

**Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report**  
**Program: PSA 33 - Kern County Aging and Adult Services HICAP**

From: 07/01/2010 To: 06/30/2011

<b>Performance Measures (PM) and Benchmarks</b>									
	<b>PM 1.1</b>	<b>PM 1.2</b>	<b>PM 2.1</b>	<b>PM 2.2</b>	<b>PM 2.3</b>	<b>PM 2.4</b>	<b>PM 2.5</b>	<b>PM 2.6</b>	<b>PM 2.7</b>
	<b>Clients Counseled</b>	<b>Public and Media Events</b>	<b>All Contacts</b>	<b>Persons Reached at PAM Events</b>	<b>Contacts w/ Medicare Beneficiaries Due to Disability</b>	<b>Contacts w/ Low Income Beneficiaries</b>	<b>Enrollment/ Assistance Contacts</b>	<b>Part D Enrollment/ Assistance Contacts</b>	<b>FTE</b>
Current Results	1,498	162	9,292	17,940	2,756	5,749	7,381	5,783	14.12
CDA Established Benchmark	1,613	149	16,661	8,801	434	1,001	3,232	858	2.82
Needed to Reach Benchmark	115	-13	7,369	-9,139	-2,322	-4,748	-4,149	-4,925	-11.30
% Above or Below Benchmark	7.13	-8.72	44.23	-103.84	-535.02	-474.33	-128.37	-574.01	-400.83
Results for Same Time Last Year	1,109	144	7,791	140,539	2,104	4,576	6,544	4,873	9.55
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			99.1	191.4	141.3	122.4	78.7	61.7	
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	