



# The Pennsylvania Office of Developmental Programs’ Independent Monitoring for Quality

## History

Independent Monitoring for Quality (IM4Q) is a result of the Multi-Year Plan created for Pennsylvania’s intellectual disabilities system in 1997.

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 the Pennsylvania Office of Developmental Programs (ODP). IM4Q is part of the intellectual disabilities/autism (ID/A) system’s Quality Assessment and Improvement process. This process is guided by the values and principles of Everyday Lives: control, choice, freedom, stability, health and safety, connection, responsibility, communication, success, employment/meaningful contribution, individuality, relationships, partnership, quality, and advocacy.

## How IM4Q Works

- IM4Q uses trained independent monitoring teams (at least 2 people) 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 to complete using a standard survey instrument.
- Local IM4Q programs enter interview results into a confidential database. Information is shared only when the individuals grant permission.
- The County ID/A Program uses the results of interviews for quality improvement purposes, such as making changes to policy and addressing other considerations raised by the individual, family or staff.
- 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, and state centers.



---

## 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 displayed 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](mailto:ra-customerservice@pa.gov).

### How Has IM4Q Benefited People?

*Hear what some had to say:*

"They understand me and my plan."

"They didn't try to talk me out of things or make me change my mind."

*—quotes from interviewees*

"...Informed me of things available to me I did not know about."

"Thank you for taking time to talk with me about my niece. It is good to know that this type of oversight is going on."

*—quotes from family members*

"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..."

*—quote from IM4Q monitor*

### Guiding Principles of IM4Q

- **Independence:** Local IM4Q Programs have no conflict of interest with the intellectual disabilities/autism service systems.
- **Community Participation:** People with disabilities, family members, and concerned citizens participate on monitoring teams.
- **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.

### Further information is available at the Pennsylvania Department of Human Services web site:

<http://www.dhs.pa.gov/citizens/intellectualdisabilitiesservices/independentmonitoringforquality/index.htm>

### Information is also available by contacting the Regional IM4Q Coordinators:

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

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

#### Your County/AE IM4Q Contact:

Amanda Karas- Westmoreland Co. BH/DS  
Office 40 N. Pennsylvania Avenue  
Greensburg, PA 15601  
724-689-1325

#### Your Local IM4Q Program Contact:

Janice Heming- MHA of Westmoreland Co.  
409 Coulter Ave, Suite 4  
Greensburg, PA 15601  
724-834-6351 ext. 112