

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report
Program: PSA 2 - HICAP Services of Northern California

From: 07/01/2010 To: 06/30/2011

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	2,049	57	6,184	61,778	1,015	1,320	2,190	1,977	7.35
CDA Established Benchmark	2,301	91	3,559	4,855	340	594	3,448	1,481	1.41
Needed to Reach Benchmark	252	34	-2,625	-56,923	-675	-726	1,258	-496	-5.94
% Above or Below Benchmark	10.95	37.36	-73.76	-1,172.46	-198.53	-122.22	36.48	-33.49	-421.44
Results for Same Time Last Year	1,773	84	3,436	45,181	537	697	1,931	1,668	5.32
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			102.1	1,020.3	78.0	77.1	36.2	32.7	
CMS Mimimum Attainment			42.7	57.3	51.4	59.5	33.8	23.4	
CMS Exemplary Attainment			124.0	337.5	154.1	173.8	87.4	65.8	