community education events	2,756	2,920	5,676
7	Number of group education sessions for beneficiaries	55	82	137
8	Number of beneficiaries who attended group education sessions	2,289	2,078	4,367
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	8	27	35
10	Total number of simple inquiries received	174	101	275
11	Total number of simple inquiries resolved	168	99	267
12	Number of complex issues received	22	11	33
13A	Number of complex issues referred for further action	6	8	14
13B	Total dollar amount referred for further action	\$11,132	\$33,707	\$44,839
14	Number of complex issues resolved	2	1	3
15	Number of complex issues pending further action	12	14	26
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$385	\$385
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$275	\$275
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$660	\$660

A P P E N D I X - D

New Mexico – New Mexico Aging and Long Term Services Department, Albuquerque				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	400	420	820
2	Total number of volunteer training hours	4,800	3,360	8,160
3	Total number of volunteer work hours	9,600	4,320	13,920
4	Number of media outreach events	9	3	12
5	Number of community outreach education events conducted	12	18	30
6	Estimated number of people reached by community education events	4,156	34,923	39,079
7	Number of group education sessions for beneficiaries	127	131	258
8	Number of beneficiaries who attended group education sessions	1,533	2,571	4,104
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	20,066	16,787	36,853
10	Total number of simple inquiries received	20,066	4,663	24,729
11	Total number of simple inquiries resolved	15,499	4,567	20,066
12	Number of complex issues received	78	96	174
13A	Number of complex issues referred for further action	78	13	91
13B	Total dollar amount referred for further action	\$59,694	\$237,110	\$296,804
14	Number of complex issues resolved	10	5	15
15	Number of complex issues pending further action	68	61	129
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

New York – Operation Restore Trust, Albany				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
	OUTPUT MEASURES			
1	Total number of active volunteers	210	230	440
2	Total number of volunteer training hours	11	17	28
3	Total number of volunteer work hours	0	0	0
4	Number of media outreach events	13	8	21
5	Number of community outreach education events conducted	14	15	29
6	Estimated number of people reached by community education events	15,054	6,761	21,815
7	Number of group education sessions for beneficiaries	105	78	183
8	Number of beneficiaries who attended group education sessions	3,468	3,013	6,481
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	31	24	55
11	Total number of simple inquiries resolved	30	24	54
12	Number of complex issues received	70	64	134
13A	Number of complex issues referred for further action	40	41	81
13B	Total dollar amount referred for further action	\$49,540	\$84,466	\$134,006
14	Number of complex issues resolved	43	31	74
15	Number of complex issues pending further action	9	10	19
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$9,841	\$22,054	\$31,895
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$9,841	\$22,054	\$31,895

North Carolina – Department of Insurance, Raleigh				
In operation since: July 2003		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	14	12	26
2	Total number of volunteer training hours	89	58	147
3	Total number of volunteer work hours	960	890	1,850
4	Number of media outreach events	40	66	106
5	Number of community outreach education events conducted	100	102	202
6	Estimated number of people reached by community education events	19,150	15,108	34,258
7	Number of group education sessions for beneficiaries	42	85	127
8	Number of beneficiaries who attended group education sessions	13,546	8,761	22,307
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	67	278	345
10	Total number of simple inquiries received	82	310	392
11	Total number of simple inquiries resolved	82	310	392
12	Number of complex issues received	0	0	0
13A	Number of complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

North Dakota – Minot State University, Minot				
In operation since: July 2003		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	47	33	80
2	Total number of volunteer training hours	47	34	81
3	Total number of volunteer work hours	19	56	75
4	Number of media outreach events	3	16	19
5	Number of community outreach education events conducted	5	8	13
6	Estimated number of people reached by community education events	922	1,613	2,535
7	Number of group education sessions for beneficiaries	35	92	127
8	Number of beneficiaries who attended group education sessions	743	1,967	2,710
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	33	13	46
10	Total number of simple inquiries received	34	114	148
11	Total number of simple inquiries resolved	34	114	148
12	Number of complex issues received	1	3	4
13A	Number of complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	3	3
15	Number of complex issues pending further action	1	0	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Ohio – Pro Seniors, Inc., Cincinnati

In operation since: July 2002		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	17	36	53
2	Total number of volunteer training hours	19	189	208
3	Total number of volunteer work hours	98	102	200
4	Number of media outreach events	1	69	70
5	Number of community outreach education events conducted	3	14	17
6	Estimated number of people reached by community education events	817	696	1,513
7	Number of group education sessions for beneficiaries	22	18	40
8	Number of beneficiaries who attended group education sessions	474	455	929
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	5	5
10	Total number of simple inquiries received	74	83	157
11	Total number of simple inquiries resolved	62	77	139
12	Number of complex issues received	5	31	36
13A	Number of complex issues referred for further action	2	3	5
13B	Total dollar amount referred for further action	\$0	\$4,505	\$4,505
14	Number of complex issues resolved	0	6	6
15	Number of complex issues pending further action	4	12	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$2,699	\$2,699
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$2,699	\$2,699

A P P E N D I X - D

Oklahoma – State of Oklahoma Department of Insurance, Oklahoma City				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	345	1	346
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	0	3	3
4	Number of media outreach events	43	1,362	1,405
5	Number of community outreach education events conducted	22	17	39
6	Estimated number of people reached by community education events	7,353	2,106	9,459
7	Number of group education sessions for beneficiaries	13	2	15
8	Number of beneficiaries who attended group education sessions	518	76	594
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4	0	4
10	Total number of simple inquiries received	10	33	43
11	Total number of simple inquiries resolved	8	32	40
12	Number of complex issues received	3	4	7
13A	Number of complex issues referred for further action	2	2	4
13B	Total dollar amount referred for further action	\$0	\$12,055	\$12,055
14	Number of complex issues resolved	1	2	3
15	Number of complex issues pending further action	2	2	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$11,422	\$11,422
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$182	\$182
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$182	\$182

Oregon – Department of Human Services State Unit on Aging, Salem

In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	170	145	315
2	Total number of volunteer training hours	1,190	616	1,806
3	Total number of volunteer work hours	4,080	1,858	5,938
4	Number of media outreach events	55	70	125
5	Number of community outreach education events conducted	79	127	206
6	Estimated number of people reached by community education events	2,316	13,904	16,220
7	Number of group education sessions for beneficiaries	11	102	113
8	Number of beneficiaries who attended group education sessions	130	2,992	3,122
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,240	3,961	8,201
10	Total number of simple inquiries received	858	7	865
11	Total number of simple inquiries resolved	858	7	865
12	Number of complex issues received	7	2	9
13A	Number of complex issues referred for further action	5	2	7
13B	Total dollar amount referred for further action	\$0	\$1,242	\$1,242
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	0	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$125	\$125
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$125	\$125

A P P E N D I X - D

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	64	48	112
2	Total number of volunteer training hours	81	111	192
3	Total number of volunteer work hours	250	640	890
4	Number of media outreach events	5	7	12
5	Number of community outreach education events conducted	23	41	64
6	Estimated number of people reached by community education events	1,925	4,793	6,718
7	Number of group education sessions for beneficiaries	30	99	129
8	Number of beneficiaries who attended group education sessions	771	3,238	4,009
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	225	244	469
10	Total number of simple inquiries received	0	5	5
11	Total number of simple inquiries resolved	0	5	5
12	Number of complex issues received	6	6	12
13A	Number of complex issues referred for further action	1	1	2
13B	Total dollar amount referred for further action	\$125	\$10,949	\$11,074
14	Number of complex issues resolved	3	3	6
15	Number of complex issues pending further action	2	1	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Puerto Rico – Office of the Ombudsman for the Elderly, San Juan

In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	12	12	24
2	Total number of volunteer training hours	5,760	132	5,892
3	Total number of volunteer work hours	12,960	216	13,176
4	Number of media outreach events	6	1	7
5	Number of community outreach education events conducted	97	74	171
6	Estimated number of people reached by community education events	10,593	9,051	19,644
7	Number of group education sessions for beneficiaries	45	11	56
8	Number of beneficiaries who attended group education sessions	937	257	1,194
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	3	3
10	Total number of simple inquiries received	0	237	237
11	Total number of simple inquiries resolved	0	231	231
12	Number of complex issues received	6	3	9
13A	Number of complex issues referred for further action	6	2	8
13B	Total dollar amount referred for further action	\$0	\$315	\$315
14	Number of complex issues resolved	3	1	4
15	Number of complex issues pending further action	3	1	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$67	\$0	\$67
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$67	\$0	\$67

A P P E N D I X - D

Rhode Island – Department of Elderly Affairs, Cranston				
In operation since: July 2006		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	58	114	172
2	Total number of volunteer training hours	54	1,304	1,358
3	Total number of volunteer work hours	8,524	817	9,341
4	Number of media outreach events	12	8	20
5	Number of community outreach education events conducted	50	46	96
6	Estimated number of people reached by community education events	2,040	58,123	60,163
7	Number of group education sessions for beneficiaries	26	23	49
8	Number of beneficiaries who attended group education sessions	910	740	1,650
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,380	197	2,577
10	Total number of simple inquiries received	3,206	811	4,017
11	Total number of simple inquiries resolved	2,725	640	3,365
12	Number of complex issues received	53	4	57
13A	Number of complex issues referred for further action	6	3	9
13B	Total dollar amount referred for further action	NA	\$40	\$40
14	Number of complex issues resolved	32	4	36
15	Number of complex issues pending further action	15	0	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	NA	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	NA	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	NA	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	NA	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	NA	\$0	\$0
17A –17D	Total savings attributable to the projects	NA	\$0	\$0

South Carolina – Lt. Governor’s Office on Aging, Columbia				
In operation since: July 2000		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	48	20	68
2	Total number of volunteer training hours	175	0	175
3	Total number of volunteer work hours	402	768	1,170
4	Number of media outreach events	44	25	69
5	Number of community outreach education events conducted	167	45	212
6	Estimated number of people reached by community education events	23,360	8,808	32,168
7	Number of group education sessions for beneficiaries	167	60	227
8	Number of beneficiaries who attended group education sessions	1,192	2,431	3,623
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	731	644	1,375
10	Total number of simple inquiries received	0	200	200
11	Total number of simple inquiries resolved	0	200	200
12	Number of complex issues received	22	73	95
13A	Number of complex issues referred for further action	22	4	26
13B	Total dollar amount referred for further action	\$0	\$35,250	\$35,250
14	Number of complex issues resolved	12	32	44
15	Number of complex issues pending further action	10	29	39
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$4,400	\$4,400
17A –17D	Total savings attributable to the projects	\$0	\$4,400	\$4,400

South Dakota – East River Legal Services Corporation, Sioux Falls				
In operation since: July 2000		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	85	108	193
2	Total number of volunteer training hours	0	2,046	2,046
3	Total number of volunteer work hours	7,950	2,859	10,809
4	Number of media outreach events	4	4	8
5	Number of community outreach education events conducted	9	6	15
6	Estimated number of people reached by community education events	651	652	1,303
7	Number of group education sessions for beneficiaries	5	6	11
8	Number of beneficiaries who attended group education sessions	163	389	552
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	137	196	333
11	Total number of simple inquiries resolved	137	196	333
12	Number of complex issues received	6	4	10
13A	Number of complex issues referred for further action	4	0	4
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	3	0	3
15	Number of complex issues pending further action	3	0	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Tennessee – Upper Cumberland Development District, Cookeville

In operation since: July 2001		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	14	30	44
2	Total number of volunteer training hours	29	160	189
3	Total number of volunteer work hours	157	404	561
4	Number of media outreach events	16	18	34
5	Number of community outreach education events conducted	123	146	269
6	Estimated number of people reached by community education events	60,866	14,139	75,005
7	Number of group education sessions for beneficiaries	48	72	120
8	Number of beneficiaries who attended group education sessions	1,527	1,560	3,087
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	227	79	306
10	Total number of simple inquiries received	336	193	529
11	Total number of simple inquiries resolved	332	188	520
12	Number of complex issues received	19	9	28
13A	Number of complex issues referred for further action	7	1	8
13B	Total dollar amount referred for further action	\$85,219	\$465	\$85,684
14	Number of complex issues resolved	16	5	21
15	Number of complex issues pending further action	10	5	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$22,395	\$0	\$22,395
17A	Actual Medicare funds recovered attributable to the projects	\$62,338	\$0	\$62,338
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$280	\$0	\$280
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$62,618	\$0	\$62,618

A P P E N D I X - D

Texas – Better Business Bureau Education Foundation, Houston				
In operation since: July 2002		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	47	5	52
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	30	15	45
4	Number of media outreach events	2	12	14
5	Number of community outreach education events conducted	13	17	30
6	Estimated number of people reached by community education events	1,651	3,002	4,653
7	Number of group education sessions for beneficiaries	31	38	69
8	Number of beneficiaries who attended group education sessions	1,206	1,979	3,185
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	20	5	25
10	Total number of simple inquiries received	81	93	174
11	Total number of simple inquiries resolved	79	93	172
12	Number of complex issues received	38	70	108
13A	Number of complex issues referred for further action	21	47	68
13B	Total dollar amount referred for further action	\$25,171	\$12,074	\$37,246
14	Number of complex issues resolved	8	48	56
15	Number of complex issues pending further action	15	18	33
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A – 17D	Total savings attributable to the projects	\$0	\$0	\$0

Texas – The National Hispanic Council on Aging, Washington, DC

In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	160	179	339
2	Total number of volunteer training hours	818	126,910	127,728
3	Total number of volunteer work hours	16,723	1,390	18,113
4	Number of media outreach events	25	28	53
5	Number of community outreach education events conducted	200	189	389
6	Estimated number of people reached by community education events	9,720	9,475	19,195
7	Number of group education sessions for beneficiaries	166	237	403
8	Number of beneficiaries who attended group education sessions	7,400	8,047	15,447
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,352	6,131	10,483
10	Total number of simple inquiries received	10,602	11,239	21,841
11	Total number of simple inquiries resolved	9,011	10,002	19,013
12	Number of complex issues received	2176	815	2,991
13A	Number of complex issues referred for further action	1841	239	2,080
13B	Total dollar amount referred for further action	\$154,027	\$46,682	\$200,709
14	Number of complex issues resolved	335	576	911
15	Number of complex issues pending further action	1,841	239	2,080
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$63	\$0	\$63
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$225	\$225
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$7,009	\$0	\$7,009
17A –17D	Total savings attributable to the projects	\$7,072	\$225	\$7,297

Utah – Utah Legal Services, Inc., Salt Lake City				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	102	158	260
2	Total number of volunteer training hours	NA	270	270
3	Total number of volunteer work hours	10	1,218	1,228
4	Number of media outreach events	9	14	23
5	Number of community outreach education events conducted	1,446	44	1,490
6	Estimated number of people reached by community education events	4,120	7,999	12,119
7	Number of group education sessions for beneficiaries	55	45	100
8	Number of beneficiaries who attended group education sessions	3,500	976	4,476
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,365	23	1,388
10	Total number of simple inquiries received	NA	35	35
11	Total number of simple inquiries resolved	NA	32	32
12	Number of complex issues received	31	18	49
13A	Number of complex issues referred for further action	20	5	25
13B	Total dollar amount referred for further action	\$0	\$6,627	\$6,627
14	Number of complex issues resolved	11	11	22
15	Number of complex issues pending further action	6	7	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$2,889	\$2,889
17A	Actual Medicare funds recovered attributable to the projects	\$3,358	\$0	\$3,358
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$3,570	\$3,570
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$3,358	\$3,570	\$6,928

Vermont – Community of Vermont Elders, Montpelier				
In operation since: July 2003		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	12	12	24
2	Total number of volunteer training hours	114	44	158
3	Total number of volunteer work hours	371	131	502
4	Number of media outreach events	0	31	31
5	Number of community outreach education events conducted	6	5	11
6	Estimated number of people reached by community education events	199	246	445
7	Number of group education sessions for beneficiaries	17	11	28
8	Number of beneficiaries who attended group education sessions	305	291	596
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	357	0	357
10	Total number of simple inquiries received	11	2	13
11	Total number of simple inquiries resolved	3	0	3
12	Number of complex issues received	10	13	23
13A	Number of complex issues referred for further action	3	6	9
13B	Total dollar amount referred for further action	\$1,079	\$0	\$1,079
14	Number of complex issues resolved	3	9	12
15	Number of complex issues pending further action	6	4	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$84	\$84
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$84	\$84

A P P E N D I X - D

Virginia – Virginia Association of Area Agencies on Aging, Richmond				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	79	36	115
2	Total number of volunteer training hours	58	0	58
3	Total number of volunteer work hours	552	108	660
4	Number of media outreach events	3,374	258	3,632
5	Number of community outreach education events conducted	189	52	241
6	Estimated number of people reached by community education events	8,823	4,850	13,673
7	Number of group education sessions for beneficiaries	56	80	136
8	Number of beneficiaries who attended group education sessions	508	2,470	2,978
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	349	23	372
10	Total number of simple inquiries received	94	60	154
11	Total number of simple inquiries resolved	93	60	153
12	Number of complex issues received	14	11	25
13A	Number of complex issues referred for further action	13	1	14
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	9	1	10
15	Number of complex issues pending further action	3	4	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Virgin Islands – Department of Human Services, Senior Citizens Affairs, St. Croix				
In operation since: July 2005		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	10	46	56
2	Total number of volunteer training hours	8	20	28
3	Total number of volunteer work hours	20	94	114
4	Number of media outreach events	76	125	201
5	Number of community outreach education events conducted	2	20	22
6	Estimated number of people reached by community education events	500	1,500	2,000
7	Number of group education sessions for beneficiaries	17	20	37
8	Number of beneficiaries who attended group education sessions	160	525	685
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	20	25	45
10	Total number of simple inquiries received	0	2	2
11	Total number of simple inquiries resolved	0	2	2
12	Number of complex issues received	0	0	0
13A	Number of complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Washington – Office of the Insurance Counselor, Olympia				
In operation since: July 1999		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	373	284	657
2	Total number of volunteer training hours	3,380	2,641	6,021
3	Total number of volunteer work hours	25,974	27,803	53,777
4	Number of media outreach events	106	126	232
5	Number of community outreach education events conducted	205	131	336
6	Estimated number of people reached by community education events	22,857	4,810	27,667
7	Number of group education sessions for beneficiaries	58	49	107
8	Number of beneficiaries who attended group education sessions	NA	859	859
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	10,470	10,316	20,786
10	Total number of simple inquiries received	1,783	1,994	3,777
11	Total number of simple inquiries resolved	1,783	1,994	3,777
12	Number of complex issues received	8,624	237	8,861
13A	Number of complex issues referred for further action	225	237	462
13B	Total dollar amount referred for further action	NA	NA	NA
14	Number of complex issues resolved	225	237	462
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	NA	NA	NA
17A	Actual Medicare funds recovered attributable to the projects	NA	NA	NA
17B	Actual Medicaid funds recovered attributable to the projects	NA	NA	NA
17C	Actual savings to beneficiaries attributable to the projects	NA	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	NA	NA	NA
17A –17D	Total savings attributable to the projects	NA	\$0	\$0

West Virginia – AARP Foundation, Charleston				
In operation since: July 2003		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	64	65	129
2	Total number of volunteer training hours	65	42	107
3	Total number of volunteer work hours	789	677	1,466
4	Number of media outreach events	96	1,271	1,367
5	Number of community outreach education events conducted	37	25	62
6	Estimated number of people reached by community education events	9,042	16,741	25,783
7	Number of group education sessions for beneficiaries	18	22	40
8	Number of beneficiaries who attended group education sessions	875	1,173	2,048
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	40	101	141
10	Total number of simple inquiries received	108	83	191
11	Total number of simple inquiries resolved	108	83	191
12	Number of complex issues received	28	132	160
13A	Number of complex issues referred for further action	11	45	56
13B	Total dollar amount referred for further action	\$0	\$33,223	\$33,223
14	Number of complex issues resolved	1	6	7
15	Number of complex issues pending further action	10	12	22
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Wisconsin – Coalition of Wisconsin Aging Groups, Madison				
In operation since: July 1997		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	25	34	59
2	Total number of volunteer training hours	380	40	420
3	Total number of volunteer work hours	4,411	380	4,791
4	Number of media outreach events	101	25	126
5	Number of community outreach education events conducted	39	50	89
6	Estimated number of people reached by community education events	2,149	5,603	7,752
7	Number of group education sessions for beneficiaries	44	20	64
8	Number of beneficiaries who attended group education sessions	1,154	574	1,728
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	13	16	29
10	Total number of simple inquiries received	104	198	302
11	Total number of simple inquiries resolved	93	189	282
12	Number of complex issues received	1	8	9
13A	Number of complex issues referred for further action	0	6	6
13B	Total dollar amount referred for further action	\$0	\$209	\$209
14	Number of complex issues resolved	0	2	2
15	Number of complex issues pending further action	0	6	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Wyoming – Senior Citizens, Inc., Riverton				
In operation since: July 2000		Jan. – June	July – Dec.	Total for 2007
OUTPUT MEASURES				
1	Total number of active volunteers	94	77	171
2	Total number of volunteer training hours	368	2,904	3,272
3	Total number of volunteer work hours	467	79,314	79,781
4	Number of media outreach events	3	550	553
5	Number of community outreach education events conducted	12	20	32
6	Estimated number of people reached by community education events	237	250	487
7	Number of group education sessions for beneficiaries	0	37	37
8	Number of beneficiaries who attended group education sessions	0	1,038	1,038
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	907	2,609	3,516
10	Total number of simple inquiries received	14	25	39
11	Total number of simple inquiries resolved	14	25	39
12	Number of complex issues received	0	0	0
13A	Number of complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiary, or other	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A – 17D	Total savings attributable to the projects	\$0	\$0	\$0

Performance Measures Definitions

The following list includes the definitions of the performance measures for 2007.

Definitions

ACTIVE VOLUNTEERS	Individuals who donate their time or resources and are trained to assist with implementing the project.
MEDIA OUTREACH EVENTS	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 project.
COMMUNITY OUTREACH EDUCATION EVENT	Any education activity conducted by project staff or volunteers that is not a group education session, one-on-one session, or media outreach activity.
GROUP EDUCATION SESSIONS	Formal gatherings led by project staff or volunteers to educate recipients, family members, caregivers, and others on detecting fraud, waste, and abuse in the health care system and services offered by the project.
ONE-ON-ONE COUNSELING SESSIONS	A meeting between project staff or volunteers and an individual beneficiary and/or his or her family for the purpose of discussing or gathering information about potential health care fraud, waste, or abuse. One-on-one counseling sessions may include beneficiary counseling, information gathering, or information sharing.
SIMPLE INQUIRIES	A simple inquiry is 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 ISSUES	Complex issues are inquiries that generally require the 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 ISSUES REFERRED FOR FURTHER ACTION	Complex issues referred to a Medicare contractor, an investigative agency, or other appropriate organization.
COMPLEX ISSUES RESOLVED	A complex issue successfully closed by a project, a Medicare contractor, an investigative agency, or another appropriate organization.
COMPLEX ISSUES PENDING FURTHER ACTION	All complex issues – irrespective of when they were received – that remain unresolved.
COST AVOIDANCE	Health care expenditures for which the Medicare program, the Medicaid program, a beneficiary, or other entity (e.g., secondary health insurer, pharmacy) was relieved of responsibility for payment as a result of the projects.
MEDICARE FUNDS RECOVERED	Money saved or recouped to the Medicare Trust Fund as a result of the projects. This applies to money recouped through a Medicare contractor, a law enforcement agency, or directly to Medicare at the provider level.
MEDICAID FUNDS RECOVERED	Money saved or recouped to Medicaid as a result of the projects. This applies to money recouped through a Medicaid Fraud Control Unit, a law enforcement agency, or directly to Medicaid at the provider level.
SAVINGS TO THE BENEFICIARY	Money saved or recouped to an individual as a result of the projects (e.g., copayments, deductibles, or any other out-of-pocket expenses).
OTHER SAVINGS	Money saved or recouped to an entity other than the Medicare program, the Medicaid program, or beneficiaries (e.g., secondary health insurance, pharmacy) as a result of the projects.