

2020 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.

	TMG	Connections	Advocates4U	First Person Care Consultants	Midstate Independent Living Choices	Progressive Community Services*	Consumer Direct for Wisconsin, LLC**
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	1:43	1:35	1:36	1:47	1:43	1:33	-
Additional Information							
Website	www.tmgwisconsin.com	www.connectionswis.org	https://irisadvocates4u.org	www.firstpersoncare.com	www.milc-inc.org	www.pcsdane.org	www.consumerdirectwi.com
Email	info@tmgwisconsin.com	connections@lsswis.org	info@irisadvocates4u.org	info@firstpersoncare.com	milc@milc-inc.org	information@pcsdane.org	infoCDWI@consumerdirectcare.com
Main ICA Office	1 South Pinckney St. Suite 320 Madison, WI 53703	6737 W Washington St. Suite 2275 West Allis, WI 53214	11053 N Towne Square Rd. Mequon, WI 53092	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	744 Ryan Dr. Suite 201 Hudson, WI 54016
Phone Number	844-864-8987	844-520-1712	877-739-2203	414-336-2448	715-344-4210	608-848-8305	877-785-9991
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	7/1/2008	7/1/2015	7/11/2016	8/1/2016	6/15/2016	10/1/2017	1/2/2019
Number of Counties the ICA Serves	72 (available statewide)	61	35	18	15	1	6

* Participant Survey and Quality and Compliance ratings are not yet available for Progressive Community Services because it is a newer ICA. Progressive Community Services is fully certified to offer the IRIS program.

** Participant Survey, Quality and Compliance, and Ratio 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 2018 Participant Satisfaction Survey - 2117 Reponses, 44% 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: 2018 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: 1/30/2019