

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

Program: PSA 21 - 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	1,688	135	6,529	6,943	542	1,228	1,560	938	16.42
CDA Established Benchmark	974	108	6,298	5,438	130	301	1,279	450	5.34
Needed to Reach Benchmark	-714	-27	-231	-1,505	-412	-927	-281	-488	-11.08
% Above or Below Benchmark	-73.31	-25.00	-3.67	-27.68	-316.92	-307.97	-21.97	-108.44	-207.51
Results for Same Time Last Year	1,031	145	3,977	9,832	230	346	831	450	10.56
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			23.9	25.4	14.3	15.0	5.7	3.4	
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	