

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

Program: PSA 8 - 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	1,531	90	9,983	16,947	1,673	3,069	3,314	2,316	14.15
CDA Established Benchmark	1,032	61	8,820	6,777	249	324	2,622	288	1.14
Needed to Reach Benchmark	-499	-29	-1,163	-10,170	-1,424	-2,745	-692	-2,028	-13.01
% Above or Below Benchmark	-48.35	-47.54	-13.19	-150.07	-571.89	-847.22	-26.39	-704.17	-1,141.59
Results for Same Time Last Year	1,299	80	7,224	9,412	1,010	1,741	2,158	1,448	10.18
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			97.4	165.4	173.3	183.1	32.3	22.6	
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	