

**2023 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.

		First Person Care Consultants	Lutheran Social Services - Connections	Progressive Community Services	TMG
Survey	Overall Satisfaction	★★★★★	★★★★★	★★★★★	★★★★★★
	IRIS Consultant Responsiveness	★★★★★	★★★★★	★★★★★	★★★★★
	IRIS Consultant Quality of Communication	★★★★★★	★★★★★★	★★★★★★	★★★★★★
Quality and Compliance	Overall Quality Standards	★★★★★	★★★★★	★★★★★★	★★★★★★
	Service Plan	★★★★★	★★★★★	★★★★★★	★★★★★★
	Quality and Timely Services	★★★	★★	★★★★★★	★★★★★★
	IRIS Consultant to Participant Ratio	1:44	1:43	1:35	1:47

Contact Information

	First Person Care Consultants	Lutheran Social Services - Connections	Progressive Community Services	TMG
Email	info@firstperson.org	connections@lss.wis.org	information@pcs.dane.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	100 Enterprise Dr. PO Box 930224 Verona, WI 53593	1 S. Pinckney St. Suite 320 Madison, WI 53703
Phone Number	414-336-2448	844-520-1712	608-848-8305	844-864-8987

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor



2023 IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard for Dane County Additional Information

	First Person Care Consultants	Lutheran Social Services - Connections	Progressive Community Services	TMG
Website	firstperson.org	www.connections.wis.org	www.pcsdane.org	www.tmg.wisconsin.com
Type of Agency	Nonprofit organization	Nonprofit organization	Nonprofit organization	For profit limited liability company (LLC)
State Contracted	8/1/2016	7/1/2015	10/1/2017	7/1/2008
Number of Counties the ICA Serves	20	72 (available statewide)	2	72 (available statewide)