

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

Program: PSA 11 - 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	307	24	892	1,352	299	308	600	474	551.31
CDA Established Benchmark	395	27	3,022	4,080	580	2,216	2,438	1,676	21.00
Difference from Benchmark	-88	-3	-2,130	-2,728	-281	-1,908	-1,838	-1,202	530.31
Results for Same Time Last Year	372	27	1,008	3,360	272	344	595	409	663.49
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			10.1	15.3	18.4	9.2	6.8	5.3	6.2
CMS Mimimum Attainment			35.1	48.2	36.9	66.0	28.8	19.8	21.0
CMS Exemplary Attainment			86.4	96.6	76.3	133.5	65.6	50.2	52.0