NUTS AND BOLTS FOR NEWBIES
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IM4Q BEGINNINGS
- Independent Monitoring for Quality is referred to as IM4Q
- It originated in 1997, when the Planning Advisory committee to Pennsylvania's Office of Developmental Disabilities wanted to be able to understand the perceptions of self advocates and their families on the services they receive and their quality of life.
- Today IM4Q is part of the Office of Developmental Programs Quality Management Process and is guided by the principles of Everyday Life.

DESCRIBING IM4Q
- IM4Q programs are AE contracted/ ODP approved/funded independent/conflict-free 501c3 entities with local governing/advisory boards
- IM4Q funding is allocated to the AE by ODP based upon a contracted number of completed surveys.
- IM4Q follows ODP protocols and practices to ensure monitoring is done consistently across the state.
PURPOSE OF IM4Q

- To obtain information from people receiving services and their families to continuously improve:
  - Their quality of life and outcomes
  - Services, supports, and practices

HOW IM4Q WORKS

- HCSIS selects a representative sample of people receiving services and families each year to be interviewed
- Local IM4Q teams interview people and families in the sample, and share considerations with the AE MHIPD program and other representative agencies (State Center or Support Coordinator Agency)
- The SCO/IAE address IM4Q considerations
- Aggregate IM4Q reports in HCSIS/ ODESA provide information to AE providers for improving supports, services, and practices.

THINGS TO REMEMBER ABOUT IM4Q CONSIDERATIONS

- Considerations are defined as a request or perceived request for change indicated by the person, family staff, or the monitoring team that might improve the person’s life.
- IM4Q considerations may need further feedback and clarification
- Some considerations may be issues that are currently being worked on
- Some considerations may be new
- Some considerations may be beyond the capabilities of the family agencies, and AE to address at the time.
- There is no minimum or maximum number of interviews that can be written
- At times there may be no considerations
WHO GETS SURVEYED

- National Core indicators
- PFFDS Waiver
- Independent Monitoring Subset
- State Center Subset
- 400 surveys across PA
- No more than 30 surveys in each AE
- 1/3 of the community residential population in each AE
- 37 individuals living in each of the State Centers across PA

HOW HELPS IMPROVE THE SERVICE SYSTEM

- Provides information on individual satisfaction and outcomes from an individual source.
- Serves as a safeguard by identifying "Major Concerns".
- Helps identify "promising practices" as well as areas needing improvement.
- Provides a means for people to provide feedback and influence the quality of services and supports people receive in their community.

HELPFUL RESOURCES

- IMHQ ISP Connection Document
- HCSS Considerations Signs of Quality Training Manual
- ODESA Training Manual
- Everyday Lives Document
- Other Program Coordinators
QUESTIONS AND ANSWERS

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