

**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.

		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	1:53	1:44	1:36	1:45
	First Person Care Consultants	Lutheran Social Services - Conne..	Midstate Independent Living Choi..	TMG	
Email	info@firstperson.org	connections@lss.wis.org	MILC-ICA@milc-inc.org	info@tmg.wisconsin.com	
Main ICA Office	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	414-336-2448	844-520-1712	715-344-4210	844-864-8987	

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2024 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Winnebago County Additional Information

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