

2021 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard

This scorecard should be used for comparing ICAs, not for comparing between the IRIS (Include, Respect, I Self-Direct) and Family Care programs.
Star ratings are reflective of statewide data and are not specific to county-level performance.

	Advocates4U	Connections	Consumer Direct for Wisconsin, LLC*	First Person Care Consultants	Midstate Independent Living Choices	Progressive Community Services	TMG
Participant Survey							
Overall Satisfaction	★★★★	★★★★	-	★★★★★	★★★★	★★★★	★★★★★
IRIS Consultant Responsiveness	★★★★	★★★★	-	★★★★	★★★	★★★★	★★★★
IRIS Consultant Quality of Communication	★★★★★	★★★★★	-	★★★★★	★★★★★	★★★★★	★★★★★
Quality and Compliance							
Overall Quality Standards	★★★★	★★★★	-	★★★	★★★	★★★★	★★★★★
Service Plan	★★★★	★★★★	-	★★★★	★★★★	★★★★	★★★★★
Participant Education	★★★★	★★★	-	★	★★	★★★★★	★★★★
Quality and Timely Services	★★★★	★★★	-	★★★	★★★	★★★★★	★★★★★
IRIS Consultant Characteristics							
IRIS Consultant to Member Ratio	1:30	1:35	1:40	1:44	1:48	1:33	1:45
Additional Information							
Website	https://irisadvocates4u.org	www.connectionswis.org	www.consumerdirectwi.com	www.firstpersoncare.com	www.milc-inc.org	www.pcsdane.org	www.tmgwisconsin.com
Email	info@irisadvocates4u.org	connections@lsswis.org	infoCDWI@consumerdirectcare.com	info@firstpersoncare.com	milc@milc-inc.org	information@pcsdane.org	info@tmgwisconsin.com
Main ICA Office	11053 N Towne Square Rd. Mequon, WI 53092 *Additional office: Milwaukee	6737 W Washington St. Suite 2275 West Allis, WI 53214 *Additional offices: Eau Claire, Appleton, Sturgeon Bay, Madison, Racine, La Crosse	744 Ryan Dr. Suite 201 Hudson, WI 54016	6100 North Baker Rd. Suite 100A Glendale, WI 53209	3262 Church Street Stevens Point, WI 54481	100 Enterprise Dr, PO Box 930224 Verona, WI 53593	1 South Pinckney St. Suite 320 Madison, WI 53703
Phone Number	877-739-2203	844-520-1712	877-785-9991	414-336-2448	715-344-4210	608-848-8305	844-864-8987
Type of Agency	For profit limited liability company (LLC)	Nonprofit organization	For profit limited liability company (LLC)	Nonprofit organization	Nonprofit limited liability company (LLC)	Nonprofit organization	For profit limited liability company (LLC)
State Contracted	7/11/2016	7/1/2015	1/2/2019	8/1/2016	6/15/2016	10/1/2017	7/1/2008
Number of Counties the ICA Serves	54	72 (available statewide)	6	18	15	1	72 (available statewide)

* Participant Survey and Quality and Compliance data are not yet available for Consumer Direct because it is a newer ICA. Consumer Direct is fully certified to offer the IRIS program.

★★★★★ = Excellent ★★★★ = Very Good ★★★ = Good ★★ = Fair ★ = Poor

Star Ratings Quick Guide

IRIS Consultant Agency (ICA)

Participant Survey (Source: DHS 2019 Participant Satisfaction Survey - 2875 Reponses, 39% Response Rate)	
Overall Satisfaction	Overall, how satisfied are participants with their ICA?
IRIS Consultant Responsiveness	Can you contact your IRIS consultant when you need to? How often do you get the help you need from your IRIS consultant?
IRIS Consultant Quality of Communication	Does your IRIS consultant speak to you clearly, carefully, and respectfully?
Quality and Compliance (Source: 2019 MetaStar IRIS Record Review)	
Overall Quality Standards	Does the ICA meet state standards for providing quality services?
Service Plan	Does the ICA work with participants to create their plan and keep it updated as things change?
Participant Education	Does the ICA give participants required information, including resources on self-direction and budget monitoring?
Quality and Timely Services	Does the ICA follow industry-recommended methods of doing its work?

Updated: 12/11/2020