

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

**Program: PSA 13 - Senior Network Services**

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	1,917	36	5,848	5,973	964	4,530	4,568	4,237	5.71
CDA Established Benchmark	1,186	33	4,061	1,648	228	404	2,000	1,181	2.40
Needed to Reach Benchmark	-731	-3	-1,787	-4,325	-736	-4,126	-2,568	-3,056	-3.31
% Above or Below Benchmark	-61.64	-9.09	-44.00	-262.44	-322.81	-1,021.29	-128.40	-258.76	-137.87
Results for Same Time Last Year	1,237	47	5,300	3,342	579	1,622	2,329	1,954	3.49
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			143.5	146.6	153.5	336.5	112.1	104.0	
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	