

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

#### Program: PSA 13 - Senior Network Services

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	1,237	47	5,301	3,342	703	1,589	2,329	1,954	3.49
CDA Established Benchmark	1,338	33	4,651	1,318	168	260	2,723	773	0.99
Needed to Reach Benchmark	101	-14	-650	-2,024	-535	-1,329	394	-1,181	-2.50
% Above or Below Benchmark	7.55	-42.42	-13.98	-153.57	-318.45	-511.15	14.47	-152.78	-252.42
Results for Same Time Last Year	1,130	45	3,318	211,008	475	1,019	2,081	1,750	2.51
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			130.1	82.0	111.9	118.0	57.1	47.9	
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	