

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

Program: PSA 20 - Inland Agency

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	1,180	136	5,376	9,574	408	1,167	1,138	678	6.69
CDA Established Benchmark	663	53	5,892	6,555	97	186	927	269	4.10
Needed to Reach Benchmark	-517	-83	516	-3,019	-311	-981	-211	-409	-2.59
% Above or Below Benchmark	-77.98	-156.60	8.76	-46.06	-320.62	-527.42	-22.76	-152.04	-63.16
Results for Same Time Last Year	546	68	2,114	7,468	162	221	445	254	4.05
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			24.8	44.2	10.9	13.8	5.2	3.1	
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	