

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

Program: PSA 29 - HICAP Services of Northern California

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	493	15	717	719	164	412	656	549	1.03
CDA Established Benchmark	387	19	807	414	100	119	559	159	1.94
Needed to Reach Benchmark	-106	4	90	-305	-64	-293	-97	-390	0.91
% Above or Below Benchmark	-27.39	21.05	11.15	-73.67	-64.00	-246.22	-17.35	-245.28	46.98
Results for Same Time Last Year	464	13	956	5,459	226	344	862	727	1.43
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			23.4	23.4	35.4	83.6	21.4	17.9	
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	