

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

Program: PSA 29 - 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	453	13	928	5,459	250	329	844	710	1.40
CDA Established Benchmark	380	16	699	331	68	118	558	47	0.44
Needed to Reach Benchmark	-73	3	-229	-5,128	-182	-211	-286	-663	-0.96
% Above or Below Benchmark	-19.21	18.75	-32.76	-1,549.24	-267.65	-178.81	-51.25	-1,410.64	-218.83
Results for Same Time Last Year	274	11	429	714	98	150	331	256	0.66
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			30.2	177.9	53.9	66.7	27.5	23.1	
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	