

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

Program: PSA 3 - Passages - HICAP

From: 07/01/2010 To: 06/30/2011

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	FTE
Current Results	2,422	180	14,025	298,839	2,922	6,886	8,362	7,503	9.43
CDA Established Benchmark	1,898	123	11,876	2,693	354	791	3,494	1,014	1.62
Needed to Reach Benchmark	-524	-57	-2,149	-296,146	-2,568	-6,095	-4,868	-6,489	-7.81
% Above or Below Benchmark	-27.61	-46.34	-18.10	-10,996.88	-725.42	-770.54	-139.32	-639.94	-482.28
Results for Same Time Last Year	1,779	80	8,607	8,361	1,500	3,309	4,394	3,896	5.13
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			210.0	4,473.8	216.8	303.1	125.2	112.3	
CMS Mimimum Attainment			42.7	57.3	51.4	59.5	33.8	23.4	
CMS Exemplary Attainment			124.0	337.5	154.1	173.8	87.4	65.8	