

**Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report**  
**Program: PSA 7 - Contra Costa County Area Agency on Aging HICAP**

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

<b>Performance Measures (PM) and Benchmarks</b>									
	<b>PM 1.1</b>	<b>PM 1.2</b>	<b>PM 2.1</b>	<b>PM 2.2</b>	<b>PM 2.3</b>	<b>PM 2.4</b>	<b>PM 2.5</b>	<b>PM 2.6</b>	<b>PM 2.7</b>
	<b>Clients Counseled</b>	<b>Public and Media Events</b>	<b>All Contacts</b>	<b>Persons Reached at PAM Events</b>	<b>Contacts w/ Medicare Beneficiaries Due to Disability</b>	<b>Contacts w/ Low Income Beneficiaries</b>	<b>Enrollment/ Assistance Contacts</b>	<b>Part D Enrollment/ Assistance Contacts</b>	<b>FTE</b>
Current Results	1,803	72	7,226	2,914	1,550	2,540	5,081	3,069	21.04
CDA Established Benchmark	1,767	80	9,996	3,278	341	478	1,850	126	3.09
Needed to Reach Benchmark	-36	8	2,770	364	-1,209	-2,062	-3,231	-2,943	-17.95
% Above or Below Benchmark	-2.04	10.00	27.71	11.10	-354.55	-431.38	-174.65	-2,335.71	-581.00
Results for Same Time Last Year	1,340	33	5,639	1,030	1,192	1,930	4,057	2,233	14.54
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			49.0	19.8	80.0	77.1	34.4	20.8	
CMS Mimimum Attainment			25.2	33.7	33.8	37.8	18.0	8.9	
CMS Exemplary Attainment			62.8	276.4	75.5	117.1	40.1	27.7	