

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

### Program: PSA 25 - 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	3,996	183	40,745	221,544	12,364	20,555	27,598	11,654	8,156.24
CDA Established Benchmark	4,219	141	30,000	30,000	6,578	12,734	14,418	7,026	29.40
Difference from Benchmark	-223	42	10,745	191,544	5,786	7,821	13,180	4,628	8,126.84
Results for Same Time Last Year	3,701	148	37,221	79,577	11,965	19,737	23,896	10,915	8,274.11
<b>Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice</b>									
Current Attainment			83.4	453.5	213.0	109.7	56.5	23.9	16.7
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