

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

**Program: PSA 19 - Center for Health Care Rights**

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	5,457	234	41,577	72,823	12,676	23,675	24,789	11,916	330.85
CDA Established Benchmark	5,752	164	26,783	10,888	1,618	4,450	4,536	1,461	0.76
Needed to Reach Benchmark	295	-70	-14,794	-61,935	-11,058	-19,225	-20,253	-10,455	-330.09
% Above or Below Benchmark	5.13	-42.68	-55.24	-568.84	-683.44	-432.02	-446.49	-715.61	-43,432.62
Results for Same Time Last Year	5,560	228	41,976	46,005	11,116	23,407	24,094	13,303	300.64
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			58.0	101.6	148.1	82.7	34.6	16.6	
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	