



HISTORY

Independent Monitoring for Quality (IM4Q) is a result of the Multi-Year Plan created for Pennsylvania's intellectual disabilities system.

The Multi-Year Plan called for the creation of local independent teams to evaluate the quality of life for people with intellectual disabilities. These teams were to consist primarily of people with disabilities, family members, and interested others.



PURPOSE

The purpose of IM4Q is to collect information to improve the quality of lives of people served/supported by ODP.

IM4Q is a part of the intellectual disabilities system's Quality Management process. This process is guided by the values and principles of Everyday Lives: choice, control, quality, stability, individuality, freedom, relationships, success, contributing to community, accountability, mentoring, collaboration, and inclusion.



HOW IM4Q WORKS:

- IM4Q uses trained independent monitoring teams to interview people receiving services and their families about the quality of their lives.
- IM4Q involvement is completely voluntary. People and families are asked to participate on a random basis.
- Interviews are arranged at a time and place convenient to the person and take about an hour using a standard survey instrument.
- Local IM4Q programs data enter interview results into a confidential database. Information is shared only when the individuals grant permission.
- The County ID Program uses the results of interviews for quality improvement purposes, such as making changes to a person's Individual Support Plan.
- People living in a variety of settings may have an opportunity to be interviewed: community homes, with their families or companions, independently, lifesharing, intermediate care facilities, nursing facilities, and personal care homes.



REPORTS

IM4Q reports of survey results are shared with providers, County MH/ID Programs, and others for quality improvement purposes. No personal identifying information is contained in the reports. Copies of reports are available by contacting your local County MH/ID Program or the ODP Customer Service at either 888-565-9435 or ra-customerservice@pa.gov. If a person agrees to share the results of his/her survey, the support team can review them at the next team meeting.



GUIDING PRINCIPLES OF IM4Q

- Independence: Local IM4Q Programs have no conflict of interest with the intellectual disabilities service system.
- Community Participation: People with disabilities, family members, and concerned citizens participate in monitoring.
- Accountability: The intellectual disabilities service system is accountable to improve services and supports based on results of the monitoring.
- Self-Determination: People and families direct policies and procedures that promote choice and control over their financial resources and decisions that affect their lives.



HOW HAS IM4Q BENEFITED PEOPLE?

The following are quotes from IM4Q monitors:

“...The individual’s main complaint was that she made no money and she wanted a real job in the community that worked with people and generated a small income. I took this opportunity to recruit this individual as a monitor for the IM4Q Program...”

“I feel the IM4Q Program performs an invaluable and necessary service to people with ID and their families. IM4Q is all about improving the quality of life for the consumers they serve and in my opinion, nothing is more important than that.”

“One of the most memorable encounters was a chance meeting with a consumer... The consumer told me that he was in the process of taking classes that would ultimately lead to him receiving an operator’s license. The consumer had stated in an IM4Q interview earlier that year that his goal was to obtain a driver’s license...”



Your County IM4Q Contact is:

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Your Local IM4Q Program Contact is:

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Further information is available at the Pennsylvania Department of Human Services web site:
<http://www.dhs.pa.gov/citizens/intellectualdisabilitieservices/independentmonitoringforquality/>.



Information is also available by contacting the Regional IM4Q Coordinators:

Central	Randy Evertts 717-705-9708 revertts@pa.gov
Northeast	Tim Little 570-963-3032 timlittle@pa.gov
Southeast	Lynn Johnson 215-560-2243 lyjohnson@pa.gov
Western	Laura Sippos 412-565-5129 lsippos@pa.gov



Technical assistance for IM4Q is provided by qualified university-affiliated researchers at the Institute on Disabilities, Temple University.

The Pennsylvania Office of Developmental Programs’

Independent Monitoring for Quality

