

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

Program: PSA 11 - 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	302	20	630	5,833	139	305	479	316	2.02
CDA Established Benchmark	313	26	1,777	1,532	45	84	241	15	0.27
Needed to Reach Benchmark	11	6	1,147	-4,301	-94	-221	-238	-301	-1.75
% Above or Below Benchmark	3.51	23.08	64.55	-280.74	-208.89	-263.10	-98.76	-2,006.67	-646.56
Results for Same Time Last Year	447	20	927	2,860	185	338	645	412	2.03
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			7.4	68.9	8.9	9.1	5.7	3.7	
CMS Mimimum Attainment			37.1	35.6	41.5	46.8	25.5	14.2	
CMS Exemplary Attainment			76.1	201.0	96.1	130.2	53.0	39.9	