

### 2021 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Dane 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.

		Connections	First Person Care Consultants	Progressive Community Services	TMG
<b>Hover over the stars for more detail.</b>					
Survey	Overall Satisfaction	★★★★★	★★★★★	★★★★★	★★★★★
	IRIS Consultant Quality of Communication	★★★★★	★★★★★	★★★★★	★★★★★
	IRIS Consultant Responsiveness	★★★★★	★★★★★	★★★★★	★★★★★
Quality and Compliance	Overall Quality Standards	★★★★★	★★★	★★★★★	★★★★★
	Participant Education	★★★★	★	★★★★★	★★★★★
	Quality and Timely Services	★★★★	★★★	★★★★★	★★★★★
	Service Plan	★★★★★	★★★★★	★★★★★	★★★★★
Care Team Characteristics	IRIS Consultant to Member Ratio	1:35	1:44	1:33	1:45

★★★★★ = Excellent    ★★★★ = Very Good    ★★★ = Good    ★★ = Fair    ★ = Poor

#### Contact Information

	Connections	First Person Care Consultants	Progressive Community Services	TMG
Main ICA Office	6737 W. Washington St. Suite 2275 West Allis, WI 53214	6100 N. Baker Rd. Suite 100A Glendale, WI 53209	100 Enterprise Dr. PO Box 930224 Verona, WI 53593	1 S. Pinckney St. Suite 320 Madison, WI 53703
Phone Number	844-520-1712	414-336-2448	608-848-8305	844-864-8987
Email	connections@lsswis.org	info@firstpersoncare.com	information@pcsdane.org	info@tmgwisconsin.com

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## 2021 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Dane County Additional Information

	Connections	First Person Care Consultants	Progressive Community Services	TMG
<b>Website</b>	www.connectionswis.org	www.firstpersoncare.com	www.pcsdane.org	www.tmgwisconsin.com
<b>Type of Agency</b>	Nonprofit organization	Nonprofit organization	Nonprofit organization	For profit limited liability company (LLC)
<b>State Contracted</b>	7/1/2015	8/1/2016	10/1/2017	7/1/2008
<b>Number of Counties the ICA Serves</b>	72 (available statewide)	18	1	72 (available statewide)