

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

Program: PSA 19 - Center for Health Care Rights

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	5,603	190	52,177	646,225	16,564	27,265	35,242	15,801	11,082.04
CDA Established Benchmark	6,040	165	40,000	40,000	11,315	20,000	19,000	11,000	29.40
Difference from Benchmark	-437	25	12,177	606,225	5,249	7,265	16,242	4,801	11,052.64
Results for Same Time Last Year	5,457	241	47,757	72,823	15,758	28,056	30,104	14,661	11,240.58
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			71.2	881.9	190.3	97.0	48.1	21.6	15.1
CMS Mimimum Attainment			29.4	55.6	31.3	37.7	21.9	10.3	13.4
CMS Exemplary Attainment			83.3	188.7	54.0	89.1	42.2	24.9	29.1