

# **SMP Profile:**

## **Program Models and Partnerships**

**May 2014 Survey Results**



# Introduction

## Purpose

The Senior Medicare Patrol National Resource Center (SMP Resource Center) engaged Health Benefits ABCs (HBABCs) to help develop a national profile of the 54 Senior Medicare Patrol (SMP) program models and partnerships. There is an SMP program in every state, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands. The data in this publication helps the SMP Resource Center and the Administration for Community Living (ACL) respond to questions from SMPs and others about the way SMP programs are configured, individually and collectively. This profile begins with national summary data to selected survey questions and concludes with a two-page individual profile of each SMP.

## Process

In May 2014, SMP project directors were asked to update their 2013 profiles. This publication is the result of that effort. All SMPs provided a response to the initial inquiry and were invited in July to review their updated profile information to make corrections, if needed.

Two fields of information were updated automatically: 1) The number of years each agency has held the SMP grant was automatically increased by one year, and 2) The number of active volunteers for each SMP was updated based upon the July 2014 Office of Inspector General (OIG) report of 2013 SMP performance data (<https://oig.hhs.gov/oei/reports/oei-02-13-00170.pdf>).

Because of the rate of SMP project director turnover, this document may not always reflect the most current contact information available. If needed, use the SMP search tool at [www.smpresource.org](http://www.smpresource.org), which contains the most current SMP contact information available.

## Acknowledgements

Principal authors for this publication are Ginny Paulson, SMP Resource Center director, and Jolie Crowder of Health Benefits ABCs. This publication was made possible by grant number 90NP0001 from the Administration for Community Living (ACL), Department of Health and Human Services, and was prepared by The Senior Medicare Patrol National Resource Center, located at Northeast Iowa Area Agency on Aging, 2101 Kimball Ave., Ste. 320, P.O. Box 388, Waterloo, Iowa, 50704-0388.

If you have questions or comments about this publication, contact the SMP Resource Center by email at [info@smpresource.org](mailto:info@smpresource.org) or by phone at 1-877-808-2468.

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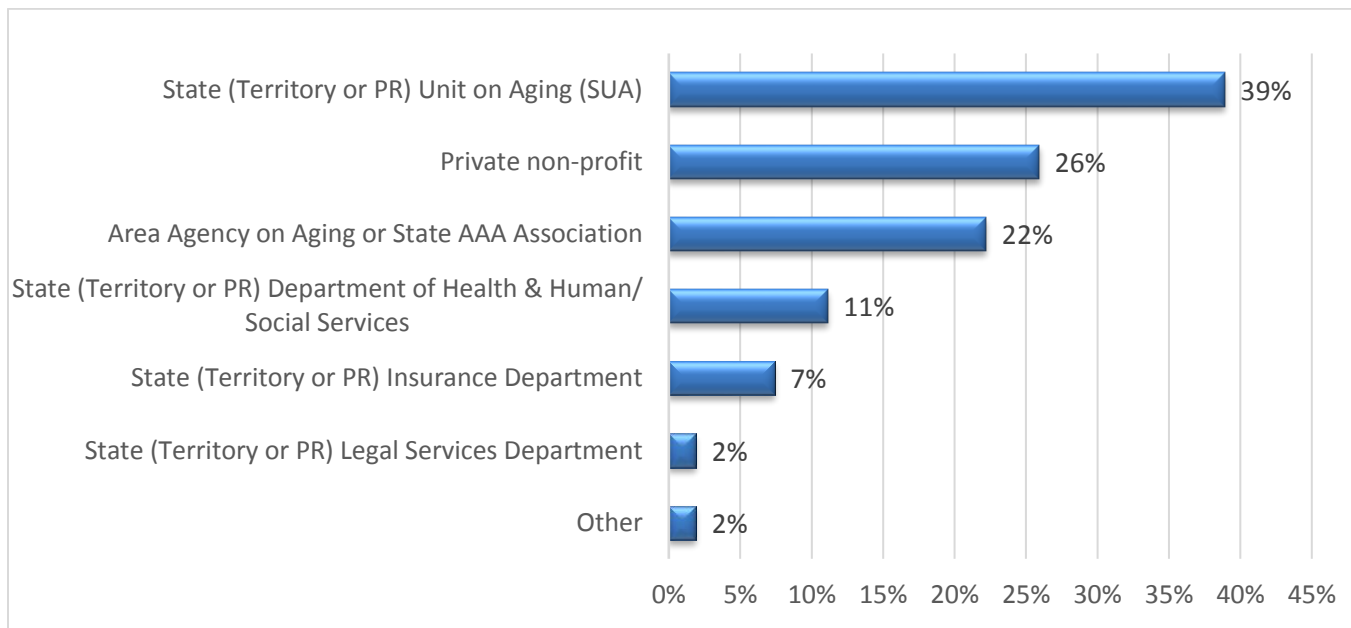
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## Summary Data: Type of organization that receives the SMP grant



### **State (Territory or PR) Unit on Aging (SUA)**

Alabama  
Arizona  
Connecticut  
Delaware  
Georgia  
Guam  
Hawaii  
Idaho  
Kansas  
Maine  
Maryland  
Massachusetts\*  
Minnesota  
Mississippi  
Nebraska  
New Hampshire  
New Mexico  
Oregon  
Puerto Rico  
Rhode Island\*  
South Carolina  
Utah\*

### **Private Non-profit**

California  
District of Columbia  
Louisiana  
Michigan  
New Jersey  
North Dakota  
Ohio  
Pennsylvania  
Texas  
Utah\*  
Vermont  
West Virginia  
Wisconsin  
Wyoming

### **Area Agency on Aging or State AAA Assn**

Florida  
Illinois  
Indiana  
Iowa  
Massachusetts\*  
Missouri  
Montana  
New York  
Tennessee  
Utah\*  
Virgin Islands\*  
Virginia

### **State (Territory or PR) Department of Health & Human/ Social Services**

Alaska  
Arkansas  
Nevada  
Rhode Island\*  
Virgin Islands\*

### **State (Territory or PR) Insurance Department**

Colorado  
North Carolina  
Oklahoma  
Washington

### **State (Territory or PR) Legal Services Department**

South Dakota

### **Other**

Kentucky – Metro  
Government

\* Selected more than  
one option

## Summary Data: How many active volunteers were reported to the OIG in 2013?

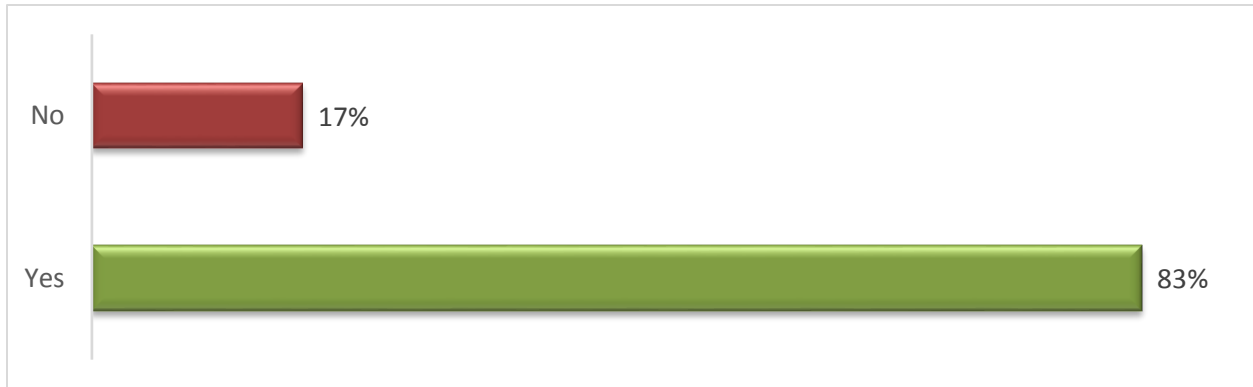
*Note: The number of volunteers for each SMP is taken from the published OIG Performance Report for the calendar year of 2013.*

SMP	# of Volunteers
Alabama	70
Alaska	13
Arizona	188
Arkansas	70
California	694
Colorado	24
Connecticut	120
Delaware	29
District of Columbia	57
Florida	122
Georgia	310
Guam	10
Hawaii	78
Idaho	96
Illinois	51
Indiana	86
Iowa	45
Kansas	42
Kentucky	160
Louisiana	40
Maine	85
Maryland	124
Massachusetts	75
Michigan	313
Minnesota	108
Mississippi	14
Missouri	28

SMP	# of Volunteers
Montana	43
Nebraska	79
Nevada	86
New Hampshire	9
New Jersey	43
New Mexico	75
New York	410
North Carolina	515
North Dakota	34
Ohio	58
Oklahoma	3
Oregon	217
Pennsylvania	56
Puerto Rico	23
Rhode Island	47
South Carolina	13
South Dakota	27
Tennessee	107
Texas	76
Utah	149
Vermont	49
Virgin Islands	27
Virginia	35
Washington	16
West Virginia	58
Wisconsin	89
Wyoming	10



## Summary Data: Do you have a coordinator of volunteers (CoV)?



### Yes

Alabama  
Alaska  
Arizona  
Arkansas  
California  
Connecticut  
Delaware  
District of Columbia  
Florida  
Georgia  
Hawaii  
Idaho  
Illinois  
Iowa  
Kansas  
Kentucky  
Louisiana  
Maine  
Maryland  
Massachusetts  
Michigan  
Minnesota  
Mississippi  
Missouri  
Montana  
Nevada  
New Hampshire  
New Jersey  
New Mexico  
New York  
North Carolina  
North Dakota  
Ohio  
Oklahoma

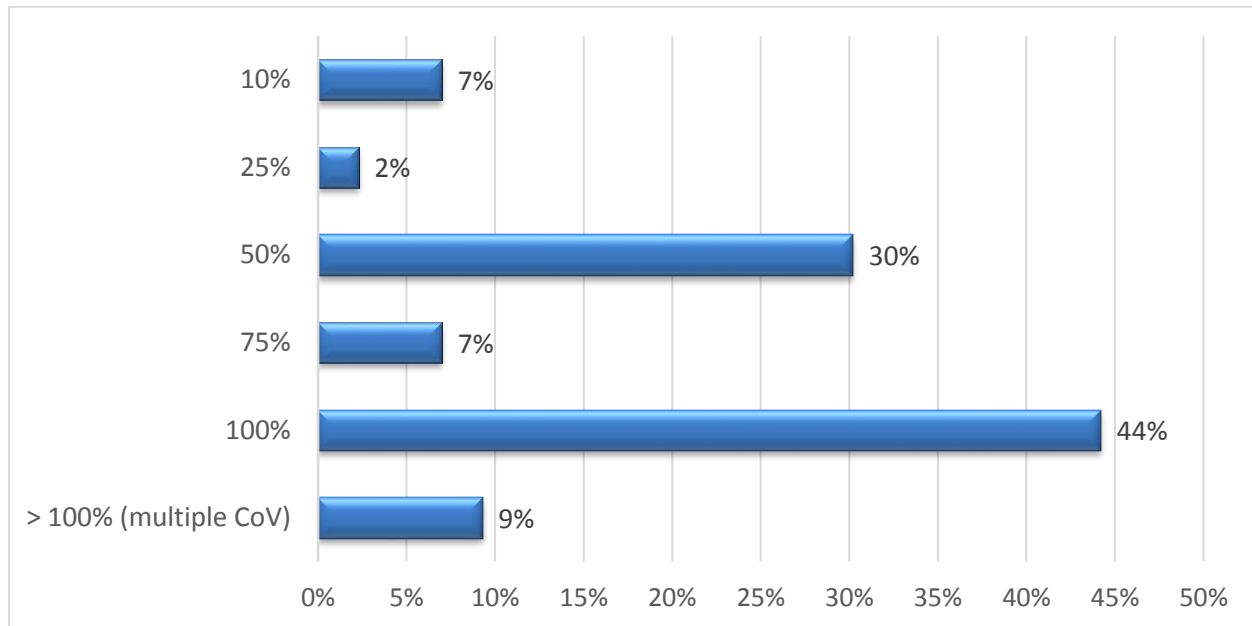
### No

Pennsylvania  
Puerto Rico  
Rhode Island  
Tennessee  
Texas  
Utah  
Vermont  
Virgin Islands  
Virginia  
West Virginia  
Wisconsin

### No

Colorado  
Guam  
Indiana  
Nebraska  
Oregon  
South Carolina  
South Dakota  
Washington  
Wyoming

## Summary Data: If yes, what percentage of time is allotted for this CoV role?



### 10-25%

Alabama  
Arkansas  
Mississippi  
West Virginia

### 50%

Alaska  
California  
Connecticut  
Idaho  
Kentucky  
Montana  
New Hampshire  
New York  
North Dakota  
Pennsylvania  
Tennessee  
Texas  
Utah

### 75%

Delaware  
Georgia

### 100%

District of Columbia  
Florida  
Hawaii  
Kansas  
Louisiana  
Maryland  
Massachusetts  
Michigan  
Minnesota  
Missouri  
Nevada  
New Jersey  
New Mexico  
Ohio  
Oklahoma  
Puerto Rico  
Rhode Island  
Virgin Islands  
Virginia

### > 100% (multiple CoVs)\*

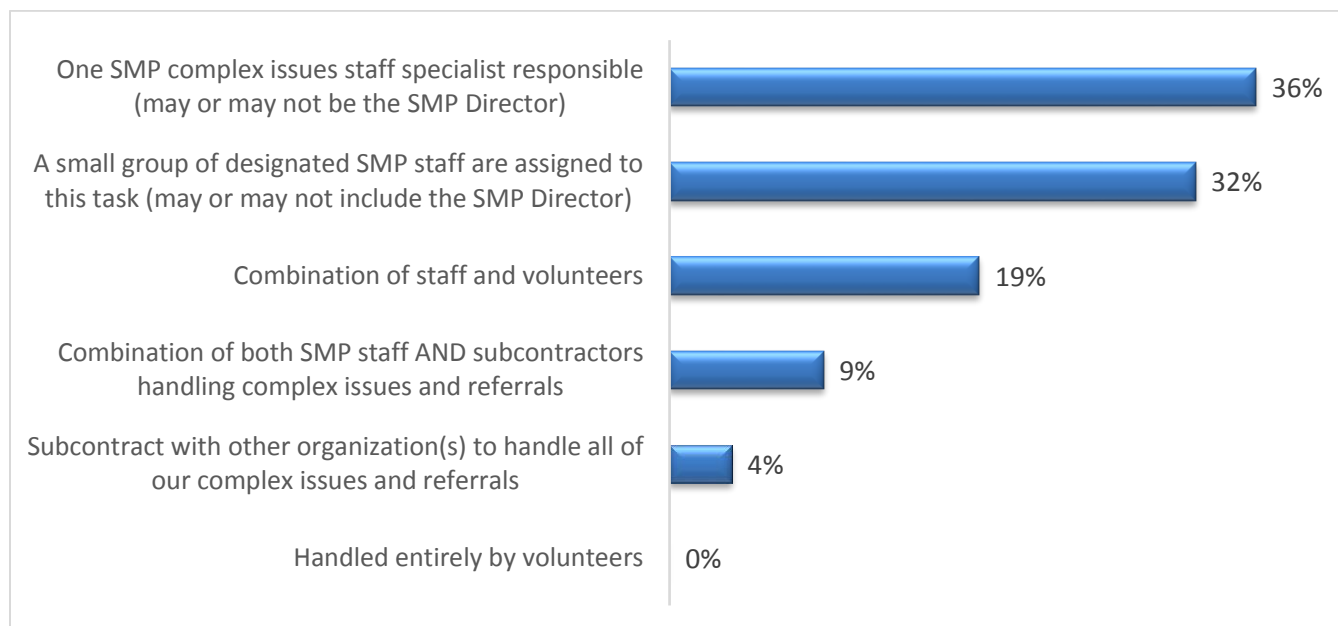
Arizona  
Illinois  
Iowa  
Vermont

### Other

Maine – 35%  
North Carolina – N/A  
Wisconsin (80%)

\*Organizations that have multiple CoVs, resulting in a total Full Time Equivalent (FTE) allocation >100%

## Summary Data: How are complex issues and referrals managed at your SMP?



### One SMP complex issues staff specialist (may or may not be SMP project director)

Alaska  
Arizona  
Georgia  
Guam  
Indiana  
Louisiana  
Maine  
Missouri  
Ohio  
Puerto Rico  
Rhode Island  
South Carolina  
South Dakota  
Tennessee  
Utah  
Vermont  
Virgin Islands  
Virginia  
Wyoming

### Designated SMP staff are assigned

Arkansas  
California  
Connecticut  
Illinois  
Kansas  
Nevada  
New Hampshire  
New Mexico  
North Carolina  
North Dakota  
Oklahoma  
Oregon  
Pennsylvania  
Texas  
Washington  
West Virginia  
Wisconsin

### Combination of staff and volunteers

Delaware  
District of Columbia  
Florida  
Hawaii  
Idaho  
Maryland  
Massachusetts  
Michigan  
Montana  
New Jersey

### Combination of staff AND subcontractors

Alabama  
Iowa  
Kentucky  
Minnesota  
Nebraska

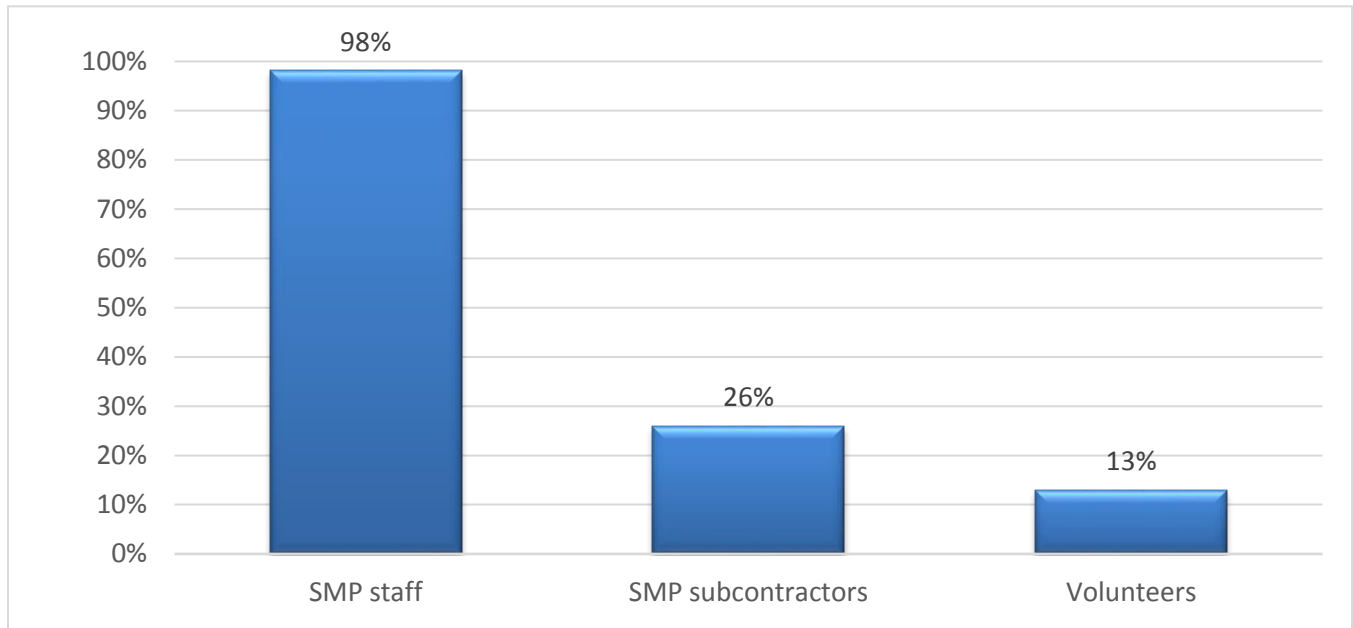
### Subcontract with other organization(s) to handle all of our complex issues

Mississippi  
New York

### Other

Colorado

## Summary Data: Who uses SMART FACTS?\*



### SMP Staff

All states except Alaska

### SMP Subcontractors

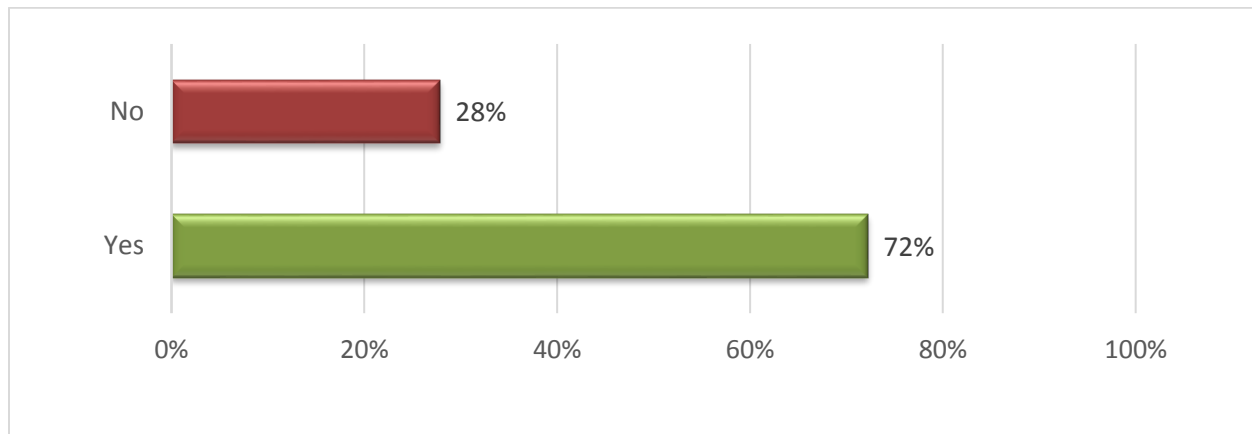
Alabama  
Alaska  
Connecticut  
Iowa  
Kentucky  
Maryland  
Minnesota  
Mississippi  
Nebraska  
Nevada  
New York  
Rhode Island  
South Carolina  
Texas

### Volunteers

Delaware  
Guam  
Hawaii  
Maine  
Maryland  
Massachusetts  
New Jersey

\*Respondents were allowed to check all options that apply, resulting in a grand total > 100%

## Summary Data: Does your SMP have subcontractors or subgrantees?

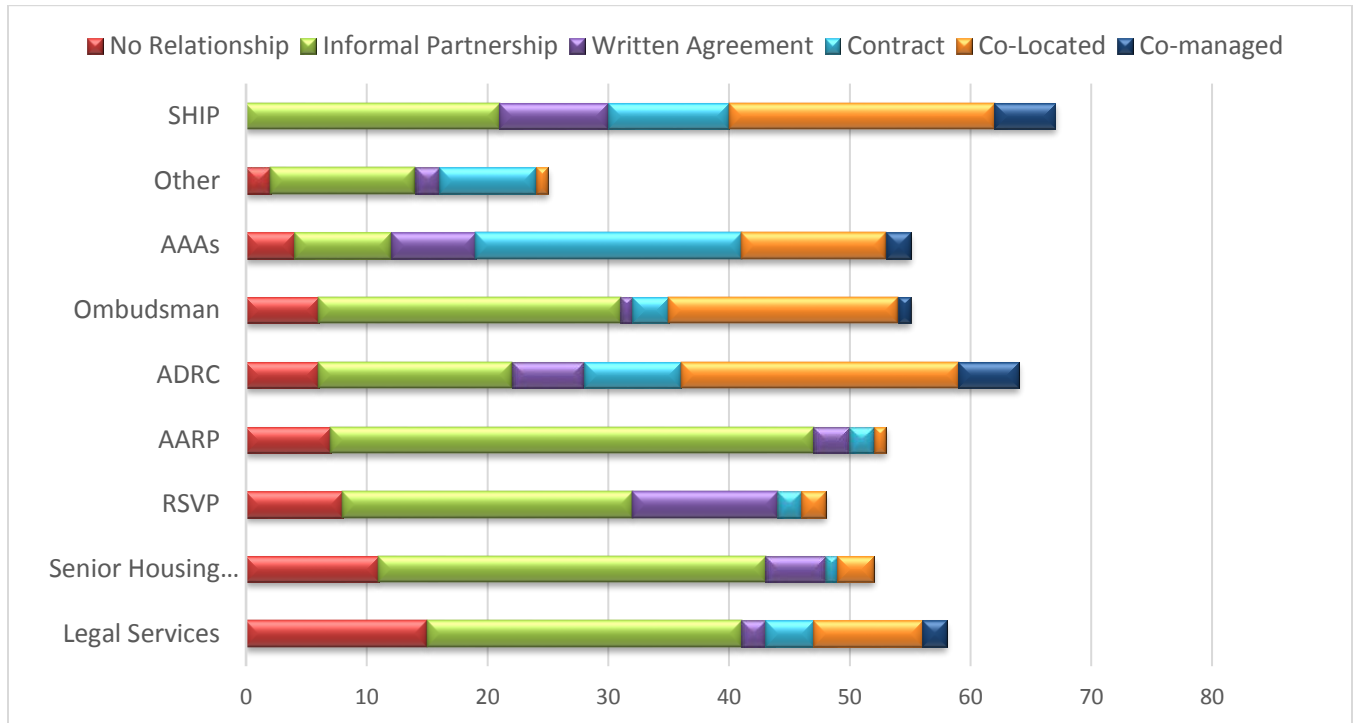


SMP	Subcontractors or subgrantees?	% of Budget
District of Columbia	No	
Guam	No	
Hawaii	No	
Louisiana	No	
Massachusetts	No	
New Jersey	No	
New Mexico	No	
North Dakota	No	
Ohio	No	
Pennsylvania	No	
Puerto Rico	No	
South Dakota	No	
Virgin Islands	No	
West Virginia	No	
Wyoming	No	
Delaware	Yes	Under 25%
Florida	Yes	Under 25%
Indiana	Yes	Under 25%
Kansas	Yes	Under 25%
Minnesota	Yes	Under 25%
Nevada	Yes	Under 25%
Oklahoma	Yes	Under 25%
Wisconsin	Yes	Under 25%
Alaska	Yes	25–50%
Arkansas	Yes	25–50%

California	Yes	25–50%
Colorado	Yes	25–50%
Illinois	Yes	25–50%
Iowa	Yes	25–50%
Missouri	Yes	25–50%
Montana	Yes	25–50%
North Carolina	Yes	25–50%
Texas	Yes	25–50%
Idaho	Yes	51–75%
Kentucky	Yes	51–75%
Maryland	Yes	51–75%
Michigan	Yes	51–75%
Mississippi	Yes	51–75%
Oregon	Yes	51–75%
Rhode Island	Yes	51–75%
South Carolina	Yes	51–75%
Tennessee	Yes	51–75%
Vermont	Yes	51–75%
Virginia	Yes	51–75%
Alabama	Yes	Over 75%
Arizona	Yes	Over 75%
Connecticut	Yes	Over 75%
Georgia	Yes	Over 75%
Maine	Yes	Over 75%
Nebraska	Yes	Over 75%
New Hampshire	Yes	Over 75%
New York	Yes	Over 75%
Utah	Yes	Over 75%
Washington	Yes	Over 75%

## Summary Data: SMP relationship with other entities

Describe the relationship, if any, that exists between your SMP and the following entities. The following terms can be further defined, as follows: Comanaged = SMP managed jointly with this organization; Colocated = housed within the same organization (may or may not be managed jointly); Contract = a financial arrangement exists; Written Agreement = no financial relationship exists.



	Comanaged	Colocated	Contract	Written Agreement	Informal Partnership	No Relationship	Not sure
<b>ADRC</b>	9.43% 5	<b>43.40%</b> 23	15.09% 8	11.32% 6	30.19% 16	11.32% 6	0.00% 0
<b>AAAs</b>	4.17% 2	25.00% 12	<b>45.83%</b> 22	14.58% 7	16.67% 8	8.33% 4	0.00% 0
<b>AARP</b>	0.00% 0	1.89% 1	3.77% 2	5.66% 3	<b>75.47%</b> 40	13.21% 7	0.00% 0
<b>Legal Services</b>	3.77% 2	16.98% 9	7.55% 4	3.77% 2	<b>49.06%</b> 26	28.30% 15	0.00% 0
<b>Ombudsman</b>	1.92% 1	36.54% 19	5.77% 3	1.92% 1	<b>48.08%</b> 25	11.54% 6	0.00% 0
<b>Other</b>	0.00% 0	4.55% 1	36.36% 8	9.09% 2	<b>54.55%</b> 12	9.09% 2	0.00% 0
<b>RSVP</b>	0.00% 0	4.00% 2	4.00% 2	24.00% 12	<b>48.00%</b> 24	16.00% 8	4.00% 2
<b>Senior Housing Service Coordinators</b>	0.00% 0	5.77% 3	1.92% 1	9.62% 5	<b>61.54%</b> 32	21.15% 11	0.00% 0
<b>SHIP</b>	9.26% 5	<b>40.74%</b> 22	18.52% 10	16.67% 9	38.89% 21	0.00% 0	0.00% 0

## SMP Listings: SMP relationship with other entities

*Note: Data is presented in alphabetical order by partner type*

### **ADRC Formal Relationships:**

#### Comanaged with ADRC

Alabama  
Rhode Island  
Illinois  
Nebraska  
Alaska

#### Colocated with ADRC

Alabama  
Rhode Island  
Illinois  
Nebraska  
Arkansas  
Mississippi  
Idaho  
Tennessee  
Connecticut  
Montana  
New Hampshire  
New York  
Delaware  
Georgia  
Minnesota  
Florida  
Hawaii  
Maryland  
Massachusetts  
Missouri  
Nevada  
New Mexico

#### Contract with ADRC

Alabama  
Rhode Island  
Illinois  
Alaska  
Kansas  
Maine  
North Carolina  
South Carolina

### Written Agreement with ADRC

Alaska  
Colorado  
Rhode Island  
Virginia  
Arizona  
Washington

### **AAA Formal Relationships:**

#### Comanaged with AAAs

Alabama  
Illinois

#### Colocated with AAAs

Alabama  
Connecticut  
Delaware  
Florida  
Illinois  
Massachusetts  
Mississippi  
Montana  
New Mexico  
New York  
Puerto Rico  
Tennessee

#### Contract with AAAs

Alabama  
Arizona  
Connecticut  
Georgia  
Idaho  
Illinois  
Indiana  
Iowa  
Kansas  
Maine  
Maryland  
Michigan  
Minnesota  
Montana  
Nebraska  
North Carolina

### Contract with AAAs, cont.

Oklahoma  
Oregon  
South Carolina  
Utah  
Vermont  
Washington

### Written Agreement with AAAs

California  
Colorado  
Indiana  
Kentucky  
Missouri  
Texas  
Virginia

### **AARP Formal Relationships:**

#### Comanaged with AARP

None

#### Colocated with AARP

West Virginia

#### Contract with AARP

Missouri  
Washington

### Written Agreement with AARP

Arkansas  
Colorado  
Puerto Rico

### **Legal Services Formal Relationships:**

#### Comanaged with Legal Services

Alabama  
Nebraska

### Colocated with Legal Services

Alabama  
Georgia  
Hawaii  
Maryland  
Nebraska  
Ohio  
South Dakota  
Tennessee  
Utah

### Contract with Legal Services

Alabama  
Connecticut  
Delaware  
Maine

### Written Agreement with Legal Services

New Mexico  
Puerto Rico

## SMP Listings: SMP relationship with other entities, continued

### **Ombudsman Formal Relationships:**

Comanaged with  
Ombudsman  
Alabama

### Colocated with Ombudsman

Alabama  
Arkansas  
Delaware  
Georgia  
Hawaii  
Idaho  
Maryland  
Minnesota  
Mississippi  
Missouri  
Nebraska  
Nevada  
New Hampshire  
New Mexico  
Ohio  
South Carolina  
Tennessee  
Utah  
Wyoming

### Contract with Ombudsman

Alabama  
California  
Oregon

### Written Agreement with Ombudsman

Puerto Rico

### **RSVP Formal Relationships:**

Comanaged with RSVP  
None

Colocated with RSVP  
New Mexico  
Puerto Rico

Contract with RSVP  
Oregon  
Washington

### Written Agreement with RSVP

Arkansas  
Colorado  
Delaware  
Hawaii  
Kansas  
Kentucky  
Louisiana  
Missouri  
Ohio  
Pennsylvania  
Texas  
Vermont

### **SHIP Formal Relationships:**

Comanaged with SHIP  
Alabama  
Alaska  
Michigan  
Nebraska  
Rhode Island

### Colocated with SHIP

Alabama  
Alaska  
Arizona  
Connecticut  
Georgia  
Hawaii  
Kansas  
Maryland  
Michigan  
Minnesota  
Nebraska  
Nevada  
New Hampshire  
New Mexico  
New York  
North Carolina  
Oklahoma  
Rhode Island  
South Carolina  
Utah  
Washington  
Wyoming

### Contract with SHIP

Alabama  
Alaska  
California  
Colorado  
Connecticut  
Maine  
New Jersey  
Oregon  
Rhode Island  
Vermont

### Written Agreement with SHIP

Alaska  
Delaware  
Florida  
Idaho  
Louisiana  
Ohio  
Puerto Rico  
Rhode Island  
Tennessee

### **Senior Housing Coordinators Formal Relationships:**

Comanaged with  
Senior Housing Service  
Coordinators  
None

### Colocated with Senior Housing Service Coordinators

Delaware  
Maryland  
South Carolina

### Contract with Senior Housing Service Coordinator

Wisconsin

### Written Agreement with Senior Housing Coordinators

California  
Ohio  
Puerto Rico  
Tennessee  
Washington



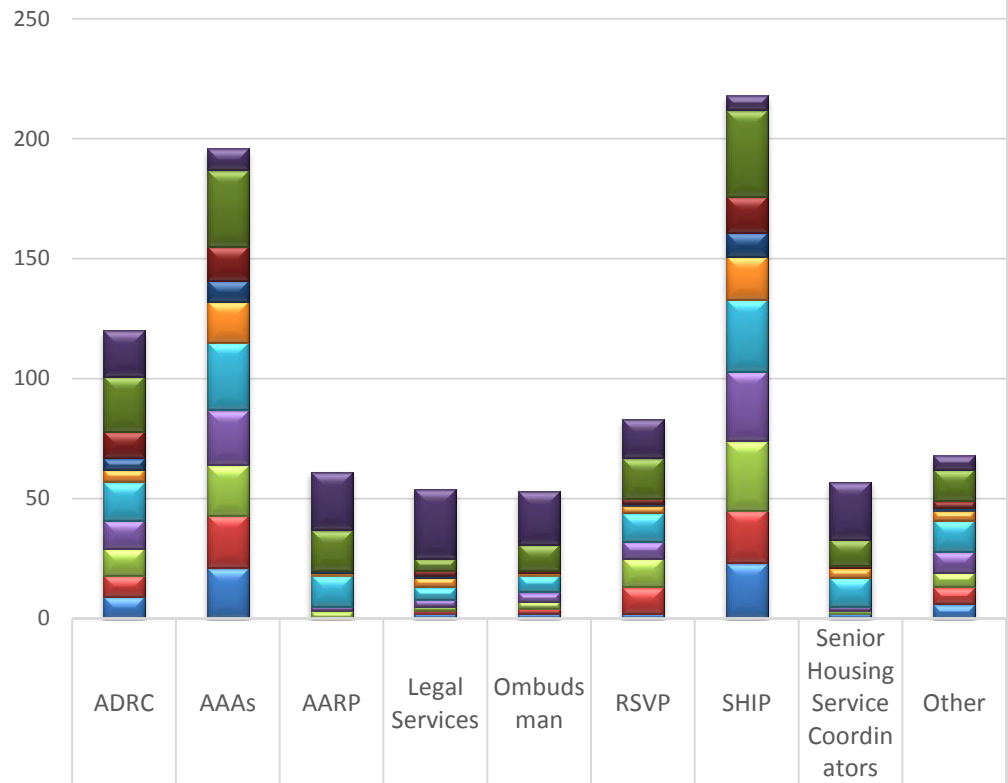


## Summary Data: What activities do other entities conduct for your SMP?

*What activities, if any, do the following entities conduct \*for your SMP program?*

*Check all that apply.*

*\*Note: The survey explained that the word “for” is meant to be equivalent to “on behalf of.”*



Do not subcontract/ partner	19	9	24	29	22	16	6	24	6
Booths/ exhibits at Community Events	23	32	17	5	11	17	36	11	13
Answer calls to SMP toll-free number	11	14	0	2	1	2	15	1	3
Enter data into SMART FACTS	5	9	1	1	0	1	10	0	1
Complex Issues and Referrals	5	17	1	4	1	3	18	4	4
Group Educational Sessions	16	28	13	5	7	12	30	12	13
One-on-One Counseling	12	23	2	3	4	7	29	2	9
Volunteer Training	11	21	3	2	3	12	29	1	6
Volunteer Management	9	22	0	1	2	11	22	0	7
Our service model and program delivery is dependent upon this entity	9	21	0	2	2	2	23	2	6

## SMP Listings: Service model dependence by partner type

*Note: SMPs were allowed to determine subjectively whether or not they felt their service model was dependent upon a particular partner. Data is presented from the most to the least prevalent partner type.*

### Service model dependent upon SHIP (23 SMPs)

Alabama  
Alaska  
California  
Georgia  
Idaho  
Indiana  
Maine  
Maryland  
Michigan  
Minnesota  
Mississippi  
New Mexico  
New York  
North Carolina  
Ohio  
Oregon  
Rhode Island  
South Carolina  
Tennessee  
Utah  
Vermont  
Washington  
Wyoming

### Service model dependent upon AAA (21 SMPs)

Alabama  
Florida  
Georgia  
Idaho  
Illinois  
Indiana  
Iowa  
Kansas  
Maine  
Maryland  
Michigan  
Minnesota  
Mississippi  
Missouri  
Montana  
Nebraska  
New Mexico  
New York  
Tennessee  
Utah  
Vermont

### Service model dependent upon ADRC

Idaho  
Illinois  
Kansas  
Maine  
Minnesota  
New Hampshire  
New Mexico  
Oregon  
Rhode Island

### Service model dependent upon Other

Idaho  
Illinois  
Kansas  
Nevada  
Ohio  
Puerto Rico

### Service model dependent upon Ombudsman

New Mexico  
Ohio

### Service model dependent upon RSVP

Utah  
Vermont

### Service model dependent upon Legal Services

Maine  
Ohio

### Service model dependent upon AARP

None

## Summary Data: Volunteer training & management by partner type

Volunteer Training & Management Conducted by Other Entities			
	Volunteer Training	Volunteer Management	Total Respondents
ADRC	23.91% 11	19.57% 9	46
AAAs	45.65% 21	47.83% 22	46
AARP	7.32% 3	0.00% 0	41
Legal Services	5.13% 2	2.56% 1	39
Ombudsman	7.50% 3	5.00% 2	40
RSVP	31.58% 12	28.95% 11	38
SHIP	60.42% 29	45.83% 22	48
Senior Housing Service Coordinators	2.63% 1	0.00% 0	38
Other	24.00% 6	28.00% 7	24

## SMP Listings: Volunteer training & management by partner type

*Note: Data is presented in alphabetical order by partner type*

### Some SMP Volunteer Training and Management Conducted by ADRC:

#### Volunteer Training

Arizona  
Idaho  
Illinois  
Kansas  
Maine  
Montana  
New Hampshire  
New Mexico  
Rhode Island  
South Carolina  
Virginia

#### Volunteer

#### Management

Arizona  
Colorado  
Idaho  
Illinois

Maine  
New Hampshire  
New Mexico  
Rhode Island  
South Carolina

### Some SMP Volunteer Training and Management Conducted by AAAs:

#### Volunteer Training

Alabama  
Arizona  
Georgia  
Idaho  
Illinois  
Indiana  
Iowa  
Kansas  
Maine  
Michigan  
Minnesota  
Mississippi  
Montana  
Nebraska  
New Mexico  
South Carolina  
Tennessee  
Utah  
Vermont  
Virginia  
Washington

#### Volunteer

#### Management

Alabama  
Arizona  
Colorado  
Georgia  
Idaho  
Illinois  
Indiana  
Iowa  
Maine  
Michigan

Minnesota  
Mississippi  
Missouri  
Montana  
Nebraska  
Oklahoma  
South Carolina  
Tennessee  
Texas  
Utah  
Vermont  
Washington

## SMP Listings: Volunteer training & management by partner type, continued

### Some SMP Volunteer Training and Management Conducted by AARP:

#### Volunteer Training

Guam  
Virgin Islands  
Washington

#### Volunteer Management

None

### Some SMP Volunteer Training and Management Conducted by Legal Services:

#### Volunteer Training

Connecticut  
Maine

#### Volunteer Management

Maine

### Some SMP Volunteer Training and Management Conducted by Ombudsman:

#### Volunteer Training

Idaho  
Missouri  
Oregon

#### Volunteer Management

Delaware  
Oregon

### Some SMP Volunteer Training and Management Conducted by RSVP:

#### Volunteer Training

Arkansas	Ohio
Delaware	Oregon
Florida	Pennsylvania
Michigan	Texas
Montana	Vermont
New Hampshire	Washington

#### Volunteer Management

New Hampshire
Oregon
Pennsylvania
Texas
Vermont
Washington

### SMP Volunteer Training and Management Conducted by SHIP:

#### Volunteer Training

Alaska	Mississippi
Arizona	Missouri
Arkansas	Nevada
California	New Hampshire
Connecticut	New Mexico
Georgia	New York
Idaho	North Carolina
Indiana	North Dakota
Kansas	Ohio
Louisiana	Oklahoma
Maine	Oregon
Michigan	Rhode Island
	South Carolina
	Tennessee

Utah  
Virgin Islands  
Wyoming

#### Volunteer Management

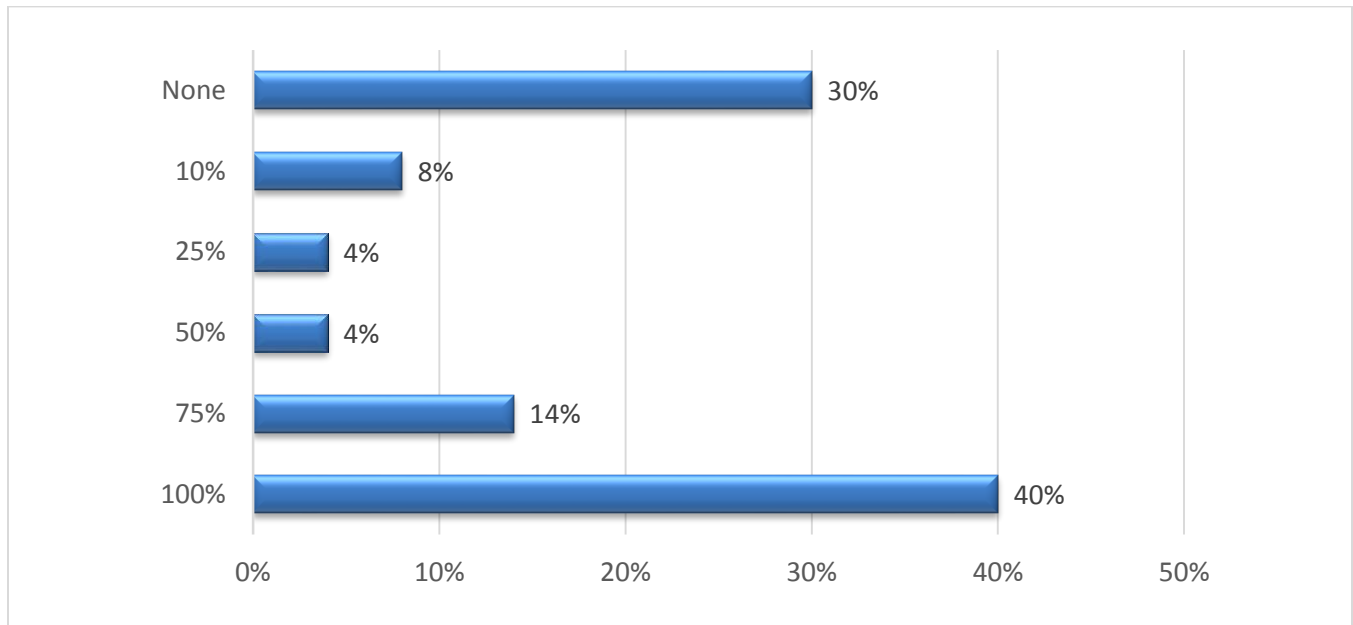
Alaska	Maine
Arizona	Michigan
California	Mississippi
Colorado	New Hampshire
Connecticut	New Mexico
Georgia	New York
Idaho	North Carolina
Indiana	Oklahoma
	Oregon
	Rhode Island
	South Carolina
	Tennessee
	Utah
	Wyoming

### Some SMP Volunteer Training and Management Conducted by Senior Housing Coordinators:

#### Volunteer Training

Ohio

**Summary Data: Percentage of volunteer workforce serving under a partner, a.k.a. “volunteer host organization”**



**None**

Delaware  
District of Columbia  
Guam  
Hawaii  
Louisiana  
Massachusetts  
New Jersey  
Oklahoma  
Puerto Rico  
South Dakota  
Utah  
Virgin Islands  
West Virginia  
Wisconsin  
Wyoming

**Minimal**

Ohio

**10%**

Alabama  
Florida  
North Dakota  
Vermont

**25-50%**

Alaska  
Nevada  
New Hampshire  
Pennsylvania  
Virginia

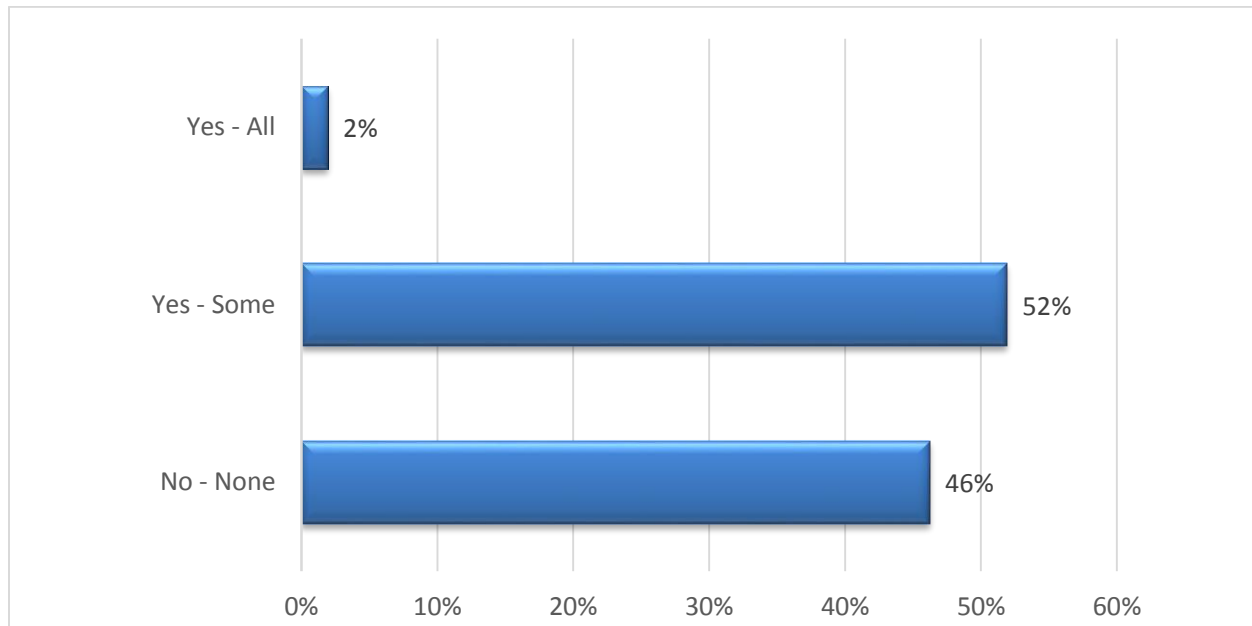
**75%**

Illinois  
Indiana  
Iowa  
Kentucky  
Montana  
New Mexico  
Tennessee

**90-100%**

Arizona  
Arkansas  
California  
Colorado  
Connecticut  
Georgia  
Idaho  
Kansas  
Maine  
Maryland  
Michigan  
Minnesota  
Mississippi  
Missouri  
Nebraska  
New York  
North Carolina  
Oregon  
Rhode Island  
South Carolina  
Texas  
Washington

## Summary Data: At the local level, do SMP volunteers also do AAA work?



### No, None

Alabama  
Colorado  
District of Columbia  
Florida  
Georgia  
Hawaii  
Idaho  
Kentucky  
Louisiana  
Michigan  
Montana  
Nevada  
New Jersey  
North Dakota  
Ohio

Pennsylvania  
Puerto Rico  
South Dakota  
Texas  
Vermont  
Virgin Islands  
Washington  
Wyoming

### Yes, Some

Alaska  
Arizona  
California  
Connecticut  
Delaware  
Illinois

Indiana  
Iowa  
Kansas  
Maine  
Maryland  
Massachusetts  
Minnesota  
Mississippi  
Missouri  
Nebraska  
New Hampshire  
New Mexico  
New York  
North Carolina  
Oklahoma  
Oregon  
Tennessee

Utah  
Virginia  
West Virginia  
Wisconsin

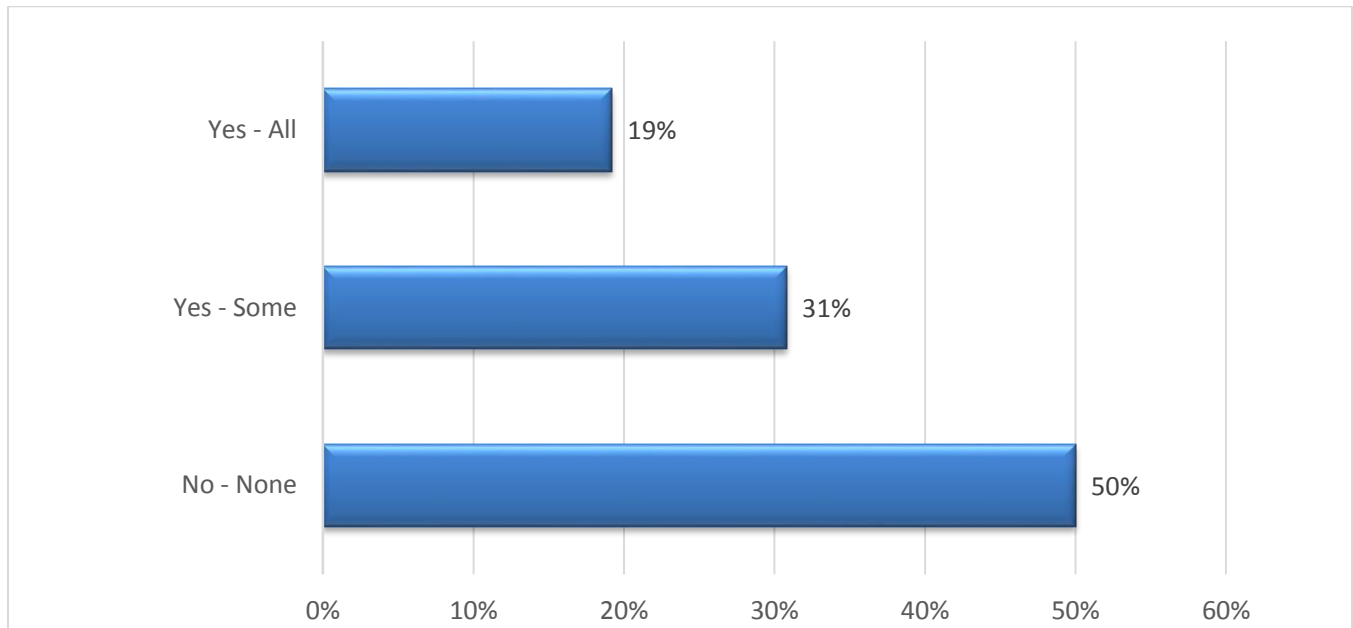
### Yes, All

Rhode Island  
South Carolina

### Unknown

Arkansas  
Guam

## Summary Data: At the local level, do SMP staff also do AAA work?



### No, None

California  
District of Columbia  
Georgia  
Hawaii  
Kansas  
Kentucky  
Louisiana  
Massachusetts  
Nevada  
New Jersey  
North Carolina  
North Dakota  
Ohio  
Oklahoma  
Oregon  
Pennsylvania

Puerto Rico  
Rhode Island  
South Dakota  
Texas  
Vermont  
Virgin Islands  
Washington  
West Virginia  
Wisconsin  
Wyoming

### Yes, Some

Alaska  
Arizona  
Colorado  
Delaware  
Idaho  
Iowa  
Michigan  
Minnesota  
Mississippi  
Missouri  
Nebraska  
New Mexico  
New York  
Tennessee  
Utah  
Virginia  
Yes, All

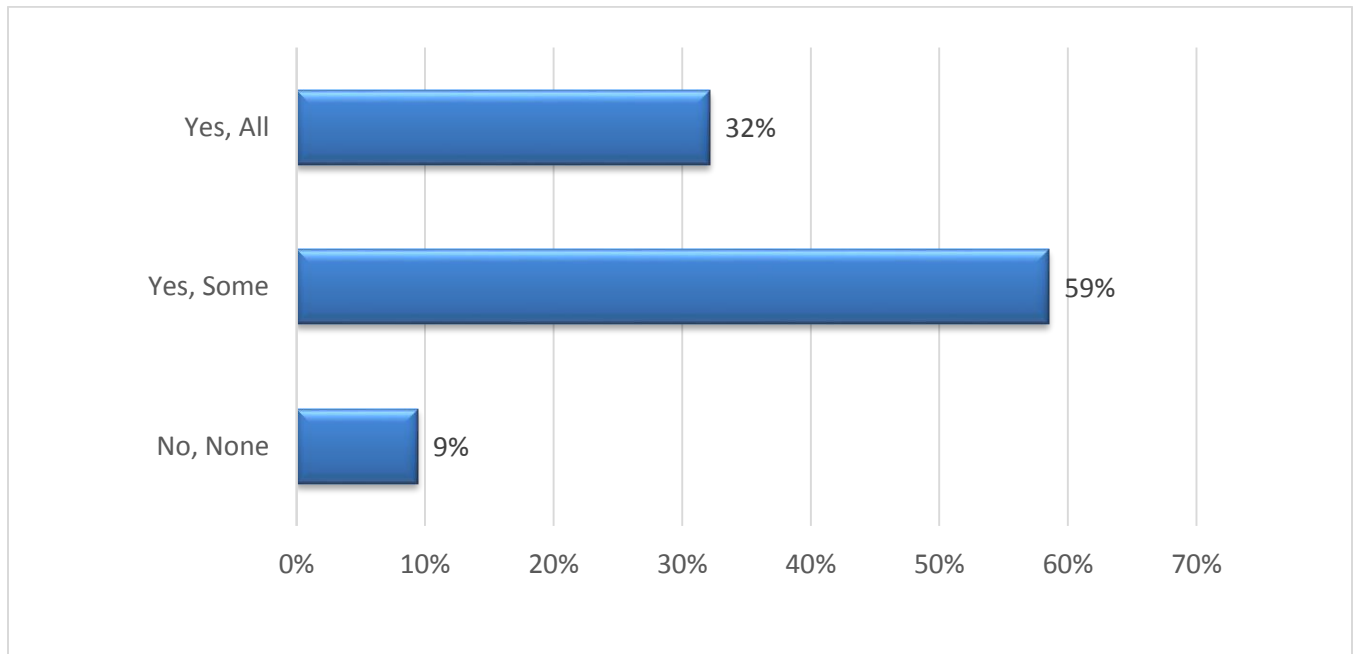
Alabama  
Connecticut  
Florida  
Illinois  
Indiana  
Maine  
Maryland  
Montana  
New Hampshire  
South Carolina

### Unknown

Arkansas  
Guam



## Summary Data: At the local level, do SMP volunteers also do SHIP work?



### No, None

District of Columbia  
Puerto Rico  
Texas  
Vermont  
Virgin Islands

### Yes, Some

Alabama  
Arizona  
Arkansas  
California  
Colorado  
Connecticut  
Delaware  
Florida  
Hawaii  
Idaho  
Illinois  
Indiana  
Iowa  
Kansas

### Yes, All

Kentucky  
Louisiana  
Massachusetts  
Missouri  
Montana  
Nebraska  
Nevada  
New Jersey  
North Dakota  
Ohio  
Oregon  
Pennsylvania  
South Dakota  
Virginia  
West Virginia  
Wisconsin  
Wyoming

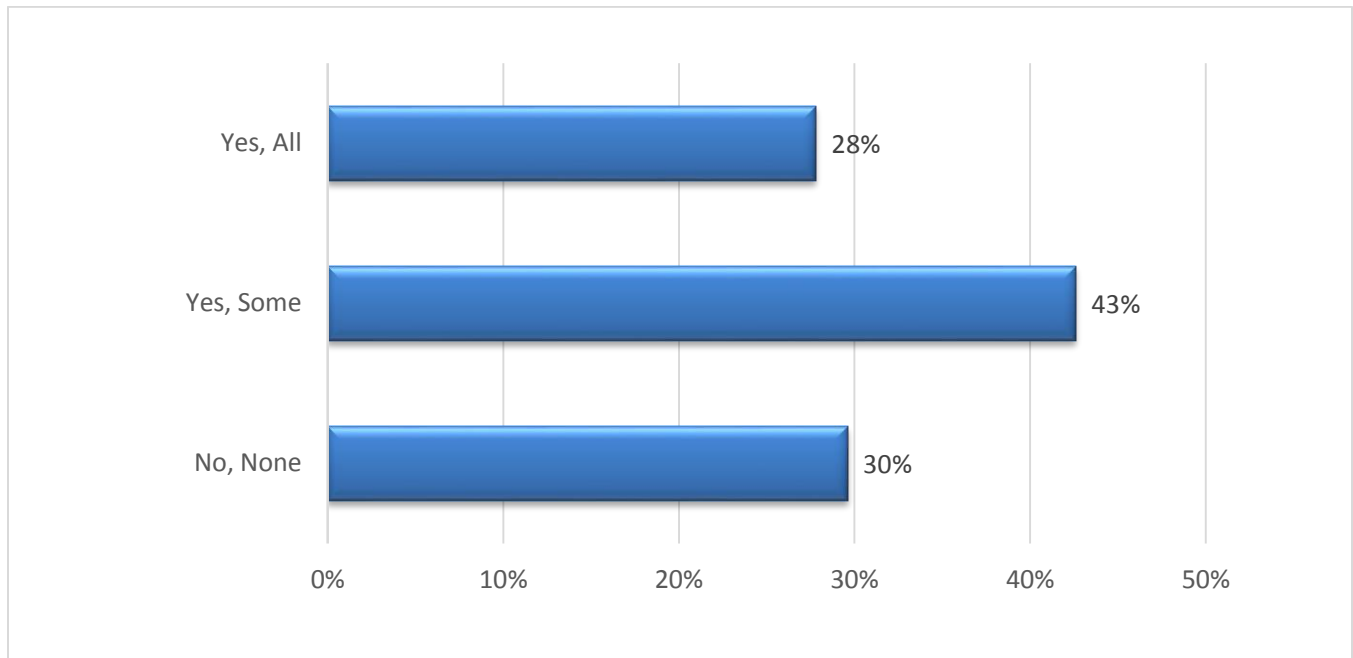
### Yes, All

Alaska  
Georgia  
Guam  
Maine  
Maryland  
Michigan  
Minnesota  
Mississippi  
New Hampshire  
New Mexico  
New York  
North Carolina  
Oklahoma  
South Carolina  
Tennessee  
Utah  
Washington

### Unknown

Rhode Island

## Summary Data: At the local level, do SMP staff also do SHIP work?



### No, None

Arkansas  
District of Columbia  
Florida  
Hawaii  
Illinois  
Louisiana  
Massachusetts  
Nevada  
New Jersey  
Oregon  
Pennsylvania  
Puerto Rico  
South Dakota  
Texas  
Virgin Islands  
West Virginia  
Wisconsin

### Yes, Some

Alabama  
Arizona  
California  
Colorado  
Connecticut  
Delaware  
Idaho  
Indiana  
Iowa  
Kansas  
Kentucky  
Maine  
Minnesota  
Missouri  
Montana  
Nebraska  
North Dakota  
Ohio  
Rhode Island  
Tennessee  
Vermont  
Virginia

### Yes, All

Alaska  
Georgia  
Guam  
Maryland  
Michigan  
Mississippi  
New Hampshire  
New Mexico  
New York  
North Carolina  
Oklahoma  
South Carolina  
Utah  
Washington  
Wyoming

## Summary Data: SHIP cross-tabulations

In the following remaining summary tables and listings, data is cross-tabulated to explore the effects of SMP service model dependence upon SHIP, SMP/SHIP colocation, and SMP/SHIP comanagement. Service model dependence means the SMP program in that state or territory is dependent upon the SHIP (regardless of whether or not the programs are colocated or comanaged). Colocation means the agency receiving the SMP grant also receives the SHIP grant for its state. Comanagement means the programs are managed together (regardless of whether or not the same agency receives both grants).

The following comparison is not meant to imply that colocation or comanagement are more or less effective than any other SMP/SHIP partnership model. It is meant, instead, to illustrate that there is not a simple answer to the question, “How many SMPs are also SHIPs?” Colocation and comanagement may or may not result in program integration (or service model dependence), as these profile results show.

## Summary Data: SHIP service model dependence

Comparison between respondents who said their service model **is** dependent upon SHIP (first row of data) vs. respondents who said their service model is **not** dependent upon SHIP (second row of data), in answer to the question, “What activities, if any, do the following entities conduct for your SMP program?”

	Do not subcontract/ partner	Booths/ exhibits at Community Events	Answer calls to SMP toll-free number	Enter data into SMART FACTS	Complex Issues and Referrals	Group Educational Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Our service model and program delivery is dependent upon this entity
<b>SHIP: Service Model Dependent (N=23)</b>	0%	87%	39%	30%	57%	78%	74%	78%	74%	100%
<b>SHIP: NOT Service Model Dependent (N=25)</b>	19%	52%	19%	10%	16%	39%	39%	35%	16%	0%

## Summary Data: SHIP colocation

Comparison between respondents who **are** colocated with SHIP (first row of data) vs. respondents who are **not** colocated with SHIP (second row of data) in answer to the question, "What activities, if any, do the following entities conduct for your SMP program?"

	Do not subcontract/ partner	Booths/ exhibits at Community Events	Answer calls to SMP toll-free number	Enter data into SMART FACTS	Complex Issues and Referrals	Group Educational Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Our service model and program delivery is dependent upon this entity
<b>SHIP: Colocated (N=22)</b>	0%	77%	55%	41%	45%	68%	73%	73%	64%	64%
<b>SHIP: NOT Colocated (N=32)</b>	19%	59%	9%	3%	25%	47%	41%	41%	25%	28%

## Summary Data: SHIP comanagement

Comparison between respondents who **are** comanaged with SHIP (first row of data) vs. respondents who are **not** comanaged with SHIP (second row of data), in answer to the question, "What activities, if any, do the following entities conduct for your SMP program?"

	Do not subcontract/ partner	Booths/ exhibits at Community Events	Answer calls to SMP toll-free number	Enter data into SMART FACTS	Complex Issues and Referrals	Group Educational Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Our service model and program delivery is dependent upon this entity
<b>SHIP: Comanaged (N=5)</b>	0%	80%	40%	40%	20%	60%	60%	60%	60%	80%
<b>SHIP: NOT Comanaged (N=49)</b>	12%	65%	27%	16%	35%	55%	53%	53%	39%	39%

## SMP Listings: SHIP colocation cross tabulated with service model dependence

### Colocated and service model IS dependent upon SHIP

Alabama  
Alaska  
Georgia  
Maryland  
Michigan  
Minnesota  
New Mexico  
New York  
North Carolina  
Rhode Island  
South Carolina  
Utah  
Washington  
Wyoming

### Colocated but service model is NOT dependent upon SHIP

Arizona  
Connecticut  
Hawaii  
Kansas  
Nebraska  
Nevada  
New Hampshire  
Oklahoma

### Not Colocated but service model IS dependent upon SHIP

California  
Idaho  
Indiana  
Maine  
Mississippi  
Ohio  
Oregon  
Tennessee  
Vermont

## SMP Listings: SHIP comanagement cross tabulated with service model dependence

### Comanaged and service model IS dependent upon SHIP

Alabama  
Alaska  
Michigan  
Rhode Island

### Comanaged but service model is NOT dependent upon SHIP

Nebraska

### Not Comanaged but service model IS dependent upon SHIP

California  
Georgia  
Idaho  
Indiana  
Maine  
Maryland  
Minnesota  
Mississippi  
New Mexico  
New York  
North Carolina  
Ohio  
Oregon  
South Carolina  
Tennessee  
Utah  
Vermont  
Washington  
Wyoming

## **In case you missed it:**

**The SHIP/SMP relationship is also discussed on these preceeding pages:**

- **SMP relationships with other entities:**
  - SHIP is part of the chart on page 14
  - The list of SMPs who have formal relationships with the SHIP program is on page 16
- **Activities other entities conduct for SMP:**
  - The types of activities SHIPs conduct on behalf of SMPs is part of the chart on page 17
- **Service model dependence:**
  - The list of SMPs who reported that their service model is dependent upon SHIP is on page 18
- **SMP volunteer training & management conducted by other entities:**
  - A chart with the number and percent of SMPs who rely on SHIPs for this is on page 19
  - The list of SMPs who rely on SHIPs for some volunteer training or management is on page 20
- **SMP volunteers who also do SHIP work** is described on page 24
- **SMP staff who also do SHIP work** is described on page 25

## Individual SMP Profiles: Table of Contents

*A note to readers who are viewing the electronic version of this document: You can use your mouse to point to the name of the SMP whose profile you wish to review. By then pressing the Ctrl key and left-clicking your mouse, you will be taken directly to the desired page. This use of hyperlinks provides an alternative to scrolling.*

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<b>Florida SMP State Profile .....</b>	<b>51</b>
<b>Georgia SMP State Profile.....</b>	<b>53</b>
<b>Guam SMP State Profile .....</b>	<b>55</b>
<b>Hawaii SMP State Profile .....</b>	<b>57</b>
<b>Idaho SMP State Profile .....</b>	<b>59</b>
<b>Illinois SMP State Profile .....</b>	<b>61</b>
<b>Indiana SMP State Profile .....</b>	<b>63</b>
<b>Iowa SMP State Profile.....</b>	<b>65</b>
<b>Kansas SMP State Profile .....</b>	<b>67</b>
<b>Kentucky SMP State Profile .....</b>	<b>69</b>
<b>Louisiana SMP State Profile .....</b>	<b>71</b>
<b>Maine SMP State Profile .....</b>	<b>73</b>
<b>Maryland SMP State Profile.....</b>	<b>75</b>
<b>Massachusetts SMP State Profile .....</b>	<b>77</b>
<b>Michigan SMP State Profile .....</b>	<b>79</b>
<b>Minnesota SMP State Profile .....</b>	<b>81</b>
<b>Mississippi SMP State Profile.....</b>	<b>83</b>
<b>Missouri SMP State Profile .....</b>	<b>85</b>
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<b>Nebraska SMP State Profile .....</b>	<b>89</b>

<b>Nevada SMP State Profile .....</b>	<b>91</b>
<b>New Hampshire SMP State Profile .....</b>	<b>93</b>
<b>New Jersey SMP State Profile .....</b>	<b>95</b>
<b>New Mexico SMP State Profile .....</b>	<b>97</b>
<b>New York SMP State Profile.....</b>	<b>99</b>
<b>North Carolina SMP State Profile .....</b>	<b>101</b>
<b>North Dakota SMP State Profile .....</b>	<b>103</b>
<b>Ohio SMP State Profile.....</b>	<b>105</b>
<b>Oklahoma SMP State Profile.....</b>	<b>107</b>
<b>Oregon SMP State Profile .....</b>	<b>109</b>
<b>Pennsylvania SMP State Profile .....</b>	<b>111</b>
<b>Puerto Rico SMP State Profile.....</b>	<b>113</b>
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<b>South Carolina SMP State Profile .....</b>	<b>117</b>
<b>South Dakota SMP State Profile .....</b>	<b>119</b>
<b>Tennessee SMP State Profile .....</b>	<b>121</b>
<b>Texas SMP State Profile .....</b>	<b>123</b>
<b>Utah SMP State Profile.....</b>	<b>125</b>
<b>Vermont SMP State Profile .....</b>	<b>127</b>
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<b>Wisconsin SMP State Profile .....</b>	<b>1356</b>
<b>Wyoming SMP State Profile.....</b>	<b>139</b>



## Alabama SMP State Profile

	Alabama
<b>Contact Information</b>	Sharon Jalieba State SHIP Director Alabama Department of Senior Services RSA Tower, Suite 350 201 Monroe Street Montgomery, AL 36104-3735 Direct Line: 334-353-2812 Toll-free: 877-425-2243 FAX: 334-242-5743 <a href="http://www.alabamasmp.gov">www.alabamasmp.gov</a> <a href="mailto:sharon.jalieba@adss.alabama.gov">sharon.jalieba@adss.alabama.gov</a>
<b>Name of agency receiving SMP grant</b>	Alabama Department of Senior Services
<b>Type of organization that receives the SMP grant</b>	State Agency
<b>Number of years your agency has held the SMP grant</b>	7
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	70
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	10%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	10%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75% Contract with AAAs; some AAAs contract out to two legal organizations.
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – Yes, All
<b>Who is responsible for complex issues and referrals management:</b>	Combination of both SMP staff AND subcontractors. AAA SMP Coordinators along with SMP Coordinators employed by AAA Contractors handle Complex Issues
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors AAA SMP Coordinators and Contractors submit SMART FACTS data to the state through an electronic reporting system, and state staff submit into the database.

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Letha W. Stuckey, Program Director	Review and oversee SMART FACTS data	100%	SMP
Jessica Dollerson, Program Manager	Enter all SMART FACTS Data and Complex Issues	20%	SMP

Dorothy Nowden			SMP
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### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership, No Relationship, Not Sure.*

<b>ADRC</b>	Comanaged, Colocated, Written Agreement
<b>AAAs</b>	Comanaged, Colocated, Written Agreement
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Colocated, Informal Partnership
<b>Ombudsman</b>	Comanaged, Colocated, Written Agreement
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Comanaged, Colocated, Written Agreement
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X	X							
<b>AAAs</b>		X	X	X	X	X	X	X	X	X
<b>AARP</b>		X				X		X		
<b>Legal Services</b>										
<b>Ombudsman</b>		X								
<b>RSVP</b>		X								
<b>SHIP</b>		X	X							X
<b>Housing Service Coordinators</b>										
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Alaska SMP State Profile

<b>State</b>	Alaska
<b>Contact Information</b>	Jeanne Larson SHIP/SMP/MIPPA Manager DHHS - Medicare Information Office 400 Gambell, Suite 303 Anchorage, AK 99501 Direct Line: 907-269-3649 Toll-free: 800-478-6065 (in state only) FAX: 907-269-2045 <a href="http://dhss.alaska.gov/dsds/Pages/medicare">http://dhss.alaska.gov/dsds/Pages/medicare</a> <a href="mailto:jeanne.larson@alaska.gov">jeanne.larson@alaska.gov</a>
<b>Name of agency receiving SMP grant</b>	State of Alaska DHSS/SDS Medicare Information Office
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Department of Health & Human/ Social Services
<b>Number of years your agency has held the SMP grant</b>	11
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	13
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	50%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist (may or may not be SMP Director)
<b>Who uses SMART FACTS?</b>	SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Health Program Manager II	Program Director	50%	SMP
Health Program Associate	Program Deputy Director/Lead Counselor	50%	SMP
Medicare Fraud Coordinator	Coordinate, recruit, train volunteers. Assess & manage risk. Manages and report fraud cases in data tool.	50%	Grantee Agency – Municipality of Anchorage. Physically housed with SHIP/SMP call center.

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Comanaged, Contract, Written Agreement
<b>AAAs</b>	Colocated
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	No Relationship
<b>SHIP</b>	Comanaged, Colocated, Contract, Written Agreement
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Written Agreement: Alaska Native Tribal Health Consortium

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X				X				
<b>AAAs</b>		X								
<b>AARP</b>		X				X				
<b>Legal Services</b>		X								
<b>Ombudsman</b>		X								
<b>RSVP</b>		X								
<b>SHIP</b>		X		X		X	X	X	X	X
<b>Housing Service Coordinators</b>		X				X				
<b>Other</b>										
<b>Agency identified as "other":</b>	Note: Alaska has no AAAs but the state acts as the AAA for some funding purposes such as MIPPA. Other: Tribal health entities and Alaska Native Tribal Health Consortium									

## Arizona SMP State Profile

<b>State</b>	Arizona
<b>Contact Information</b>	Christy Abrams SMP/SHIP Director DES/AZ Division of Aging and Adult Services 1789 West Jefferson, 950A Phoenix, AZ 85007 Direct Line: 602-542-6439 Toll-free: 800-432-4040 FAX: 602-542-6575 <a href="https://www.azdes.gov/daas/ship/smp">https://www.azdes.gov/daas/ship/smp</a> <a href="mailto:CAbrams@azdes.gov">CAbrams@azdes.gov</a>
<b>Name of agency receiving SMP grant</b>	Arizona Department of Economic Security
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	16
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	188
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	Varies, 10%-100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	97% of total volunteers serve under the auspices of the Area Agencies on Aging
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	76%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Director	Program Oversight	50%	SMP Funded Agency

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	Written Agreement
AAAs	Contract
AARP	No Relationship
Legal Services	Informal Partnership
Ombudsman	Informal Partnership
RSVP	Informal Partnership
SHIP	Colocated
Housing Service Coordinators	Informal Partnership
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC		X				X	X	X	X	
AAAs		X	X		X	X	X	X	X	
AARP	X									
Legal Services										
Ombudsman										
RSVP	X									
SHIP		X	X	X	X	X	X	X	X	
Housing Service Coordinators	X									
Other										
Agency identified as "other":										

## Arkansas SMP State Profile

<b>State</b>	Arkansas
<b>Contact Information</b>	Kathleen Pursell SMP Project Director 700 Main Street Little Rock, AR 72201-4608 Direct Line: 501-320-6457 Toll-free: 866-726-2916 FAX: 501-682-8155 <a href="http://www.daas.ar.gov/asmp.html">www.daas.ar.gov/asmp.html</a> <a href="mailto:kathleen.pursell@dhs.arkansas.gov">kathleen.pursell@dhs.arkansas.gov</a>
<b>Name of agency receiving SMP grant</b>	Arkansas Division of Aging & Adult Services
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Department of Health & Human/ Social Services
<b>Number of years your agency has held the SMP grant</b>	11
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	70
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	10% Most volunteers are managed by subgrantees
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	90%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Staff –
<b>Who is responsible for complex issues and referrals management?</b>	Small group of designated SMP staff (may or may not included the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Director	Program and Grant Management	100%	SMP
Program and Volunteer Coordinator	Administration of Program and Volunteers	100%	SMP
Administrative Specialist II	Program fulfillment and data entry	100%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	
<b>AARP</b>	Written Agreement
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Written Agreement
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>	X									
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>		X				X		X	X	
<b>SHIP</b>								X		
<b>Housing Service Coordinators</b>	X									
<b>Other</b>		X				X	X	X		
<b>Agency identified as "other":</b>	Centers on Aging									



## California SMP State Profile

<b>State</b>	California
<b>Contact Information</b>	Micki Nozaki SMP Project Director California Health Advocates 1971 East 4th Street, Suite 200 Santa Ana, CA 92705 Direct Line: 714-560-0309 Toll-free: 855-613-7080 (in state only) FAX: 714-560-0319 <a href="http://www.cahealthadvocates.org/fraudmnozaki@cahealthadvocate.org">http://www.cahealthadvocates.org/fraudmnozaki@cahealthadvocate.org</a>
<b>Name of agency receiving SMP grant</b>	California Health Advocates
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	17
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	694
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	90%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50% 25% goes to HICAP partners for volunteer liaison program
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	A small group of designated SMP staff are assigned to this task (may or may not include the SMP Director) Volunteers are utilized to gather case data under supervision of 3 staff
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Director	Overall program administration	50%	SMP
Program Coordinator/Volunteer management	Day to day operations and volunteer interactions	100%	SMP
Data Specialist	All SmartFacts reporting/Webinar assistance	75%	SMP

Office Management	Webinar production/staff meetings/calls	25%	N.CA CHA office SMP
Outreach specialist	Bilingual Outreach to underserved populations	75%	N.CA CHA office SMP
Outreach education	Volunteer Trainings and Community Education	25%	N. CA CHA office SMP
Training Education Assistance	Support for outreach efforts	25%	
Technical Analyst	Provides materials support	25%	N. CA CHA office SMP

### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Written Agreement
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Contract
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Contract
<b>Housing Service Coordinators</b>	Written Agreement
<b>Other</b>	Equality California Contract. Wise and Healthy Aging Contract (private provider of several county contracts)

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X								
<b>AAAs</b>		X			X	X				
<b>AARP</b>		X								
<b>Legal Services</b>	X									
<b>Ombudsman</b>		X								
<b>RSVP</b>		X								
<b>SHIP</b>		X			X	X	X	X	X	X
<b>Housing Service Coordinators</b>		X			X	X				
<b>Other</b>		X			X	X				
<b>Agency identified as "other":</b>	LTC Ombudsman									

## Colorado SMP State Profile

<b>State</b>	Colorado
<b>Contact Information</b>	<p>Kimberly Latta  SMP Director  Colorado Department of Regulatory Agencies  1560 Broadway, Suite 850  Denver, CO 80202  Direct Line: 303-894-7552  Toll-free: 800-503-5190  FAX: 303-869-0151  <a href="http://cdn.colorado.gov/cs/Satellite/DORA-DI/CBON/DORA/1251623075705">http://cdn.colorado.gov/cs/Satellite/DORA-DI/CBON/DORA/1251623075705</a>  <a href="mailto:kimberly.latta@state.co.us">kimberly.latta@state.co.us</a></p>
<b>Name of agency receiving SMP grant</b>	Department of Regulatory Agencies
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Insurance Department
<b>Number of years your agency has held the SMP grant</b>	Since the 2 <sup>nd</sup> year grant was issued
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	24
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	30%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	All calls referred to state office for workup
<b>Who uses SMART FACTS?</b>	Complex case investigators (who are on staff in state office), and data entry by 1-2 people for all other

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Director	Overall oversight, programmatic and staffing	30%	SMP
Operations Manager	Grants, reports, performance	40%	SMP
Program Assistant	Admin	30%	SMP
Complex Case Investigator	Cases, some training, some outreach	100%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	Written Agreement
AAAs	Written Agreement
AARP	Written Agreement
Legal Services	
Ombudsman	
RSVP	Written Agreement
SHIP	Colocated
Housing Service Coordinators	
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC		X				X	X		X	
AAAs		X				X	X		X	
AARP	X									
Legal Services	X									
Ombudsman	X									
RSVP		X				X	X		X	
SHIP		X				X	X		X	
Housing Service Coordinators	X									
Other										
Agency identified as "other":										

## Connecticut SMP State Profile

<b>State</b>	Connecticut
<b>Contact Information</b>	Dee White SMP Statewide Coordinator State of Connecticut State Department on Aging 25 Sigourney Street Hartford, CT 06106 Direct Line: 860-424-5293 FAX: 860- 424-5301 <a href="http://www.ct.gov/agingservices">http://www.ct.gov/agingservices</a> <a href="mailto:dee.white@ct.gov">dee.white@ct.gov</a>
<b>Name of agency receiving SMP grant</b>	State of Connecticut State Department on Aging
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	13
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	120
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes 5 CoVs for regional coverage assigned to each of 5 regions.
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, All
<b>Who is responsible for complex issues and referrals management?</b>	Small group of designated staff are assigned (may or may not include Director)
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Statewide SMP Program Coordinator	SMP grant administration and reporting requirements and oversee regional smp program operation	40%	located within the State Unit on Aging.
SMP Regional Coordinators (4)	Operate regional SMP program and supervise Coordinator of Volunteers	35%	AAA partner agency

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated, Informal Partnership
<b>AAAs</b>	Colocated, Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Contract
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	No Relationship
<b>SHIP</b>	Colocated, Contract
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Center for Medicare Advocacy

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>			X							
<b>AAAs</b>										
<b>AARP</b>										
<b>Legal Services</b>						X		X		
<b>Ombudsman</b>										
<b>RSVP</b>										
<b>SHIP</b>		X	X		X	X	X	X	X	
<b>Housing Service Coordinators</b>										
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Delaware SMP State Profile

<b>State</b>	Delaware
<b>Contact Information</b>	<p>Andrea Rinehart  SMP Project Director  Division of Services for Aging and Adults with Physical Disabilities  Herman Holloway Campus, Main Building, 1<sup>st</sup> Floor, Rm 127,  1901 N DuPont Hwy  New Castle, DE 19720  Direct Line: 302-255-9362  Toll-free: 800-223-9074  FAX: 302- 255-4445  <a href="http://www.dhss.delaware.gov/dhss/dsaapd/fraudpatrol.html">http://www.dhss.delaware.gov/dhss/dsaapd/fraudpatrol.html</a>  <a href="mailto:andrea.rinehart@state.de.us">andrea.rinehart@state.de.us</a></p>
<b>Name of agency receiving SMP grant</b>	Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	29
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes 3 CoVs with regional coverage by zip code/ county assignment
<b>% of time allotted for this role:</b>	75%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a “volunteer host organization?”</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Under 25%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers
<b>Who uses SMART FACTS?</b>	SMP staff, Volunteers

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Director of Professional Services	Site Manager, Program Director	95%	SMP - Milford DSAAPD Office
Program Administrator	Administration	100%	SMP - New Castle Office
Volunteer Services Coordinator	Coordinator of Volunteers	100%	SMP - New Castle Office
Case Manager - Part Time	Manages Complex Issues and Referrals	100%	SMP - New Castle Office

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	Colocated
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Contract
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Written Agreement
<b>SHIP</b>	Written Agreement
<b>Housing Service Coordinators</b>	Colocated
<b>Other</b>	APS: Colocated. CSP: Colocated. Medicaid Fraud Unit: Informal Partnership. Insurance Fraud Unit: Informal Partnership. Attorney General: Informal Partnership. Banking Fraud Association: Informal Partnership. Goodwill: Informal Partnership. District City Officials: Informal Partnership. State Political Officials: Informal Partnership. Federal Rep/Congress: Informal Partnership.

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>			X							
<b>AAAs</b>										
<b>AARP</b>										
<b>Legal Services</b>					X		X			
<b>Ombudsman</b>							X		X	
<b>RSVP</b>		X						X	X	
<b>SHIP</b>		X					X			
<b>Housing Service Coordinators</b>										X
<b>Other</b>					X		X			
<b>Agency identified as "other":</b>	APS: one-on-one counseling. CSP: one-on-one counseling. Medicaid Fraud Unit: complex issues and referrals. Insurance Fraud Unit: complex issues and referrals. Attorney General: complex issues and referrals. Banking Fraud Association: complex issues and referrals.									



## District of Columbia SMP State Profile

<b>State</b>	District of Columbia (DC)
<b>Contact Information</b>	Theresa Brownson SMP Manager AARP Legal Counsel for the Elderly 601 E. Street, NW Washington, DC 20049 Direct Line: 202-434-2153 FAX: 202-434-6595 <a href="http://www.aarp.org/states/dc/LCE/senior-medicare-patrol.html">http://www.aarp.org/states/dc/LCE/senior-medicare-patrol.html</a> <a href="mailto:tbrownson@aarp.org">tbrownson@aarp.org</a>
<b>Name of agency receiving SMP grant</b>	AARP Legal Counsel for the Elderly
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	10
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	57
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – No, None Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Manager	Manager, SMP DC	100%	AARP Legal Counsel for the Elderly
Volunteer Coordinator	Recruit and train volunteers	100%	AARP Legal Counsel for the Elderly
Administrative Associate	Administrative and assist with volunteers	100%	AARP Legal Counsel for the Elderly

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	
<b>AARP</b>	
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>										
<b>AAAs</b>										
<b>AARP</b>										
<b>Legal Services</b>										
<b>Ombudsman</b>		X								
<b>RSVP</b>										
<b>SHIP</b>										
<b>Housing Service Coordinators</b>										
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Florida SMP State Profile

<b>State</b>	Florida
<b>Contact Information</b>	Sonja Landry SMP Manager eQHealth Solutions 8591 United Plaza Blvd., Suite 270 Baton Rouge, LA 70809 Direct Line: 225-248-7898 Toll-free: 877-272-8720 FAX: 225-248-7050 <a href="http://www.stopmedicarefraud.org">http://www.stopmedicarefraud.org</a> <a href="mailto:smp-fl@eqhs.org">smp-fl@eqhs.org</a>
<b>Name of agency receiving SMP grant</b>	eQHealth Solutions
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	122
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	
<b>% of time allotted for this role:</b>	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	
<b>Does your SMP have subcontractors or subgrantees?</b>	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	
<b>Who is responsible for complex issues and referrals management?</b>	
<b>Who uses SMART FACTS?</b>	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	
AAAs	
AARP	
Legal Services	
Ombudsman	
RSVP	
SHIP	
Housing Service Coordinators	
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										
Agency identified as "other":										

## Georgia SMP State Profile

<b>State</b>	Georgia
<b>Contact Information</b>	Christine Williams (Interim) SMP Coordinator GeorgiaCares #2 Peachtree Street, NW, Suite 33 Atlanta, GA 30303-3142 Direct Line: Toll-free: 866-552-4464 Option 4 FAX: 770-344-3250 <a href="http://www.mygeorgiacares.org">http://www.mygeorgiacares.org</a> <a href="mailto:christine.williams@dhs.ga.gov">christine.williams@dhs.ga.gov</a>
<b>Name of agency receiving SMP grant</b>	Department of Human Services Division of Aging Services
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	310
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	75%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Program Coordinator	Grant management	100%	SMP
Volunteer Coordinator	Volunteer management	75%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Colocated
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X	X			X				
<b>AAAs</b>		X	X		X	X	X	X	X	X
<b>AARP</b>										
<b>Legal Services</b>										
<b>Ombudsman</b>										
<b>RSVP</b>										
<b>SHIP</b>		X	X	X	X	X	X	X	X	X
<b>Housing Service Coordinators</b>										
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Guam SMP State Profile

<b>State</b>	Guam
<b>Contact Information</b>	Arthur U. San Agustin, MHR SMP Director Guam Dept. of Public Health & Social Services, Div. of Senior Citizens 130 University Drive Castle Mall Bldg., Suite 8 Mangilao, GU 96913 Direct Line: 671-735-7103 <a href="http://dphss.guam.gov/content/senior-medicare-patrol-smp-project">http://dphss.guam.gov/content/senior-medicare-patrol-smp-project</a> <a href="mailto:Arthur.sanagustin@dphss.guam.gov">Arthur.sanagustin@dphss.guam.gov</a>
<b>Name of agency receiving SMP grant</b>	Department of Public Health and Social Services
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	9
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	10
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	None
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – n/a Staff – n/a
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff, Volunteers

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Guam SMP Director	Oversee the management of the Guam SMP Project	.05%	Senior Citizens Administrator for the Guam State Office on Aging
Program Coordinator III	SMP Program Coordinator	50%	Colocated with Guam SHIP Program

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Not available in Guam
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Not available in Guam
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Title III Aging Case Management Services Program: Informal Partnership.

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>										
<b>AAAs</b>										
<b>AARP</b>		X		X		X	X	X		
<b>Legal Services</b>										
<b>Ombudsman</b>		X				X				
<b>RSVP</b>										
<b>SHIP</b>										
<b>Housing Service Coordinators</b>										
<b>Other</b>							X			
<b>Agency identified as "other":</b>	Title III Aging Case Management Services Program									



## Hawaii SMP State Profile

<b>State</b>	Hawaii
<b>Contact Information</b>	Laurel Paleka Coordinator of Volunteers Hawaii Executive Office on Aging 250 South Hotel Street, Room 406 Honolulu, HI 96813-2831 Direct Line: 808-586-7319 Toll-free: 800-296-9422 FAX: 808-586-0185 <a href="http://www.smphawaii.org">http://www.smphawaii.org</a> <a href="mailto:laurel.paleka@doh.hawaii.gov">laurel.paleka@doh.hawaii.gov</a>
<b>Name of agency receiving SMP grant</b>	Executive Office on Aging
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	17
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	78
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	None
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers
<b>Who uses SMART FACTS?</b>	SMP staff, Volunteers

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Coordinator	Write grant application. Oversee grant implementation. Write semi-annual and annual reports. Procure goods and services according to state procurement law. Manage complex issues and referrals. Train volunteers for complex issues role. Coordinate SMP Hawaii Advisory Council. Develop educational outreach materials.	100%	Executive Office on Aging, the State Unit on Aging

SMP Assistant	Coordinate volunteers: Recruit, screen, train, supervise and evaluate volunteers. Maintain volunteer records. Input performance data into SMART FACTs. Implement VRPM. Coordinate group presentations and community education events. Develop partnerships to expand statewide outreach.	100%	
Temporary Part-Time Worker	Provide administrative support. Process volunteer mileage reimbursement. Enter simple inquiries and one-on-one counseling data into SMART FACTs. Develop databases for outreach contacts. Perform clerical tasks for volunteer conferences.		

### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

ADRC	Colocated
AAAs	Informal Partnership
AARP	Informal Partnership
Legal Services	Colocated
Ombudsman	Colocated
RSVP	Written Agreement
SHIP	Colocated
Housing Service Coordinators	No Relationship
Other	State Department of the Attorney General, State Department of Commerce and Consumer Affairs, State Office of Language Access – Informal Partnership

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTs	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										

## Idaho SMP State Profile

<b>State</b>	Idaho
<b>Contact Information</b>	Pam Catt-Oliason Program Specialist Idaho Commission on Aging 341 West Washington Street, 3 <sup>rd</sup> floor Boise, Idaho 83702 Direct Line: 208-577-2852 Toll-free: 877-471-2777 Fax: 208-334-3033 <a href="http://www.aging.idaho.gov/smp/index.html">http://www.aging.idaho.gov/smp/index.html</a> <a href="mailto:pam.catt-oliason@aging.idaho.gov">pam.catt-oliason@aging.idaho.gov</a>
<b>Name of agency receiving SMP grant</b>	Idaho Commission on Aging
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	14
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	96
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50-75% FTE – 6 contractors
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a “volunteer host organization?”</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	Combination of both staff and volunteers
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Director		85%	SMP
Contracts Manager		5%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Written Agreement
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Centers for Independent Living

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X			X	X	X	X	X	X
<b>AAAs</b>		X			X	X	X	X	X	X
<b>AARP</b>		X				X				
<b>Legal Services</b>		X				X				
<b>Ombudsman</b>		X				X		X		
<b>RSVP</b>		X				X				
<b>SHIP</b>		X			X	X	X	X	X	X
<b>Housing Service Coordinators</b>						X				
<b>Other</b>		X			X	X	X	X	X	X
<b>Agency identified as "other":</b>	CCOA: Aging, Weatherization and Community Services (not for profit contractor)									

## Illinois SMP State Profile

<b>State</b>	Illinois
<b>Contact Information</b>	Jason Echols SMP - Healthcare Consumer Protection Coordinator AgeOptions 1048 Lake Street, Suite 300 Oak Park, IL 60301-1102 Direct Line: 708-383-0258 Toll-free: 800-699-9043 FAX: 708-524-0870 <a href="http://www.illinoismp.org">www.illinoismp.org</a> <a href="mailto:jason.echols@ageoptions.org">jason.echols@ageoptions.org</a>
<b>Name of agency receiving SMP grant</b>	AgeOptions
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association
<b>Number of years your agency has held the SMP grant</b>	19
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	51
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	>100% (multiple CoV)
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	85%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, All
<b>Who is responsible for complex issues and referrals management?</b>	A small group of designated SMP staff are assigned to this task
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Health Care Consumer Protection Coordinator	SMP Director	100%	AgeOptions (Illinois SMP Program)
SMP Volunteer Specialist	SMP Coordinator of Volunteers	100%	AgeOptions (Illinois SMP Program)
Health Care Fraud Information Specialist	Taking calls to the SMP hotline and referring complex issues	40%	AgeOptions (Illinois SMP Program)
SMP Volunteer Specialist	SMP Coordinator of Volunteers for Southern Illinois	50%	Partner Agency

Manager of Health Care Access	Program oversight as manager of the unit that houses the SMP Program	10%	AgeOptions (Illinois SMP Program)
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### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

<b>ADRC</b>	Comanaged, Colocated, Contract
<b>AAAs</b>	Comanaged, Colocated, Contract
<b>AARP</b>	No Relationship
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Informal Partnership. In Illinois, we have regular conference calls for a Stakeholder Committee which is made up of representatives from our Medicare Program Integrity Contractors (ZPIC, PSCs, MEDIC, CMS Regional Office), Law Enforcement (FBI, HHS OIG, U.S. Attorney's Office), Medicaid Fraud Control Unit (State Police, OIG at state Medicaid office), Illinois Attorney General's Office, SHIP, state Long Term Care Ombudsman, Illinois QIO, U.S. Postal Inspection Service, and the Social Security Administration.

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X	X	X	X	X	X	X	X	X
<b>AAAs</b>		X	X	X	X	X	X	X	X	X
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>	X									
<b>Housing Service Coordinators</b>	X									
<b>Other</b>		X				X	X		X	X
<b>Agency identified as "other":</b>	Local Senior Service Agencies that host volunteers; Coalition of Limited English Speaking Elderly who translate materials for us									

## Indiana SMP State Profile

<b>State</b>	Indiana
<b>Contact Information</b>	Nancy Gilmer Stone SMP Program Director Indiana Association of AAAs IAAAA Education Institute 4755 Kingsway Dr. Suite 318 Indianapolis, IN 46205 Direct line: 317-205-9201 Ext. 207 Toll-free: 800-986-3505 (in state only) FAX: 317-205-9201 <a href="http://www.iaaaa.org/smp.asp">http://www.iaaaa.org/smp.asp</a> <a href="mailto:nstone@iaaaa.org">nstone@iaaaa.org</a>
<b>Name of agency receiving SMP grant</b>	Indiana Association of Area Agencies on Aging Education Institute
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association
<b>Number of years your agency has held the SMP grant</b>	17
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	86
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	75%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Under 25%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, A;;
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist (may or may not be Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Nancy Stone	SMP Project Director	100%	SMP
Barb Miller	Education and outreach coordinator. Identify potential VHOs.	100%-part time	SMP
Ronda Crist	SMP Volunteer Coord. Responsible for VRPM program, recruitment, support to VHOs.	100%-part time	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Contract, Written Agreement
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	No Relationship
<b>RSVP</b>	No Relationship
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Indiana Attorney General's Office, Indiana Secretary of State's Office, Contracts with 2 Senior Centers

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X	X		X	X	X	X	X	X
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>		X	X		X	X	X	X	X	X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>										
<b>Agency identified as "other":</b>										



## Iowa SMP State Profile

<b>State</b>	Iowa
<b>Contact Information</b>	<p>Nancy Creery  SMP Project Coordinator  Northeast Iowa AAA  2101 Kimball Avenue, Suite 320  Waterloo, IA 50702  Mailing address:  PO Box 388  Waterloo, IA 50704-0388  Direct Line: 319-874-6853  Toll-free: 800-423-2449  FAX: 319-272-2459  <a href="http://www.iowaSMP.org">www.iowaSMP.org</a>  <a href="mailto:ncreery@nei3a.org">ncreery@nei3a.org</a></p>
<b>Name of agency receiving SMP grant</b>	Northeast Iowa Area Agency on Aging, Inc.
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association
<b>Number of years your agency has held the SMP grant</b>	8
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	45
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	> 100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	85%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	Combination of both SMP staff AND subcontractors handling complex issues and referrals
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
State Project Coordinator	Statewide day to day oversight of all program operations	100%	SMP
Grant Coordinator	Technical and operational consulting to rest of staff	20%	SMP
Statewide Training Coordinator	Plan & conduct new volunteer and VHO staff training, volunteer and VHO staff	100%	SMP

	update training and outreach via training to ADRC and other partners		
Administrative assistant	Clerical support	25%	SMP
Agency fiscal director	Financial reporting	5%	SMP

### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

<b>ADRC</b>	Colocated
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	No Relationship
<b>RSVP</b>	No Relationship
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	Beginning Informal Partnership with SAIF (Seniors Against Investment Fraud located at our state's insurance division), information Informal Partnerships with the limited # of TRIADS and SALTs in our state

Activities that the following entities conduct <u>for</u> the SMP program (if any)										
	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X	X	X	X	X	X	X	X	X
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>	X									
<b>Housing Service Coordinators</b>	X									
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Kansas SMP State Profile

<b>State</b>	Kansas	
<b>Contact Information</b>	Craig Kaberline - Interim SMP Program Director Kansas Department for Aging and Disability Services 503 S. Kansas Avenue Topeka, KS 66603 Direct Line: 785- 296-0256 Toll-free: 800-860-5260 FAX: 785-296-0256 <a href="http://www.kdads.ks.gov/SeniorServices/SMP/smp_index.html">http://www.kdads.ks.gov/Senior Services/SMP/smp_index.html</a> <a href="mailto:Craig.Kaberline@ks.gov">Craig.Kaberline@ks.gov</a>	Tanya Lorenzo SMP Program Manager Kansas Department for Aging and Disability Services 503 S. Kansas Avenue Topeka, KS 66603 Direct Line: 785-296-0377 Toll-free: 800-860-5260 FAX: 785-296-0256 <a href="http://www.kdads.ks.gov/SeniorServices/SMP/smp_index.html">http://www.kdads.ks.gov/Senior Services/SMP/smp_index.html</a> <a href="mailto:Tanya.Lorenzo@kdads.ks.gov">Tanya.Lorenzo@kdads.ks.gov</a>
<b>Name of agency receiving SMP grant</b>	Kansas Department for Aging and Disability Services	
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)	
<b>Number of years your agency has held the SMP grant</b>	10	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	42	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes	
<b>% of time allotted for this role:</b>	100%	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%	
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Under 25%	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – No, None	
<b>Who is responsible for complex issues and referrals management?</b>	SMP Staff	
<b>Who uses SMART FACTS?</b>	SMP Staff	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Leader	Oversight of SMP Staff	20%	SMP
Program Administrator	Oversight of SMP Program operations, coalition, and data entry.	100%	SMP
Volunteer Coordinator	Volunteer recruitment, training and data entry.	100%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	Contract
AAAs	Contract
AARP	Informal Partnership
Legal Services	No relationship
Ombudsman	No relationship
RSVP	Informal Partnership
SHIP	Colocated
Housing Service Coordinators	Informal Partnership
Other	Sedgwick County Extension Services - Contract; Harvey County Extension Service – Contract; Douglas Co. Senior Services – Contract; Kansas Office of the Attorney General – Informal Partnership; Kansas Bureau of Investigation – Contract; LeadingAge Kansas – Informal; AARP – Informal Partnership; DHHS Region 7 Inspector General – Informal Partnership; Kansas Insurance Department – Informal Partnership

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC		X				X	X	X		X
AAAs		X				X	X	X		X
AARP										
Legal Services	X									
Ombudsman	X									
RSVP										
SHIP		X	X			X	X	X		
Housing Service Coordinators										
Other		X	X			X	X	X	X	X
Agency identified as “other”:	Sedgwick County Extension Services – Booth, Answer Toll Free, Group Education, One-on-One Counseling, Volunteer Training, Service model dependent. <b>Harvey County Extension</b> - Booth, Group Education, One-on-One Counseling, Volunteer Training, Service model dependent. <b>Douglas County Senior Services</b> - Booth, Answer Toll Free, Group Education, One-on-One Counseling, Volunteer Training, Service model dependent. <b>Kansas Bureau of Investigation</b> – Volunteer Management.									

## Kentucky SMP State Profile

<b>State</b>	Kentucky
<b>Contact Information</b>	Michelle List Social Services Program Coordinator Senior Medicare Patrol Louisville Metro Department of Public Health & Wellness 400 E. Gray Street, Room 6 Louisville, KY 40202 Direct Line: 502- 574-6960 Toll-free: 877-603-6558 FAX: 502-574-6810 <a href="http://louisvilleky.gov/government/health-wellness/senior-medicare-patrol">http://louisvilleky.gov/government/health-wellness/senior-medicare-patrol</a> <a href="mailto:michelle.list@louisvilleky.gov">michelle.list@louisvilleky.gov</a>
<b>Name of agency receiving SMP grant</b>	Louisville Metro Department of Public Health and Wellness
<b>Type of organization that receives the SMP grant</b>	Metro Government
<b>Number of years your agency has held the SMP grant</b>	7
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	160
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a “volunteer host organization?”</b>	75%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Combination of both SMP staff AND subcontractors
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Social Services Program Coordinator	Program Director	100%	SMP
Community Outreach Coordinator	Coordinator of Volunteers	50%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Written Agreement
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Written Agreement
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>										
<b>AAAs</b>						X				
<b>AARP</b>										
<b>Legal Services</b>										
<b>Ombudsman</b>										
<b>RSVP</b>										
<b>SHIP</b>										
<b>Housing Service Coordinators</b>										
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Louisiana SMP State Profile

<b>State</b>	Louisiana	
<b>Contact Information</b>	Debra Rushing SMP Project Director eQHealth Solutions 8591 United Plaza Blvd., Suite 320 Baton Rouge, LA 70809 Direct Line: 225-926-6353, Ext. 3272 Toll-free: 877-272-8720 FAX: 225-923-0957 <a href="http://www.stopmedicarefraudla.org/drushing@eqhs.org">http://www.stopmedicarefraudla.org/drushing@eqhs.org</a>	Sonja Landry SMP Program Manager eQHealth Solutions 8591 United Plaza Blvd., Suite 320 Baton Rouge, LA 70809 Direct Line: 225-248-7898 Toll-free: 877-272-8720 FAX: 225-248-7050 <a href="http://www.stopmedicarefraudla.org/slandry@eqhs.org">http://www.stopmedicarefraudla.org/slandry@eqhs.org</a>
<b>Name of agency receiving SMP grant</b>	eQHealth Solutions	
<b>Type of organization that receives the SMP grant</b>	Private non-profit	
<b>Number of years your agency has held the SMP grant</b>	5	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	40	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes	
<b>% of time allotted for this role:</b>	100%	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None	
<b>Does your SMP have subcontractors or subgrantees?</b>	No	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None	
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)	
<b>Who uses SMART FACTS?</b>	SMP staff	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Director	Program oversight and administration	30%	SMP
Program Manager	Overall program management	100%	SMP
Complex Issues Specialist	Manage complex issues, perform outreach and education activities	100%	SMP
Volunteer Coordinator	Recruit, train and manage volunteers	100%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Informal Partnership
<b>AARP</b>	No Relationship
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	No Relationship
<b>RSVP</b>	Written Agreement
<b>SHIP</b>	Written Agreement
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	We work very closely with both the OIG/ HEAT Task Force and the Medicaid Fraud Control Unit. We do joint presentations, they provide training for our staff/volunteers, we partner on Healthcare Fraud Alerts.

Activities that the following entities conduct <u>for</u> the SMP program (if any)										
	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>	X									
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>		X				X		X		
<b>Housing Service Coordinators</b>	X						X			
<b>Other</b>	X									
<b>Agency identified as "other":</b>										



## Maine SMP State Profile

<b>State</b>	Maine
<b>Contact Information</b>	Gloria Rhode SMP Statewide Coordinator Legal Services for the Elderly 5 Wabon Street Augusta, ME 04330 Direct Line: 207-620-3117 Toll-free: 800-750-5353 (in state only) FAX: 207-621-0742 <a href="http://www.mainelse.org/content/maine-smp">http://www.mainelse.org/content/maine-smp</a> <a href="mailto:grhode@mainelse.org">grhode@mainelse.org</a>
<b>Name of agency receiving SMP grant</b>	Maine DHHS-Office of Aging and Disability Services
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	85
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes 5 regional coordinators, each residing at an Area Agency on Aging
<b>% of time allotted for this role:</b>	35%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, All
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff, Volunteers

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Statewide Coordinator	Oversight of statewide program, training design and delivery to staff/volunteers, presentation design and delivery, Informal Partnership development, outreach to statewide organizations	100%	Partner: Legal Services for the Elderly

Volunteer, Fraud and Outreach Specialist	Provides fraud training statewide, refers complex issues to contractors/law enforcement, trains volunteers/staff on SMART FACTS data entry, monitors SMART FACTS, consumer outreach	100%	Partner: Legal Services for the Elderly
Volunteer Coordinator (5)	Coordinate training, outreach and oversight of volunteers in their area, SMART FACTS data entry, outreach	35%	Partner: Southern Maine Area Agency on Aging, SeniorsPlus (Western Maine AAA), Spectrum Generations (Central Maine AAA), Eastern Area Agency on Aging, Aroostook Area Agency on Aging

### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

ADRC	Contract
AAAs	Contract
AARP	Informal Partnership
Legal Services	Contract
Ombudsman	Informal Partnership
RSVP	Informal Partnership
SHIP	Contract
Housing Service Coordinators	Informal Partnership
Other	Informal Partnerships: Maine Bureau of Insurance; Maine Medicaid Office; Maine Attorney Generals Office; CMS; Maine Primary Care Association (Rural Health Centers), Maine Office of Securities

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC		X	X	X	X	X	X	X	X	X
AAAs		X	X	X	X	X	X	X	X	X
AARP										
Legal Services		X	X	X	X	X		X	X	X
Ombudsman										
RSVP										
SHIP		X	X	X	X	X	X	X	X	X
Housing Service Coordinators										
Other										

## Maryland SMP State Profile

<b>State</b>	Maryland
<b>Contact Information</b>	<p>Jamie Robinson  SMP Project Director  Maryland Department of Aging  301 West Preston Street, Suite 1007  Baltimore, MD 21201  Direct Line: 410-767-2077  Toll-free: 800-243-3425 (in state only)  FAX: 410-333-7943  <a href="http://www.aging.maryland.gov/seniormedicarepatrol.html">www.aging.maryland.gov/seniormedicarepatrol.html</a>  <a href="mailto:jamie.robinson@maryland.gov">jamie.robinson@maryland.gov</a></p>
<b>Name of agency receiving SMP grant</b>	Maryland Department of Aging
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	16
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	124
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, all
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers SMP/SHIP staff at each of 19 AAAs input data or volunteer of trust
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors, Volunteers, SMP staff at State level as well as AAA staff and volunteers.

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Manager	Manage program administration of 19 AAA subgrantees to ensure compliance with grant and manage coordination of volunteers	100%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Colocated
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Not sure
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Colocated
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>										X
<b>AARP</b>	X	X								
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>										X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>	X									
<b>Agency identified as "other":</b>										

## Massachusetts SMP State Profile

<b>State</b>	Massachusetts
<b>Contact Information</b>	Lucilia Prates SMP Project Director Elder Services of the Merrimack Valley, Inc 280 Merrimack Street, Suite 400 Lawrence, MA 01843 Direct Line: 978-946-1326 Toll-free: 800-892-0890 FAX: 978-687-1067 <a href="http://www.MaSMP.org">www.MaSMP.org</a> <a href="mailto:lprates@ESMV.org">lprates@ESMV.org</a>
<b>Name of agency receiving SMP grant</b>	MA SMP Program
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	75
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	80%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers
<b>Who uses SMART FACTS?</b>	SMP staff and volunteers

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Program Director	Responsible for the overall implementation, management and oversight of the MA SMP Program while ensuring that the MA SMP Program message is being disseminated statewide and reaching target populations. Supervise staff and volunteers.	80%	SMP
SMP Program Outreach and Education Coordinator	Responsible for the Program's outreach and education efforts across the state.	80%	SMP

SMP Program Volunteer Coordinator	Responsible for recruitment, training and coordination of SMP volunteers.	80%	SMP
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### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

ADRC	Colocated
AAAs	Colocated
AARP	Informal Partnership
Legal Services	Informal Partnership
Ombudsman	Informal Partnership
RSVP	Informal Partnership
SHIP	Informal Partnership
Housing Service Coordinators	Informal Partnership
Other	Boston Elderly Commission – Informal; AAAs/ASAPs – Informal; AARP—Informal; CMS – Informal; Executive Office of Elder Affairs (State Unit on Aging)—Informal; Health Care for All—Informal; Healthstone Alzheimer Care—Informal; Mass Association of Older Americans – Informal; Multicultural Coalition on Aging – Informal; Northeast Independent Living Program – Informal; Office for Refugees and Immigrants – Informal; Office of the Attorney General – Informal; Office of the Inspector General – Informal; Safeguard Services (Medicare Part B Contractor) – Informal

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC	X	X								
AAAs			X				X			
AARP	X									
Legal Services	X									
Ombudsman	X									
RSVP	X									
SHIP	X						X			
Housing Service Coordinators	X									
Other										

## Michigan SMP State Profile

<b>State</b>	Michigan
<b>Contact Information</b>	Patricia MacKinnon SMP Program Manager MMAP, Inc. 6105 West St. Joseph, Suite 204 Lansing, MI 48917 Direct Line: 517-999-0656 (SMPs only) Toll-free: 800-803-7174 (consumers only) FAX: 517-886-1305 <a href="http://www.mmapinc.org">www.mmapinc.org</a> <a href="mailto:pat@mmapinc.org">pat@mmapinc.org</a>
<b>Name of agency receiving SMP grant</b>	MMAP, Inc.
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	20
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	313
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100% (can vary)
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Executive Director	Agency oversight	0.035	SMP
Program Manager	Grants oversight and administration	0.279	SMP
SMP Project Specialist	Grant implementation and partner support	0.41	SMP
Business Manager	Financial oversight and reporting	0.075	SMP
SMP Training Manager	Team member training and partner support	0.278	SMP

Program Assistant	Data entry/reporting	0.55	SMP
SMP Administrative Assistant	Office management	0.02	SMP

### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

ADRC	Informal Partnership
AAAs	Contract
AARP	Informal Partnership
Legal Services	No Relationship
Ombudsman	Informal Partnership
RSVP	Informal Partnership
SHIP	Comanaged, Colocated
Housing Service Coordinators	Informal Partnership
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC						X				
AAAs		X	X		X	X	X	X	X	X
AARP		X				X				
Legal Services	X									
Ombudsman										
RSVP								X	X	
SHIP		X	X		X	X	X	X	X	X
Housing Service Coordinators		X			X	X	X			
Other										
Agency identified as "other":										



## Minnesota SMP State Profile

<b>State</b>	Minnesota
<b>Contact Information</b>	Chris Benson SMP Coordinator Minnesota Board of Aging, Dept. of Human Services, Aging & Adult Services Div P.O. Box 64976 St. Paul, MN 55164-0976 Direct Line: 651-431-2716 Toll-free: 800-333-2433 FAX: 651-431-7415 <a href="http://www.minnesotahelp.info/Public/default.aspx?se=seniorchristopher.a.benson@state.mn.us">www.minnesotahelp.info/Public/default.aspx?se=seniorchristopher.a.benson@state.mn.us</a>
<b>Name of agency receiving SMP grant</b>	Minnesota Board on Aging
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	14
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	108
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100% We have 6 dedicated volunteer coordinators; one for each AAA region with oversight provided by the SMP coordinator and State Medicare Policy Lead
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Under 25% For the SMP basic grant less than 25% goes to the AAAs, but under the capacity building grant they receive additional funding.
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	Combination of both SMP staff AND subcontractors handling complex issues and referrals
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Program Coordinator	Manage and coordinate grant; provide technical assistance and training for staff and volunteers; quality assurance	100%	SMP

SMP Webmaster	Manage and update website content for both the public and internal staff website	50%	SMP
State Medicare Policy Staff/Team lead	Co-coordination of grant, oversight of work, Medicare subject matter expert	15%	SMP

### Relationship between SMP and other entities.

**Answer Options:** *Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	Colocated
AAAs	Contract
AARP	Informal Partnership
Legal Services	Informal Partnership
Ombudsman	Colocated
RSVP	Informal Partnership
SHIP	Colocated
Housing Service Coordinators	Informal Partnership
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										X
AAAs		X	X	X	X	X	X	X	X	X
AARP			X			X				
Legal Services										
Ombudsman										
RSVP										
SHIP										X
Housing Service Coordinators										
Other										
Agency identified as "other":	Note: We are Colocated with ADRC, Ombudsman and SHIP, so not sure how to answer those questions as the AAAs conduct the direct service work.									

## Mississippi SMP State Profile

<b>State</b>	Mississippi
<b>Contact Information</b>	Sonja Landry SMP Manager eQHealth Solutions 8591 United Plaza Blvd., Suite 270 Baton Rouge, LA 70809 Direct Line: 225-248-7898 Toll-free: 877-272-8720 FAX: 225-248-7050 <a href="http://www.stopmedicarefraud.org">http://www.stopmedicarefraud.org</a> <a href="mailto:smp-ms@eqhs.org">smp-ms@eqhs.org</a>
<b>Name of agency receiving SMP grant</b>	eQHealth Solutions
<b>Type of organization that receives the SMP grant</b>	
<b>Number of years your agency has held the SMP grant</b>	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	
<b>% of time allotted for this role:</b>	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	
<b>Does your SMP have subcontractors or subgrantees?</b>	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	
<b>Who is responsible for complex issues and referrals management?</b>	
<b>Who uses SMART FACTS?</b>	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	
AAAs	
AARP	
Legal Services	
Ombudsman	
RSVP	
SHIP	
Housing Service Coordinators	
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										
Agency identified as "other":										

## Missouri SMP State Profile

<b>State</b>	Missouri
<b>Contact Information</b>	Rona McNally SMP Project Director Care Connection for Aging Services 106 West Young Street Warrensburg, MO 64093 Direct Line: 660-747-3107 Toll-free: 888-515-6565 FAX: 660-747-3100 <a href="http://www.missourismp.org">http://www.missourismp.org</a> <a href="mailto:rmcnally@goaging.org">rmcnally@goaging.org</a>
<b>Name of agency receiving SMP grant</b>	District III Area Agency on Aging
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association
<b>Number of years your agency has held the SMP grant</b>	17
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	28
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Project Director	Project Administration	80%	SMP Office
SMP Volunteer Coordinator	Recruit, manage and train volunteers	100%	SMP Office
SMP Outreach Coordinator	Develop and disseminate outreach and education materials	60%	SMP Office
SMP Administrative Assistant	Answer toll-free line, forward referrals, data entry	100%	SMP Office

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	Written Agreement
<b>AARP</b>	Contract
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Written Agreement
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	Not sure

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X	X			X	X		X	X
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>								X		
<b>RSVP</b>		X				X	X			
<b>SHIP</b>		X				X	X	X		
<b>Housing Service Coordinators</b>	X									
<b>Other</b>	X									
<b>Agency identified as "other":</b>										

## Montana SMP State Profile

<b>State</b>	Montana
<b>Contact Information</b>	Renee Labrie-Shanks SMP / I & A Program Manager Missoula Aging Services 337 Stephens Avenue Missoula, MT 59801 Direct Line: 406-728-7682 Toll-free: 800-551-3191 (in state only) FAX: 406-728-7687 <a href="http://www.missoulaagingservices.org/advocacy.html">www.missoulaagingservices.org/advocacy.html</a> <a href="mailto:rlabrie@missoulaagingservices.org">rlabrie@missoulaagingservices.org</a>
<b>Name of agency receiving SMP grant</b>	Missoula Aging Services
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	43
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	75%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – Yes, All
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers. Other: Program Manager solely responsible for management of issues and referrals, however select group of volunteers are trained and provide research on cases to resolve first or refer to program manager if not.
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
MT SMP Program Manager	Statewide program manager	100%	SMP
Alicia Crandall	Volunteer Coordinator	50%	SMP
Chief Programs Officer	Oversight	25%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	Colocated, Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	We contract with all AAAs in our state, plus we are located in an AAA.

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X	X			X	X	X		
<b>AAAs</b>		X	X		X	X	X	X	X	X
<b>AARP</b>			X			X				
<b>Legal Services</b>						X				
<b>Ombudsman</b>						X				
<b>RSVP</b>		X	X			X	X	X	X	
<b>SHIP</b>		X	X		X	X	X			
<b>Housing Service Coordinators</b>						X				
<b>Other</b>										
<b>Agency identified as "other":</b>										



## Nebraska SMP State Profile

<b>State</b>	Nebraska
<b>Contact Information</b>	Alicia Jones SMP Director NE Department of Insurance 941 "O" Street, Suite 400 Lincoln, NE 68508 Direct Line: 402-471-3845 Toll-free: 800-234-7119 FAX: <a href="http://www.doi.nebraska.gov/shiip">www.doi.nebraska.gov/shiip</a> <a href="mailto:Alicia.jones@nebraska.gov">Alicia.jones@nebraska.gov</a>
<b>Name of agency receiving SMP grant</b>	Nebraska Department of Insurance
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	14
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	79
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	Combination of both SMP staff AND subcontractors handling complex issues and referrals
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Project Director	Manage Program and contract services	30%	SMP
Subgrantees staff			Partners

### Relationship between SMP and other entities.

**Answer Options:** *Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Comanaged, Colocated
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Comanaged, Colocated, Informal Partnership
<b>Ombudsman</b>	Colocated, Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Comanaged, Colocated, Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	SHIP is Colocated and Comanaged at the local level. Other includes US Attorney Generals Office, Better Business Bureau and Medicaid Program Integrity and Medicaid Fraud Control Unit

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X		X	X	X	X	X	X	X
<b>AARP</b>										
<b>Legal Services</b>										
<b>Ombudsman</b>										
<b>RSVP</b>										
<b>SHIP</b>										
<b>Housing Service Coordinators</b>										
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Nevada SMP State Profile

<b>State</b>	Nevada
<b>Contact Information</b>	Kim Harney-Moore SMP Director Nevada Aging and Disability Services Division 1820 E. Sahara Avenue, Suite 205 Las Vegas, NV 89104 Direct Line: 702-486-4323 Toll-free: 888-838-7305 (in state only) FAX: 702-486-0865 <a href="http://adsd.nv.gov/Programs/Seniors/SMP/SMP_Prog/kkharneymoore@adsd.nv.gov">http://adsd.nv.gov/Programs/Seniors/SMP/SMP_Prog/kkharneymoore@adsd.nv.gov</a>
<b>Name of agency receiving SMP grant</b>	Nevada Department of Health & Human Services, Aging and Disability Services Division
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Department of Health & Human/ Social Services
<b>Number of years your agency has held the SMP grant</b>	3
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	86
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	25%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Under 25%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Small group of designated SMP staff (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractor (Access to Healthcare Network)

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Director/Program Officer	SMP Director	100%	SMP
Project Associate	Day-to-day office management; volunteer scheduling	100%	SMP
Coordinator of Volunteers	Training and Recruitment of Volunteers; Presentations	100%	SMP

Outreach Coordinator	Identify, schedule and provide group education presentations, training of volunteers in presentation skills.	100%	SMP
Northern Volunteer Coordinator	Recruitment and training of volunteers in Northern Nevada	50%	Partner agency - Access to Healthcare Network

### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

<b>ADRC</b>	Colocated
<b>AAAs</b>	No Relationship – Nevada does not have AAAs
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	No Relationship
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	Contract: Access to Healthcare Network

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X								
<b>AAAs</b>	X									
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>		X				X	X	X		
<b>Housing Service Coordinators</b>	X									
<b>Other</b>		X		X		X	X	X	X	X
<b>Agency identified as "other":</b>	Access to Healthcare Network									

## New Hampshire SMP State Profile

<b>State</b>	New Hampshire
<b>Contact Information</b>	Louisa Simpson SHIP/SMP Director HHS - Bureau of Elderly & Adult Services Gallen State Office Park - 129 Pleasant Street Concord, NH 03301 Direct Line: 603-271-9080 Toll-free: 866-634-9412 FAX: 603-271-4643 <a href="http://www.servicelink.org">www.servicelink.org</a> <a href="mailto:louisa.simpson@dhhs.nh.us">louisa.simpson@dhhs.nh.us</a>
<b>Name of agency receiving SMP grant</b>	NH Dept of Health & Human Services, Bureau of Elderly and Adult Services
<b>Type of organization that receives the SMP grant</b>	Designated State Unit on Aging
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	9
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	25%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, All
<b>Who is responsible for complex issues and referrals management?</b>	Small group of designated SMP staff (may or may not be SMP Director)
<b>Who uses SMART FACTS?</b>	All SHIP and SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Director	Program manager for reporting, training, and lead for the local SMP Coordinators	30%	SMP -State agency
SHIP/SMP Coordinator	Local county lead for reporting, counseling, outreach, volunteer & staff training	30%	Partner agency
SMP Volunteer Consultant	Lead for all county sites for volunteer recruitment & outreach	100%	Partner Agency

### Relationship between SMP and other entities.

**Answer Options:** *Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Medicaid Client Services, Contracted Case Management Agencies

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X	X	X	X	X	X	X	X	X
<b>AAAs</b>										
<b>AARP</b>						X				
<b>Legal Services</b>		X			X	X	X			
<b>Ombudsman</b>						X	X			
<b>RSVP</b>		X	X	X	X	X	X	X	X	
<b>SHIP</b>		X	X	X	X	X	X	X	X	
<b>Housing Service Coordinators</b>		X			X	X				
<b>Other</b>		X								
<b>Agency identified as "other":</b>	New Hampshire Banking Association									

## New Jersey SMP State Profile

<b>State</b>	New Jersey
<b>Contact Information</b>	Charles Clarkson SMP Coordinator SMP of New Jersey Jewish Family & Vocational Services of Middlesex County 32 Ford Avenue, 2nd Floor Milltown, NJ 08850 Toll-free: 877-SMP-4359 (877-767-4359) Direct Line: 732-777-1940 FAX: 732-777-1889 <a href="mailto:charlesc@jfs.org">charlesc@jfs.org</a>
<b>Name of agency receiving SMP grant</b>	Jewish Family and Vocational Service of Middlesex County, Inc.
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	13
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	43
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Combination of staff and volunteers
<b>Who uses SMART FACTS?</b>	SMP staff, Volunteers

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Project Director	Overall Management	100%	SMP
Coordinator of Volunteers	Coordinating all volunteer work and complex issues	100%	SMP
Outreach Specialist	Outreach to African-American population	100%	SMP
Administrative Assistant	Administrative matters, social networking, web site	100%	SMP

### Relationship between SMP and other entities.

**Answer Options:** *Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	No Relationship
<b>AAAs</b>	Informal Partnership
<b>AARP</b>	No Relationship
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	No Relationship
<b>RSVP</b>	No Relationship
<b>SHIP</b>	Contract
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Informal Partnership State of New Jersey-Contract; US Attorney-Informal/Letter of Commitment; HomeCare Options-Informal/Letter of Commitment; Healthcare Quality Strategies, QIO-Informal/Letter of Commitment; NJ Foundation for Aging-Informal/Letter of Commitment; The Family Resource Network-Informal/Letter of Commitment; VNA Health Group-Informal/Letter of Commitment; Rutgers University-Informal/Letter of Commitment; Triad-Contract

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X								
<b>AARP</b>	X	X								
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>		X				X				
<b>Housing Service Coordinators</b>		X								
<b>Other</b>										
<b>Agency identified as "other":</b>	<b>HomeCare Options</b> -assisting to reach homebound population with our information; <b>SHIP</b> refers cases to SMP/ joint outreach; <b>Our partners</b> mostly assist us with joint outreach, publishing our info, links to web sites, etc.									



## New Mexico SMP State Profile

<b>State</b>	New Mexico	
<b>Contact Information</b>	Melissa B. Sisneros SMP Director/Benefits Counseling Manager NM Aging & Long-Term Services Dept. 2550 Cerrillos Road Santa Fe, NM 87505 Direct Line: 505-476-4713 Toll-free: 800-432-2080 FAX: 505-476-4710 <a href="http://www.nmaging.state.nm.us/Senior_Medicare_Patrol.aspx">http://www.nmaging.state.nm.us/Senior_Medicare_Patrol.aspx</a> <a href="mailto:Melissa.Sisneros@state.nm.us">Melissa.Sisneros@state.nm.us</a>	Anthony Romero ADRC Bureau Chief NM Aging & Long-Term Services Dept. 2550 Cerrillos Road Santa Fe, NM 87505 Direct Line: 505-476-4936 Toll-free: 800-432-2080 FAX: 505-476-4910 <a href="http://www.nmaging.state.nm.us/Senior_Medicare_Patrol.aspx">http://www.nmaging.state.nm.us/Senior_Medicare_Patrol.aspx</a> <a href="mailto:anthony.romero12@state.nm.us">anthony.romero12@state.nm.us</a>
<b>Name of agency receiving SMP grant</b>	New Mexico Aging & Long-Term Services	
<b>Type of organization that receives the SMP grant</b>	State Unit on Aging	
<b>Number of years your agency has held the SMP grant</b>	14	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	75	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes	
<b>% of time allotted for this role:</b>	100%	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	75%	
<b>Does your SMP have subcontractors or subgrantees?</b>	No	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some	
<b>Who is responsible for complex issues and referrals management?</b>	A small group of designated SMP staff are assigned to this task (may or may not include the SMP Director)	
<b>Who uses SMART FACTS?</b>	SMP staff	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Coordinator	Complex cases	100%	SMP
SMP Coordinator	Complex cases	100%	SMP
Volunteer Coordinator & Trainer	Volunteer Recruiter and Trainer	100%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Colocated
<b>AAAs</b>	Colocated
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Written Agreement
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Colocated
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Care Transitions

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X	X			X	X	X	X	X
<b>AAAs</b>		X				X		X		X
<b>AARP</b>										
<b>Legal Services</b>										
<b>Ombudsman</b>		X				X				X
<b>RSVP</b>										
<b>SHIP</b>		X	X		X	X	X	X	X	X
<b>Housing Service Coordinators</b>		X	X			X				
<b>Other</b>										
<b>Agency identified as "other":</b>										

## New York SMP State Profile

<b>State</b>	New York
<b>Contact Information</b>	Jenna Gladfelter SMP-NY Program Director LiveOn NY 49 W. 45th Street, 7th Floor New York, NY 10036 Toll-free: 877-678-4697 Direct Line: 212-398-6565 Ext. 244 <a href="http://www.liveon-ny.org/senior-medicare-patrol">http://www.liveon-ny.org/senior-medicare-patrol</a> <a href="mailto:jgladfelter@liveon-ny.org">jgladfelter@liveon-ny.org</a>
<b>Name of agency receiving SMP grant</b>	Live On New York
<b>Type of organization that receives the SMP grant</b>	
<b>Number of years your agency has held the SMP grant</b>	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	
<b>% of time allotted for this role:</b>	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	
<b>Does your SMP have subcontractors or subgrantees?</b>	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	
<b>Who is responsible for complex issues and referrals management?</b>	
<b>Who uses SMART FACTS?</b>	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Aging Services Administrator	Grants - summits -reports		
Coordinator	Volunteers, data entry - reports		
Aging Services Rep	Review		
Aging Services Rep	View		
Sr Accountant	Review fiscal		
Multi media specialist	Oversee publicity		
Executive Deputy Director	Input and review		
Accountant assistant	Review fiscal items		

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	
AAAs	
AARP	
Legal Services	
Ombudsman	
RSVP	
SHIP	
Housing Service Coordinators	
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										
Agency identified as "other":										

## North Carolina SMP State Profile

<b>State</b>	North Carolina
<b>Contact Information</b>	Kevin Robertson NCSMP Director/Volunteer Coordinator SHIIP North Carolina Department of Insurance 11 S. Boylan Avenue Raleigh, NC 27603 Direct Line: 919-807-6900 Toll-free: 855-408-1212 FAX: 919-807-6901 <a href="http://www.ncdoi.com/SHIIP/SHIIP_SMP_Home.aspx">http://www.ncdoi.com/SHIIP/SHIIP_SMP_Home.aspx</a> <a href="mailto:kevin.robertson@ncdoi.gov">kevin.robertson@ncdoi.gov</a>
<b>Name of agency receiving SMP grant</b>	North Carolina Department of Insurance-Seniors' Health Insurance Information Program (SHIIP)
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Insurance Department
<b>Number of years your agency has held the SMP grant</b>	11
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	515
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25-50% Eight Area Agencies on Aging are sub granted as NCSMP partners
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	A small group of designated SMP staff are assigned to this task (may or may not include the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP Staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Kevin Robertson	NCSMP Director/Coordinator of Volunteers	100%	SMP at SHIIP
Stephanie Bias	NCSMP Program Coordinator	100%	SMP at SHIIP
Dana Perkins	NCSMP Communications Specialist	100%	SMP at SHIIP
Rosalia Johnson	NCSMP Communications Specialist	100%	SMP at SHIIP
Diane Trainor	Outreach Specialist	50%	SMP at SHIIP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Contract
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X				X				
<b>AAAs</b>		X				X				
<b>AARP</b>		X				X				
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>		X				X	X			
<b>SHIP</b>		X	X	X	X	X	X	X	X	X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>										
<b>Agency identified as "other":</b>										

## North Dakota SMP State Profile

<b>State</b>	North Dakota
<b>Contact Information</b>	Linda Madsen SMP Project Manager North Dakota Center for Persons with Disabilities 500 University Avenue, W Minot, ND 58707 Toll-free: 800-233-1737 Direct Line: 701-858-3580 FAX: 701-858-3483 <a href="http://www.ndcpd.org/smp">www.ndcpd.org/smp</a> <a href="mailto:linda.madsen@minotstateu.edu">linda.madsen@minotstateu.edu</a>
<b>Name of agency receiving SMP grant</b>	NDCPD
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	8
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	34
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	10%
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	None
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	A small group of designated SMP staff are assigned to this task (may or may not include the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Project Director	Overall Management of the projects	80%	SMP
Training and Volunteer Coordinator	Responsible for RVC training	50%	SMP
Support Staff	Secretarial Support	25%	SMP
Regional Volunteer Coordinators (8)	Recruiting and training volunteers	15% each	Partner

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	No Relationship
<b>AAAs</b>	No Relationship
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	No Relationship

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>	X									
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>		X								
<b>SHIP</b>								X		
<b>Housing Service Coordinators</b>	X									
<b>Other</b>										
<b>Agency identified as "other":</b>										



## Ohio SMP State Profile

<b>State</b>	Ohio
<b>Contact Information</b>	Anne Fredrickson SMP Project Manager Pro Seniors, Inc. 7162 Reading Road, Suite 1150 Cincinnati, OH 45237 Toll-free: 800-488-6070 Direct Line: 513-458-5522 FAX: 513-338-1503 <a href="http://www.proseniors.org/sr_medicare_patrol.html">www.proseniors.org/sr_medicare_patrol.html</a> <a href="mailto:afredrickson@proseniors.org">afredrickson@proseniors.org</a>
<b>Name of agency receiving SMP grant</b>	Pro Seniors
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	12
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	58
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	Very small % from RSVP
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible Only SMP Project Manager handles all complex issues.
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Anne C. Fredrickson	Project Manager	80%	at agency holding grant
Volunteer Coordinator	Coordinates all activities for the SMP volunteers	100%	at agency holding grant
Project Assistant	Assists Project Manager and Volunteer Coordinator	100%	at agency holding grant

### Relationship between SMP and other entities.

**Answer Options:** *Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	No Relationship
<b>AAAs</b>	Informal Partnership
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Colocated
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Written Agreement
<b>SHIP</b>	Written Agreement
<b>Housing Service Coordinators</b>	Written Agreement
<b>Other</b>	State Teachers Retirement System (new), The Ohio Alliance for Retired Americans & The National Committee to Preserve Social Security & Medicare

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X								
<b>AARP</b>		X								
<b>Legal Services</b>		X	X							X
<b>Ombudsman</b>		X								X
<b>RSVP</b>		X						X		
<b>SHIP</b>		X				X		X		X
<b>Housing Service Coordinators</b>		X				X		X		X
<b>Other</b>		X				X				X
<b>Agency identified as "other":</b>	Ohio State Teachers Retirement System (STRS). The Ohio Alliance for Retired Americans. The National Committee to Preserve Social Security & Medicare									

## Oklahoma SMP State Profile

<b>State</b>	Oklahoma
<b>Contact Information</b>	Ray Walker SMP Director Oklahoma Insurance Department 5 Corporate Plaza, 3625 NW 56th St., Ste. 100 Oklahoma City, OK 73112 Toll-free: 888-967-9100 Direct Line: 405-521-6632 FAX: 405-522-4492 <a href="http://www.ok.gov/oid/Consumers/Information_for_Seniors/SMP.html">http://www.ok.gov/oid/Consumers/Information_for_Seniors/SMP.html</a> <a href="mailto:ray.walker@oid.ok.gov">ray.walker@oid.ok.gov</a>
<b>Name of agency receiving SMP grant</b>	Oklahoma Insurance Department
<b>Type of organization that receives the SMP grant</b>	State Insurance Department
<b>Number of years your agency has held the SMP grant</b>	21
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	3
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Under 25%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	A small group of designated staff assigned to this task.
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Project Director		50%	SMP
SMP Grant and Contracting Coordinator		50%	SMP
SMP Coordinator of Volunteers		50%	SMP
SMP Outreach Specialist		25%	SMP
SMP Outreach Specialist		25%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	Community Action Agencies; Tribal entities and Indian health facilities; Contract: Private non-profit Senior Organization (LIFE Senior Services)

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X				X			X	
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>		X	X	X	X	X	X	X	X	
<b>Housing Service Coordinators</b>	X									
<b>Other</b>		X				X	X		X	
<b>Agency identified as "other":</b>	LIFE Senior Services. We also work with several tribal entities and Indian health facilities, but we don't contract. Most informal partnerships are with agencies who refer fraud-related issues to our agency.									

## Oregon SMP State Profile

<b>State</b>	Oregon
<b>Contact Information</b>	Ryan Kibby SMP Project Director State Unit on Aging, Department of Human Services 500 Summer St NE, E12 Salem, OR 97301 Toll-free: 855-673-2372 Direct Line: 503-945-6041 FAX: 503-373-1133 <a href="http://www.adrcoforegon.org/medicare_prevent_fraud.php">http://www.adrcoforegon.org/medicare_prevent_fraud.php</a> <a href="mailto:ryan.e.kibby@state.or.us">ryan.e.kibby@state.or.us</a>
<b>Name of agency receiving SMP grant</b>	Department of Human Services
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	14
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	217
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Small group of designated SMP staff (may or may not be SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
OAA Program Analyst	SMP Project Director	50%	SMP (State Unit on Aging)

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Contract
<b>AARP</b>	No Relationship
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Contract
<b>RSVP</b>	Contract
<b>SHIP</b>	Contract
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	Contract: Centers for Independent Living

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>			X							X
<b>AAAs</b>	X									
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>		X				X		X	X	
<b>RSVP</b>		X			X	X	X	X	X	
<b>SHIP</b>		X				X	X	X	X	X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>	X					X	X	X	X	
<b>Agency identified as "other":</b>	Centers for Independent Living									

## Pennsylvania SMP State Profile

<b>State</b>	Pennsylvania
<b>Contact Information</b>	Rebecca Nurick SMP Project Director Center for Advocacy for the Rights and Interests of the Elderly 2 Penn Center Plaza 1500 JFK Blvd Suite 1500 Philadelphia, PA 19102 Toll-free: 800-356-3606 Direct Line: 267-546-3433 FAX: 215-545-5372 <a href="http://www.carie.org/programs-services/advocacy-services/fighting-medicare-fraud-in-pennsylvania/nurick@carie.org">http://www.carie.org/programs-services/advocacy-services/fighting-medicare-fraud-in-pennsylvania/nurick@carie.org</a>
<b>Name of agency receiving SMP grant</b>	Center For Advocacy for the Rights and Interests of the Elderly
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	16
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	56
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	Approx. 35%
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Almost exclusively staff. A few select volunteers will be trained to handle issues in the near future.
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Regional Volunteer Coordinator	Volunteer Coordinator	100%	at CARIE
Regional Volunteer Coordinator	Volunteer Coordinator	100%	at CARIE
Program Manager	Oversee all aspects of program	100%	at CARIE

Program Assistant	Volunteer coordination and program support	100%	at CARIE
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### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	No Relationship
AAAs	Informal Partnership
AARP	Informal Partnership
Legal Services	No Relationship
Ombudsman	Informal Partnership
RSVP	Written Agreement
SHIP	Informal Partnership
Housing Service Coordinators	No Relationship
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC	X									
AAAs		X								
AARP						X				
Legal Services	X									
Ombudsman						X				
RSVP		X						X	X	
SHIP		X								
Housing Service Coordinators	X									
Other										
Agency identified as "other":										



## Puerto Rico SMP State Profile

<b>State</b>	Puerto Rico
<b>Contact Information</b>	<p>Aracelis Abreu Ramos  SMP Project Director  Ombudsman Office for the Elderly of the Commonwealth of Puerto Rico  Edificio Plaza 1064, 3rd Floor, Ponce de Leon, Pda. 16  Santurce, PR 00919-1179  Toll-free: 800-981-1202  Direct Line: 787-721-6121 Ext. 247  FAX: 787-721-6510  <a href="mailto:aabreu@oppte.pr.gov">aabreu@oppte.pr.gov</a></p>
<b>Name of agency receiving SMP grant</b>	Ombudsman Office for the Elderly of the Commonwealth of Puerto Rico
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	23
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	0%
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – No, None Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP Staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Project Director	Overall program administration	100%	SMP
Counselor	Single issues, volunteers coordination's	100%	SMP
Counselor	Single issues, volunteers coordination's	100%	SMP
Administrative Assistant	Smart Facts data and administrative duties	100%	SMP
Information and Orientation Representative	Orientation, Complex Issues and Referrals	100%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	No relationship
<b>AAAs</b>	Colocated
<b>AARP</b>	Written agreement – MOU/PA
<b>Legal Services</b>	Written agreement – MOU/PA
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Written agreement – MOU/PA
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Written agreement – MOU/PA
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>										
<b>AAAs</b>		X					X			
<b>AARP</b>		X				X				
<b>Legal Services</b>							X			
<b>Ombudsman</b>		X					X			
<b>RSVP</b>		X				X				
<b>SHIP</b>		X					X			
<b>Housing Service Coordinators</b>		X				X				
<b>Other</b>		X						X	X	X
<b>Agency identified as “other”:</b>	CMS, Department of Health of P.R., QIPRO, Alzheimer Assoc., Catholic Social Services, Retirees Teachers Association, Association of Pensioners of the Electrical Energy Authority.									

## Rhode Island SMP State Profile

<b>State</b>	Rhode Island
<b>Contact Information</b>	Aleatha Dickerson SMP Project Director Rhode Island Dept. of Human Services Division of Elderly Affairs 57 Howard Avenue, 2 <sup>nd</sup> floor Cranston, RI 02920 Direct Line: 401-462-0931 FAX: 401-462-0503 <a href="http://www.dea.ri.gov/programs/SMP.php">http://www.dea.ri.gov/programs/SMP.php</a> <a href="mailto:aleatha.dickerson@dea.ri.gov">aleatha.dickerson@dea.ri.gov</a>
<b>Name of agency receiving SMP grant</b>	Rhode Island Department of Human Services Division of Elderly Affairs
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA) State (Territory or PR) Department of Health & Human/ Social Services
<b>Number of years your agency has held the SMP grant</b>	8
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	47
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75% RI SMP has six (6) grantee agencies.
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – n/a Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None (No AAAs in state)
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist (may or may not be SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Health Promotion Coordinator	SMP Project Director	40%	SMP
Human Services Policy and System Specialist	Volunteer Coordinator	100%	SMP
Human Services Policy and System Specialist	Provides options, counseling and educates consumers about SMP message	25%	SMP

Chief of Program Development	Communications Officer	20%	SMP
Chief of Program Development	SHIP Coordinator facilitating integration of SMP into SHIP work throughout the state	15%	SMP

### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

<b>ADRC</b>	Comanaged, Colocated, Contract, Written Agreement
<b>AAAs</b>	No Relationship
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Comanaged, Colocated, Contract, Written Agreement
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Contract: Senior Centers

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X		X		X	X	X	X	X
<b>AAAs</b>	X									
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>	X									
<b>SHIP</b>		X		X		X	X	X	X	X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>	X									
<b>Agency identified as "other":</b>	Senior Centers- contract with DSU									

## South Carolina SMP State Profile

<b>State</b>	South Carolina
<b>Contact Information</b>	Crystal K. Strong SMP Director Lt. Governor's Office on Aging 1301 Gervais Street, Suite 350 Columbia, SC 29201 Direct: 803-734-9889 Toll Free: 800-868-9095 Fax: 803-734-9887 <a href="http://aging.sc.gov/legal/Pages/MedicareFraud.aspx">http://aging.sc.gov/legal/Pages/MedicareFraud.aspx</a> <a href="mailto:cstrong@aging.sc.gov">cstrong@aging.sc.gov</a>
<b>Name of agency receiving SMP grant</b>	Lieutenant Governor's Office on Aging
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Unit on Aging (SUA)
<b>Number of years your agency has held the SMP grant</b>	14
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	13
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>Who is responsible for complex issues and referrals management?</b>	One complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP Staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Coordinator/Manager	SMP Coordinator/Manager	100%	SMP-SUA
SMP Director	SMP Director	25%	SMP-SUA
SMP-SHIP Coordinator	SMP-SHIP Coordinator	15%	SMP-SUA

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	Contract
AAAs	Contract
AARP	Informal Partnership
Legal Services	Informal Partnership
Ombudsman	Colocated
RSVP	Informal Partnership
SHIP	Colocated
Housing Service Coordinators	Colocated
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC		X	X	X		X	X	X	X	
AAAs		X	X	X		X	X	X	X	
AARP	X									
Legal Services	X									
Ombudsman		X					X			
RSVP	X									
SHIP		X	X	X	X	X	X	X	X	X
Housing Service Coordinators		X								
Other										
Agency identified as "other":										

## South Dakota SMP State Profile

<b>State</b>	South Dakota
<b>Contact Information</b>	Jamie Seiner SMP/SHIP SD Department of Social Services Division of Aging & Adult Services 700 Governor's Drive Pierre, SD 57501 Direct Line: 605-773-3656 Toll Free: 800-536-8197 Fax: 803-734-9887 <a href="http://www.shiine.net">www.shiine.net</a> <a href="mailto:Jamie.seiner@state.sd.us">Jamie.seiner@state.sd.us</a>
<b>Name of agency receiving SMP grant</b>	
<b>Type of organization that receives the SMP grant</b>	
<b>Number of years your agency has held the SMP grant</b>	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	27
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	
<b>% of time allotted for this role:</b>	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	
<b>Does your SMP have subcontractors or subgrantees?</b>	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	
<b>Who is responsible for complex issues and referrals management?</b>	
<b>Who uses SMART FACTS?</b>	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	
AAAs	
AARP	
Legal Services	
Ombudsman	
RSVP	
SHIP	
Housing Service Coordinators	
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										
Agency identified as "other":										



## Tennessee SMP State Profile

<b>State</b>	Tennessee
<b>Contact Information</b>	Loni Hitchcock Statewide SMP Coordinator Upper Cumberland Development District 1225 South Willow Ave. Cookeville, TN 38506 Direct: 931-476-4144 Toll Free: 866-836-7677 Fax: 931-432-8112 <a href="http://tnmedicarehelp.com/lholloway@ucdd.org">http://tnmedicarehelp.com/lholloway@ucdd.org</a>
<b>Name of agency receiving SMP grant</b>	Upper Cumberland Development District
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association
<b>Number of years your agency has held the SMP grant</b>	13
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	107
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	The statewide SMP Coordinator is the coordinator of volunteers. We also have PT in kind volunteer coordinators through the SHIP program at some of the local SMP sites.
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	75%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues specialist (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Director	Supervise program	50%	SMP
SMP Statewide Coordinator (in process of hiring)	Coordinate program/volunteers	100%	SMP

SMP Coordinator (8 positions)	coordinate local volunteers; outreach and education in their district	50% (part time staff at each AAA)	Subcontractor: First TN AAAD, East TN, HRA, Southeast AAAD, South Central AAAD, Greater Nashville AAAD, Southwest AAAD, Northwest AAAD, Mid South AAAD
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### Relationship between SMP and other entities.

**Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.**

ADRC	Colocated
AAAs	Colocated
AARP	Informal Partnership
Legal Services	Colocated
Ombudsman	Colocated
RSVP	Informal Partnership
SHIP	Written Agreement
Housing Service Coordinators	Written Agreement
Other	We cross train all SHIP and SMP volunteers and staff for both programs. We also use other professionals as partner/volunteers. They attend the two day volunteer training. SMP has MOUs with all host sites across the state, through our partnership with SHIP.

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC		X			X					
AAAs		X			X	X	X	X	X	X
AARP					X	X	X			
Legal Services					X					
Ombudsman					X					
RSVP					X					
SHIP		X			X	X	X	X	X	X
Housing Service Coordinators		X			X	X	X			
Other			X							
Agency identified as "other":	The fraud hot line is maintained and answered at the contract agency; Upper Cumberland Development District/Area Agency on Aging and Disability.									

## Texas SMP State Profile

<b>State</b>	Texas
<b>Contact Information</b>	Jennifer Salazar SMP Director The Better Business Bureau Education Foundation 1333 West Loop South, Suite 1200 Houston, Texas 77027 Tel: 713-341-6184 Fax: 713-341-6192 <a href="http://texassmp.org">http://texassmp.org</a> <a href="mailto:jsalazar@bbbhou.org">jsalazar@bbbhou.org</a>
<b>Name of agency receiving SMP grant</b>	Better Business Bureau
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	12
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	76
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes, 4: Houston, Texas Panhandle, Central Texas, San Antonio
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	25 – 50%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – No, None Staff – No, None
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	A small group of designated SMP staff are assigned to this task (may or may not include the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff, SMP subcontractors

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Director	Manages program	100%	SMP
Project Coordinator	Manages SMP effort in South Texas	100%	Lower Rio Grande Valley Area Agency on Aging
Volunteer / SMP Coordinator			3 Area Agencies on Aging

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	Informal Partnership
AAAs	Written Agreement
AARP	No Relationship
Legal Services	Informal Partnership
Ombudsman	No Relationship
RSVP	Written Agreement
SHIP	Informal Partnership
Housing Service Coordinators	Informal Partnership
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC		X								
AAAs		X			X	X	X		X	
AARP	X									
Legal Services										
Ombudsman										
RSVP		X				X		X	X	
SHIP	X									
Housing Service Coordinators	X									
Other										
Agency identified as "other":										

## Utah SMP State Profile

<b>State</b>	Utah
<b>Contact Information</b>	Darren Hotton SMP Project Director Utah Division of Aging and Adult Services 195 N 1950 W Salt Lake City, UT 84116 Direct Line: 801-538-4412 Toll-free: 877-824-6598 FAX: 801-538-4395 <a href="http://daas.utah.gov/senior-services/dhotton@utah.gov">http://daas.utah.gov/senior-services/dhotton@utah.gov</a>
<b>Name of agency receiving SMP grant</b>	Utah Division of Aging and Adult Services
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association, State (Territory or PR) Unit on Aging (SUA), Private non-profit
<b>Number of years your agency has held the SMP grant</b>	6
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	149
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	50%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None all at AAAs
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
State Director	Director	30%	SMP
State Supervisor	Data collection, supervisor of contracts	100%	AAA

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Informal Partnership
<b>AAAs</b>	Contract
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Colocated
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X			X	X	X	X	X	X
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>										X
<b>SHIP</b>		X			X	X	X	X	X	X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Vermont SMP State Profile

<b>State</b>	Vermont
<b>Contact Information</b>	Anita Hoy SMP Project Director Community of Vermont Elders 617 Comstock Road, Suite 7 Berlin, VT 05602 Toll-free: 888-865-2683 (in state only) Direct Line: 802-229-4731 FAX: 802-229-0156 <a href="http://www.vermontelders.org">www.vermontelders.org</a> <a href="mailto:anita@vermontelders.org">anita@vermontelders.org</a>
<b>Name of agency receiving SMP grant</b>	Community of Vermont Elders
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	11
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	49
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	> 100% (multiple CoV)
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	10%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – No, None Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist responsible (may or may not be the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
VT SMP Project Director	Provides direction, development and structure of the Vermont SMP	40%	SMP
Volunteer and Outreach Coordinator	Oversees and coordinates volunteers and outreach statewide	40%	SMP
Executive Director	Provides oversight, structure and education for all organizational programs	0.19%	SMP
Operations Manager	Provides book/record keeping, administrative assistance for all organizational programs	0.19%	SMP

Volunteer and Outreach Coordinator	Southern VT	~50%	
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### Relationship between SMP and other entities.

**Answer Options:** *Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	Informal Partnership
AAAs	Contract
AARP	Informal Partnership
Legal Services	Informal Partnership
Ombudsman	Informal Partnership
RSVP	Written Agreement
SHIP	Contract
Housing Service Coordinators	Informal Partnership
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC	X									
AAAs		X		X		X		X	X	X
AARP										
Legal Services	X									
Ombudsman	X									
RSVP						X		X	X	X
SHIP		X			X	X				X
Housing Service Coordinators						X				
Other						X				
Agency identified as "other":	Department of Financial Regulation and the Attorney General's Office									



## Virgin Islands SMP State Profile

<b>State</b>	Virgin Islands
<b>Contact Information</b>	
<b>Name of agency receiving SMP grant</b>	
<b>Type of organization that receives the SMP grant</b>	
<b>Number of years your agency has held the SMP grant</b>	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	
<b>% of time allotted for this role:</b>	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	
<b>Does your SMP have subcontractors or subgrantees?</b>	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	
<b>Who is responsible for complex issues and referrals management?</b>	
<b>Who uses SMART FACTS?</b>	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	
AAAs	
AARP	
Legal Services	
Ombudsman	
RSVP	
SHIP	
Housing Service Coordinators	
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										
Agency identified as "other":										

## Virginia SMP State Profile

<b>State</b>	Virginia
<b>Contact Information</b>	Marly Flores SMP Project Manager Virginia Association of Area Agencies on Aging 24 East Cary Street, Suite 100 Richmond, VA 23219 Toll-free: 800-938-8885 Direct Line: 804-644-5628 FAX: 804-644-5640 <a href="http://www.virginiasmp.org">http://www.virginiasmp.org</a> <a href="mailto:mflores@thev4a.org">mflores@thev4a.org</a>
<b>Name of agency receiving SMP grant</b>	Virginia Association of Area Agencies on Aging
<b>Type of organization that receives the SMP grant</b>	Area Agency on Aging or State AAA Association
<b>Number of years your agency has held the SMP grant</b>	15
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	35
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	Yes
<b>% of time allotted for this role:</b>	100%
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	50%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	51 – 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – Yes, Some Staff – Yes, Some
<b>Who is responsible for complex issues and referrals management?</b>	One SMP complex issues staff specialist (may or may not be Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Project Manager	Manage the Virginia SMP Program	100%	SMP
Volunteer Coordinator	Recruit, train and manage SMP volunteers	65%	SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Written Agreement
<b>AAAs</b>	Written Agreement
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	Informal Partnership
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Informal Partnership
<b>SHIP</b>	Informal Partnership
<b>Housing Service Coordinators</b>	Informal Partnership
<b>Other</b>	Bureau of Insurance - Informal Partnership

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>		X				X	X	X		
<b>AAAs</b>		X				X	X	X		
<b>AARP</b>										
<b>Legal Services</b>										
<b>Ombudsman</b>										
<b>RSVP</b>										
<b>SHIP</b>										
<b>Housing Service Coordinators</b>										
<b>Other</b>										
<b>Agency identified as "other":</b>										

## Washington SMP State Profile

<b>State</b>	Washington
<b>Contact Information</b>	Todd Dixon SMP Project Manager Office of the Insurance Commissioner 5000 Capitol Blvd. Tumwater, WA 98501 Toll-free: 800-562-6900 Direct Line: 360-725-7091 FAX: 360-586-2018 <a href="http://www.insurance.wa.gov/shiba/fraud/fraudabuse.shtml">http://www.insurance.wa.gov/shiba/fraud/fraudabuse.shtml</a> <a href="mailto:ToddD@oic.wa.gov">ToddD@oic.wa.gov</a>
<b>Name of agency receiving SMP grant</b>	Washington State Office of Insurance Commissioner
<b>Type of organization that receives the SMP grant</b>	State (Territory or PR) Insurance Department
<b>Number of years your agency has held the SMP grant</b>	11
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	16
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	100%
<b>Does your SMP have subcontractors or subgrantees?</b>	Yes
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	Over 75%
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, All Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	Small group of designated SMP staff are assigned (may or may not include the SMP Director)
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Manager			SMP

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	Written Agreement
<b>AAAs</b>	Contract
<b>AARP</b>	Contract
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	Informal Partnership
<b>RSVP</b>	Contract
<b>SHIP</b>	Colocated
<b>Housing Service Coordinators</b>	Written Agreement
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>		X				X		X	X	
<b>AARP</b>		X				X		X		
<b>Legal Services</b>	X									
<b>Ombudsman</b>	X									
<b>RSVP</b>		X				X	X	X	X	
<b>SHIP</b>										X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>										
<b>Agency identified as "other":</b>										

## West Virginia SMP State Profile

<b>State</b>	West Virginia
<b>Contact Information</b>	Rebecca Gouty (Interim) Project Director WV Bureau of Senior Services 3003 Town Center Mall Charleston, WV 25389 Direct line: 304-558-3317 Ext 103 Toll-free: 855-254-1720 <a href="http://www.wvship.org/AboutWVSHIPandSMP/tabid/132/Default.aspx">http://www.wvship.org/AboutWVSHIPandSMP/tabid/132/Default.aspx</a> <a href="mailto:Rebecca.A.Gouty@wv.gov">Rebecca.A.Gouty@wv.gov</a>
<b>Name of agency receiving SMP grant</b>	West Virginia Bureau of Senior Services
<b>Type of organization that receives the SMP grant</b>	
<b>Number of years your agency has held the SMP grant</b>	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	
<b>% of time allotted for this role:</b>	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	
<b>Does your SMP have subcontractors or subgrantees?</b>	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	
<b>Who is responsible for complex issues and referrals management?</b>	
<b>Who uses SMART FACTS?</b>	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
Program Manager			

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	
AAAs	
AARP	
Legal Services	
Ombudsman	
RSVP	
SHIP	
Housing Service Coordinators	
Other	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										
Agency identified as "other":										



## Wisconsin SMP State Profile

<b>State</b>	Wisconsin
<b>Contact Information</b>	Sonja Landry SMP Manager eQHealth Solutions 8591 United Plaza Blvd., Suite 270 Baton Rouge, LA 70809 Direct Line: 225-248-7898 Toll-free: 877-272-8720 FAX: 225-248-7050 <a href="http://www.stopmedicarefraud.org">http://www.stopmedicarefraud.org</a> <a href="mailto:slandry@eqhs.org">slandry@eqhs.org</a>
<b>Name of agency receiving SMP grant</b>	EQ Health Solutions
<b>Type of organization that receives the SMP grant</b>	
<b>Number of years your agency has held the SMP grant</b>	
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	
<b>% of time allotted for this role:</b>	
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	
<b>Does your SMP have subcontractors or subgrantees?</b>	
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	
<b>Who is responsible for complex issues and referrals management?</b>	
<b>Who uses SMART FACTS?</b>	

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

ADRC	
AAAs	
AARP	
Legal Services	
Ombudsman	
RSVP	
SHIP	
Housing Service Coordinators	
Other	

Activities that the following entities conduct <u>for</u> the SMP program (if any)										
	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
ADRC										
AAAs										
AARP										
Legal Services										
Ombudsman										
RSVP										
SHIP										
Housing Service Coordinators										
Other										
Agency identified as "other":										

## Wyoming SMP State Profile

<b>State</b>	Wyoming
<b>Contact Information</b>	Sandy Goodman SMP Program Manager Wyoming Senior Citizens, Inc. 106 West Adams Avenue Riverton, WY 82501 Toll-free: 800-856-4398 Direct Line: 307-856-6880 FAX: 307-856-4466 <a href="http://www.wyomingseniors.com/services/senior-medicare-patrol">http://www.wyomingseniors.com/services/senior-medicare-patrol</a> <a href="mailto:smpmgr@wyoming.com">smpmgr@wyoming.com</a>
<b>Name of agency receiving SMP grant</b>	Wyoming Senior Citizens, Inc
<b>Type of organization that receives the SMP grant</b>	Private non-profit
<b>Number of years your agency has held the SMP grant</b>	17
<b>Number of active volunteers in 2013 (from published OIG Report):</b>	10
<b>Do you have 1 or more coordinator(s) of volunteers?</b>	No
<b>% of time allotted for this role:</b>	n/a
<b>What percentage of total volunteer workforce serves under the auspices of a partner, otherwise known as a "volunteer host organization?"</b>	None
<b>Does your SMP have subcontractors or subgrantees?</b>	No
<b>If yes, what % of SMP budget goes to subcontractors or subgrantees?</b>	n/a
<b>At the local level, do SMP volunteers or staff also do SHIP work?</b>	Volunteers – Yes, Some Staff – Yes, All
<b>At the local level, do SMP volunteers or staff also do AAA work?</b>	Volunteers – No, None Staff – No, None
<b>Who is responsible for complex issues and referrals management?</b>	SMP Project Director
<b>Who uses SMART FACTS?</b>	SMP staff

Staffing Details			
Title	Role/Responsibility	% of Time on SMP Work	Housed @ SMP or Partner?
SMP Program Manager/ WSHIIP Coordinator	Manager SMP program, COV- SHIP work	90%	WSCI, Riverton
WSHIIP Program Manager/ SMP Coordinator	Manager SHIIP program- SMP work, manage SHIIP volunteers	10%	WSCI, Riverton
WSHIIP/SMP Coordinator	SHIIP/SMP work	50%	WSCI, Casper
WSHIIP/SMP Coordinator	SHIIP/SMP work	50%	WSCI, Cheyenne

### Relationship between SMP and other entities.

*Answer Options: Comanaged, Colocated (housed within the same organization), Contract, Written Agreement, Informal Partnership; No Relationship; Not Sure.*

<b>ADRC</b>	No Relationship
<b>AAAs</b>	No Relationship
<b>AARP</b>	Informal Partnership
<b>Legal Services</b>	No Relationship
<b>Ombudsman</b>	Colocated
<b>RSVP</b>	No Relationship
<b>SHIP</b>	Colocated, Informal Partnership
<b>Housing Service Coordinators</b>	No Relationship
<b>Other</b>	

### Activities that the following entities conduct for the SMP program (if any)

	Do not subcontract/ partner	Booths/ Exhibits at Community Events	Answer SMP Toll Free #	Enter data into SMART FACTS	Complex Issues & Referrals	Group Education Sessions	One-on-One Counseling	Volunteer Training	Volunteer Management	Service model and program delivery dependent upon this entity?
<b>ADRC</b>	X									
<b>AAAs</b>	X									
<b>AARP</b>	X									
<b>Legal Services</b>	X									
<b>Ombudsman</b>			X							
<b>RSVP</b>	X									
<b>SHIP</b>		X	X	X			X		X	X
<b>Housing Service Coordinators</b>	X									
<b>Other</b>										
<b>Agency identified as "other":</b>										