

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report
Program: PSA 7 - Contra Costa County Area Agency on Aging HICAP

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	2,854	132	15,189	9,632	3,652	7,385	12,729	8,429	4,460.35
CDA Established Benchmark	1,897	68	8,214	5,500	1,600	3,400	5,500	3,600	3,109.00
Difference from Benchmark	957	64	6,975	4,132	2,052	3,985	7,229	4,829	1,351.35
Results for Same Time Last Year	2,424	123	11,819	6,795	3,219	6,522	10,057	6,886	3,689.44
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			102.9	65.3	188.4	224.1	86.3	57.1	30.2
CMS Mimimum Attainment			29.5	36.8	29.2	52.4	22.5	12.9	15.7
CMS Exemplary Attainment			63.0	58.4	58.8	136.7	53.8	35.8	45.0