

**Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report**  
**Program: PSA 7 - Contra Costa County Area Agency on Aging HICAP**

From: 07/01/2011 To: 06/30/2012

<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	2,413	113	8,176	6,795	2,139	4,356	6,663	4,468	26.00
CDA Established Benchmark	1,807	67	9,057	4,003	484	715	2,313	424	2.12
Needed to Reach Benchmark	-606	-46	881	-2,792	-1,655	-3,641	-4,350	-4,044	-23.88
% Above or Below Benchmark	-33.54	-68.66	9.73	-69.75	-341.94	-509.23	-188.07	-953.77	-1,126.38
Results for Same Time Last Year	1,807	72	7,263	2,914	1,406	2,581	5,118	3,103	21.11
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			55.4	46.1	110.4	132.2	45.2	30.3	
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	