

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.connections wis.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

Star Ratings Quick Guide

IRIS Consultant Agency (ICA)

Participant Survey <i>(Source: DHS 2023 Participant Satisfaction Survey - 3037 Responses, 32% Response Rate)</i>	
Overall Satisfaction	Overall, how satisfied are participants with their ICA?
IRIS Consultant Responsiveness	Can you contact your care team when you need to? When asking for help, how often do you get the help you need from your care team?
IRIS Consultant Quality of Communication	How satisfied are you with getting clear explanations about your care plan from your care team? When you speak with your care team, how well do they listen to you? How kindly does your care team treat you?
Quality and Compliance <i>(Source: 2023 MetaStar IRIS Record Review)</i>	
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?
Quality and Timely Services	Does the ICA follow industry-recommended methods of doing its work?

Updated: 12/02/24