

**Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report**  
**Program: PSA 33 - Kern County Aging and Adult Services 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	1,166	181	5,641	8,933	1,638	3,249	4,207	2,860	9.02
CDA Established Benchmark	1,577	150	11,311	9,691	604	14,117	3,233	1,109	2.30
Needed to Reach Benchmark	411	-31	5,670	758	-1,034	10,868	-974	-1,751	-6.72
% Above or Below Benchmark	26.06	-20.67	50.13	7.82	-171.19	76.99	-30.13	-157.89	-292.36
Results for Same Time Last Year	1,549	162	9,445	17,940	2,661	5,875	7,525	5,883	14.51
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			60.2	95.3	84.0	69.2	44.9	30.5	
CMS Mimimum Attainment			37.1	35.6	41.5	46.8	25.5	14.2	
CMS Exemplary Attainment			76.1	201.0	96.1	130.2	53.0	39.9	