

**2024 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Winnebago 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 | 1:53 | 1:44 | 1:36 | 1:45 |
| | | Advocates4U | First Person Care Consult.. | Lutheran Social Services -.. | Midstate Independent Livi.. | TMG |
| Email | | info@irisadvocates4u.org | info@firstperson.org | connections@lsswis.org | MILC-ICA@milc-inc.org | info@tmgwisconsin.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



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Additional Information

| | Advocates4U | First Person Care Consultants | Lutheran Social Services - Connections | Midstate Independent Living Choices | TMG |
|-----------------------------------|---|--|--|--|--|
| Website | https://irisadvocates4u.org | firstperson.org | www.connections.wis.org | www.milc-inc.org | www.tmg.wisconsin.com |
| Type of Agency | For profit limited liability company (LLC) | Nonprofit organization | Nonprofit organization | Nonprofit limited liability company (LLC) | For profit limited liability company (LLC) |
| State Contracted | 7/11/2016 | 8/1/2016 | 7/1/2015 | 6/15/2016 | 7/1/2008 |
| Number of Counties the ICA Serves | 71 | 23 | 72 (available statewide) | 15 | 72 (available statewide) |