

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report
Program: PSA 30 - Aging and Veterans Services 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	651	33	1,729	3,281	635	449	855	564	3.17
CDA Established Benchmark	555	55	3,674	4,409	140	234	511	189	0.90
Needed to Reach Benchmark	-96	22	1,945	1,128	-495	-215	-344	-375	-2.27
% Above or Below Benchmark	-17.30	40.00	52.94	25.58	-353.57	-91.88	-67.32	-198.41	-251.77
Results for Same Time Last Year	593	49	1,328	3,613	374	490	898	591	2.74
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			25.6	48.6	47.3	20.1	12.7	8.4	
CMS Mimimum Attainment			37.1	35.6	41.5	46.8	25.5	14.2	
CMS Exemplary Attainment			76.1	201.0	96.1	130.2	53.0	39.9	