

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report
Program: PSA 10 - Council on Aging Silicon Valley HICAP

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

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	2,762	128	11,225	13,307	2,400	7,528	6,884	6,195	69.86
CDA Established Benchmark	1,996	111	10,197	8,104	398	853	3,346	1,444	0.91
Needed to Reach Benchmark	-766	-17	-1,028	-5,203	-2,002	-6,675	-3,538	-4,751	-68.95
% Above or Below Benchmark	-38.38	-15.32	-10.08	-64.20	-503.02	-782.53	-105.74	-329.02	-7,576.63
Results for Same Time Last Year	2,015	144	8,743	15,620	1,108	3,172	3,263	2,562	38.86
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			52.3	62.0	109.6	171.1	32.1	28.9	
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	