

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

Program: PSA 6 - Self Help for the Elderly

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 | 1,456 | 113 | 10,284 | 15,729 | 2,242 | 4,713 | 3,550 | 3,181 | 13.86 |
| CDA Established Benchmark | 1,401 | 90 | 10,957 | 9,574 | 243 | 866 | 2,074 | 841 | 1.32 |
| Needed to Reach Benchmark | -55 | -23 | 673 | -6,155 | -1,999 | -3,847 | -1,476 | -2,340 | -12.54 |
| % Above or Below Benchmark | -3.93 | -25.56 | 6.14 | -64.29 | -822.63 | -444.23 | -71.17 | -278.24 | -950.31 |
| Results for Same Time Last Year | 1,469 | 142 | 12,609 | 362,664 | 2,668 | 5,891 | 5,446 | 4,767 | 19.14 |
| Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice | | | | | | | | | |
| Current Attainment | | | 82.8 | 126.6 | 135.9 | 127.7 | 28.6 | 25.6 | |
| 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 | |