

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

**Program: PSA 17 - Central Coast Commission for Senior Citizens**

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	1,388	120	10,226	9,717	610	1,182	4,015	3,601	13.43
CDA Established Benchmark	1,237	100	7,109	7,316	133	167	1,454	338	1.32
Needed to Reach Benchmark	-151	-20	-3,117	-2,401	-477	-1,015	-2,561	-3,263	-12.11
% Above or Below Benchmark	-12.21	-20.00	-43.85	-32.82	-358.65	-607.78	-176.13	-965.38	-917.11
Results for Same Time Last Year	1,132	103	6,663	8,582	263	581	2,245	1,963	9.12
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			94.5	89.8	44.3	40.1	37.1	33.3	
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	