

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report
Program: PSA 10 - Council on Aging Silicon Valley HICAP

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	2,015	143	8,740	15,590	1,266	3,160	3,263	2,562	38.86
CDA Established Benchmark	1,913	98	11,284	6,483	287	517	2,677	860	1.88
Needed to Reach Benchmark	-102	-45	2,544	-9,107	-979	-2,643	-586	-1,702	-36.98
% Above or Below Benchmark	-5.33	-45.92	22.55	-140.48	-341.11	-511.22	-21.89	-197.91	-1,967.10
Results for Same Time Last Year	1,635	123	7,083	147,215	728	2,002	2,000	1,378	21.02
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			40.7	72.7	57.8	68.7	15.2	11.9	
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	