



DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF INSPECTOR GENERAL



WASHINGTON, DC 20201

JUL 29 2015

TO: John Wren
Deputy Administrator for the Center for Integrated Programs
Administration for Community Living

FROM: /S/ Suzanne Murrin
Deputy Inspector General
for Evaluation and Inspections

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

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

SUMMARY

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

- had 5,194 active volunteers, a 4-percent decrease from 2013,
- conducted 14,618 group education sessions, a 2-percent decrease from 2013, and
- conducted 202,064 one-on-one counseling sessions, a 36-percent increase from 2013.

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

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

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

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

BACKGROUND

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

Performance Measures

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

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

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

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

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

Tracking Systems

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

METHODOLOGY

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

Standards

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

RESULTS

Results for 2014

In 2014, the 53 SMP projects had a total of 5,194 active volunteers. These volunteers conducted 202,064 one-on-one counseling sessions and 14,618 group education sessions. In total, 450,720 beneficiaries attended these group education sessions. The projects also reported conducting 110,410 media airings, which are any distribution of media (e.g., print, radio, television, or electronic) to educate about fraud and the services of the project. Additionally, the projects reported conducting 12,290 community outreach education events. As a result of these training sessions and events, the projects received 91,926 simple inquiries and resolved 91,422 of them. They also received 1,580 inquiries involving complex issues; of which 634 inquiries were referred for further action.

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

Comparison With Results for 2013

The projects had 5,194 active volunteers in 2014, a 4-percent decrease from 5,406 active volunteers in 2013. The projects conducted 14,618 group education sessions in 2014, a 2-percent decrease from 14,924 group education sessions in 2013. However, the projects conducted 36 percent more one-on-one counseling sessions, increasing to 202,064 from 148,235.

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

Results Since 1997

Since the program's inception 18 years ago, 72 SMP projects have reported performance data. In total, these projects reported conducting 1.6 million one-on-one counseling sessions and 138,367 group education sessions. A total of 4.9 million beneficiaries attended these group education sessions. The projects also reported conducting 2.4 million media airings and 196,098 community outreach education events. Total expected savings to Medicare and Medicaid attributable to the projects were \$115.1 million. Most of the savings resulted from one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicare and Medicaid.⁴ Total savings to beneficiaries and other payers were approximately \$7.0 million. Finally, total cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$9.0 million.

CONCLUSION

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

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

As agreed, we will continue to monitor the projects and will provide ACL with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this

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

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

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memorandum report, please provide them within 60 days. Please refer to report number OEI-02-15-00100 in all correspondence.

cc:

Kathleen Cantwell

Director of the Office of Strategic Operations and Regulatory Affairs

Centers for Medicare & Medicaid Services

Results for Performance Measures for the Senior Medicare Patrol Projects

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APPENDIX A

Summary of Overall Performance of Projects Since 1997

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

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

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

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

Summary of Overall Performance of Projects Since 1997		
		Total Since 1997
PERFORMANCE MEASURES		
1	Total number of active volunteers*	46,373
2	Total number of volunteer training hours*	481,392
3	Total number of volunteer work hours*	1,104,999
4	Number of media airings	2,393,661
5	Number of community outreach education events conducted	196,098
6	Estimated number of people reached by community outreach education events	30,117,926
7	Number of group education sessions for beneficiaries	138,367
8	Number of beneficiaries who attended group education sessions	4,931,071
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,642,946
10	Total number of simple inquiries received*	627,780
11	Total number of simple inquiries resolved*	613,481
12	Number of inquiries involving complex issues received*	34,609
13A	Number of inquiries involving complex issues referred for further action*	9,392
13B	Total dollar amount referred for further action*	\$47,048,091
14	Number of complex issues resolved*	18,214
15	Number of complex issues pending further action*	N/A
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$9,039,787
17A	Expected Medicare recoveries attributable to the projects**	\$20,305,252
17B	Expected Medicaid recoveries attributable to the projects**	\$94,812,297
17C	Actual savings to beneficiaries attributable to the projects	\$3,496,932
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$3,471,864
17A–17D	Total savings attributable to the projects	\$122,086,346

APPENDIX B

Summary of Overall Performance of Projects in 2014

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

⁵ Data do not include West Virginia. The SMP's grant ended September 2014.
Performance Data for the Senior Medicare Patrol Projects: July 2015 Performance Report (OEI-02-15-00100)

Summary of Overall Performance of Projects in 2014		
		Total for 2014
	PERFORMANCE MEASURES	
1	Total number of active volunteers	5,194
2	Total number of volunteer training hours	15,189
3	Total number of volunteer work hours	117,176
4	Number of media airings	110,410
5	Number of community outreach education events conducted	12,290
6	Estimated number of people reached by community outreach education events	1,086,682
7	Number of group education sessions for beneficiaries	14,618
8	Number of beneficiaries who attended group education sessions	450,720
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	202,064
10	Total number of simple inquiries received	91,926
11	Total number of simple inquiries resolved	91,422
12	Number of inquiries involving complex issues received	1,580
13A	Number of inquiries involving complex issues referred for further action	634
13B	Total dollar amount referred for further action	\$4,066,715
14	Number of complex issues resolved	1,344
15	Number of complex issues pending further action	2,774
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$200,598
17A	Expected Medicare recoveries attributable to the projects	\$660,829
17B	Expected Medicaid recoveries attributable to the projects	\$504
17C	Actual savings to beneficiaries attributable to the projects	\$79,565
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$663
17A-17D	Total savings attributable to the projects	\$741,562

APPENDIX C

Results for 2014, by Performance Measure

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

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

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

PERFORMANCE MEASURE 1: Total Number of Active Volunteers				
	Total for 2014			Total for 2014
Alabama	19		Montana	44
Alaska	9		Nebraska	44
Arizona	180		Nevada	84
Arkansas	45		New Hampshire	13
California	693		New Jersey	53
Colorado	53		New Mexico	45
Connecticut	73		New York	427
Delaware	29		North Carolina	805
District of Columbia	63		North Dakota	74
Florida	163		Ohio	59
Georgia	151		Oklahoma	17
Guam	10		Oregon	202
Hawaii	80		Pennsylvania	52
Idaho	95		Puerto Rico	21
Illinois	54		Rhode Island	32
Indiana	55		South Carolina	28
Iowa	40		South Dakota	0
Kansas	1		Tennessee	78
Kentucky	172		Texas	82
Louisiana	46		U.S. Virgin Islands	26
Maine	86		Utah	124
Maryland	138		Vermont	51
Massachusetts	46		Virginia	27
Michigan	304		Washington	20
Minnesota	58		Wisconsin	80
Mississippi	6		Wyoming	15
Missouri	22			

PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours				
	Total for 2014			Total for 2014
Alabama	53		Montana	31
Alaska	34		Nebraska	13
Arizona	2,393		Nevada	361
Arkansas	92		New Hampshire	0
California	1,110		New Jersey	418
Colorado	168		New Mexico	75
Connecticut	85		New York	103
Delaware	80		North Carolina	2,156
District of Columbia	178		North Dakota	20
Florida	770		Ohio	72
Georgia	68		Oklahoma	77
Guam	100		Oregon	19
Hawaii	127		Pennsylvania	0
Idaho	304		Puerto Rico	164
Illinois	76		Rhode Island	54
Indiana	18		South Carolina	72
Iowa	22		South Dakota	0
Kansas	0		Tennessee	195
Kentucky	109		Texas	387
Louisiana	75		U.S. Virgin Islands	0
Maine	224		Utah	198
Maryland	854		Vermont	210
Massachusetts	64		Virginia	41
Michigan	2,453		Washington	48
Minnesota	792		Wisconsin	97
Mississippi	3		Wyoming	10
Missouri	120			

PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours				
	Total for 2014			Total for 2014
Alabama	205		Montana	566
Alaska	292		Nebraska	1,469
Arizona	4,048		Nevada	1,321
Arkansas	825		New Hampshire	373
California	26,325		New Jersey	877
Colorado	136		New Mexico	3,383
Connecticut	444		New York	2,536
Delaware	767		North Carolina	8,890
District of Columbia	1,336		North Dakota	491
Florida	2,534		Ohio	722
Georgia	4,893		Oklahoma	73
Guam	1,755		Oregon	2,815
Hawaii	1,258		Pennsylvania	1,030
Idaho	3,642		Puerto Rico	5,927
Illinois	838		Rhode Island	1,107
Indiana	1,041		South Carolina	676
Iowa	933		South Dakota	0
Kansas	27		Tennessee	3,297
Kentucky	2,270		Texas	608
Louisiana	1,000		U.S. Virgin Islands	510
Maine	6,289		Utah	2,659
Maryland	6,371		Vermont	1,351
Massachusetts	1,860		Virginia	284
Michigan	4,648		Washington	1,143
Minnesota	330		Wisconsin	553
Mississippi	37		Wyoming	222
Missouri	195			

PERFORMANCE MEASURE 4: Number of Media Airings				
	Total for 2014			Total for 2014
Alabama	189		Montana	234
Alaska	8		Nebraska	7,193
Arizona	317		Nevada	2,234
Arkansas	978		New Hampshire	188
California	1,420		New Jersey	1,057
Colorado	67		New Mexico	6,424
Connecticut	26		New York	632
Delaware	223		North Carolina	6,766
District of Columbia	365		North Dakota	1,174
Florida	327		Ohio	235
Georgia	1,877		Oklahoma	185
Guam	1,099		Oregon	9,345
Hawaii	8,218		Pennsylvania	80
Idaho	827		Puerto Rico	0
Illinois	175		Rhode Island	338
Indiana	4,503		South Carolina	332
Iowa	1,002		South Dakota	0
Kansas	14		Tennessee	8,258
Kentucky	19,988		Texas	42
Louisiana	3,135		U.S. Virgin Islands	10
Maine	858		Utah	229
Maryland	4,344		Vermont	79
Massachusetts	582		Virginia	138
Michigan	233		Washington	614
Minnesota	367		Wisconsin	562
Mississippi	22		Wyoming	12,890
Missouri	7			

PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted				
	Total for 2014			Total for 2014
Alabama	275		Montana	26
Alaska	11		Nebraska	116
Arizona	155		Nevada	142
Arkansas	32		New Hampshire	76
California	887		New Jersey	45
Colorado	102		New Mexico	291
Connecticut	111		New York	341
Delaware	117		North Carolina	776
District of Columbia	85		North Dakota	75
Florida	301		Ohio	173
Georgia	687		Oklahoma	112
Guam	26		Oregon	162
Hawaii	86		Pennsylvania	67
Idaho	138		Puerto Rico	1,453
Illinois	196		Rhode Island	251
Indiana	170		South Carolina	257
Iowa	46		South Dakota	4
Kansas	80		Tennessee	310
Kentucky	116		Texas	160
Louisiana	114		U.S. Virgin Islands	25
Maine	153		Utah	282
Maryland	257		Vermont	36
Massachusetts	75		Virginia	232
Michigan	250		Washington	945
Minnesota	96		Wisconsin	53
Mississippi	107		Wyoming	23
Missouri	1,184			

PERFORMANCE MEASURE 6: Estimated Number of People Reached by Community Outreach Education				
	Total for 2014			Total for 2014
Alabama	22,092		Montana	1,720
Alaska	315		Nebraska	7,047
Arizona	19,188		Nevada	7,805
Arkansas	3,654		New Hampshire	5,081
California	114,637		New Jersey	4,215
Colorado	7,514		New Mexico	19,250
Connecticut	10,051		New York	44,610
Delaware	10,004		North Carolina	112,846
District of Columbia	6,534		North Dakota	3,430
Florida	45,725		Ohio	20,751
Georgia	40,420		Oklahoma	9,014
Guam	2,278		Oregon	13,322
Hawaii	6,368		Pennsylvania	5,700
Idaho	9,529		Puerto Rico	48,653
Illinois	13,503		Rhode Island	6,747
Indiana	27,824		South Carolina	23,116
Iowa	3,831		South Dakota	244
Kansas	4,220		Tennessee	67,289
Kentucky	11,863		Texas	17,536
Louisiana	15,838		U.S. Virgin Islands	2,142
Maine	5,883		Utah	17,876
Maryland	29,102		Vermont	1,013
Massachusetts	8,932		Virginia	17,495
Michigan	65,587		Washington	54,948
Minnesota	28,267		Wisconsin	3,325
Mississippi	4,634		Wyoming	2,413
Missouri	79,568			

PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries				
	Total for 2014			Total for 2014
Alabama	427		Montana	288
Alaska	15		Nebraska	220
Arizona	502		Nevada	145
Arkansas	90		New Hampshire	108
California	1,424		New Jersey	185
Colorado	169		New Mexico	260
Connecticut	88		New York	1015
Delaware	47		North Carolina	414
District of Columbia	161		North Dakota	233
Florida	197		Ohio	72
Georgia	709		Oklahoma	301
Guam	162		Oregon	249
Hawaii	58		Pennsylvania	251
Idaho	243		Puerto Rico	0
Illinois	355		Rhode Island	73
Indiana	222		South Carolina	213
Iowa	472		South Dakota	12
Kansas	71		Tennessee	431
Kentucky	290		Texas	387
Louisiana	141		U.S. Virgin Islands	27
Maine	162		Utah	420
Maryland	957		Vermont	129
Massachusetts	101		Virginia	161
Michigan	644		Washington	264
Minnesota	421		Wisconsin	113
Mississippi	28		Wyoming	19
Missouri	472			

PERFORMANCE MEASURE 8: Number of Beneficiaries Who Attended Group Education Sessions				
	Total for 2014			Total for 2014
Alabama	13,826		Montana	8,908
Alaska	238		Nebraska	5,720
Arizona	14,656		Nevada	2,660
Arkansas	3,438		New Hampshire	2,132
California	46,144		New Jersey	7,272
Colorado	3,928		New Mexico	12,178
Connecticut	2,290		New York	30,382
Delaware	1,881		North Carolina	15,072
District of Columbia	2,909		North Dakota	4,157
Florida	7,750		Ohio	1,481
Georgia	29,624		Oklahoma	9,118
Guam	3,297		Oregon	5,697
Hawaii	1,883		Pennsylvania	5,176
Idaho	6,146		Puerto Rico	0
Illinois	9,148		Rhode Island	1,504
Indiana	8,729		South Carolina	5,408
Iowa	16,953		South Dakota	576
Kansas	1,273		Tennessee	14,295
Kentucky	6,771		Texas	10,949
Louisiana	4,215		U.S. Virgin Islands	434
Maine	2,140		Utah	11,227
Maryland	25,237		Vermont	2,221
Massachusetts	2,628		Virginia	4,476
Michigan	26,794		Washington	12,351
Minnesota	5,088		Wisconsin	2,111
Mississippi	1,291		Wyoming	412
Missouri	26,526			

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

	Total for 2014			Total for 2014
Alabama	9,313		Montana	1,265
Alaska	18		Nebraska	4,422
Arizona	1,905		Nevada	1,509
Arkansas	818		New Hampshire	3,793
California	31,970		New Jersey	123
Colorado	114		New Mexico	5,783
Connecticut	32		New York	179
Delaware	3,664		North Carolina	15,770
District of Columbia	52		North Dakota	148
Florida	75		Ohio	3
Georgia	1,799		Oklahoma	534
Guam	1,892		Oregon	3,853
Hawaii	70		Pennsylvania	31
Idaho	3,211		Puerto Rico	0
Illinois	7,911		Rhode Island	2,769
Indiana	1,017		South Carolina	9,408
Iowa	150		South Dakota	145
Kansas	17		Tennessee	11,227
Kentucky	2,019		Texas	118
Louisiana	230		U.S. Virgin Islands	43
Maine	12,440		Utah	7,973
Maryland	34,153		Vermont	27
Massachusetts	892		Virginia	1,181
Michigan	3,858		Washington	7,684
Minnesota	12		Wisconsin	66
Mississippi	3,599		Wyoming	2,775
Missouri	4			

PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received				
	Total for 2014			Total for 2014
Alabama	190		Montana	185
Alaska	16		Nebraska	446
Arizona	703		Nevada	415
Arkansas	231		New Hampshire	413
California	324		New Jersey	896
Colorado	1,469		New Mexico	5
Connecticut	198		New York	4,566
Delaware	434		North Carolina	3,211
District of Columbia	253		North Dakota	75
Florida	1,174		Ohio	121
Georgia	2,003		Oklahoma	261
Guam	740		Oregon	10,584
Hawaii	279		Pennsylvania	861
Idaho	182		Puerto Rico	0
Illinois	3,953		Rhode Island	8,709
Indiana	2,527		South Carolina	9,951
Iowa	286		South Dakota	31
Kansas	26		Tennessee	88
Kentucky	3,128		Texas	219
Louisiana	153		U.S. Virgin Islands	10
Maine	2,366		Utah	5,432
Maryland	1,930		Vermont	39
Massachusetts	1,023		Virginia	526
Michigan	157		Washington	9,711
Minnesota	2,139		Wisconsin	468
Mississippi	290		Wyoming	137
Missouri	8,392			

PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved				
	Total for 2014			Total for 2014
Alabama	189		Montana	185
Alaska	16		Nebraska	446
Arizona	703		Nevada	415
Arkansas	231		New Hampshire	413
California	324		New Jersey	896
Colorado	1,469		New Mexico	5
Connecticut	198		New York	4,144
Delaware	433		North Carolina	3,206
District of Columbia	253		North Dakota	75
Florida	1,174		Ohio	120
Georgia	1,994		Oklahoma	261
Guam	740		Oregon	10,584
Hawaii	279		Pennsylvania	861
Idaho	182		Puerto Rico	0
Illinois	3,953		Rhode Island	8,708
Indiana	2,527		South Carolina	9,947
Iowa	286		South Dakota	31
Kansas	26		Tennessee	88
Kentucky	3,128		Texas	183
Louisiana	153		U.S. Virgin Islands	9
Maine	2,363		Utah	5,432
Maryland	1,930		Vermont	39
Massachusetts	1,020		Virginia	526
Michigan	157		Washington	9,704
Minnesota	2,139		Wisconsin	468
Mississippi	290		Wyoming	137
Missouri	8,382			

PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received				
	Total for 2014			Total for 2014
Alabama	3		Montana	8
Alaska	5		Nebraska	18
Arizona	0		Nevada	11
Arkansas	56		New Hampshire	1
California	294		New Jersey	69
Colorado	43		New Mexico	24
Connecticut	2		New York	13
Delaware	22		North Carolina	5
District of Columbia	4		North Dakota	1
Florida	2		Ohio	27
Georgia	1		Oklahoma	6
Guam	0		Oregon	16
Hawaii	15		Pennsylvania	47
Idaho	7		Puerto Rico	0
Illinois	34		Rhode Island	17
Indiana	26		South Carolina	0
Iowa	13		South Dakota	3
Kansas	2		Tennessee	84
Kentucky	22		Texas	47
Louisiana	41		U.S. Virgin Islands	0
Maine	20		Utah	19
Maryland	26		Vermont	7
Massachusetts	15		Virginia	15
Michigan	9		Washington	450
Minnesota	1		Wisconsin	6
Mississippi	5		Wyoming	18
Missouri	0			

PERFORMANCE MEASURE 13A: Number of Inquiries Involving Complex Issues Referred for Further Action				
	Total for 2014			Total for 2014
Alabama	2		Montana	1
Alaska	4		Nebraska	10
Arizona	0		Nevada	7
Arkansas	48		New Hampshire	1
California	167		New Jersey	14
Colorado	25		New Mexico	4
Connecticut	3		New York	0
Delaware	8		North Carolina	3
District of Columbia	3		North Dakota	1
Florida	2		Ohio	4
Georgia	1		Oklahoma	5
Guam	0		Oregon	11
Hawaii	3		Pennsylvania	30
Idaho	5		Puerto Rico	0
Illinois	26		Rhode Island	10
Indiana	14		South Carolina	0
Iowa	1		South Dakota	0
Kansas	0		Tennessee	85
Kentucky	7		Texas	47
Louisiana	10		U.S. Virgin Islands	0
Maine	4		Utah	20
Maryland	3		Vermont	3
Massachusetts	2		Virginia	15
Michigan	2		Washington	14
Minnesota	0		Wisconsin	0
Mississippi	1		Wyoming	8
Missouri	0			

PERFORMANCE MEASURE 13B: Total Dollar Amount Referred for Further Action				
	Total for 2014			Total for 2014
Alabama	\$0		Montana	\$45,356
Alaska	\$3,103		Nebraska	\$4,469
Arizona	\$0		Nevada	\$4,106
Arkansas	\$3,942		New Hampshire	\$75
California	\$93,411		New Jersey	\$29,666
Colorado	\$3,405,297		New Mexico	\$22,290
Connecticut	\$0		New York	\$0
Delaware	\$26,728		North Carolina	\$200
District of Columbia	\$4,508		North Dakota	\$0
Florida	\$26,377		Ohio	\$2,589
Georgia	\$0		Oklahoma	\$1,627
Guam	\$0		Oregon	\$17,384
Hawaii	\$7,205		Pennsylvania	\$3,353
Idaho	\$8,193		Puerto Rico	\$0
Illinois	\$21,081		Rhode Island	\$17,290
Indiana	\$5,664		South Carolina	\$0
Iowa	\$6,115		South Dakota	\$0
Kansas	\$0		Tennessee	\$40,820
Kentucky	\$88,404		Texas	\$83,777
Louisiana	\$24,958		U.S. Virgin Islands	\$0
Maine	\$1,928		Utah	\$22,298
Maryland	\$6,267		Vermont	\$2,064
Massachusetts	\$19,496		Virginia	\$1,117
Michigan	\$9,972		Washington	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$202		Wyoming	\$5,383
Missouri	\$0			

PERFORMANCE MEASURE 14: Number of Complex Issues Resolved				
	Total for 2014			Total for 2014
Alabama	0		Montana	5
Alaska	5		Nebraska	15
Arizona	0		Nevada	5
Arkansas	67		New Hampshire	1
California	334		New Jersey	57
Colorado	35		New Mexico	18
Connecticut	0		New York	4
Delaware	47		North Carolina	4
District of Columbia	11		North Dakota	0
Florida	7		Ohio	23
Georgia	0		Oklahoma	1
Guam	3		Oregon	8
Hawaii	20		Pennsylvania	26
Idaho	5		Puerto Rico	0
Illinois	20		Rhode Island	22
Indiana	22		South Carolina	0
Iowa	3		South Dakota	1
Kansas	12		Tennessee	45
Kentucky	18		Texas	26
Louisiana	36		U.S. Virgin Islands	0
Maine	29		Utah	20
Maryland	19		Vermont	5
Massachusetts	2		Virginia	38
Michigan	2		Washington	307
Minnesota	0		Wisconsin	3
Mississippi	3		Wyoming	10
Missouri	0			

PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action				
	Total for 2014			Total for 2014
Alabama	29		Montana	16
Alaska	1		Nebraska	12
Arizona	29		Nevada	27
Arkansas	30		New Hampshire	10
California	275		New Jersey	18
Colorado	19		New Mexico	12
Connecticut	30		New York	125
Delaware	38		North Carolina	23
District of Columbia	10		North Dakota	2
Florida	253		Ohio	17
Georgia	48		Oklahoma	12
Guam	0		Oregon	21
Hawaii	13		Pennsylvania	54
Idaho	5		Puerto Rico	2
Illinois	127		Rhode Island	17
Indiana	100		South Carolina	83
Iowa	16		South Dakota	0
Kansas	53		Tennessee	122
Kentucky	5		Texas	178
Louisiana	20		U.S. Virgin Islands	3
Maine	6		Utah	0
Maryland	40		Vermont	7
Massachusetts	52		Virginia	38
Michigan	20		Washington	569
Minnesota	57		Wisconsin	16
Mississippi	35		Wyoming	7
Missouri	72			

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

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

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

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

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

APPENDIX D

Results for 2014, by Project

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

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

Alabama – Department of Senior Services, Montgomery		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	19
2	Total number of volunteer training hours	53
3	Total number of volunteer work hours	205
4	Number of media airings	189
5	Number of community outreach education events conducted	275
6	Estimated number of people reached by community outreach education events	22,092
7	Number of group education sessions for beneficiaries	427
8	Number of beneficiaries who attended group education sessions	13,826
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9,313
10	Total number of simple inquiries received	190
11	Total number of simple inquiries resolved	189
12	Number of inquiries involving complex issues received	3
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	29
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$242,578

Alaska – Health and Social Services, Medicare Information Office, Anchorage		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	9
2	Total number of volunteer training hours	34
3	Total number of volunteer work hours	292
4	Number of media airings	8
5	Number of community outreach education events conducted	11
6	Estimated number of people reached by community outreach education events	315
7	Number of group education sessions for beneficiaries	15
8	Number of beneficiaries who attended group education sessions	238
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	18
10	Total number of simple inquiries received	16
11	Total number of simple inquiries resolved	16
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$3,103
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$80,225
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$168,227

Arizona –Division of Aging and Adult Services, Phoenix		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	180
2	Total number of volunteer training hours	2,393
3	Total number of volunteer work hours	4,048
4	Number of media airings	317
5	Number of community outreach education events conducted	155
6	Estimated number of people reached by community outreach education events	19,188
7	Number of group education sessions for beneficiaries	502
8	Number of beneficiaries who attended group education sessions	14,656
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,905
10	Total number of simple inquiries received	703
11	Total number of simple inquiries resolved	703
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	29
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$229,709

Arkansas –Department of Human Services, Division of Aging and Adult Services, Little Rock		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	45
2	Total number of volunteer training hours	92
3	Total number of volunteer work hours	825
4	Number of media airings	978
5	Number of community outreach education events conducted	32
6	Estimated number of people reached by community outreach education events	3,654
7	Number of group education sessions for beneficiaries	90
8	Number of beneficiaries who attended group education sessions	3,438
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	818
10	Total number of simple inquiries received	231
11	Total number of simple inquiries resolved	231
12	Number of inquiries involving complex issues received	56
13A	Number of inquiries involving complex issues referred for further action	48
13B	Total dollar amount referred for further action	\$3,942
14	Number of complex issues resolved	67
15	Number of complex issues pending further action	30
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,198
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$8
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$8

Grant Total: \$225,109

California – California Health Advocates, Santa Ana		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	693
2	Total number of volunteer training hours	1,110
3	Total number of volunteer work hours	26,325
4	Number of media airings	1,420
5	Number of community outreach education events conducted	887
6	Estimated number of people reached by community outreach education events	114,637
7	Number of group education sessions for beneficiaries	1,424
8	Number of beneficiaries who attended group education sessions	46,144
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	31,970
10	Total number of simple inquiries received	324
11	Total number of simple inquiries resolved	324
12	Number of inquiries involving complex issues received	294
13A	Number of inquiries involving complex issues referred for further action	167
13B	Total dollar amount referred for further action	\$93,411
14	Number of complex issues resolved	334
15	Number of complex issues pending further action	275
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$27,722
17A	Expected Medicare recoveries attributable to the project	\$575,287
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$9,159
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$584,446

Grant Total: \$344,965

Colorado – Colorado Department of Regulatory Agencies, Division of Insurance, Denver		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	53
2	Total number of volunteer training hours	168
3	Total number of volunteer work hours	136
4	Number of media airings	67
5	Number of community outreach education events conducted	102
6	Estimated number of people reached by community outreach education events	7,514
7	Number of group education sessions for beneficiaries	169
8	Number of beneficiaries who attended group education sessions	3,928
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	114
10	Total number of simple inquiries received	1,469
11	Total number of simple inquiries resolved	1,469
12	Number of inquiries involving complex issues received	43
13A	Number of inquiries involving complex issues referred for further action	25
13B	Total dollar amount referred for further action	\$3,405,297
14	Number of complex issues resolved	35
15	Number of complex issues pending further action	19
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,469
17A	Expected Medicare recoveries attributable to the project	\$5,870
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$21,308
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$478
17A–17D	Total savings attributable to the project	\$27,656

Grant Total: \$222,833

Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	73
2	Total number of volunteer training hours	85
3	Total number of volunteer work hours	444
4	Number of media airings	26
5	Number of community outreach education events conducted	111
6	Estimated number of people reached by community outreach education events	10,051
7	Number of group education sessions for beneficiaries	88
8	Number of beneficiaries who attended group education sessions	2,290
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	32
10	Total number of simple inquiries received	198
11	Total number of simple inquiries resolved	198
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	30
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$226,651

Delaware – Delaware Partners of Senior Medicare Patrol Program, New Castle		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	29
2	Total number of volunteer training hours	80
3	Total number of volunteer work hours	767
4	Number of media airings	223
5	Number of community outreach education events conducted	117
6	Estimated number of people reached by community outreach education events	10,004
7	Number of group education sessions for beneficiaries	47
8	Number of beneficiaries who attended group education sessions	1,881
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,664
10	Total number of simple inquiries received	434
11	Total number of simple inquiries resolved	433
12	Number of inquiries involving complex issues received	22
13A	Number of inquiries involving complex issues referred for further action	8
13B	Total dollar amount referred for further action	\$26,728
14	Number of complex issues resolved	47
15	Number of complex issues pending further action	38
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,332
17A	Expected Medicare recoveries attributable to the project	\$50,933
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$50,933

Grant Total: \$209,182

District of Columbia – AARP Legal Counsel for the Elderly, Washington, DC		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	63
2	Total number of volunteer training hours	178
3	Total number of volunteer work hours	1,336
4	Number of media airings	365
5	Number of community outreach education events conducted	85
6	Estimated number of people reached by community outreach education events	6,534
7	Number of group education sessions for beneficiaries	161
8	Number of beneficiaries who attended group education sessions	2,909
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	52
10	Total number of simple inquiries received	253
11	Total number of simple inquiries resolved	253
12	Number of inquiries involving complex issues received	4
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$4,508
14	Number of complex issues resolved	11
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$204,631

Florida – Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	163
2	Total number of volunteer training hours	770
3	Total number of volunteer work hours	2,534
4	Number of media airings	327
5	Number of community outreach education events conducted	301
6	Estimated number of people reached by community outreach education events	45,725
7	Number of group education sessions for beneficiaries	197
8	Number of beneficiaries who attended group education sessions	7,750
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	75
10	Total number of simple inquiries received	1,174
11	Total number of simple inquiries resolved	1,174
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$26,377
14	Number of complex issues resolved	7
15	Number of complex issues pending further action	253
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$302,468

Georgia – GeorgiaCares, Atlanta		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	151
2	Total number of volunteer training hours	68
3	Total number of volunteer work hours	4,893
4	Number of media airings	1,877
5	Number of community outreach education events conducted	687
6	Estimated number of people reached by community outreach education events	40,420
7	Number of group education sessions for beneficiaries	709
8	Number of beneficiaries who attended group education sessions	29,624
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,799
10	Total number of simple inquiries received	2,003
11	Total number of simple inquiries resolved	1,994
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	48
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$245,586

Guam – Department of Public Health & Social Services, Division of Senior Citizens, Mangilao		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	10
2	Total number of volunteer training hours	100
3	Total number of volunteer work hours	1,755
4	Number of media airings	1,099
5	Number of community outreach education events conducted	26
6	Estimated number of people reached by community outreach education events	2,278
7	Number of group education sessions for beneficiaries	162
8	Number of beneficiaries who attended group education sessions	3,297
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,892
10	Total number of simple inquiries received	740
11	Total number of simple inquiries resolved	740
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$88,652

Hawaii –Executive Office on Aging, Honolulu		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	80
2	Total number of volunteer training hours	127
3	Total number of volunteer work hours	1,258
4	Number of media airings	8,218
5	Number of community outreach education events conducted	86
6	Estimated number of people reached by community outreach education events	6,368
7	Number of group education sessions for beneficiaries	58
8	Number of beneficiaries who attended group education sessions	1,883
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	70
10	Total number of simple inquiries received	279
11	Total number of simple inquiries resolved	279
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$7,205
14	Number of complex issues resolved	20
15	Number of complex issues pending further action	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$215,275

Idaho – Idaho Commission on Aging, Boise		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	95
2	Total number of volunteer training hours	304
3	Total number of volunteer work hours	3,642
4	Number of media airings	827
5	Number of community outreach education events conducted	138
6	Estimated number of people reached by community outreach education events	9,529
7	Number of group education sessions for beneficiaries	243
8	Number of beneficiaries who attended group education sessions	6,146
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,211
10	Total number of simple inquiries received	182
11	Total number of simple inquiries resolved	182
12	Number of inquiries involving complex issues received	7
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$8,193
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,625
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$211,457

Illinois – AgeOptions, Oak Park		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	54
2	Total number of volunteer training hours	76
3	Total number of volunteer work hours	838
4	Number of media airings	175
5	Number of community outreach education events conducted	196
6	Estimated number of people reached by community outreach education events	13,503
7	Number of group education sessions for beneficiaries	355
8	Number of beneficiaries who attended group education sessions	9,148
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,911
10	Total number of simple inquiries received	3,953
11	Total number of simple inquiries resolved	3,953
12	Number of inquiries involving complex issues received	34
13A	Number of inquiries involving complex issues referred for further action	26
13B	Total dollar amount referred for further action	\$21,081
14	Number of complex issues resolved	20
15	Number of complex issues pending further action	127
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$21,541
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$21,541

Grant Total: \$267,606

Indiana – Indiana Association of AAAs, IAAA Education Institute, Indianapolis		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	55
2	Total number of volunteer training hours	18
3	Total number of volunteer work hours	1,041
4	Number of media airings	4,503
5	Number of community outreach education events conducted	170
6	Estimated number of people reached by community outreach education events	27,824
7	Number of group education sessions for beneficiaries	222
8	Number of beneficiaries who attended group education sessions	8,729
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,017
10	Total number of simple inquiries received	2,527
11	Total number of simple inquiries resolved	2,527
12	Number of inquiries involving complex issues received	26
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$5,664
14	Number of complex issues resolved	22
15	Number of complex issues pending further action	100
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$244,853

Iowa – Northeast Iowa AAA, Waterloo		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	40
2	Total number of volunteer training hours	22
3	Total number of volunteer work hours	933
4	Number of media airings	1,002
5	Number of community outreach education events conducted	46
6	Estimated number of people reached by community outreach education events	3,831
7	Number of group education sessions for beneficiaries	472
8	Number of beneficiaries who attended group education sessions	16,953
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	150
10	Total number of simple inquiries received	286
11	Total number of simple inquiries resolved	286
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$6,115
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$231,173

Kansas – Department for Aging and Disability Services, Topeka

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	1
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	27
4	Number of media airings	14
5	Number of community outreach education events conducted	80
6	Estimated number of people reached by community outreach education events	4,220
7	Number of group education sessions for beneficiaries	71
8	Number of beneficiaries who attended group education sessions	1,273
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	17
10	Total number of simple inquiries received	26
11	Total number of simple inquiries resolved	26
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	12
15	Number of complex issues pending further action	53
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$220,558

Kentucky – Louisville Metro Department of Public Health & Wellness, Louisville		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	172
2	Total number of volunteer training hours	109
3	Total number of volunteer work hours	2,270
4	Number of media airings	19,988
5	Number of community outreach education events conducted	116
6	Estimated number of people reached by community outreach education events	11,863
7	Number of group education sessions for beneficiaries	290
8	Number of beneficiaries who attended group education sessions	6,771
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,019
10	Total number of simple inquiries received	3,128
11	Total number of simple inquiries resolved	3,128
12	Number of inquiries involving complex issues received	22
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$88,404
14	Number of complex issues resolved	18
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$470
17A	Expected Medicare recoveries attributable to the project	\$2,029
17B	Expected Medicaid recoveries attributable to the project	\$504
17C	Actual savings to beneficiaries attributable to the project	\$18,635
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$21,168

Grant Total: \$231,935

Louisiana – eQHealth Solutions, Baton Rouge		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	46
2	Total number of volunteer training hours	75
3	Total number of volunteer work hours	1,000
4	Number of media airings	3,135
5	Number of community outreach education events conducted	114
6	Estimated number of people reached by community outreach education events	15,838
7	Number of group education sessions for beneficiaries	141
8	Number of beneficiaries who attended group education sessions	4,215
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	230
10	Total number of simple inquiries received	153
11	Total number of simple inquiries resolved	153
12	Number of inquiries involving complex issues received	41
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$24,958
14	Number of complex issues resolved	36
15	Number of complex issues pending further action	20
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,378
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$233,477

Maine – Legal Services for the Elderly, Augusta		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	86
2	Total number of volunteer training hours	224
3	Total number of volunteer work hours	6,289
4	Number of media airings	858
5	Number of community outreach education events conducted	153
6	Estimated number of people reached by community outreach education events	5,883
7	Number of group education sessions for beneficiaries	162
8	Number of beneficiaries who attended group education sessions	2,140
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	12,440
10	Total number of simple inquiries received	2,366
11	Total number of simple inquiries resolved	2,363
12	Number of inquiries involving complex issues received	20
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$1,928
14	Number of complex issues resolved	29
15	Number of complex issues pending further action	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$10,178
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$8,280
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$8,280

Grant Total: \$213,732

Maryland – Maryland Department of Aging, Baltimore		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	138
2	Total number of volunteer training hours	854
3	Total number of volunteer work hours	6,371
4	Number of media airings	4,344
5	Number of community outreach education events conducted	257
6	Estimated number of people reached by community outreach education events	29,102
7	Number of group education sessions for beneficiaries	957
8	Number of beneficiaries who attended group education sessions	25,237
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	34,153
10	Total number of simple inquiries received	1,930
11	Total number of simple inquiries resolved	1,930
12	Number of inquiries involving complex issues received	26
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$6,267
14	Number of complex issues resolved	19
15	Number of complex issues pending further action	40
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$233,477

Massachusetts – Elder Services of the Merrimack Valley, Inc., Lawrence		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	46
2	Total number of volunteer training hours	64
3	Total number of volunteer work hours	1860
4	Number of media airings	582
5	Number of community outreach education events conducted	75
6	Estimated number of people reached by community outreach education events	8,932
7	Number of group education sessions for beneficiaries	101
8	Number of beneficiaries who attended group education sessions	2,628
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	892
10	Total number of simple inquiries received	1,023
11	Total number of simple inquiries resolved	1,020
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$19,496
14	Number of complex issues resolved	2
15	Number of complex issues pending further action	52
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,442.61
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$234,210

Michigan – MMAP, Inc., Lansing		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	304
2	Total number of volunteer training hours	2,453
3	Total number of volunteer work hours	4,648
4	Number of media airings	233
5	Number of community outreach education events conducted	250
6	Estimated number of people reached by community outreach education events	65,587
7	Number of group education sessions for beneficiaries	644
8	Number of beneficiaries who attended group education sessions	26,794
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,858
10	Total number of simple inquiries received	157
11	Total number of simple inquiries resolved	157
12	Number of inquiries involving complex issues received	9
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$9,972
14	Number of complex issues resolved	2
15	Number of complex issues pending further action	20
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$258,966

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

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

Grant Total: \$238,028

Mississippi – Department of Human Services, Division of Aging and Adult Services, Jackson		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	6
2	Total number of volunteer training hours	3
3	Total number of volunteer work hours	37
4	Number of media airings	22
5	Number of community outreach education events conducted	107
6	Estimated number of people reached by community outreach education events	4,634
7	Number of group education sessions for beneficiaries	28
8	Number of beneficiaries who attended group education sessions	1,291
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,599
10	Total number of simple inquiries received	290
11	Total number of simple inquiries resolved	290
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$202
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	35
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$228,926

Missouri – Care Connection for Aging Services, Warrensburg		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	22
2	Total number of volunteer training hours	120
3	Total number of volunteer work hours	195
4	Number of media airings	7
5	Number of community outreach education events conducted	1,184
6	Estimated number of people reached by community outreach education events	79,568
7	Number of group education sessions for beneficiaries	472
8	Number of beneficiaries who attended group education sessions	26,526
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4
10	Total number of simple inquiries received	8,392
11	Total number of simple inquiries resolved	8382
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	\$0
15	Number of complex issues pending further action	\$72
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$244,853

Montana – Missoula Aging Services, Missoula		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	44
2	Total number of volunteer training hours	31
3	Total number of volunteer work hours	566
4	Number of media airings	234
5	Number of community outreach education events conducted	26
6	Estimated number of people reached by community outreach education events	1,720
7	Number of group education sessions for beneficiaries	288
8	Number of beneficiaries who attended group education sessions	8,908
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,265
10	Total number of simple inquiries received	185
11	Total number of simple inquiries resolved	185
12	Number of inquiries involving complex issues received	8
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$45,356
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$867
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$208,910

Nebraska – Nebraska Department of Health & Human Services, Lincoln		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	44
2	Total number of volunteer training hours	13
3	Total number of volunteer work hours	1,469
4	Number of media airings	7,193
5	Number of community outreach education events conducted	116
6	Estimated number of people reached by community outreach education events	7,047
7	Number of group education sessions for beneficiaries	220
8	Number of beneficiaries who attended group education sessions	5,720
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,422
10	Total number of simple inquiries received	446
11	Total number of simple inquiries resolved	446
12	Number of inquiries involving complex issues received	18
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$4,469
14	Number of complex issues resolved	15
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$219,825

Nevada – Division of Aging and Disability Services, Las Vegas		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	84
2	Total number of volunteer training hours	361
3	Total number of volunteer work hours	1,321
4	Number of media airings	2,234
5	Number of community outreach education events conducted	142
6	Estimated number of people reached by community outreach education events	7,805
7	Number of group education sessions for beneficiaries	145
8	Number of beneficiaries who attended group education sessions	2,660
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,509
10	Total number of simple inquiries received	415
11	Total number of simple inquiries resolved	415
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$4,106
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	27
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$219,825

New Hampshire – Health and Human Services – Bureau of Elderly & Adult Services, Concord		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	13
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	373
4	Number of media airings	188
5	Number of community outreach education events conducted	76
6	Estimated number of people reached by community outreach education events	5,081
7	Number of group education sessions for beneficiaries	108
8	Number of beneficiaries who attended group education sessions	2,132
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,793
10	Total number of simple inquiries received	413
11	Total number of simple inquiries resolved	413
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$75
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$217,550

New Jersey – Jewish Family & Vocational Services of Middlesex County, Inc., Milltown		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	53
2	Total number of volunteer training hours	418
3	Total number of volunteer work hours	877
4	Number of media airings	1,057
5	Number of community outreach education events conducted	45
6	Estimated number of people reached by community outreach education events	4,215
7	Number of group education sessions for beneficiaries	185
8	Number of beneficiaries who attended group education sessions	7,272
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	123
10	Total number of simple inquiries received	896
11	Total number of simple inquiries resolved	896
12	Number of inquiries involving complex issues received	69
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$29,666
14	Number of complex issues resolved	57
15	Number of complex issues pending further action	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,374
17A	Expected Medicare recoveries attributable to the project	\$1,192
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$8,797
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$185
17A–17D	Total savings attributable to the project	\$10,175

Grant Total: \$241,036

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

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	45
2	Total number of volunteer training hours	75
3	Total number of volunteer work hours	3,383
4	Number of media airings	6,424
5	Number of community outreach education events conducted	291
6	Estimated number of people reached by community outreach education events	19,250
7	Number of group education sessions for beneficiaries	260
8	Number of beneficiaries who attended group education sessions	12,178
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5,783
10	Total number of simple inquiries received	5
11	Total number of simple inquiries resolved	5
12	Number of inquiries involving complex issues received	24
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$22,290
14	Number of complex issues resolved	18
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$6,080
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$4,820
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$4,820

Grant Total: \$213,732

New York –State Office for the Aging, Albany		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	427
2	Total number of volunteer training hours	103
3	Total number of volunteer work hours	2,536
4	Number of media airings	632
5	Number of community outreach education events conducted	341
6	Estimated number of people reached by community outreach education events	44,610
7	Number of group education sessions for beneficiaries	1,015
8	Number of beneficiaries who attended group education sessions	30,382
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	179
10	Total number of simple inquiries received	4,566
11	Total number of simple inquiries resolved	4,144
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	125
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$301,735

North Carolina – Department of Insurance, Raleigh		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	805
2	Total number of volunteer training hours	2,156
3	Total number of volunteer work hours	8,890
4	Number of media airings	6,766
5	Number of community outreach education events conducted	776
6	Estimated number of people reached by community outreach education events	112,846
7	Number of group education sessions for beneficiaries	414
8	Number of beneficiaries who attended group education sessions	15,072
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	15,770
10	Total number of simple inquiries received	3,211
11	Total number of simple inquiries resolved	3,206
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$200
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	23
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$158
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$158

Grant Total: \$265,331

North Dakota – North Dakota Center for Persons with Disabilities, Minot		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	74
2	Total number of volunteer training hours	20
3	Total number of volunteer work hours	491
4	Number of media airings	1,174
5	Number of community outreach education events conducted	75
6	Estimated number of people reached by community outreach education events	3,430
7	Number of group education sessions for beneficiaries	233
8	Number of beneficiaries who attended group education sessions	4,157
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	148
10	Total number of simple inquiries received	75
11	Total number of simple inquiries resolved	75
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$215,275

Ohio – Pro Seniors, Inc., Cincinnati		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	59
2	Total number of volunteer training hours	72
3	Total number of volunteer work hours	722
4	Number of media airings	235
5	Number of community outreach education events conducted	173
6	Estimated number of people reached by community outreach education events	20,751
7	Number of group education sessions for beneficiaries	72
8	Number of beneficiaries who attended group education sessions	1,481
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3
10	Total number of simple inquiries received	121
11	Total number of simple inquiries resolved	120
12	Number of inquiries involving complex issues received	27
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$2,589
14	Number of complex issues resolved	23
15	Number of complex issues pending further action	17
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$2,587
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$2,587

Grant Total: \$266,064

Oklahoma – Oklahoma Insurance Department, Oklahoma City		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	17
2	Total number of volunteer training hours	77
3	Total number of volunteer work hours	73
4	Number of media airings	185
5	Number of community outreach education events conducted	112
6	Estimated number of people reached by community outreach education events	9,014
7	Number of group education sessions for beneficiaries	301
8	Number of beneficiaries who attended group education sessions	9,118
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	534
10	Total number of simple inquiries received	261
11	Total number of simple inquiries resolved	261
12	Number of inquiries involving complex issues received	6
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$1,627
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$225,159

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

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	202
2	Total number of volunteer training hours	19
3	Total number of volunteer work hours	2,815
4	Number of media airings	9,345
5	Number of community outreach education events conducted	162
6	Estimated number of people reached by community outreach education events	13,322
7	Number of group education sessions for beneficiaries	249
8	Number of beneficiaries who attended group education sessions	5,697
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,853
10	Total number of simple inquiries received	10,584
11	Total number of simple inquiries resolved	10,584
12	Number of inquiries involving complex issues received	16
13A	Number of inquiries involving complex issues referred for further action	11
13B	Total dollar amount referred for further action	\$17,384
14	Number of complex issues resolved	8
15	Number of complex issues pending further action	21
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$462
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$7,565
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$7,565

Grant Total: \$222,833

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	52
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	1,030
4	Number of media airings	80
5	Number of community outreach education events conducted	67
6	Estimated number of people reached by community outreach education events	5,700
7	Number of group education sessions for beneficiaries	251
8	Number of beneficiaries who attended group education sessions	5,176
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	31
10	Total number of simple inquiries received	861
11	Total number of simple inquiries resolved	861
12	Number of inquiries involving complex issues received	47
13A	Number of inquiries involving complex issues referred for further action	30
13B	Total dollar amount referred for further action	\$3,353
14	Number of complex issues resolved	26
15	Number of complex issues pending further action	54
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$285,808

Puerto Rico –Ombudsman Office for the Elderly, Santurce		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	21
2	Total number of volunteer training hours	164
3	Total number of volunteer work hours	5,927
4	Number of media airings	0
5	Number of community outreach education events conducted	1,453
6	Estimated number of people reached by community outreach education events	48,653
7	Number of group education sessions for beneficiaries	0
8	Number of beneficiaries who attended group education sessions	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0
10	Total number of simple inquiries received	0
11	Total number of simple inquiries resolved	0
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$168,277

Rhode Island – Department of Human Services, Division of Elderly Affairs, Cranston

	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	32
2	Total number of volunteer training hours	54
3	Total number of volunteer work hours	1,107
4	Number of media airings	338
5	Number of community outreach education events conducted	251
6	Estimated number of people reached by community outreach education events	6,747
7	Number of group education sessions for beneficiaries	73
8	Number of beneficiaries who attended group education sessions	1,504
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,769
10	Total number of simple inquiries received	8,709
11	Total number of simple inquiries resolved	8,708
12	Number of inquiries involving complex issues received	17
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$17,290
14	Number of complex issues resolved	22
15	Number of complex issues pending further action	17
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$191
17A	Expected Medicare recoveries attributable to the project	\$1,054
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$45
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$1,099

Grant Total: \$215,275

South Carolina – Lt. Governor’s Office on Aging, Columbia		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	28
2	Total number of volunteer training hours	72
3	Total number of volunteer work hours	676
4	Number of media airings	332
5	Number of community outreach education events conducted	257
6	Estimated number of people reached by community outreach education events	23,116
7	Number of group education sessions for beneficiaries	213
8	Number of beneficiaries who attended group education sessions	5,408
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9,408
10	Total number of simple inquiries received	9,951
11	Total number of simple inquiries resolved	9,947
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	83
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$238,028

South Dakota – East River Legal Services, Sioux Falls		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	0
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	0
4	Number of media airings	0
5	Number of community outreach education events conducted	4
6	Estimated number of people reached by community outreach education events	244
7	Number of group education sessions for beneficiaries	12
8	Number of beneficiaries who attended group education sessions	576
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	145
10	Total number of simple inquiries received	31
11	Total number of simple inquiries resolved	31
12	Number of inquiries involving complex issues received	3
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,030
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$174,320

Tennessee – Upper Cumberland Development District, Cookeville		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	78
2	Total number of volunteer training hours	195
3	Total number of volunteer work hours	3,297
4	Number of media airings	8,258
5	Number of community outreach education events conducted	310
6	Estimated number of people reached by community outreach education events	67,289
7	Number of group education sessions for beneficiaries	431
8	Number of beneficiaries who attended group education sessions	14,295
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	11,227
10	Total number of simple inquiries received	88
11	Total number of simple inquiries resolved	88
12	Number of inquiries involving complex issues received	84
13A	Number of inquiries involving complex issues referred for further action	85
13B	Total dollar amount referred for further action	\$40,820
14	Number of complex issues resolved	45
15	Number of complex issues pending further action	122
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$6,818
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$35
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$35

Grant Total: \$241,036

Texas – Better Business Bureau Education, Houston		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	82
2	Total number of volunteer training hours	387
3	Total number of volunteer work hours	608
4	Number of media airings	42
5	Number of community outreach education events conducted	160
6	Estimated number of people reached by community outreach education events	17,536
7	Number of group education sessions for beneficiaries	387
8	Number of beneficiaries who attended group education sessions	10,949
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	118
10	Total number of simple inquiries received	219
11	Total number of simple inquiries resolved	183
12	Number of inquiries involving complex issues received	47
13A	Number of inquiries involving complex issues referred for further action	47
13B	Total dollar amount referred for further action	\$83,777
14	Number of complex issues resolved	26
15	Number of complex issues pending further action	178
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$246
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$246

Grant Total: \$300,193

U.S. Virgin Islands –Senior Citizens Affairs, St. Croix		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	26
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	510
4	Number of media airings	10
5	Number of community outreach education events conducted	25
6	Estimated number of people reached by community outreach education events	2,142
7	Number of group education sessions for beneficiaries	27
8	Number of beneficiaries who attended group education sessions	434
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	43
10	Total number of simple inquiries received	10
11	Total number of simple inquiries resolved	9
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$75,000

Utah – Utah Division of Aging and Adult Services, Salt Lake City		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	124
2	Total number of volunteer training hours	198
3	Total number of volunteer work hours	2,659
4	Number of media airings	229
5	Number of community outreach education events conducted	282
6	Estimated number of people reached by community outreach education events	17,876
7	Number of group education sessions for beneficiaries	420
8	Number of beneficiaries who attended group education sessions	11,227
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,973
10	Total number of simple inquiries received	5,432
11	Total number of simple inquiries resolved	5,432
12	Number of inquiries involving complex issues received	19
13A	Number of inquiries involving complex issues referred for further action	20
13B	Total dollar amount referred for further action	\$22,298
14	Number of complex issues resolved	20
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$48,739
17A	Expected Medicare recoveries attributable to the project	\$178
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$668
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$846

Grant Total: \$217,550

Vermont – Community of Vermont Elders, Berlin		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	51
2	Total number of volunteer training hours	210
3	Total number of volunteer work hours	1,351
4	Number of media airings	79
5	Number of community outreach education events conducted	36
6	Estimated number of people reached by community outreach education events	1,013
7	Number of group education sessions for beneficiaries	129
8	Number of beneficiaries who attended group education sessions	2,221
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	27
10	Total number of simple inquiries received	39
11	Total number of simple inquiries resolved	39
12	Number of inquiries involving complex issues received	7
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$2,064
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$215,275

Virginia – Virginia Association of Area Agencies on Aging, Richmond		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	27
2	Total number of volunteer training hours	41
3	Total number of volunteer work hours	284
4	Number of media airings	138
5	Number of community outreach education events conducted	232
6	Estimated number of people reached by community outreach education events	17,495
7	Number of group education sessions for beneficiaries	161
8	Number of beneficiaries who attended group education sessions	4,476
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,181
10	Total number of simple inquiries received	526
11	Total number of simple inquiries resolved	526
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	15
13B	Total dollar amount referred for further action	\$1,117
14	Number of complex issues resolved	38
15	Number of complex issues pending further action	38
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$243,311

Washington – Office of the Insurance Commissioner, Tumwater		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	20
2	Total number of volunteer training hours	48
3	Total number of volunteer work hours	1,143
4	Number of media airings	614
5	Number of community outreach education events conducted	945
6	Estimated number of people reached by community outreach education events	54,948
7	Number of group education sessions for beneficiaries	264
8	Number of beneficiaries who attended group education sessions	12,351
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,684
10	Total number of simple inquiries received	9,711
11	Total number of simple inquiries resolved	9,704
12	Number of inquiries involving complex issues received	450
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	307
15	Number of complex issues pending further action	569
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$234,210

Wisconsin – Coalition of Wisconsin Aging Groups, Madison		
	PERFORMANCE MEASURES	Total for 2014
1	Total number of active volunteers	80
2	Total number of volunteer training hours	97
3	Total number of volunteer work hours	553
4	Number of media airings	562
5	Number of community outreach education events conducted	53
6	Estimated number of people reached by community outreach education events	3,325
7	Number of group education sessions for beneficiaries	113
8	Number of beneficiaries who attended group education sessions	2,111
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	66
10	Total number of simple inquiries received	468
11	Total number of simple inquiries resolved	468
12	Number of inquiries involving complex issues received	6
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the project	\$0
17B	Expected Medicaid recoveries attributable to the project	\$0
17C	Actual savings to beneficiaries attributable to the project	\$0
17D	Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the project	\$0

Grant Total: \$242,578

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

Grant Total: \$213,000

APPENDIX E

Definitions of Performance Measures

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

Definitions

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

ONE-ON-ONE COUNSELING SESSION

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

SIMPLE INQUIRY

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

COMPLEX ISSUE

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

COMPLEX ISSUE REFERRED FOR FURTHER ACTION

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

DOLLAR AMOUNT REFERRED FOR FURTHER ACTION

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

COMPLEX ISSUE RESOLVED

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

COMPLEX ISSUE PENDING FURTHER ACTION

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

COST AVOIDANCE

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

EXPECTED MEDICARE RECOVERIES

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

EXPECTED MEDICAID RECOVERIES

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

SAVINGS TO THE BENEFICIARY

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

OTHER SAVINGS

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