

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

Program: PSA 2 - HICAP Services of Northern California

From: 07/01/2012 To: 06/30/2013

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	Total Hours Counseling & FTEs
Current Results	2,192	56	10,808	1,843	3,017	7,754	8,953	8,242	3,569.43
CDA Established Benchmark	2,342	82	6,200	3,600	1,100	2,400	2,800	2,500	2,800.00
Difference from Benchmark	-150	-26	4,608	-1,757	1,917	5,354	6,153	5,742	769.43
Results for Same Time Last Year	2,367	83	6,277	2,201	1,526	2,753	3,277	2,909	2,917.32
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			178.5	30.4	231.7	453.0	147.9	136.1	59.0
CMS Mimimum Attainment			50.9	58.7	45.7	83.4	42.9	27.8	34.5
CMS Exemplary Attainment			124.1	237.3	90.8	153.2	83.9	67.2	59.5