

## How do ROI Calculators Work?

ROI Calculators are useful tools that measure the number of dollars gained or saved for every dollar invested into a program. By calculating the ROI for programs or interventions we can better understand the advantages of introducing specific programming and can assess the potential of additional cost-saving measures. This process is a key element in managing investment through continuous quality improvement.

## Developing a National ROI

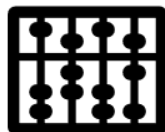
In partnership with ten state grantees (Connecticut, Georgia, Indiana, Maryland, New Hampshire, New York, Oregon, Virginia, Washington, and Wisconsin), the Administration for Community Living (ACL) is developing NWD intervention-specific ROI calculators that will provide states with the evidence they need to more effectively market their services, compete in changing marketplaces, ensure funding for services, and help payers achieve quality goals and improve cost savings for all NWD customers across the United States.

## ACL's National ROI Calculators

The ROI Calculators currently being developed by ACL include ROI of services in the following priority areas:

1. Person-Centered Counseling
2. Institutional Care Transitions
3. Hospital Care Transitions
4. Veteran-Directed Care

Each priority area highlighted above represents an evidence-based intervention intended to lower average costs related to an individual's healthcare expenditures.



## ROI Innovations in Wisconsin

Wisconsin used existing state-level Aging and Disability Resource Center (ADRC) customer data and Medicare and Medicaid claims data and found significant cost-saving and health benefits for beneficiaries who engaged in ADRC services. These findings were made possible through state-level investments in the NWD infrastructure that have produced a robust and integrated NWD System. Wisconsin's NWD infrastructure allows the state to collect data on utilization of NWD services at the county level from local sites. These local sites also have access to an online ROI calculator that does not require a login to improve ease of use and to estimate ROI based on site-specific cost and customer data inputs. From this calculator, local officials can easily calculate the savings from hospital readmissions, savings from emergency department visits, and overall return on investment.

## ROI Innovations in New York

New York, and possibly other states, is working to similarly improve their NWD data reporting system by imbedding a person-centered ROI calculator for local ADRCs into their information technology system. Stay tuned for future updates related to New York's ROI calculator implementation.