

### 2021 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*	Outreach Health Services	Premier Financial Management Services
<b>Hover over the stars for more detail.</b>					
Survey	Overall Satisfaction	★★★★	★★★★	★★★★	★★★★
	FEA Quality of Communication	★★★★	★★★★★	★★★★★	★★★★
	FEA Responsiveness	★★★	★★★★	★★★	★★★

Additional Information	Address	5150 N. Port Washington Rd. Suite 102 Milwaukee, WI 53217	6100 N. Baker Rd. Glendale, WI 53209 *5 offices: Central Milwaukee, Eau Claire, Madison, Rice Lake, Wausau	204 E. 3rd St. Suite 110 PO Box 945 Osceola, WI 54020	10425 W. North Ave. Suite 345 Wauwatosa, WI 53226
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★★★★★ = Excellent    ★★★★ = Very Good    ★★★ = Good    ★★ = Fair    ★ = Poor

\*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.