

**Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report**  
**Program: PSA 22 - Orange County Office 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	5,743	318	18,118	43,294	2,980	8,290	11,470	8,447	146.53
CDA Established Benchmark	5,264	265	12,856	15,213	846	2,102	4,855	1,691	1.67
Needed to Reach Benchmark	-479	-53	-5,262	-28,081	-2,134	-6,188	-6,615	-6,756	-144.86
% Above or Below Benchmark	-9.10	-20.00	-40.93	-184.59	-252.25	-294.39	-136.25	-399.53	-8,674.11
Results for Same Time Last Year	5,699	314	20,511	36,174	2,890	6,846	11,986	8,555	185.89
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			47.8	114.1	88.5	85.3	30.2	22.3	
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	