

**2024 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.

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

		GT Independence	iLIFE Financial Management Services*	Acumen Fiscal Agent
Additional Information	Phone and Fax	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: 877-901-5826 Facsimile: 800-687-3121 Timesheet Fax: 800-687-3121
	Email	customerservice@ gtindependence.com	IRIS@iLIFE.org	outreach.wi@ outreachfiscal agent.com
	Address	607 E. Elizabeth St. Shawano, WI 54166	2020 W. Wells St. Milwaukee, WI 53233	204 3rd Ave Suite 110 PO Box 945 Osceola WI 54020

\*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



## 2024 Fiscal Employer Agent (FEA) Scorecard Additional Information

	GT Independence	iLIFE Financial Management Services*	Acumen Fiscal Agent
Website	<a href="http://www.gtindependence.com/iris">www.gtindependence.com/iris</a>	<a href="https://ilife.org/">https://ilife.org/</a>	<a href="http://www.acumenfiscalagent.com">www.acumenfiscalagent.com</a>
Central Office	GT Independence is based out of Sturgis, Michigan.	iLIFE is based out of Milwaukee, Wisconsin.	Acumen Fiscal Agent is based out of Mesa, Arizona.
Type of Agency	For profit limited liability company (LLC)	Nonprofit limited liability company (LLC)	For profit limited liability company (LLC)
Date FEA was Contracted	5/9/2016	7/1/2008	12/1/2016

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