



HISTORY

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

The Multi-Year Plan called for the creation of local independent teams to monitor the quality of services 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 life of people served/supported.

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.
- All people receiving services have the opportunity to be interviewed.
- Interviews are arranged at a convenient time and place for the person and may take about an hour using a standard survey instrument.
- IM4Q involvement is voluntary. People and families are asked to participate on a random basis.
- Local IM4Q programs assign independent monitoring teams and data enter interview results into a confidential database.
- The County MH/ID Program/AE uses the results of interviews for quality improvement purposes, such as making changes to a person's Individual Support Plan.



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, ODP Customer Service at either 888-565-9435 or on the web at:

<http://www.odpconsulting.net/topic-info/independent-monitoring-for-quality-imaq/>.

A person's support team may receive the results of a survey at their annual meeting if the person agrees to share them.



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?

Here are statements about IM4Q:

“...I want a real job, and I want to make more money.” IM4Q took this opportunity to recruit this individual as a monitor for our IM4Q Program.

Individual & IM4Q Team Member

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

Family Member

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

IM4Q Team Member



**ALL Voices
Must Be Heard
ALL Voices Count**

For more information Contact:

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COMMUNITY VOICES
203 Center Street
Oil City, PA 16301
1 (800) 611-6217, Ext. 102
Or
1 (814) 676-5011, Ext. 102

Kay Koyack
Venango County Human Services
1 Dale Avenue
Franklin, PA 16323
1 (814) 432-9126

Further information is available at the PA.
Department of Public Welfare’s web site:

<http://www.dhs.state.pa.us/foradults/intellectualdisabilitieservices/independentmonitoringforquality/index.htm>

Information is also available by contacting the
Regional IM4Q Coordinators:

Western Laura Lutton
412-565-5129
lalutton@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**

