



IRIS (Include, Respect, I Self-Direct) Quality Management (QM) Team Operations

The IRIS QM Team consists of one team lead and four IRIS QM Specialists. All five members of the team report to the manager of the Office of IRIS Management; however, the IRIS QM Team Lead is responsible for assigning and ensuring the quality of the IRIS QM Specialists' work.

The IRIS QM Team has a multi-faceted approach to administering quality oversight to the program. Each IRIS QM Specialist has one or more areas of expertise for which they are the "lead" or primary person responsible for providing oversight to all IRIS Consultant Agencies (ICAs) and Fiscal Employer Agents (FEAs). Each area of quality oversight also has one or more "backups" to ensure continuity in quality management should an IRIS QM Specialist become unavailable. This ensures that each area of quality oversight has more than one person well-trained in how to administer the quality oversight activities and that each IRIS QM Specialist has a diverse breadth of knowledge relative to IRIS QM oversight activities. The assignments of lead and backup workers are documented on the publication, "IRIS (Include, Respect, I Self-Direct) Quality Management Team Reference" ([P-01004A](#)).

Each ICA and FEA are assigned an IRIS QM Specialist who oversees the provider's QM Plan Templates (ICA: [F-01208](#); FEA: [F-01207](#)) and QM Tracking Mechanism (ICA: [F-01208A](#); FEA: [F-01207A](#)). ICAs and FEAs address all deficient areas of performance through the Quality Management Plan process outlined in Work Instruction Manual ([P-00708A](#)) Section 10.4B.1.

The benefits of assigning one IRIS QM Specialist to each ICA and FEA include:

- Having one point of contact related to quality improvement projects;
- Centralizing communication related to quality improvement projects; and
- Having one person responsible for maintaining data related to quality improvement projects.

The leads provide the IRIS QM Specialist assigned to the ICAs and FEAs with data concerning each area of quality oversight. The leads attached to each area of IRIS quality oversight will provide the ICAs and FEAs with training and technical assistance, but report needs for QM plans to the assigned IRIS QM specialist. The assigned QM specialists give directives to the ICAs and FEAs related to QM plans and oversee the completion of the prescribed activities per Work Instruction Manual ([P-00708A](#)) Section 10.4B.1.

All questions and concerns related to a specific area of quality oversight such as Fraud Allegation Review and Assessment or Critical Incident Reporting should be directed to the IRIS QM team member identified as the "lead" on the document, "IRIS (Include, Respect, I Self-Direct) Quality Management Team Reference" ([P-01004A](#)).

All questions and concerns specific to an ICA or FEA provider's QM plan template or QM tracking mechanism should be directed to the assigned IRIS QM Specialist responsible for oversight of the provider's QM activities governed by Work Instruction Manual ([P-00708A](#)) Section 10.4B.1.

All questions and concerns specific to IRIS quality oversight activities and associated policies, work instructions, forms, and other documents should be directed to the IRIS QM team lead.

Contact information for the IRIS QM team is as follows:

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