

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

Program: PSA 20 - Inland Agency

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	905	105	5,430	10,536	323	955	960	717	12.30
CDA Established Benchmark	705	57	5,867	6,842	188	327	1,159	259	1.29
Needed to Reach Benchmark	-200	-48	437	-3,694	-135	-628	199	-458	-11.01
% Above or Below Benchmark	-28.37	-84.21	7.45	-53.99	-71.81	-192.05	17.17	-176.83	-853.16
Results for Same Time Last Year	1,181	135	5,377	5,274	345	1,167	1,139	678	6.70
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			25.0	48.6	8.6	11.3	4.4	3.3	
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	