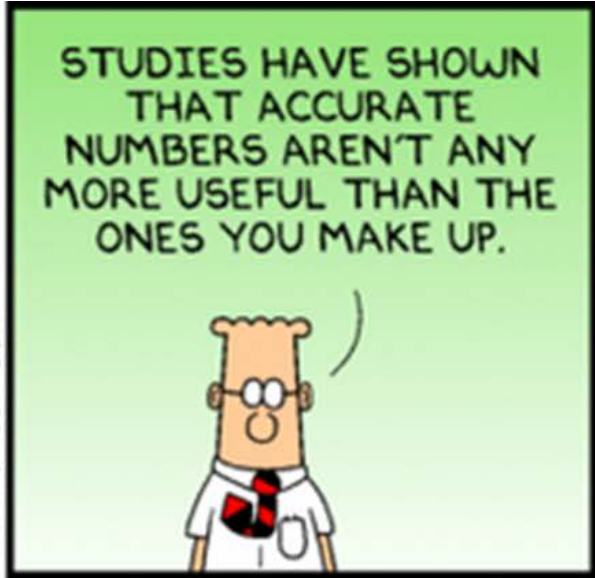
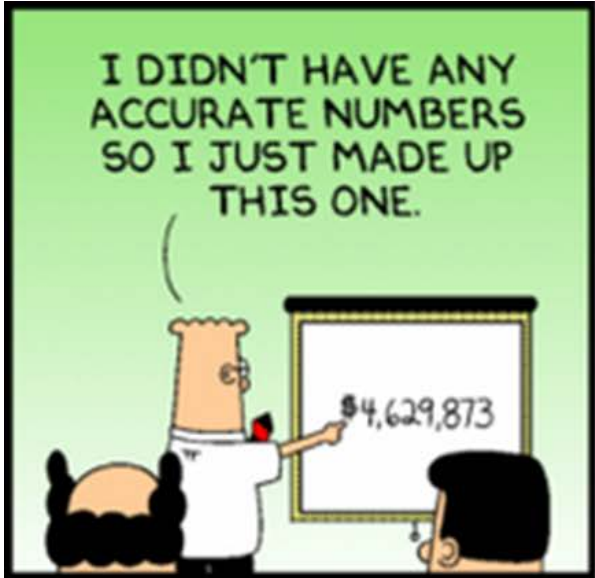




2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

SMP and SHIP Data



Who cares about numbers?

3



PERFORMANCE.GOV

PERFORMANCE MEASUREMENT AND EVALUATION:

Definitions and Relationships (Supersedes GAO-05-739SP)

GAO-11-646SP: Published: May 2, 2011. Publicly Released: May 2, 2011.



Coburn shows what \$28 billion in government waste looks like

By Leigh Ann Caldwell, CNN



2017 SMP/SHIP National Conference

Who cares about numbers?

4

OIG finds savings increase from Senior Medicare Patrols

HME News

WASHINGTON – **Senior Medicare Patrol** projects achieved \$163,904 in cost avoidance on behalf of Medicare and Medicaid in 2016, up from \$21,533 ...

Is the **Senior Medicare Patrol** a Good Investment?

Bloomberg BNA

Whether that holds true for the public sector remains to be seen after the recent release of a report focused on **Senior Medicare Patrol** results for 2016.

Seniors Had A Tough Week In Washington. It Could Get Worse

Forbes

However, a few suffered significant cuts. The **State Health Insurance Assistance Program** (SHIP), which helps guide seniors through the complexities ...

Medicare Is About To Get Even More Complicated

Huffington Post

... shouldn't need to fund a program in order to understand another program, the reality is that the **State Health Insurance Assistance Program** – SHIP ...

Medicare Advocates Don't Want SHIPs to Sail Away

Bloomberg BNA

The **State Health Insurance Assistance Program** provides the one-year grants. However, SHIP money would be axed next year under the ...

Our Three Rules

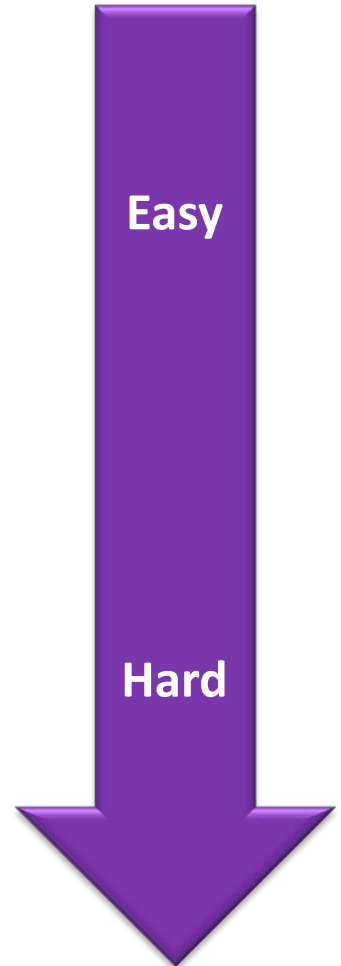
5

- 1. If it isn't here, it didn't happen*
- 2. If it isn't right, it doesn't count*
- 3. If we don't communicate it, no one knows*

Output vs. Efficiency vs. Outcome

6

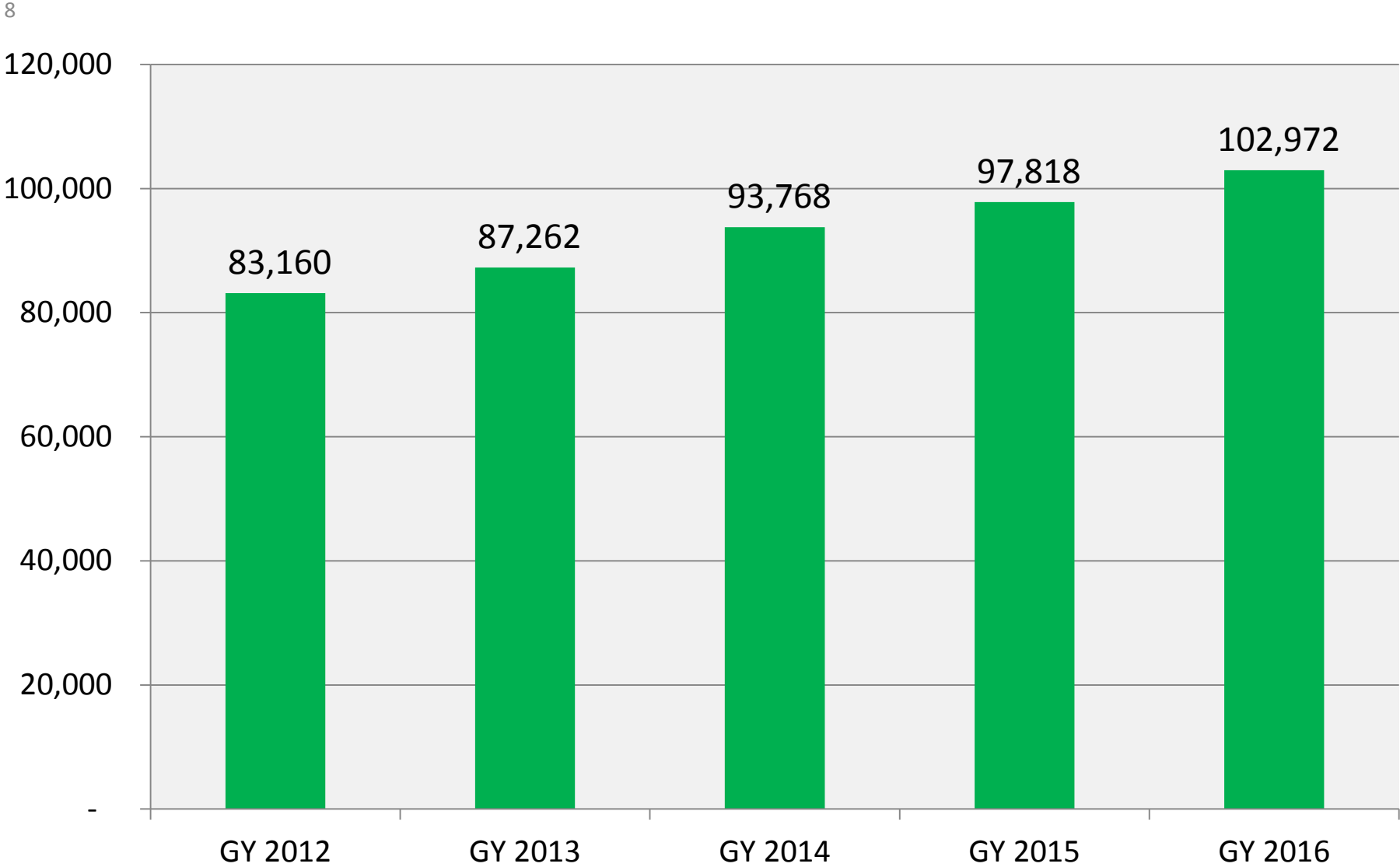
- **Output:** what comes out of the program (how many people did you serve?)
- **Efficiency:** what comes out divided by an input (how many people you served per volunteer)
- **Outcome:** what did the people do once you served them (people are better off by being a recipient of your services)
 - **Effectiveness** is usually an outcome



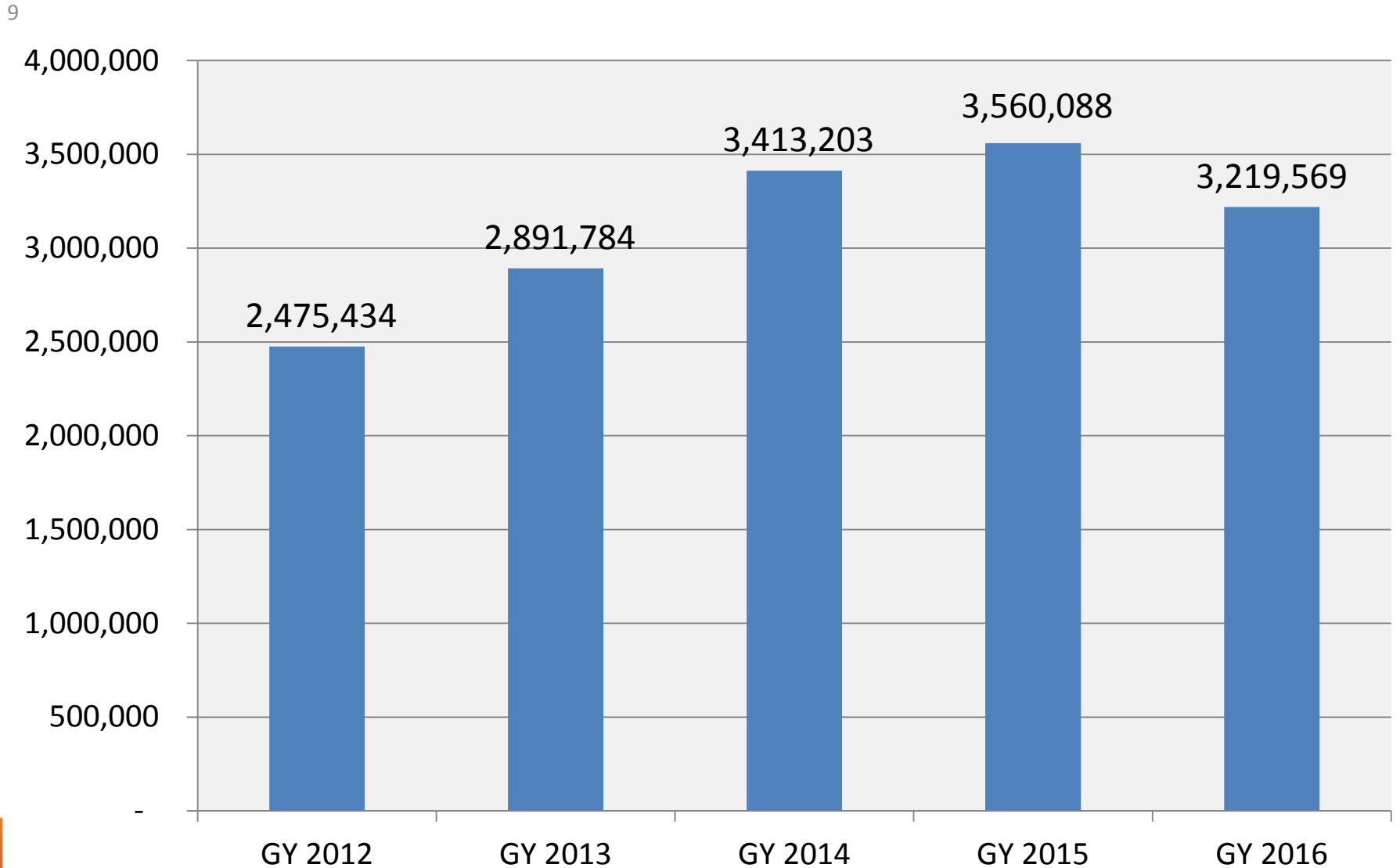


2017 SMP/SHIP National Conference

SHIP Data: Public and Media Events



SHIP Data: Client Contacts



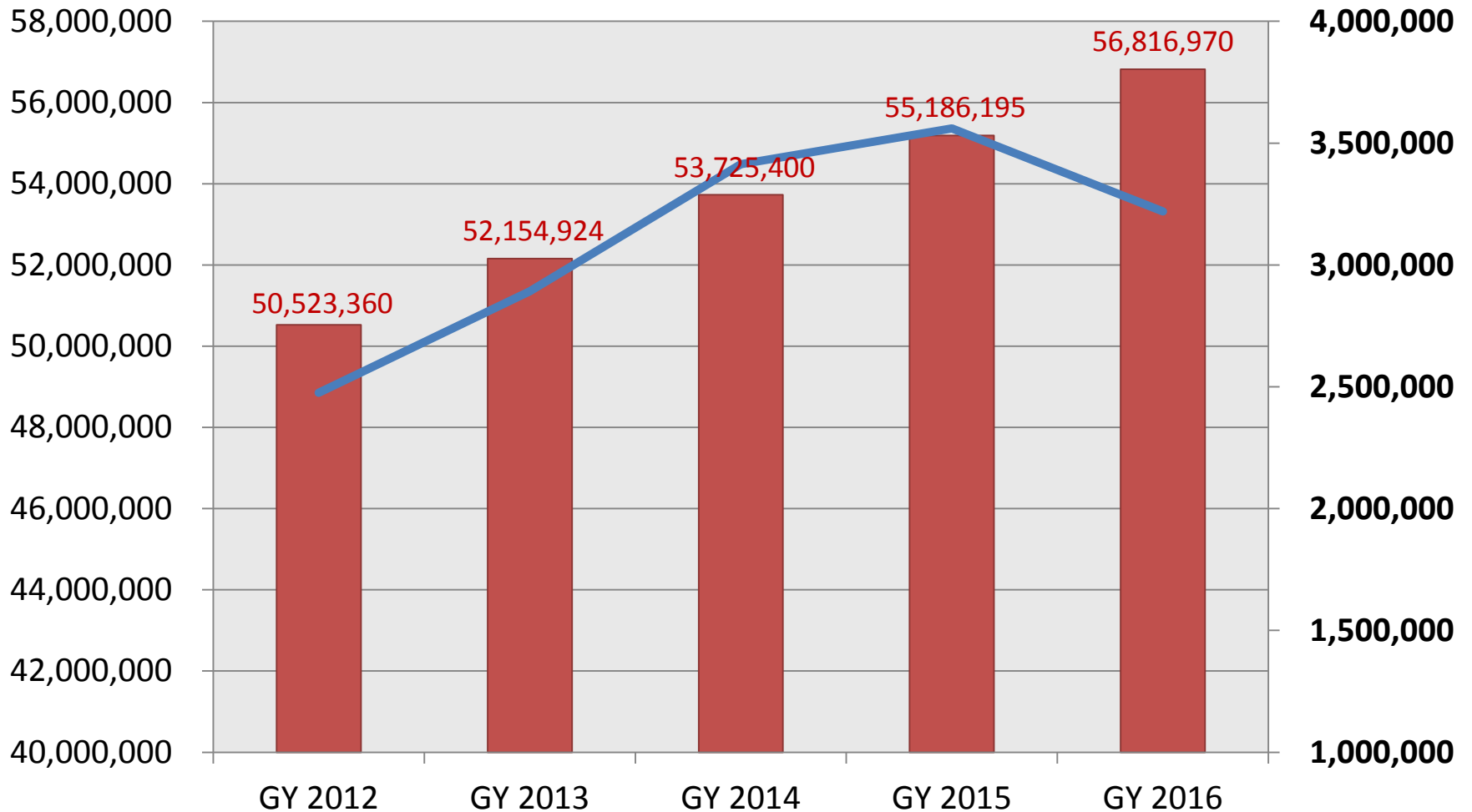
SHIP Data:

Number of Beneficiaries vs Client Contacts

10

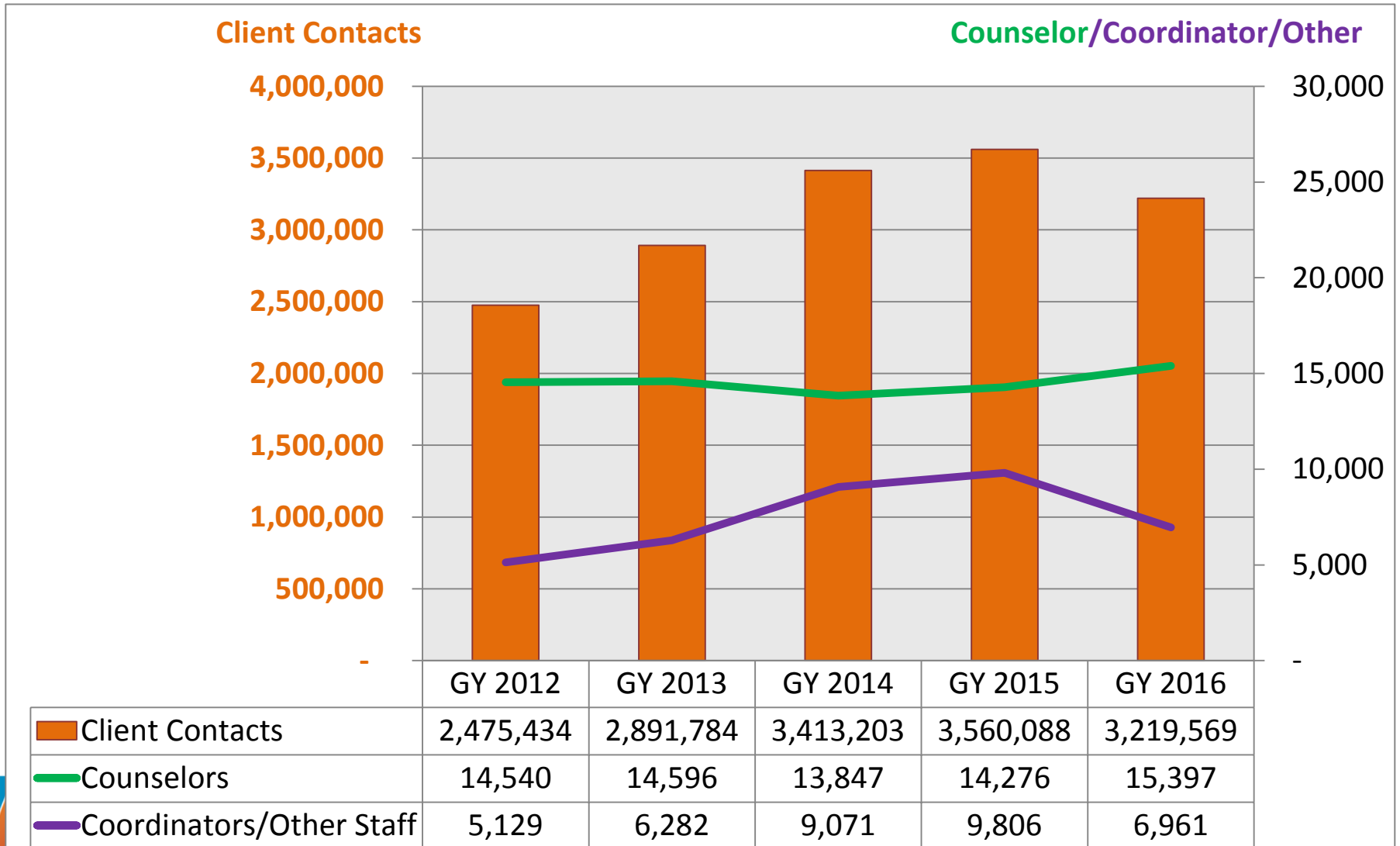
Beneficiaries

Client Contacts



SHIP Data: Client Contacts, Counselors, and Other Staff

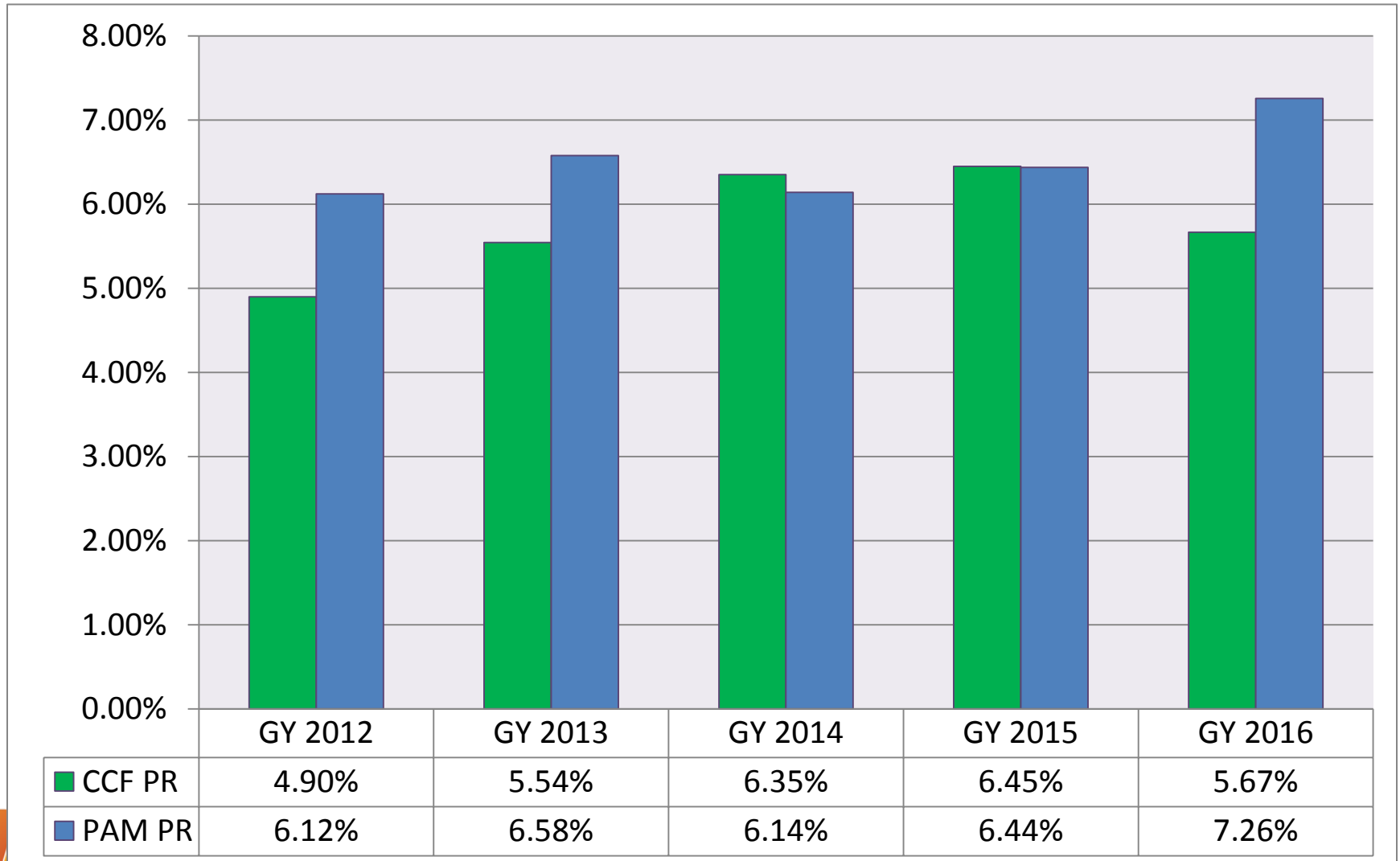
11



SHIP Data:

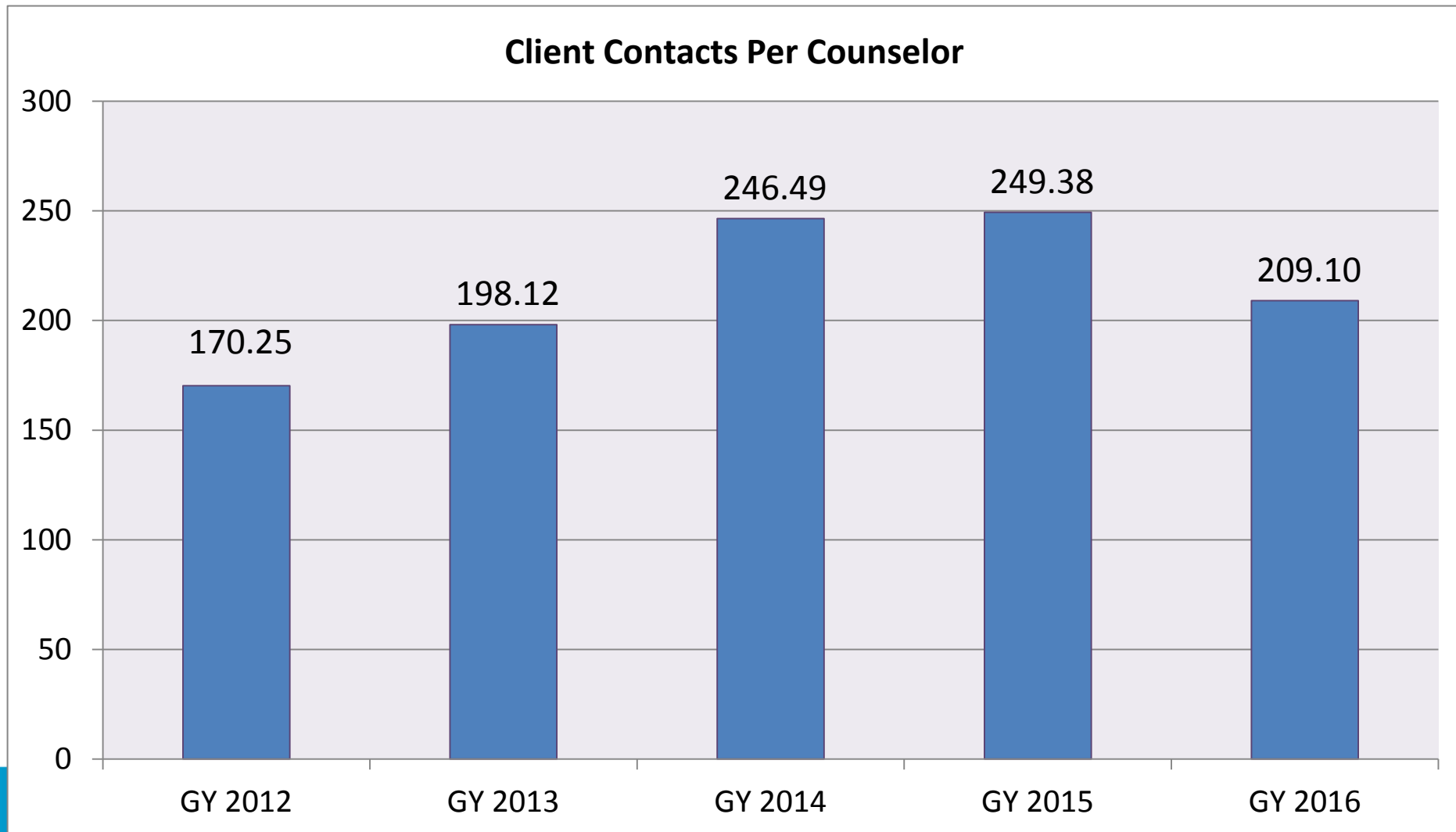
Percent of Medicare Population Served

12



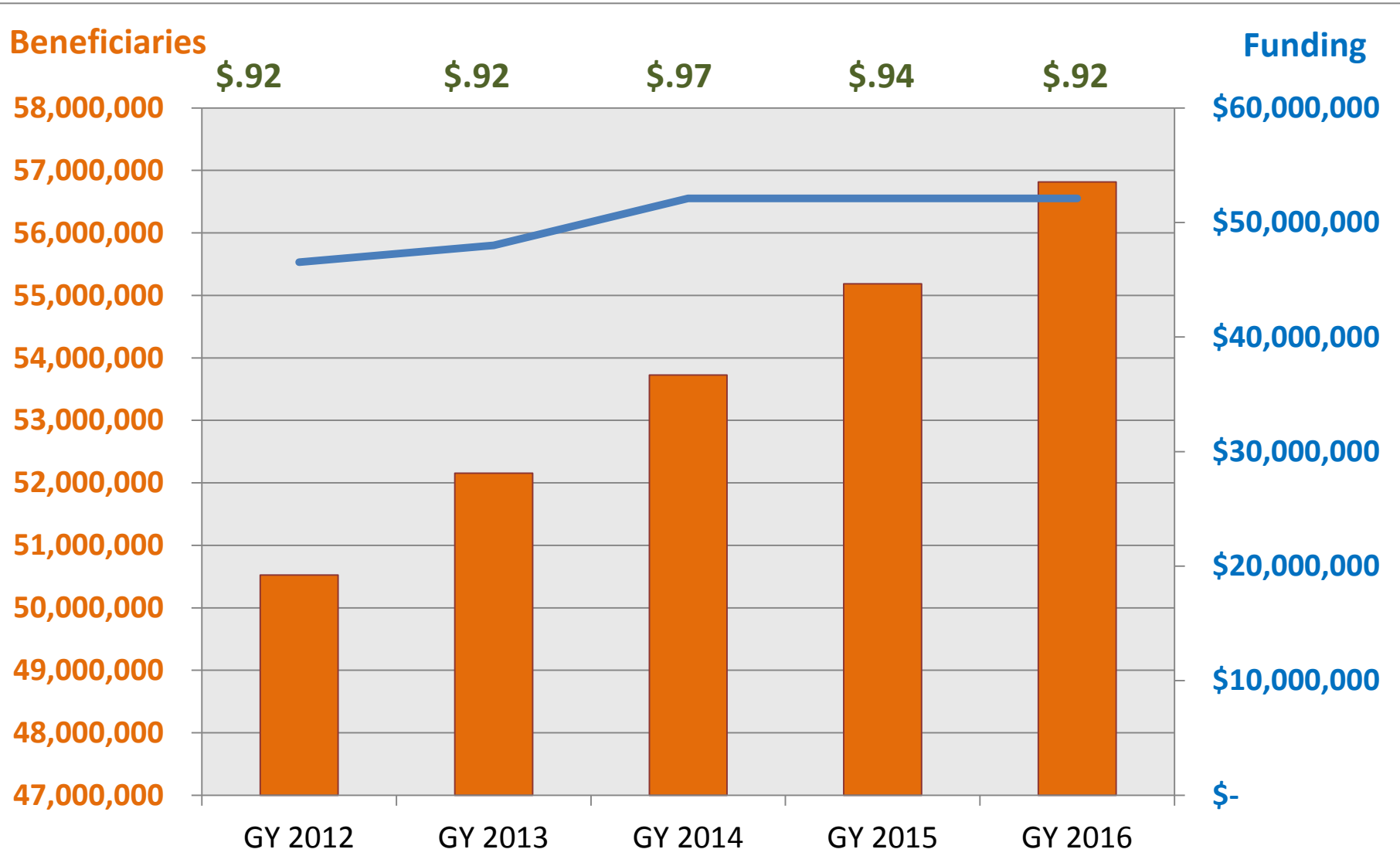
SHIP Data: Workforce Counselor Efficiency

13



SHIP Data: Funding Per Beneficiary

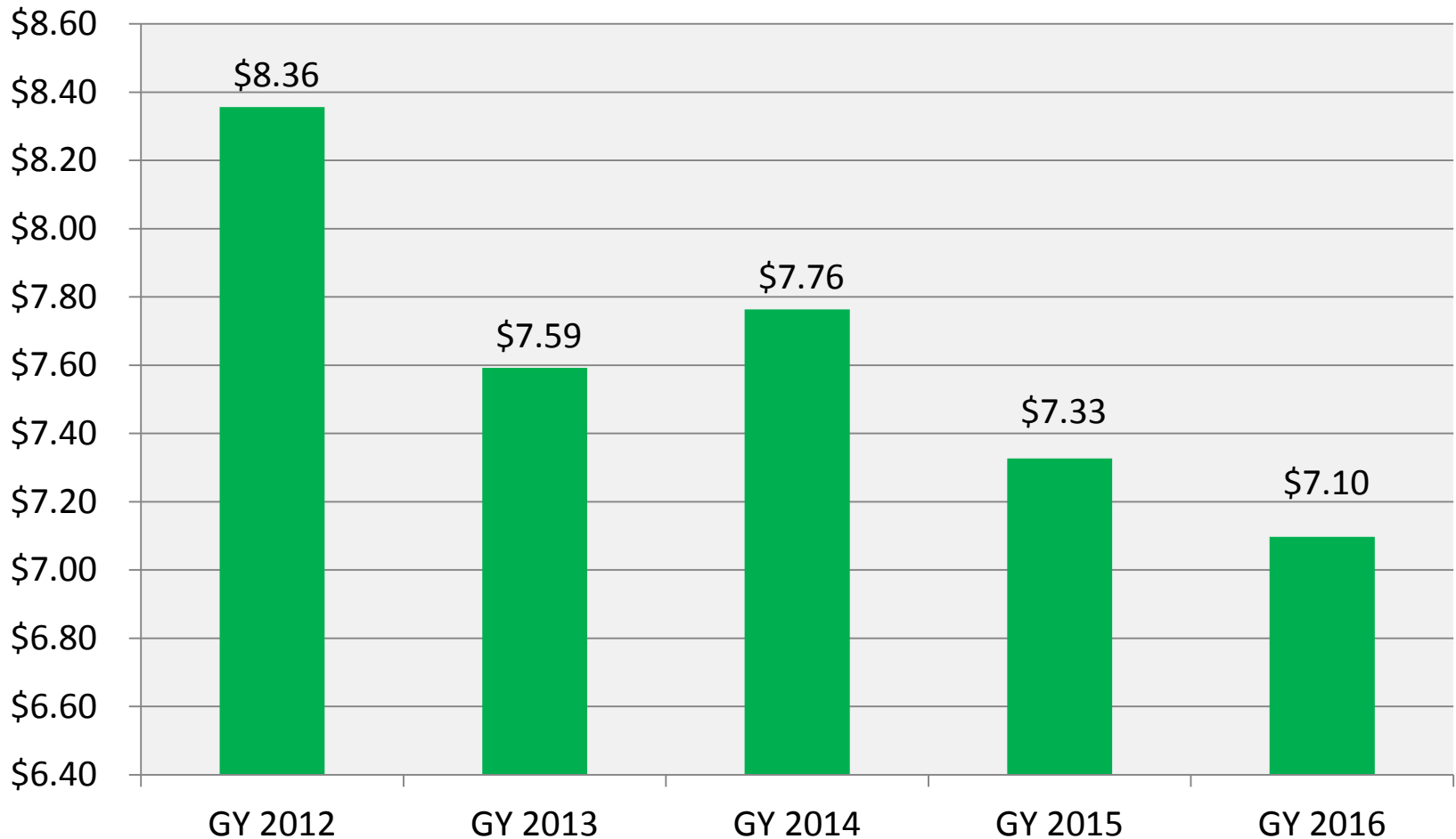
14



SHIP Data:

Cost Per Beneficiary Served (CCF/PAM)

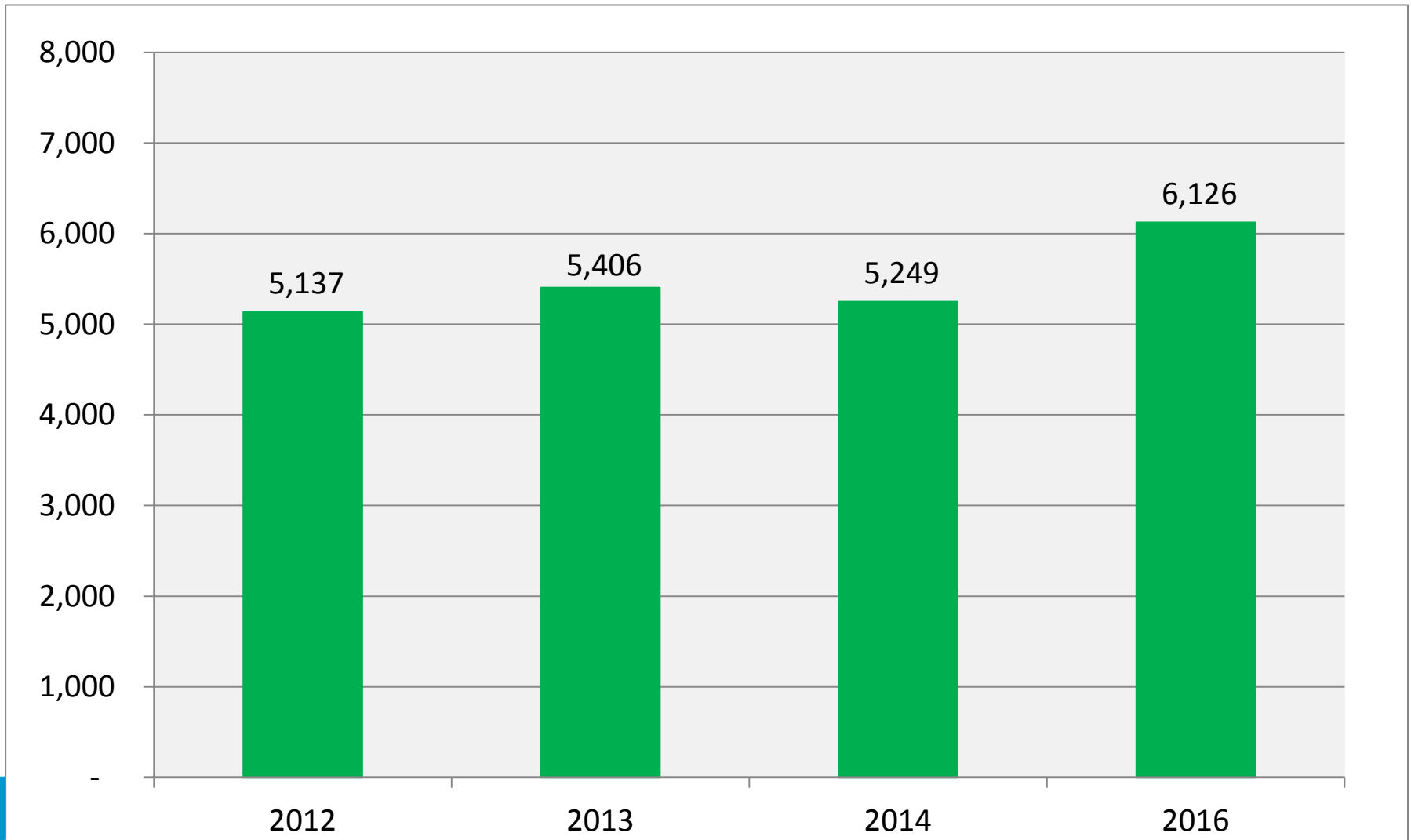
15





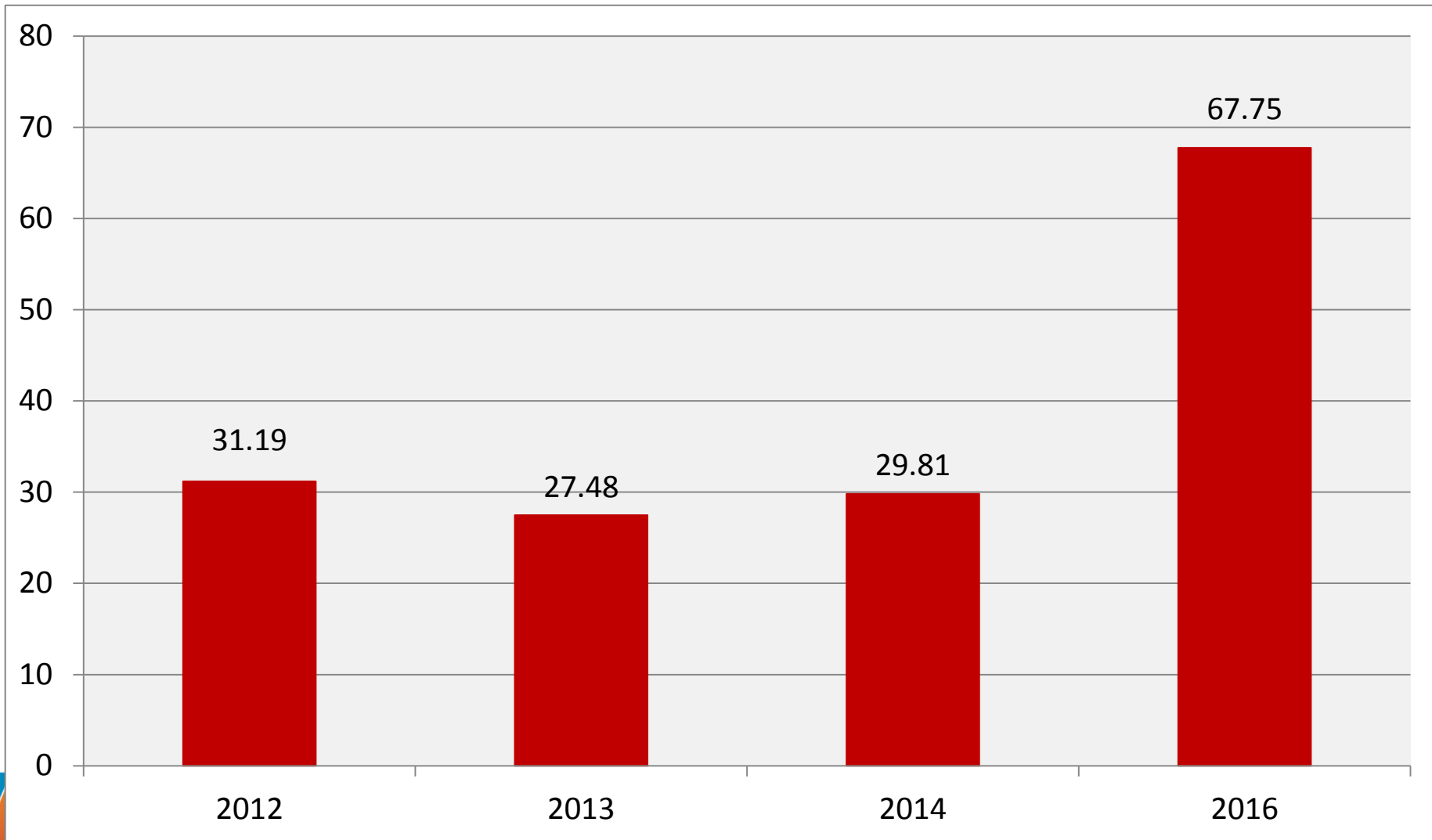
SMP Data: Number of Active Team Members

17



SMP Data: Hours Per Team Member

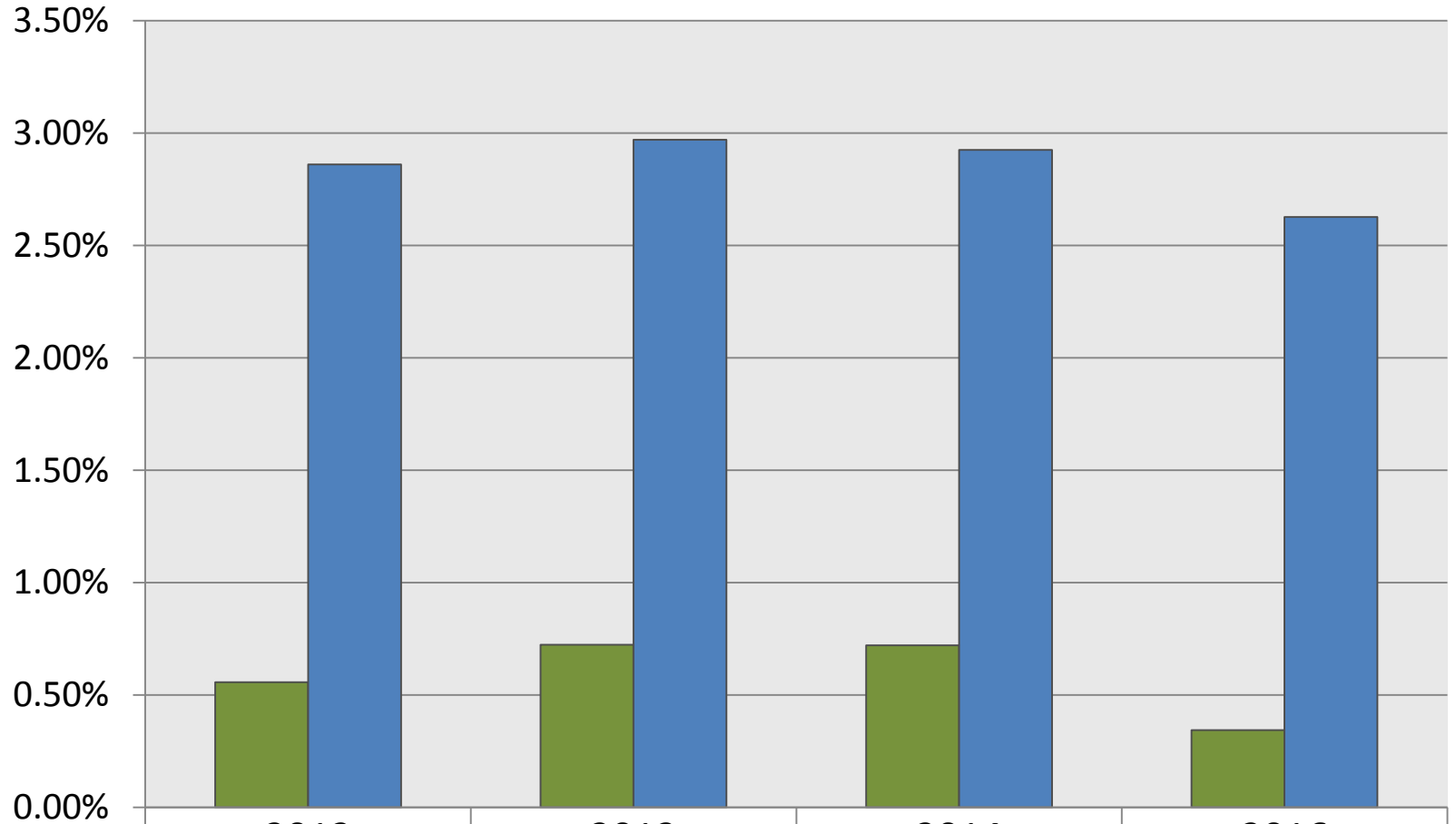
18



SMP Data: Penetration Rate

Percent of Medicare Population Served

19



■ Individual PR

0.56%

0.72%

0.72%

0.34%

■ Group PR

2.86%

2.97%

2.93%

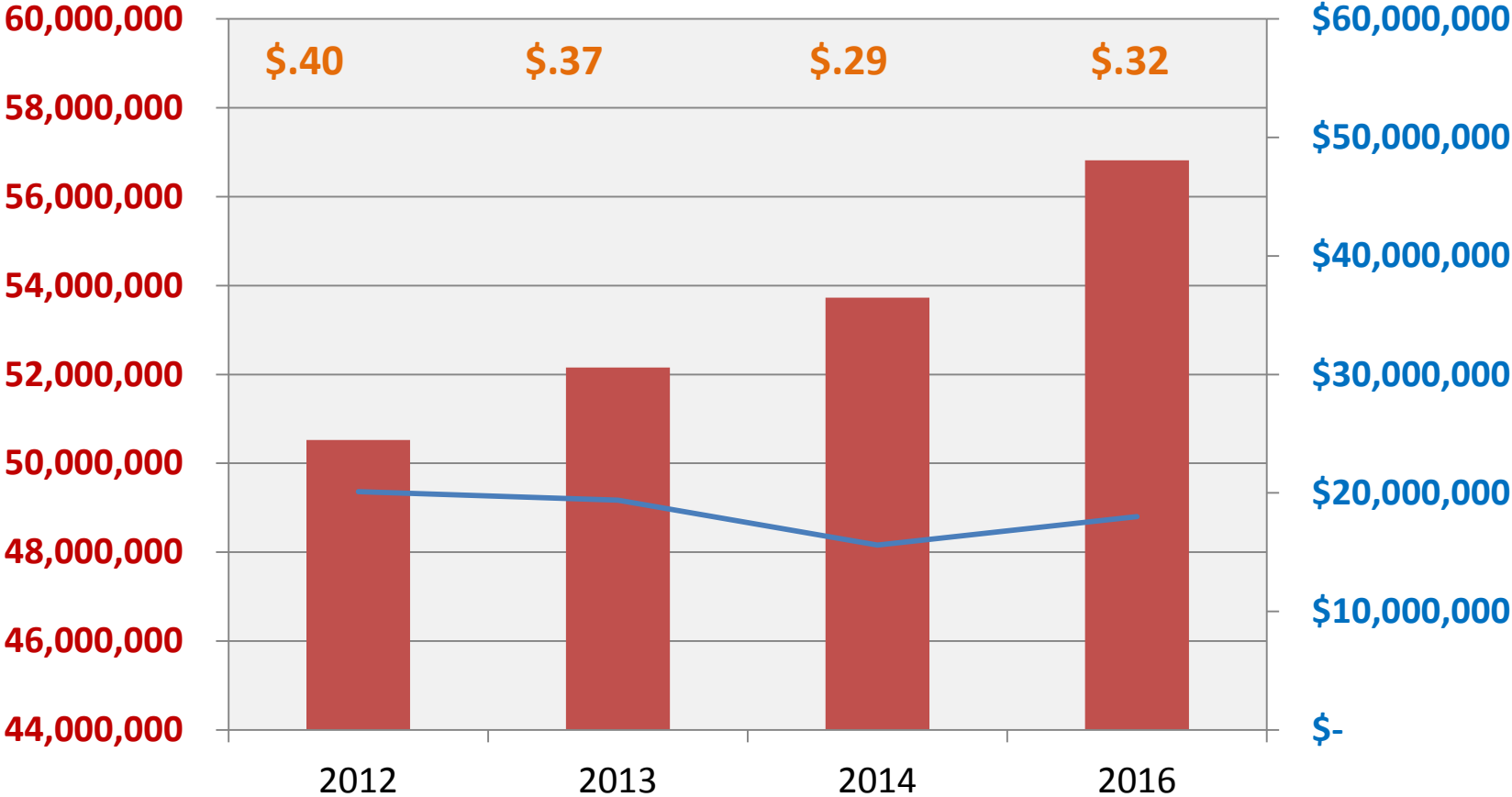
2.63%

SMP Data: Funding Per Beneficiary

20

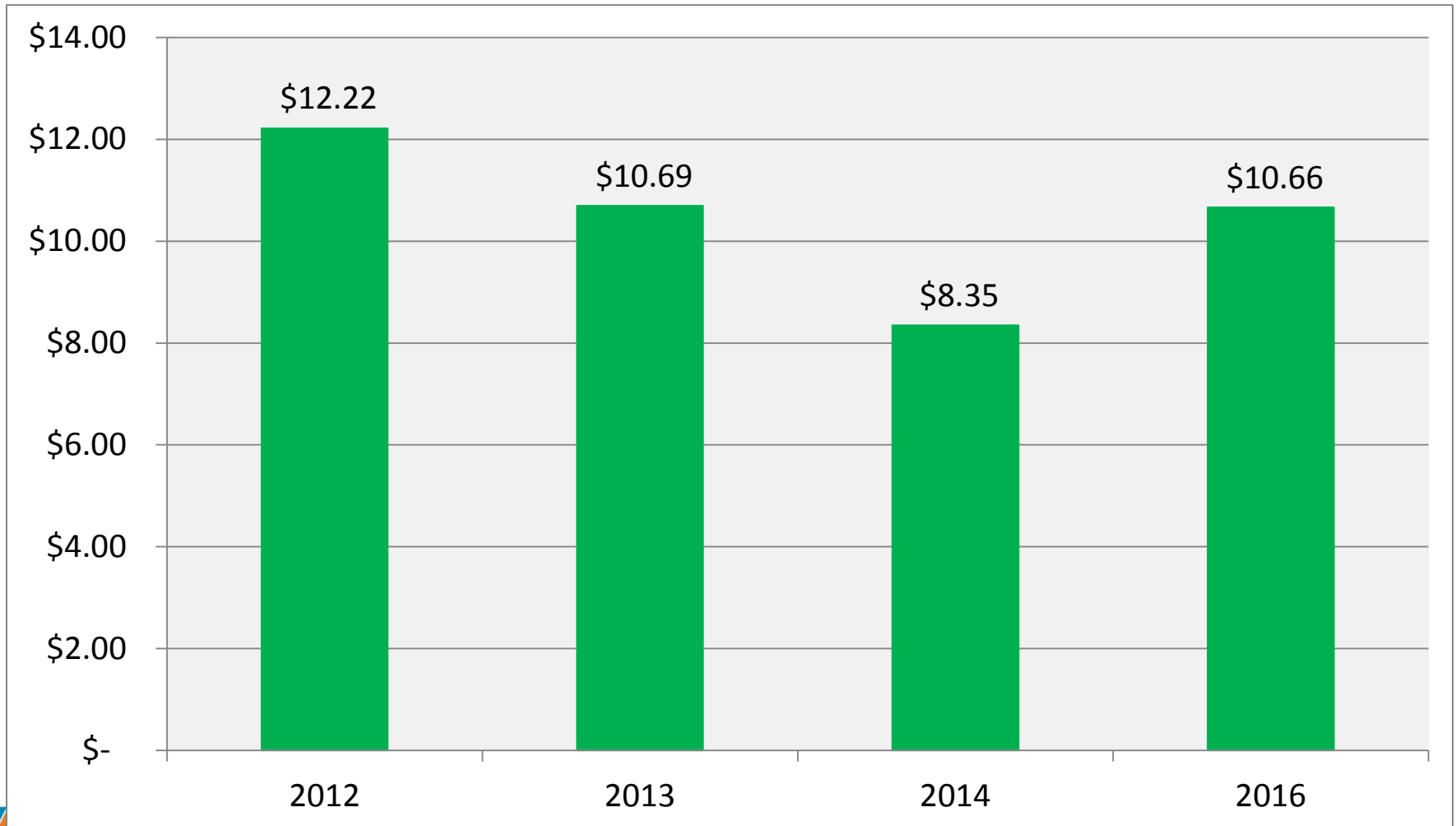
Beneficiaries

Funding



SMP Data: Cost Per Beneficiary Served

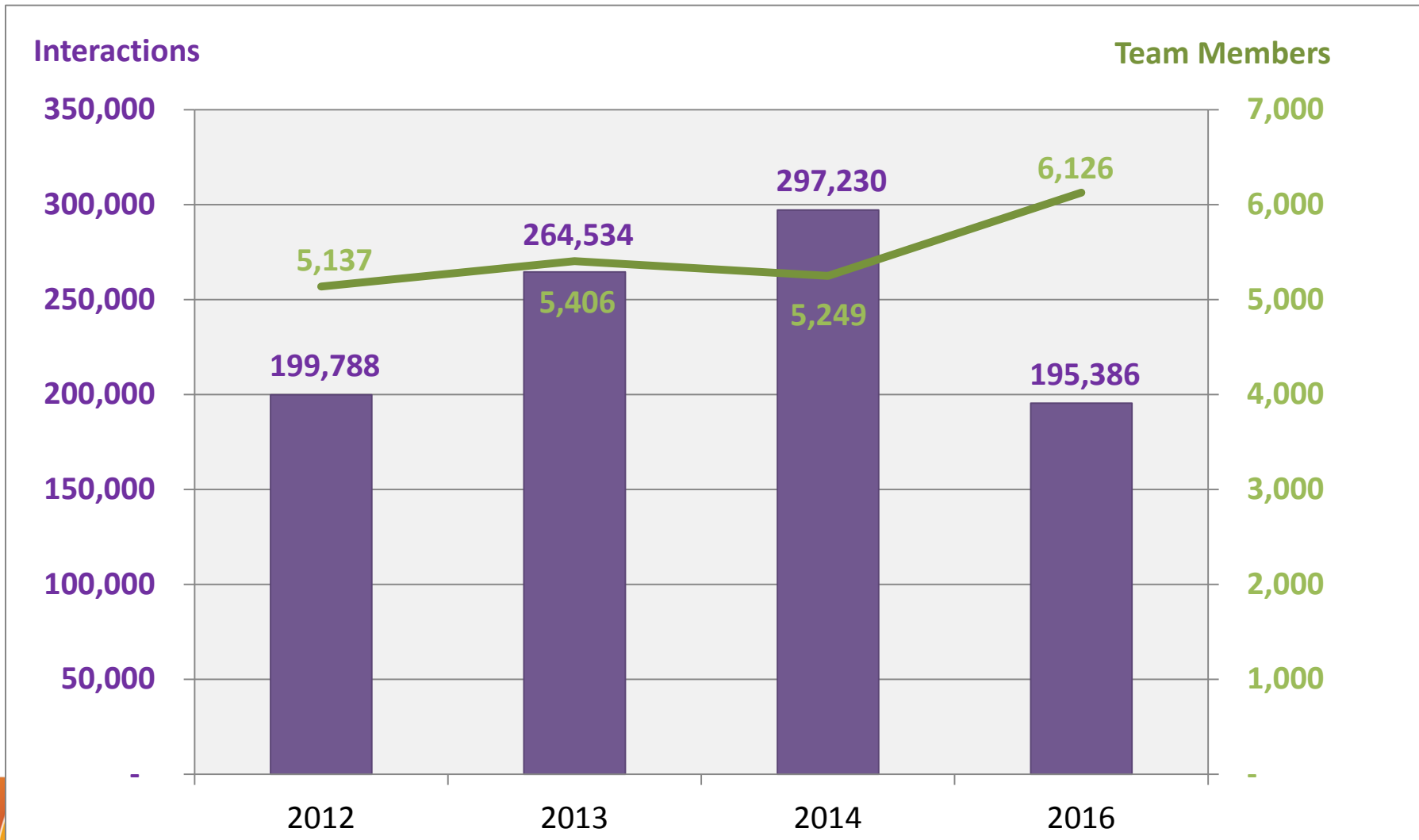
21



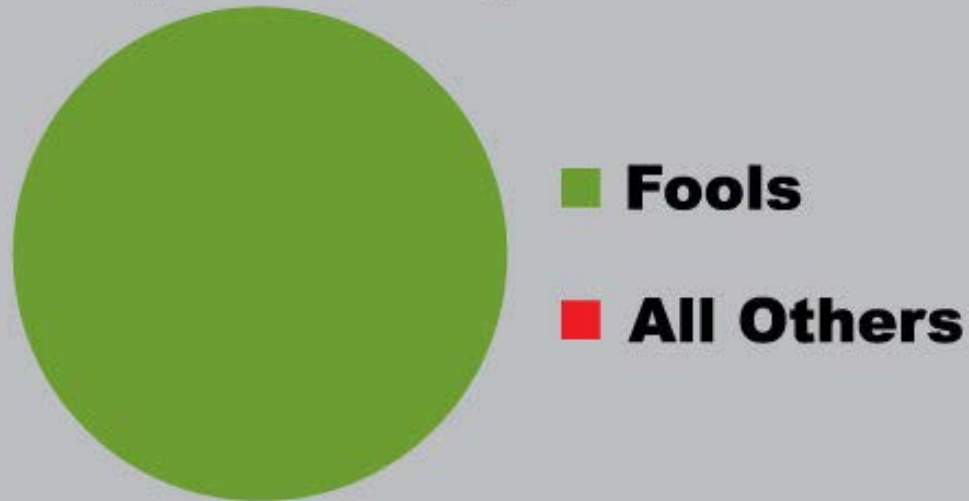
SMP Data:

Individual Interactions vs Team Member

22



Pie chart of people pitied by Mr. T



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