

**Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report**  
**Program: PSA 12 - Area 12 Agency on Aging HICAP**

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

<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>Total Hours Counseling &amp; FTEs</b>
Current Results	2,288	59	11,475	23,110	1,489	2,933	5,316	5,017	3,721.10
CDA Established Benchmark	1,622	44	5,716	0	521	1,330	2,135	1,927	40.00
Difference from Benchmark	666	15	5,759	23,110	968	1,603	3,181	3,090	3,681.10
Results for Same Time Last Year	2,306	67	9,947	38,907	824	1,567	2,792	2,655	3,484.08
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			302.5	609.2	272.2	449.0	140.1	132.2	98.1
CMS Mimimum Attainment			48.0	60.4	42.9	79.4	41.1	29.8	29.7
CMS Exemplary Attainment			122.1	172.5	97.5	203.1	91.2	76.0	70.5