



annual report 2010

IM4Q

Independent Monitoring for Quality

information for improving lives

Every year, thousands of people with disabilities and family members in Pennsylvania are interviewed by Independent Monitoring for Quality (IM4Q) to learn about the overall quality of life for people who receive support through Pennsylvania's Office of Developmental Programs (ODP). The key objective of IM4Q is to provide information that might help improve the quality of life of people with disabilities.

The interviews are conducted in each of Pennsylvania's 48 counties by 38 IM4Q programs throughout the Commonwealth. Each interview team is carefully selected and trained and includes a person with a disability or a family member of a person with a disability. The data are collected and a report is generated for each county program, in addition to the overall statewide summary report.



Institute on Disabilities
TEMPLE UNIVERSITY®

College of Education



In 1997, Pennsylvania's Office of Developmental Programs (ODP) created a Multi-Year Plan delineating its vision, values and goals for the ensuing years. The Plan detailed several recommendations, including one to develop the capacity for independent monitoring in Pennsylvania. The monitoring would help ensure quality of life, services and supports to children ages three and over, and to adults supported by the ODP service system for individuals with intellectual disabilities.

At about this time, the National Association of State Directors of Developmental Disabilities Services, in collaboration with the Human Services Research Institute in Cambridge, Massachusetts established a national project to identify performance indicators to be collected during face-to-face interviews with supported individuals, families supported and providers delivering supports. Pennsylvania joined this project called National Core Indicators, as a pilot state.

IM4Q data have helped to:

- **INCREASE** consumer voting.
- **PROVIDE** paid work for people with disabilities as monitors/data entry personnel.
- **ENSURE** protection of the privacy of consumer mail.
- **DRIVE** development of the ODP Communication Bulletin, leading to improved communication supports.

fiscal year 2009-2010

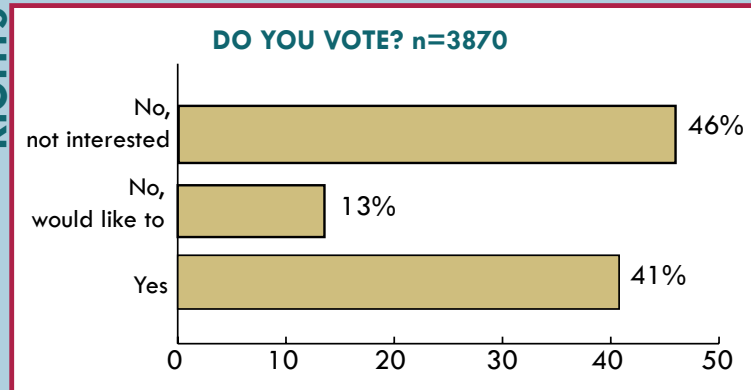
A total of 6621 face-to-face interviews were conducted with people with disabilities. In addition, 2590 interviews were conducted with family, friends and guardians.

methodology and a sampling of findings

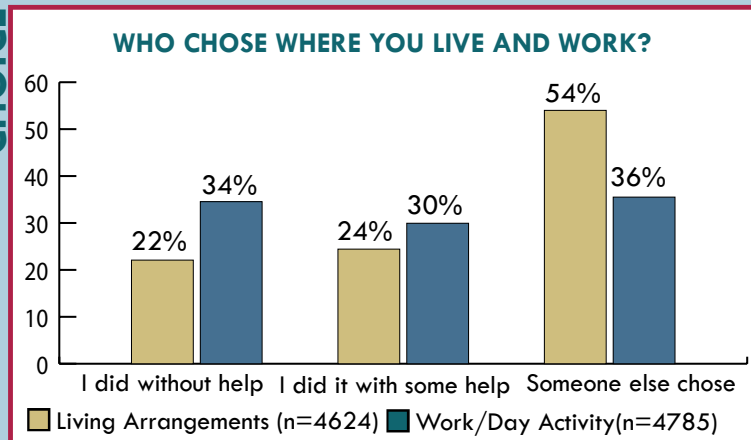
The Essential Data Elements, the instrument used to conduct the face-to-face interviews, is comprised of the following sections:

- **Pre-survey and Pre-survey Addendum**
Contact information of interviewee
- **Satisfaction**
Satisfaction level with home and support staff
- **Dignity, Respect and Rights**
Respect, rights, and fears at home, at work, in community
- **Choice and Control**
Level of choice and control over lives
- **Relationships**
Friends, family, neighbors—
opportunity to visit and contact them

RIGHTS



CHOICE



IM4Q grew from a statewide recognition that individual and family satisfaction, together with other quality measures, are an essential feature of a quality management system. The principles of *Everyday Lives*¹ that were articulated in 1991 as the major drivers of the ODP intellectual disabilities service system required a means to determine whether individuals using services were living in ways that promoted independence, choice and control, relationships and other outcomes and qualities.

¹The fundamental concept of *Everyday Lives* is that individuals with intellectual disabilities decide, with the support of family and friends how to live their lives and what supports are needed. It also means that individuals are responsible for their decisions and actions.

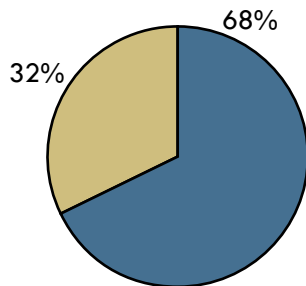
“If my husband and I should ever disappear one night, I feel sure that IM4Q would be the only mechanism to insure that Robert’s quality of life would be assured.”
- mother of IM4Q participant

IM4Q participants pictured: 1) Laura enjoys lunch at an annual meeting of The Pennsylvania Training Partnership; 2) Josh and his parents attend a school function; and 3) Robert exercises his right to vote with assistance from his mother.



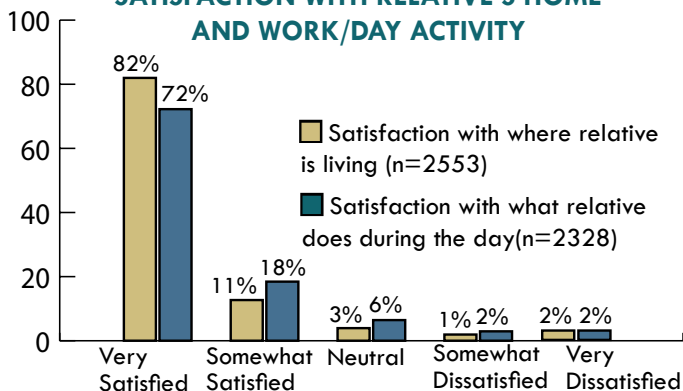
ACCESS TO COMMUNICATION

If the individual does not communicate verbally, is there a formal communication system in place (n=1918)?



Yes No

SATISFACTION WITH RELATIVE'S HOME AND WORK/DAY ACTIVITY



IMPRESSIONS

FAMILY

- **Inclusion**
Level of community inclusion
- **Monitor Impressions**
IM4Q team’s impression of physical setting, staff support, opportunities for development
- **Major Concerns**
Observation of physical danger, sanitation problems, or evidence of abuse or neglect (In the event of imminent danger, teams do not to leave before satisfactory resolution.)
- **Family/Friend/Guardian Survey**
Family’s satisfaction with relative’s living situation and relative’s perceived satisfaction (Conducted with individual’s approval)

selection

Local IM4Q Programs were selected from a variety of organizations —non-service providing chapters of The Arc of Pennsylvania, Consumer Satisfaction Teams (in the mental health system), parent groups, universities and colleges, Centers for Independent Living—and were screened by the Pennsylvania IM4Q Steering Committee. Criteria included: independence of the programs from service delivering entities, consumer and family involvement on governing boards, and involvement of individuals receiving supports and families in data collection activities.

IM4Q

“closing the loop”

INCLUSION

WEEKLY PARTICIPATION IN COMMUNITY ACTIVITIES			
activity	percentage		
	Harris: People without Disabilities	Harris: People with Disabilities	Independent Monitoring
visit with friends, family and neighbors	85	70	57
go to supermarket	83	55	45
go to restaurant	59	40	41
go to worship	47	30	33
go to shopping mall or store	41	23	41

Each local IM4Q Program has developed a process, referred to as “closing the loop” which ensures that follow-up activity is completed related to individual considerations for improvement.

Comparison of IM4Q survey results against Harris Interactive, Inc. (commissioned by National Organization on Disability in 2000)

“I have been with IM4Q for 10 years!... I was excited to think this is finally a project that gives the voice to the consumers and their families, not just another controlled outcome.”
- IM4Q staff person



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The IM4Q staff at The Institute on Disabilities at Temple University (pictured left to right clockwise):
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This report is available in alternate formats, upon request.

