# 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 2020 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 is the Participant Satisfaction Survey?

The participant satisfaction survey is an annual set of questions mailed to current participants of each ICA to gather feedback on their experience with their ICA. The state collects and analyzes survey responses to find out how happy participants are with their IRIS consultant, how engaged they are in creating their individual support and services plan, and how well their ICA helps to meet their needs.

### What is the IRIS Record Review?

The IRIS record review is an assessment that scores how well ICAs meet certain performance standards set by the state. It is performed every year by an external quality review organization, which looks to make sure the ICA has policies, procedures, and processes in place to deliver high-quality services to participants.

### What do nonprofit and for profit mean?

The Type of Agency section in the Scorecard describes which type of organization each MCO is. A nonprofit organization is a group organized for purposes other than generating a profit and in which no part of the organization's income is distributed to its directors or officers. A for profit organization is a business that operates for the purpose of making a profit.

### Why are star ratings missing for Progressive Community Services and Consumer Direct?

Some ratings are not yet available for these ICAs because they are newer ICAs. Consultant to Participant Ratio is not yet available for Consumer Direct since the ICA is in its first year of operation. Both ICAs are certified to offer the IRIS program.

### When was the Scorecard last updated? How frequently is it updated?

The Scorecard was last updated in 2021. It is updated annually.

### Why doesn't the Scorecard provide other information about ICAs I am interested in?

The Scorecard presents only information that has been validated by the state. The ratings provided in the Scorecard are based on only the most current verifiable data, providing you with objective factors to help you make your ICA selection.

# IRIS Consultant Agency (ICA) Scorecard
## Measures Guide

| PARTICIPANT SURVEY | |
|---|---|
| **Measure** | **Overall Satisfaction** |
| **Data Source** | 2020 Satisfaction Survey—a combined score using responses from the following survey questions:<br><br>1. Can you contact your IRIS consultant when you need to?<br><br>2. How often do you get the help you need from your IRIS consultant?<br><br>3. How clearly does your IRIS consultant explain things to you?<br><br>4. How carefully does your IRIS consultant listen to you?<br><br>5. How respectfully does your IRIS consultant treat you? |

| Data Source | 6. Overall, how much do you like 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 well does your IRIS consultant agency provide you the information you need to develop your individual support and service plan? |
| | 9. How well does your individual support and service plan support the activities that 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 your own apartment or house, adult family home, or residential care apartment complex? |

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| **Data Source** | 11. How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?<br><br>12. How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs? |
| **Rating System** | <table><tr><td>Score</td><td>Stars</td><td>Rating</td></tr><tr><td>90.0% - 100.0%</td><td>5</td><td>Excellent</td></tr><tr><td>80.0% - 89.9%</td><td>4</td><td>Very Good</td></tr><tr><td>70.0% - 79.9%</td><td>3</td><td>Good</td></tr><tr><td>60.0% - 69.9%</td><td>2</td><td>Fair</td></tr><tr><td>&lt; 60.0%</td><td>1</td><td>Poor</td></tr></table><br>Percentage of all survey question responses that are "Very Satisfied" or "Extremely Satisfied." |
| **Measure** | **IRIS Consultant Responsiveness** |

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| **Data Source** | 2020 Satisfaction Survey—a combined score using responses from the following survey questions:<br><br>1. Can you contact your IRIS consultant when you need to?<br>2. How often do you get the help you need from your IRIS consultant? |
| **Rating System** | <table><tr><th>Score</th><th>Stars</th><th>Rating</th></tr><tr><td>90.0% - 100.0%</td><td>5</td><td>Excellent</td></tr><tr><td>80.0% - 89.9%</td><td>4</td><td>Very Good</td></tr><tr><td>70.0% - 79.9%</td><td>3</td><td>Good</td></tr><tr><td>60.0% - 69.9%</td><td>2</td><td>Fair</td></tr><tr><td>< 60.0%</td><td>1</td><td>Poor</td></tr></table>Percentage of survey question responses that are "Very Satisfied" or "Extremely Satisfied." |
| **Measure** | **IRIS Consultant Quality of Communication** |
| **Data Source** | 2020 Satisfaction Survey—a combined score using responses from the following survey questions:<br><br>1. How clearly does your care team explain things to you? |

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| | 2. How carefully does your care team listen to you? |
| | 3. How respectfully does your care team treat you? |

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|---|---|---|
| **Rating System** | | |

| Score | Stars | Rating |
|---|---|---|
| 90.0% - 100.0% | 5 | Excellent |
| 80.0% - 89.9% | 4 | Very Good |
| 70.0% - 79.9% | 3 | Good |
| 60.0% - 69.9% | 2 | Fair |
| < 60.0% | 1 | Poor |

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

| QUALITY AND COMPLIANCE | |
|---|---|
| **Measure** | **Overall Quality Standards** |
| **Data Source** | 2020 MetaStar IRIS Record Review<br><br>This score comes from combining ICA performance on metrics related to:<br><br>• **Service Plan:** How well the ICA does at working with participants to create their plan, answer questions about it, and keep it updated as things change |

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| **Data Source** | • **Participant Education**: How well the ICA documents and records completion of participant education requirements<br><br>• **Quality and Timely Services:** How well the ICA does at using what research and the industry have identified as the best methods of providing services |
| **Rating System** | | Score | Stars | Rating |<br>|---|---|---|<br>| 90.0% - 100.0% | 5 | Excellent |<br>| 80.0% - 89.9% | 4 | Very Good |<br>| 70.0% - 79.9% | 3 | Good |<br>| 60.0% - 69.9% | 2 | Fair |<br>| < 60.0% | 1 | Poor |<br><br>Percentage of items in the Record Review that achieved criteria of "Met." |
| **Measure** | **Service Plan** |
| **Data Source** | 2020 MetaStar IRIS Record Review<br>Individual Support and Services Plan Section<br><br>**How well the ICA does at working with participants to create their plan, answer** |

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|---|---|
| | **questions about it, and keep it updated as things change.** |

| Rating System | Score | Stars | Rating |
|---|---|---|---|
| | 90.0% - 100.0% | 5 | Excellent |
| | 80.0% - 89.9% | 4 | Very Good |
| | 70.0% - 79.9% | 3 | Good |
| | 60.0% - 69.9% | 2 | Fair |
| | < 60.0% | 1 | Poor |

Percentage of items in the individual support and services plan section of the record review that achieved criteria of "Met."

| Measure | **Participant Education** |
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| Data Source | 2020 MetaStar IRIS Record Review Administrative Authority Section<br><br>**How well the ICA documents and records completion of participant education requirements.** |
|---|---|

| Rating System | Score | Stars | Rating |
|---|---|---|---|
| | 90.0% - 100.0% | 5 | Excellent |
| | 80.0% - 89.9% | 4 | Very Good |
| | 70.0% - 79.9% | 3 | Good |
| | 60.0% - 69.9% | 2 | Fair |
| | < 60.0% | 1 | Poor |

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| | Percentage of items in the Administrative Authority section of the Record Review that achieved criteria of "Met." |
| **Measure** | **Quality and Timely Services** |
| **Data Source** | 2020 MetaStar IRIS Record Review<br>Best Practice Section<br><br>**How well the ICA does at using what research and the industry have identified as the best methods of providing services.** |
| **Rating System** | |

| Score | Stars | Rating |
|---|---|---|
| 90.0% - 100.0% | 5 | Excellent |
| 80.0% - 89.9% | 4 | Very Good |
| 70.0% - 79.9% | 3 | Good |
| 60.0% - 69.9% | 2 | Fair |
| < 60.0% | 1 | Poor |

Percentage of items in the Best Practice section of the Record Review that achieved criteria of "Met."

| IRIS CONSULTANT CHARACTERISTICS | |
|---|---|
| **Measure** | **Consultant to Participant Ratio** |
| **Data Source** | Ratio is reported as of July 1, 2021, based on current full-time equivalent (FTE) and enrollment. The IRIS Consultant to member ratio expresses a comparison between the number of IRIS Consultants in the ICA to the number of participants in the ICA. "1:x" is interpreted as: For every 1 IRIS Consultant, there are x participants. A lower ratio indicates that there are fewer ICA participants to each IRIS Consultant, whereas a higher ratio indicates that there are more ICA participants to each IRIS Consultant. |
| **Rating System** | No ratings are assigned for consultant to participant ratios. All IRIS consultant to participant ratios are in compliance with state standards. |