

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

Program: PSA 21 - Inland Agency

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	2,332	165	15,909	38,438	4,203	8,738	10,881	8,950	4,207.10
CDA Established Benchmark	1,155	120	8,039	15,203	1,183	3,077	5,988	2,816	8,038.99
Difference from Benchmark	1,177	45	7,870	23,235	3,020	5,661	4,893	6,134	-3,831.89
Results for Same Time Last Year	1,606	176	7,439	32,575	657	1,479	1,808	1,258	2,522.34
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			58.2	140.6	111.2	107.1	39.8	32.7	15.4
CMS Mimimum Attainment			29.4	55.6	31.3	37.7	21.9	10.3	29.4
CMS Exemplary Attainment			83.3	188.7	54.0	89.1	42.2	24.9	83.3