

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report
Program: PSA 22 - Orange County Office on Aging 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	5,701	358	20,503	918,132	3,290	6,778	11,981	8,534	185.86
CDA Established Benchmark	5,649	286	14,494	18,131	650	1,972	3,884	889	6.15
Needed to Reach Benchmark	-52	-72	-6,009	-900,001	-2,640	-4,806	-8,097	-7,645	-179.71
% Above or Below Benchmark	-0.92	-25.17	-41.46	-4,963.88	-406.15	-243.71	-208.47	-859.96	-2,922.17
Results for Same Time Last Year	3,772	213	7,567	854,267	1,461	2,599	5,332	3,567	97.21
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			54.1	2,420.6	97.7	69.8	31.6	22.5	
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	