

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

Program: PSA 28 - Senior Advocacy Services

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	355	35	1,606	1,150	198	205	417	313	1.74
CDA Established Benchmark	344	33	1,438	939	70	44	592	97	0.36
Needed to Reach Benchmark	-11	-2	-168	-211	-128	-161	175	-216	-1.38
% Above or Below Benchmark	-3.20	-6.06	-11.68	-22.47	-182.86	-365.91	29.56	-222.68	-382.42
Results for Same Time Last Year	249	26	924	6,505	137	136	406	275	1.38
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			20.5	14.7	16.2	13.0	5.3	4.0	
CMS Mimimum Attainment			37.1	35.6	41.5	46.8	25.5	14.2	
CMS Exemplary Attainment			76.1	201.0	96.1	130.2	53.0	39.9	