

**Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report**

**Program: PSA 9 - Legal Assistance for Seniors Inc**

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	1,421	159	6,514	11,217	710	1,713	1,726	1,211	16.44
CDA Established Benchmark	1,296	570	5,317	7,600	198	524	1,520	346	2.55
Needed to Reach Benchmark	-125	411	-1,197	-3,617	-512	-1,189	-206	-865	-13.89
% Above or Below Benchmark	-9.65	72.11	-22.51	-47.59	-258.59	-226.91	-13.55	-250.00	-544.74
Results for Same Time Last Year	916	113	4,331	83,476	279	863	1,151	852	11.43
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			34.7	59.7	26.9	32.2	9.2	6.5	
CMS Mimimum Attainment			23.5	40.2	29.8	27.8	16.5	7.0	
CMS Exemplary Attainment			52.5	195.9	55.6	52.6	42.3	26.1	