2025 Long Term Care Scorecard Updates IRIS Program

January 2025

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Bureau of Programs and Policy

Agenda

- Overview of the LTC Scorecards

- Review of the Annual Update Process

- Features of the 2025 LTC Scorecards

- Information on Companion Tools for the 2025 Scorecards

- Further Information and Questions

Overview of Long-Term Care (LTC) Scorecards

What is the Intent of the LTC Scorecards?

There are two different goals for the LTC Scorecards resulting in two different delivery methods.

1. Performance Information
   - Tool shows statewide comparison scorecard in PDF format

2. Participant Choice
   - Information to help participants choose, shared in an interactive website specific to the member's county of residence

Who Uses the LTC Scorecards?

- All Scorecards are publicly posted online and can be accessed by everyone.

- The primary user for the interactive web-based scorecard is the ADRCs during counseling for participant choice.

Who Uses the LTC Scorecards?
(Continued)

Participant Choice

- The scorecards are **not used** to help a participant **choose a program** (Family Care, Family Care Partnership, PACE, or IRIS).

- Once a program is chosen, the scorecard is used by the ADRC enrollment counselor to help those choosing Family Care, Partnership and Pace select an MCO.

- If IRIS is chosen, the ADRC would use the scorecards to help those interested in IRIS program **select their IRIS Consultant Agency (ICA) and Fiscal Employer Agency (FEA).**

- Interactive Scorecards allow the member and participants to see only the applicable choices for the area where they will receive care.

Where Can I Find the Scorecard?

- Statewide PDFs for IRIS:
  o [2025 FEAs](#)
  o [2025 ICAs](#)

- Interactive Scorecards by County are found on the webpage
  o [ADRC Professionals Scorecard Webpage](#)

  o The Scorecards are available in 8 different languages

  o Specific Scorecards can be printed for the member or participant.

What Languages are Available?

- The landing page for the LTC Interactive Scorecard is automatically routed to English

- Eight languages are available for the Interactive Scorecards

Scorecard in Spanish	›
Scorecard in Arabic	›
Scorecard in Chinese Mandarin	›
Scorecard in Hmong	›
Scorecard in Laotian	›
Scorecard in Russian	›
Scorecard in Serbo-Croatian	›
Scorecard in Somali	›

DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
1/2025

ARABIC

2025 MCO, ICA, and FEA Scorecards

Scorecards should be used to compare among MCOs, ICAs, and FEAs after first selecting a long-term care program.
Talk to your local ADRC to identify which program is right for you.

What are the Unique Features of the Interactive LTC Scorecard?

What Information is Displayed?

1. Results Portion of the Scorecard

   ▪ Each program has specific performance measures represented in the Results portion of the scorecard.

   ▪ Each program displays results and information unique to that program. (FEA and ICA each display different result fields)

   ▪ Results are displayed as star ratings, ratios, and numerical values.

2. Demographic and contact information for the Available Agencies

   ▪ All Scorecards contain validated demographic information on the plans and agencies

What are the Performance Measures for ICA?

1. Member survey
   - Uses ICA Satisfaction Survey
2. Quality Standards
   - MetaStar- IRIS Records Review, First year of MetaStar Reporting
3. Care Team Characteristics
   - Staff Ratio - Calculated with ICA-reported data and DMS enrollment data

2025 Scorecard Project: Example Interactive Scorecard ICA

STATE OF WISCONSIN DEPARTMENT OF HEALTH SERVICES

2025 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Fond du Lac County
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	First Person Care Consultants	Lutheran Social Services - Connections	Midstate Independent Living Choices	TMG
Survey	Overall Satisfaction	★★★☆☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	IRIS Consultant Responsiveness	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	IRIS Consultant Quality of Communication	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★★
Quality and Compliance	Overall Quality Standards	★★★☆☆	★★★☆☆	★★★★☆	★★★★☆	★★★★☆
	Service Plan	★★★★☆	★★★☆☆	★★★★☆	★★★★☆	★★★★☆
	Quality and Timely Services	★★★☆☆	★★★☆☆	★★★★☆	★★★☆☆	★★★★☆
Care Team Characteristics	IRIS Consultant to Participant Ratio	1:39	1:45	1:43	1:33	1:45

	Advocates4U	First Person Care Consult.	Lutheran Social Services -.	Midstate Independent Livi	TMG
Email	info@iris advocates4u.org	info@firstperson .org	connections@lss wis.org	MILC-ICA@milc-inc .org	info@tmg wisconsin.com
Main ICA Office	11053 N. Towne Square Rd. Mequon, WI 53092	2020 W. Wells St. Milwaukee, WI 53233	6737 W. Washington St. Suite 2275 West Allis, WI 53214	3262 Church St. Stevens Point, WI 54481	2424 Rimrock Rd. Suite 230 Madison, WI 53713
Phone Number	877-739-2203	414-336-2448	844-520-1712	715-344-4210	844-864-8987

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

What are the Performance Measures for FEA?

- All FEA Scorecards have one section representing the Participant Survey Initiative

- Participant Survey - uses IRIS Satisfaction Survey

  - Survey has 3 Domains represented on the Scorecard

    1. Overall Satisfaction

    2. FEA Responsiveness

    3. FEA Quality of Communication

2025 Scorecard Project:
Example Interactive Scorecard FEA

STATE OF WISCONSIN DEPARTMENT OF HEALTH SERVICES

2025 Fiscal Employer Agent (FEA) Scorecard

This scorecard should be used for comparing FEAs, 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.

		Acumen Fiscal Agent	GT Independence	Premier Financial Management Services
Survey	Overall Satisfaction	★★★⯪☆	★★★★⯪	★★☆☆☆
	FEA Responsiveness	★★★★☆	★★★★⯪	★★☆☆☆
	FEA Quality of Communication	★★★⯪☆	★★★★☆	★★☆☆☆

		Acumen Fiscal Agent	GT Independence	Premier Financial Management Services
Additional Informati	Phone and Fax	Telephone: 877-901-5826 Facsimile: 800-687-3121 Timesheet Fax: 800-687-3121	Telephone: 877-659-4500 Facsimile: 888-972-3891 Timesheet Fax: 855-329-8648	Telephone: 855-224-5810 Facsimile: 855-471-1731 Timesheet Fax: 888-210-9660
	Email	Wisconsin @acumen2.net	customerservice@ gtindependence.com	IRIS@premier-fms .com
	Address	204 3rd Ave Suite 110 PO Box 945 Osceola WI 54020	607 E. Elizabeth St. Shawano, WI 54166	10425 W. North Ave. Suite 345 Wauwatosa, WI 53226

*A participant cannot select both First Person Care Consultants (ICA) and iLife (FEA) because they are owned by the same company and it would be against IRIS policy to be served by both at the same time.

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

Annual Update Process

What is the Process to Update LTC Scorecards?

- The Scorecards have been available for several years.

- Each year DMS updates the scorecards and guides, typically the first week of January.

- Throughout the year, we may make necessary updates, typically changes to addresses or phone numbers.

Features of the 2025 LTC Scorecard

Publication Visual Updates

- Alphabetical order- all scorecards
- Gridlines for visual clarity -FEA
- Wording Consolidation –FEA and ICA
- Hover questions for Survey Updated – all scorecards

Star Rating ½ Star Feature

- Last year, to help understand performance differences in some measures, we introduced ½ star ratings.

- The ½ Star Rating Scale continues to be used for 2025

  - Half stars split the scoring: 95-100% = 5 stars, 90-94% = 4.5 stars, etc.

Star Rating Methodology

Full Star Methodology

Survey and Quality & Compliance			Care Team Characteristics		
Score	**Stars**	**Rating**	**Turnover Score**	**Stars**	**Rating**
90.0 - 100.0	★★★★★ (5)	Excellent	0.0 - 10.1	★★★★★ (5)	Excellent
80.0 - 89.9	★★★★ (4)	Very Good	10.1 - 20.0	★★★★ (4)	Very Good
70.0 - 79.9	★★★ (3)	Good	20.1 - 30.0	★★★ (3)	Good
60.0 - 69.9	★★ (2)	Fair	30.1 - 40.0	★★ (2)	Fair
<60.0	★ (1)	Poor	>40.0	★ (1)	Poor

Half Star Methodology

Survey and Quality & Compliance			Care Team Characteristics		
Score	**Stars**	**Rating**	**Turnover Score**	**Stars**	**Rating**
95.0% - 100%	★★★★★ (5)	Excellent	0.0% - 5.0%	★★★★★ (5)	Excellent
90.0% - 94.9%	★★★★⯪ (4.5)	Excellent	5.1% - 10.0%	★★★★⯪ (4.5)	Excellent
85.0% - 89.9%	★★★★ (4)	Very Good	10.1% - 15.0%	★★★★ (4)	Very Good
80.0% - 84.9%	★★★⯪ (3.5)	Very Good	15.1% - 20.0%	★★★⯪ (3.5)	Very Good
75.0% - 79.9%	★★★ (3)	Good	20.1% - 25.0%	★★★ (3)	Good
70.0% - 74.9%	★★⯪ (2.5)	Good	25.1% - 30.0%	★★⯪ (2.5)	Good
65.0% - 69.9%	★★ (2)	Fair	30.1 % - 35.0%	★★ (2)	Fair
60.0% - 64.9%	★⯪ (1.5)	Fair	35.1% - 40.0%	★⯪ (1.5)	Fair
< 60.0%	★ (1)	Poor	> 40.0%	★ (1)	Poor

Survey Measure Updates

- All Scorecards use The Member/Participant Survey as one of the Performance Measures
- The 2025 Scorecards use results for the 2023 Satisfaction Survey
- All Programs conducted a 5-year review of the Satisfaction Survey for Survey year 2023
- The review resulted in changes to the wording for multiple survey question for all programs

Survey Measure Updates (Continued)

- The methodology for calculating the Star Rating has not changed for ICA
- A Notable change in the methodology for FEA was made that has resulted in a trend break from previous years
- ADRCs are aware that comparisons to previous years scoring will not be valid
- Updated Survey Questions are found in each programs Scorecard Measure Guide

Updates to Agencies and Geographic Service Regions, GSR 3

- First Persons, an IRIS Consultant Agency, has requested to expand into GSR 3 (Crawford, Grant, Green, Iowa, Juneau, Lafayette, Richland, Sauk counties) January 1st, 2025.

2025 Scorecard Project: Other Updates to be Aware of

- One FEA, **iLife,** will remain unavailable to new enrollees.
- ADRCs will be notified when the agency is re-activated to allow new enrollees.

Companion Tools for the 2025 LTC Scorecards

What Companion Tools are Available?

- Companion Tools are available to give further explanation to the fields on the Scorecard

- Scorecard Guides are available for each Program Scorecard
  - Available as PDFs for all programs (FEA, ICA)
  - Available in all language translations
  - Changes to the applicable dates
  - Detailed information on survey questions and quality results used in the Performance Measures.

What Information Is In the Guides?

- 1st page of the Scorecard Guide is a FAQ, which varies slightly for each program

WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
P-02482-25 (12/2024)

IRIS Consultant Agency (ICA) Scorecard
Frequently Asked Questions

What is the purpose of the Scorecard?
The purpose of the Scorecard is to help you choose an IRIS consultant agency (ICA) based on the factors that are most important to you. The Scorecard gives you information about how current participants feel about their ICA and how well ICAs meet state standards. The Scorecard also provides contact information and other facts about the ICAs that are available for you to choose from.

Where does the information in the Scorecard come from?
Information in the Scorecard comes from a variety of sources:

- **Participant Survey** section shows results from the state's 2023 participant satisfaction survey.
- **Quality and Compliance** section shows results from the state's annual IRIS record review
- **IRIS Consultant Characteristics** section and Additional Information section show information reported by the ICAs about their organization.

What Information Is In the Guides?
(Continued)

- Source information and details on how rates were determined
- Rating System Breakdown is included for each section of the scorecard

Rating System

Score	Stars	Rating
95.0% - 100%	5	Excellent
90.0% - 94.9%	4.5	Excellent
85.0% - 89.9%	4	Very Good
80.0% - 84.9%	3.5	Very Good
75.0% - 79.9%	3	Good
70.0% - 74.9%	2.5	Good
65.0% - 69.9%	2	Fair
60.0% - 64.9%	1.5	Fair
< 60.0%	1	Poor

Percentage of all survey question responses that are "Very Satisfied" or "Extremely Satisfied."

What Information Is In the Guides? (Continued)

- All survey questions used in the 2023 Participant Survey are included in the Measure Guides

2025 IRIS Consultant Agency (ICA) Scorecard
Measures Guide

PARTICIPANT SURVEY	
Measure	**Overall Satisfaction**
Data Source	2023 Satisfaction Survey—a combined score using responses from the following survey questions: 1. Can you contact your IRIS consultant when you need to? 2. When asking for help, how often do you get the help you need from your IRIS consultant? 3. How satisfied are you with getting clear explanations from your IRIS consultant? 4. When you speak with your IRIS consultant, how well do they listen to you? 5. How kindly does your care team treat you? 6. Overall, how satisfied are you with your IRIS consultant agency? 7. Overall, how well do the supports and services you receive in your individual support and service plan meet your needs? 8. How satisfied are you with getting clear explanations from your IRIS consultant agency to develop your individual support and service plan? 9. How well does your individual support and service plan support the activities you want to do in your community, such as visiting with family and friends, working, and volunteering? 10. How well does your individual support and service plan support your needs related to living in a place of your choice? This may include a private apartment or house, adult family home (AFH), or residential care apartment complex (RCAC). 11. How satisfied are you with the process of recruiting, hiring, training, and supervising your workers? 12. How satisfied are you with how your budget is made to purchase allowable services to meet your needs?

Where Can the Guides Be Found?

Public DHS website:

- IRIS "Participant Information" webpage: https://www.dhs.wisconsin.gov/iris/participants.htm

- ADRC Webpage: https://www.dhs.wisconsin.gov/adrc/pros/scorecard.htm

Further Information and Questions

How to Compare Performance Across Providers

- The 2025 IRIS Statewide Scorecards and Scorecard Measure Guides will be found on the public DHS website:
  - IRIS "Participant Information" page
    https://www.dhs.wisconsin.gov/iris/participants.htm

2025 ICA Scorecard
ICA Scorecard, P-02556-25 (PDF)   Scorecard Guide for ICAs, P-02482-25
2024 ICA Scorecard
ICA Scorecard, P-02556-24 (PDF)   Scorecard Guide for ICAs, P-02482-24

2025 FEA Scorecard
FEA Scorecard, P-02555-25 (PDF)   Scorecard Guide for FEAs, P-02483-25
2024 FEA Scorecard
FEA Scorecard, P-02555-24 (PDF)   Scorecard Guide for FEAs, P-02483-24

2025: ICAs

2025 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard
This scorecard should be used for comparing ICAs, not for comparing between the IRIS and Family Care programs.
Star ratings are reflective of statewide data and are not specific to county-level performance.

	Advocates4U	First Person Care Consultants	Lutheran Social Services – Connections	Midstate Independent Living Choices	Progressive Community Services	TMG
Member Survey						
Overall Satisfaction	★★★☆	★★★★	★★★★	★★★★☆	★★★★☆	★★★★☆
IRIS Consultant Responsiveness	★★★★	★★★★☆	★★★★☆	★★★★☆	★★★★★	★★★★☆
IRIS Consultant Quality of Communication	★★★★	★★★★☆	★★★★☆	★★★★☆	★★★★★	★★★★★
Quality and Compliance						
Overall Quality Standards	★★★☆	★★★☆	★★★★	★★★★☆	★★★★☆	★★★★☆
Service Plan	★★★★	★★★☆	★★★★	★★★★☆	★★★★☆	★★★★☆
Quality and Timely Services	★★★	★★★	★★★★	★★★	★★★★☆	★★★★☆
IRIS Consultant Characteristics						
IRIS Consultant to Participant Ratio	1:39	1:45	1:43	1:33	1:43	1:45
Additional Information						
Website	https://irisadvocates4u.org	www.firstperson.org	www.connectionswis.org	www.milc-inc.org	www.pcsdane.org	www.tmgwisconsin.com
Email	info@irisadvocates4u.org	info@firstperson.org	connections@lsswis.org	MILC-ICA@milc-inc.org	information@pcsdane.org	info@tmgwisconsin.com
Main ICA Office	11053 N Towne Square Rd. Mequon, WI 53092 *Additional office: Milwaukee	2020 W. Wells St. Milwaukee, WI 53233	6737 W Washington St. Suite 2275 West Allis, WI 53214 *Additional offices: Eau Claire, Appleton, Sturgeon Bay, Madison, Racine, La Crosse	3262 Church Street Stevens Point, WI 54481	100 Enterprise Dr, PO Box 930224 Verona, WI 53593	2424 Rimrock Rd. Suite 230 Madison, WI 53713
Phone Number	877-739-2203	414-336-2448	844-520-1712	715-344-4210	608-848-8305	844-864-8987
Type of Agency	For Profit LLC	Not for Profit	Not for Profit	Not for Profit	Not for Profit	For Profit LLC
State Contracted	7/11/2016	8/1/2016	7/1/2015	6/15/2016	10/1/2017	7/1/2008
Number of Counties the ICA Serves	72 (available statewide)	31	72 (available statewide)	15	9	72 (available statewide)

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

2025: FEAs

2025 Fiscal Employer Agent (FEA) Scorecard

This scorecard should be used for comparing FEAs, 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.

*iLife is Not Acepting New Participants as of 10/1/24	Acumen Fiscal Agent	GT Independence	iLife Financial Management Services*	Premier Financial Management Services
Participant Survey				
Overall Satisfaction	★★★☆	★★★★☆	★★★☆	★★
FEA Responsiveness	★★★★	★★★★☆	★★★☆	★★
FEA Quality of Communication	★★★☆	★★★★	★★★	★★
Additional Information				
Website	https://www.acumenfiscalagent.com/	www.gtindependence.com	https://ilife.org/	www.premier-fms.com
Phone and Fax	Telephone: 877-901-5826 Facsimile: 800-687-3121 Timesheet Fax: 800-687-3121	Telephone: 877-659-4500 Facsimile: 888-972-3891 Timesheet Fax: 855-329-8648	Telephone: 888-800-5599 Facsimile: 888-809-1224 Timesheet Fax: 414-937-2034	Telephone: 855-224-5810 Facsimile: 855-471-1731 Timesheet Fax: 888-210-9660
Email	Wisconsin@acumen2.net	customerservice@gtindependence.com	IRIS@iLIFE.org	IRIS@premier-fms.com
Address	204 3rd Ave Suite 110 PO Box 945 Osceola WI 54020	607 E. Elizabeth St. Shawano, WI 54166	2020 W. Wells St. Milwaukee, WI 53233	10425 W. North Avenue, Suite 345 Wauwatosa, WI 53226
Central Office	Mesa, Arizona	Sturgis, Michigan	Milwaukee, Wisconsin	Milwaukee, Wisconsin
Type of Agency	For Profit LLC	For Profit LLC	For Profit LLC	For Profit LLC
Date FEA was Contracted	12/1/2016	5/9/2016	7/1/2008	7/10/2016

*A participant cannot select both First Person Care Consultants (ICA) and iLife (FEA) because they are owned by the same company and it would be against IRIS policy to be served by both at the same time. iLife is not accepting new participants as of 10/1/24.

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

Questions

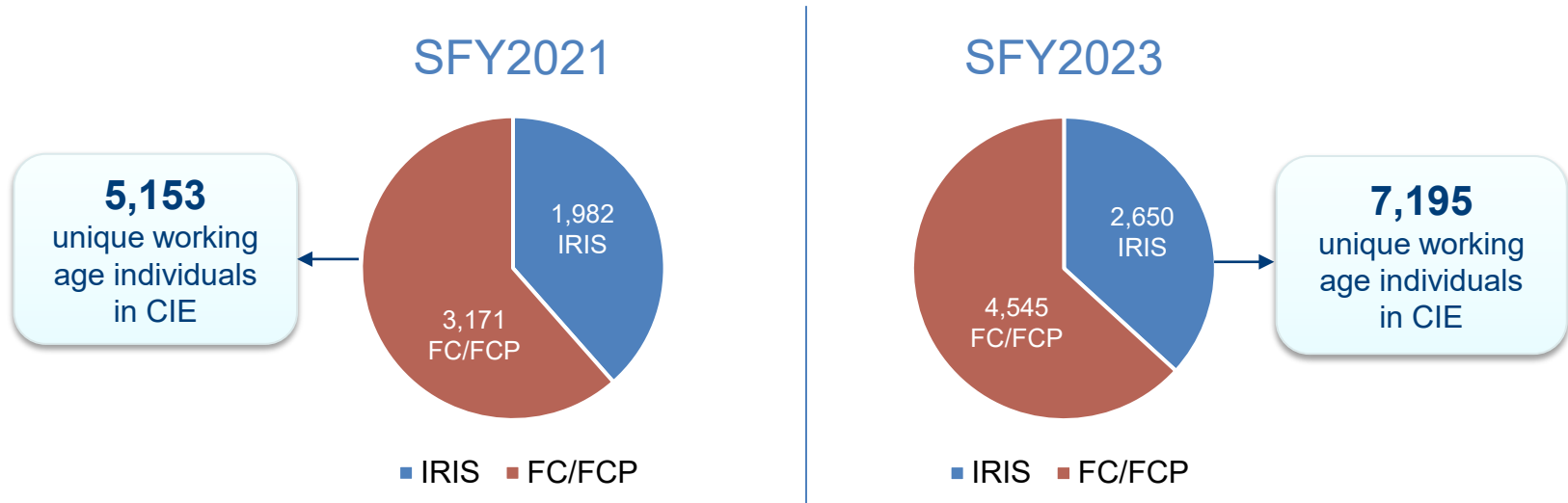If you have questions on the Scorecard, you can contact DHSDMSLTC@dhs.wisconsin.gov.

Competitive Integrated Employment (CIE) Data

Presented to the IRIS Advisory Committee
11/26/2024

Total Number of Working Age Individuals in CIE enrolled in
Family Care/Family Care Partnership & IRIS

SFY2021

1,982 IRIS

3,171 FC/FCP

5,153 unique working age individuals in CIE

- IRIS - FC/FCP

SFY2023

2,650 IRIS

4,545 FC/FCP

7,195 unique working age individuals in CIE

- IRIS - FC/FCP

Percentage of Total Working Age Population in CIE by Program
SFY 2023
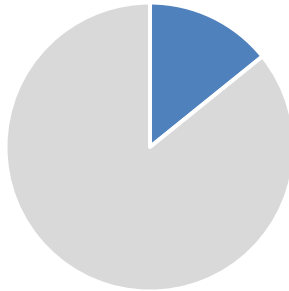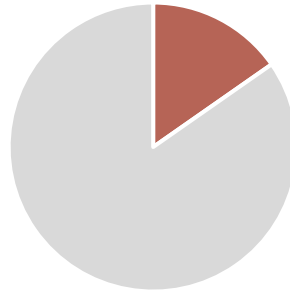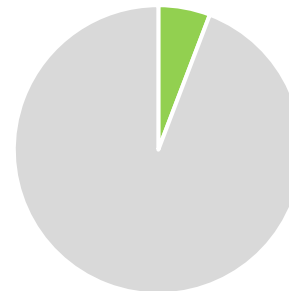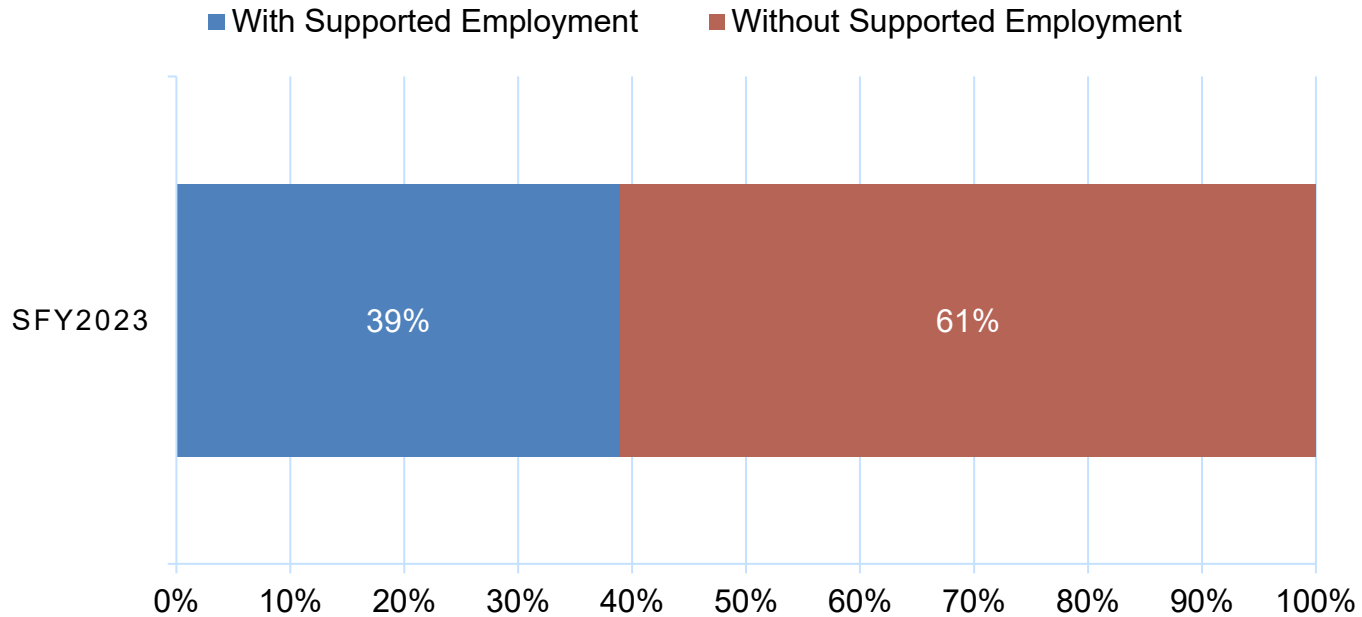
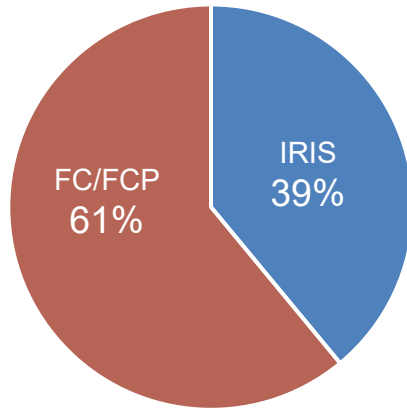# Percent with/without Supported Employment in CIE (2023)
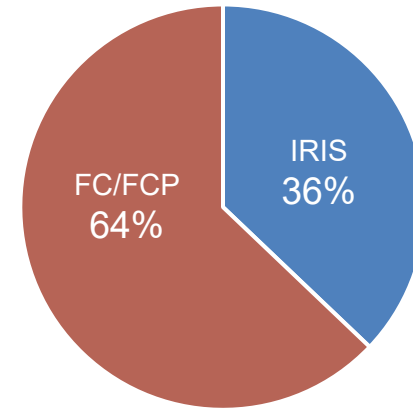
Percent with/without Supported Employment in CIE (2023)

Median Hours Worked in CIE per Week by Program
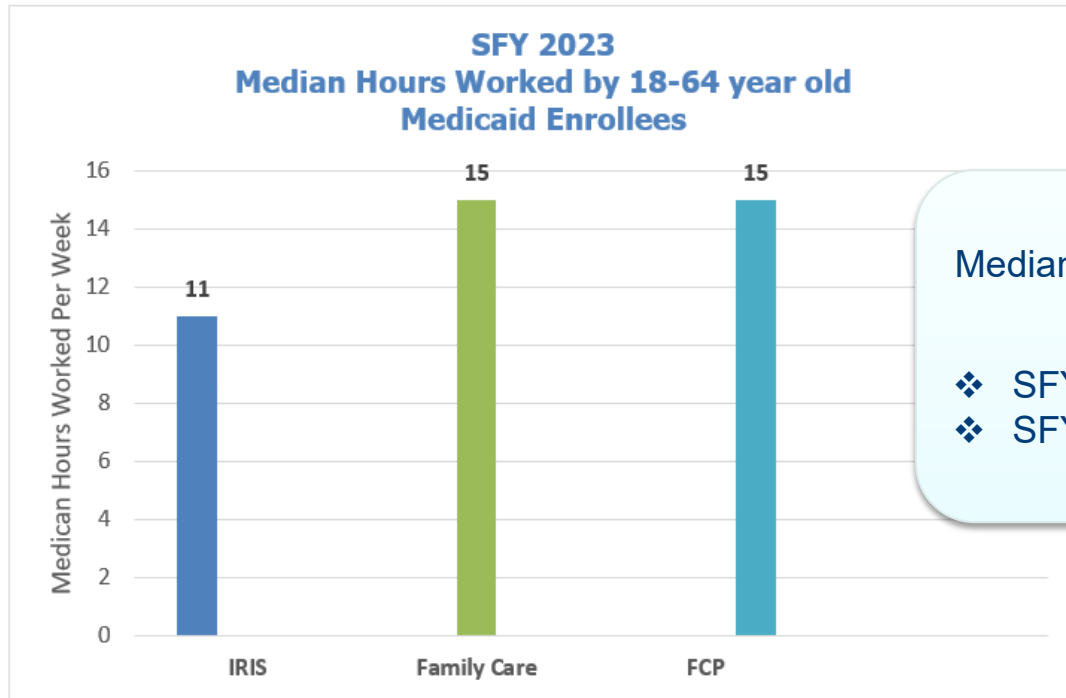

SFY 2023
Median Hours Worked by 18-64 year old
Medicaid Enrollees

Median Hours Worked in CIE (all programs)

❖ SFY 2021: 12.5 hours
❖ SFY 2023: 12.5 hours

Median Wages Earned in CIE by Program

SFY 2023
Median Wages Earned by 18-64 year old Medicaid Enrollees

IRIS: $10.20
Family Care: $11.00
FCP: $12.00
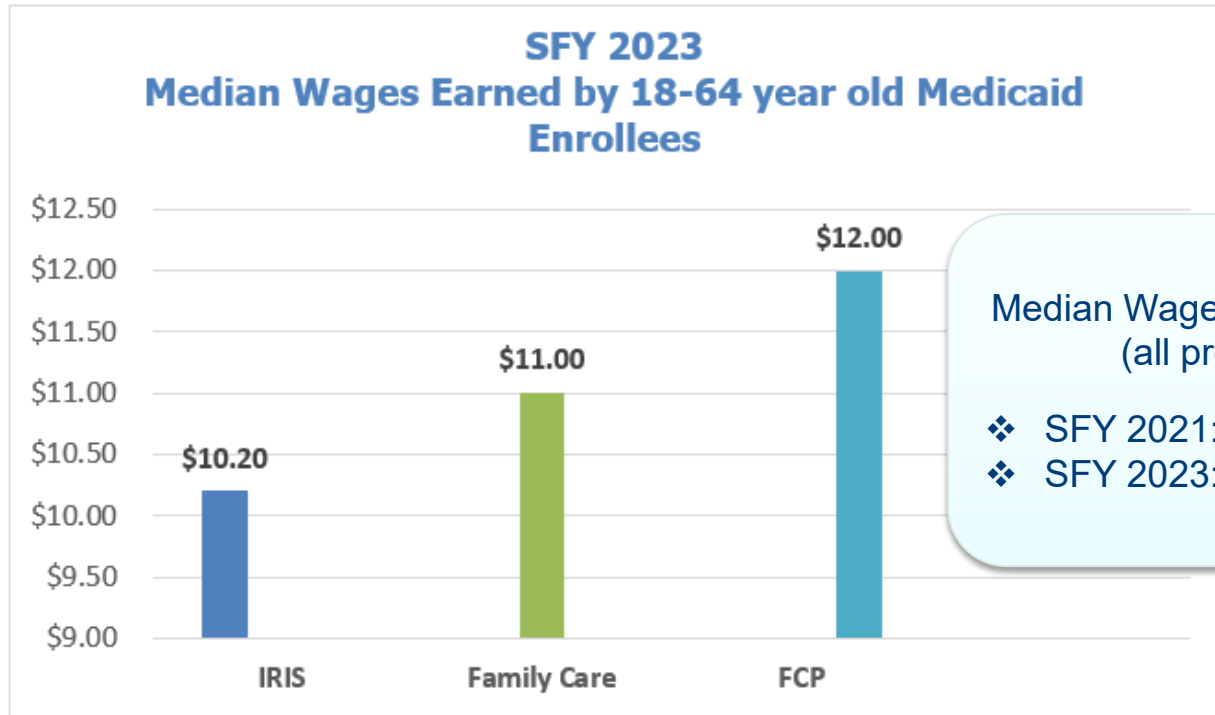
Median Wages Earned in CIE (all programs)

- ❖ SFY 2021: $9.50 per hour
- ❖ SFY 2023: $10.57 per hour

Resources

- DMS Reports
  - [Summary of Competitive Integrated Employment (CIE) Data State Fiscal Year (SFY) 2020-2021](#)
  - CIE Report for SFY 2022-2023 will be posted on the DHS website once competed
    - Data from SFY 2023 is considered preliminary until report is published
- New website
  https://www.dhs.wisconsin.gov/employment-skills/

IRIS Budget Amendments: Process Improvement

January 2025

Presenter:

Jennifer Ruid
IRIS Program and Policy Analyst

What is a Budget Amendment?

- Budget Amendment (BA) requests are requests for additional funding for service costs that exceed an IRIS participant's base budget, as calculated by their Individual Budget Allocation (IBA).

What is a Budget Amendment?

- A BA is requested when a participant has identified an **unmet need and associated long-term care outcome** that cannot be met by their base budget amount or other Medicaid benefit.

- DHS has implemented process improvements to ensure BA requests meet policy requirements.

What is a Budget Amendment?

- BA requests are submitted to the Department of Health Services (DHS), and each BA request is assigned to a member of the IRIS Quality Assurance Staff (QAS) for review.

- When the review of the BA request is completed, the QAS Reviewer issues a decision.

- If the BA is approved, the participant gets access to additional funding for the BA-requested IRIS service.

IRIS Budget Amendments: Process Improvement

- The enhancement and ongoing evaluation of the BA review process has resulted in beneficial opportunities to assess/review the participant's ISP in its entirety and increasingly identify potential non-adherence to IRIS program guidelines, which may include:

    - duplication of services on the plan;

    - existing funding allocations (and requests) for non-allowable settings;

    - non-adherence to prioritization of services/person-centered planning; and

    - budget authority mismanagement/overspending.

IRIS Budget Amendments: Process Improvement

- Steps taken by DHS to resolve issues with non-compliant BA submissions include:

  - Reviewer independently communicates policy deviations and required solutions directly with the ICA, and the ICA/participant apply applicable corrections.

  - Reviewer consults the IRIS Program Manager, and they combine to facilitate solution-based direct communication with applicable parties (ICA, IRIS Provider, Participant/Legal Decision Maker, etc.).

  - Reviewer/IRIS Program Manager communicate and refer the identified program deviation to the Bureau of Quality and Oversight (BQO) for further solution-based resolution measures.

IRIS Budget Amendments: Process Improvement

- Commonly encountered obstacles directly related to the BA request process include:
  - lack of required justification for the service being requested in the BA;
  - incomplete BA requests missing required information or documentation;
  - misidentified participant needs with incorrectly associated long-term care outcomes;
  - lack of participant/legal decision maker involvement and education; and
  - unnecessary BA submissions for requests that should have been initially denied by the ICA and issued a Notice of Action (NOA).
- The updated "BA Policy", which was the foundation for the ICA BA trainings, prioritizes and defines solution-based requirements for these obstacles.

IRIS Budget Amendments: Process Improvement

- Process improvements implemented in November 2024 include:

  o completion/publication of the revised *IRIS Additional Funding Requests* Policy [P-03656](#) ("BA Policy");

  o completed six ICA Budget Amendment Trainings required for all IRIS Consultants (ICs); and

  o published new revised budget amendment-related forms to align with the new "BA Policy" and contain revisions that will reduce identified obstacles.

- Ongoing workgroups and collaborative communication between the Department and ICAs contributed to the final versions of the "BA Policy" and revised BA-related forms.

IRIS Budget Amendments: Process Improvement

- The newly published "BA Policy" successfully presents the "life of the BA" and contains beneficial supporting information, as well as instructional Process Improvement-related requirements that:
  - o reduce identified challenges; and
  - o result in limiting BA requests to only those meeting detailed justification criteria.

- The "BA Policy" defines/details the four chronological processes that comprise the BA request process, which are:

  1. Pre-submission
  2. Submission
  3. Request Review
  4. Decision Issuance

IRIS Budget Amendments: Process Improvement

- In November 2024, six two-hour ICA Budget Amendment Training sessions were conducted remotely, and all IRIS Consultants were required to attend.

    o Approximately 850+ ICs attended the required ICA BA training.

    o In addition to the two IRIS team members that conducted the training, additional members of the QAS Review Team joined each session to facilitate and encourage productive discussion.

    o The new "BA Policy" served as the foundation for much of the training content, which included interactive and detailed step by step presentation/instruction of the four BA Request processes and newly revised BA request forms.

IRIS Budget Amendments: Process Improvement

- ICA Budget Amendment Training Sessions (continued)

  - Additional training related to commonly identified/encountered challenges and subsequent Process Improvement response tools/efforts was also presented.

  - A recorded version of one of the BA training sessions will be posted online.

  - A follow-up ICA BA training document containing answers to questions that were unable to be answered during the six training sessions (due to time limitations), as well as inclusion of updated hyperlinks to all new/revised BA-related forms/policy were sent to the ICAs.

  - Adherence to the newly published "BA Policy", as well as required ICA utilization of the new/revised BA-related forms began on 01/01/2025.

IRIS Budget Amendments: Process Improvement

- Process Improvement measures implemented for frequently encountered BA process obstacles include:

  o **Identified Obstacle**: ICA submission of incomplete BA requests, which lack documentation/information/justification that is required to proceed with the review process.

    ➢ **Process Improvement:** The revised "BA Policy" outlines requirement for an "ICA Quality Review" (second set of eyes) to be conducted during the BA Pre-Submission process.

IRIS Budget Amendments: Process Improvement

- Process Improvement measures implemented for frequently encountered BA process obstacles include:

  o **Identified Obstacle**: missing required documentation.

  ➢ **Process Improvement:** The revised "BA Policy" outlines and defines the forms that are required for all BA Request submissions.

Thank You!

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IRIS Caregiver Background Check Policy

- To ensure the safety of IRIS participants, anyone being considered for hire by a participant (employer) in a caregiving role, which includes Participant Hired Workers (PHWs) or individual providers (sole proprietors), must have a two-part background check including:

  - Criminal Background History; and
  - Wisconsin Caregiver Misconduct Registry

- The Fiscal Employment Agent (FEA) facilitates the background checks and sends the results to the participant.

IRIS Caregiver Background Check Policy

- In addition to caregivers that are being considered for hire by the participant, Criminal and Caregiver Misconduct background checks are also conducted every four years for actively employed caregivers.

- The FEA may also conduct an ad-hoc background check for whom reports exist that convictions of crimes listed in this background check policy may have occurred.

IRIS Caregiver Background Check Policy

- There are several key reasons for revising the IRIS Caregiver Background Check Policy, which include:

  - current policy is significantly more expansive than other long-term care programs;

  - impact of caregiver workforce shortages;

  - previously IAC-requested subcommittee evaluation of the current IRIS Background Check Policy resulted in a recommendation to increase IRIS policy alignment with background check policies utilized by other DHS long-term care programs; and

  - reduce the number of participant-requested appeals.

Revised Policy Contains 13 "Barrable" Crimes:
Appeal Request Required for Employment Consideration

WISCONSIN STATUTE	CRIME
940.01	First-degree intentional homicide
940.02	First-degree reckless homicide
940.03	Felony murder
940.05	Second-degree intentional homicide
940.12	Assisting suicide
940.19 (2), (4), (5) or (6)	Battery (felony)
940.19 (3), 1999 Stats.	Battery
940.198 (2)	Intentional causation of bodily harm (NEW)
940.22 (2) or (3)	Sexual exploitation by therapist; duty to report
940.225 (1), (2) or (3)	1st, 2nd or 3rd degree sexual assault
940.285 (2)	Abuse of individuals at risk
940.29	Abuse of residents of penal facilities
940.295	Abuse or neglect of patients and residents

- Current policy contains 38 "barrable" crimes that are **not appealable**.

- Revised policy contains 13 "barrable" serious *crimes designated within Wisconsin Legislature: 50.065.

- Revised policy permits participant to request an appeal **on behalf** of the caregiver/applicant for all crimes.

*Three crimes excluded from the Wisconsin Legislature: 50.065 "barrable" list due to victim <18 years old.

Revised Policy Contains 23 "Mandatory Disclosure" Crimes

WISCONSIN STATUTE	CRIME
943.20	Theft
943.201	Unauthorized use of an individual's personal identifying information or documents
943.203	Unauthorized use of an entity's identifying information or documents
943.32	Robbery
943.38	Forgery
943.41	Financial transaction card crimes
948.051	Trafficking of a child
948.055	Causing a child to view or listen to sexual activity
948.06	Incest with a child
948.07	Child enticement
948.08	Soliciting a child for prostitution
948.085	Sexual assault of a child placed in substitute care
948.11 (2) (a) or (am)	Exposing a child to harmful material or harmful descriptions or narrations
948.12	Possession of child pornography
948.13	Child sex offender working with children
948.21 (1)	Neglecting a child
948.30	Abduction of another's child; constructive custody
948.53	Child unattended in childcare vehicle
961.41 (1)	Manufacture, distribution or delivery of a controlled substance or a controlled substance analog
961.41 (1m)	Possession with intent to manufacture, distribute or deliver a controlled substance or a controlled substance analog
961.41 (3g)	Possession or attempt to possess a controlled substance or a controlled substance analog. Only if the date of conviction is within 5 or fewer years from the date the results of the criminal background check are obtained by the entity.
961.43 (1) (a)	Acquire or obtain possession of a controlled substance by misrepresentation, fraud, forgery, deception or subterfuge
961.43 (1) (b)	To make, distribute or possess material designed to reproduce the trademark upon any drug or container or label so as to make a counterfeit substance or to duplicate the physical appearance, form, package or label of a controlled substance

- Revised policy contains **new** "Mandatory Disclosure" category for 23 crimes designated within Wisconsin Legislature: DHS 12.115.

- FEA required to notify participants of category findings.

- Provides participant with information to make an informed choice.

- Although mandatory notification is required, the participant is **not** required to request an appeal for crimes in this category.

IRIS Caregiver Background Check Policy: FEA Notification Process

- In addition to providing the participant with the background check findings, the FEA will also send the participant one of four notification letters:

  1. **FEA Notification Letter #1**: No mandatory disclosure-related crimes nor "barrable" crimes were identified.

  2. **FEA Notification Letter #2**: Mandatory disclosure-related crimes were identified. Disclosure of these crimes is being provided to the participant to assist them with making an informed decision regarding employment of caregiver; however, it is not necessary to request an appeal on behalf of the caregiver to continue caregiver employment process.

  3. **FEA Notification Letter #3**: Serious crimes were identified. If the participant would still like to employ the caregiver, the participant must request an appeal on behalf of the caregiver.

  4. **FEA Notification Letter #4**: Both serious crimes and mandatory disclosure-related crimes were identified. If the participant would still like to employ the caregiver, the participant must request an appeal on behalf of the caregiver.

IRIS Caregiver
Background Check Policy – Appeal Process

- In addition to composing a revised IRIS Caregiver Background Check Policy, a transparent and increasingly balanced process will be composed for the revised Participant Appeal process, which will:

  o replace the current Appeal process, which consists of one DHS Quality Assurance Team member conducting the appeal.

    ➢ The revised Appeal process will continue to be initiated/requested by the participant (on behalf of the proposed caregiver), and the appeal will be conducted by an "Appeal Review Committee", which will consist of numerous designated individuals.

IRIS Caregiver
Background Check Policy – Next Steps

- Provision of IRIS Background Check Policy *Draft* to IAC for Review during IAC Meeting on 03/25/2025 (will submit *Draft* in advance on 03/18/2025)

- Estimated IAC *Draft* Review Period of 10 Business Days – 04/07/2025

- Target Effective Date – 04/18/2025

Thank You!

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