



FactSheet:

Independent Monitoring for Quality (IM4Q)

DHS Office of Intellectual Disability

What is IM4Q?

IM4Q stands for the Independent Monitoring for Quality Program. The mission is to gather and convey the perspectives of participants with intellectual disability. IM4Q also ensures the quality of life through interviewing participants who are receiving services through the PA Intellectual Disability (ID) System.

How did IM4Q originate?

In 1997, the Planning Advisory Committee and the PA Office of Developmental Programs (ODP) suggested that PA establish the capability for independent monitoring.

How are perceptions assessed?

The interview consists of three sections. The first section may only be asked to the participants receiving services and is about dignity and respect. The second section may be answered with the help of family or spokesperson and is about choice and control, relationships, and inclusion. The monitors complete the final section which gathers their perceptions of the interview.

How are participants selected to be interviewed?

Each year ODP is provided with a random sample from the HCSIS database. The Administrative Entity IM4Q Coordinator or residential provider completes the pre-survey and sends it to the local IM4Q program office (Chatham University) for scheduling.

How long will the interview take and where can it take place?

The interview usually takes an hour and may be conducted at the participant's residence, day program, and place of employment, school, or any reasonable location the participant selects.

Who will be present?

Trained IM4Q monitors (individuals who conduct IM4Q interviews) with Act 33 and Act 34 clearances. Some of our monitors may be persons with intellectual disabilities, family members of persons with intellectual disabilities, students, or other community members. The participant may also have any person(s) he or she wants or needs to be present at the interview.

What if an participant is non-communicative?

Monitors will still meet with them, and the interview will proceed with their guardian, staff, family member and/or spokesperson.

What happens with the information?

All information is confidential. The information is entered into the HCSIS database. This information may then be utilized to assist in developing a provider agency report, which indicates provider's strengths and areas of improvement.

How will this directly affect the participant receiving ID services?

By identifying their needs or wants we are able to address them through various resources

Where are the IM4Q local program offices located?

The IM4Q Program offices are located at 413 S. Main St Pittsburgh, PA 15215. This office also supports Greene and Washington County.

Where can more information be found?

Contact the Program Director, Kelli Powers, at (412) 967-9703 or (412) 967-9704. Fax Number (412) 967-9707. Online sources of information include the websites of ODP Consulting, Temple University Institute on Disabilities and the Allegheny County Department of Human Services Office of Intellectual Disability.

Glossary of Terms

Act 33: a form that indicates if a person has been a victim or perpetrator of child abuse in PA

Act 34: a form that indicates if the person has a criminal record above a misdemeanor two in PA

Legal Guardian: A person appointed by the court to act as custodian of another person after the court has determined that they are incapacitated. The court will determine the scope of the guardian's duties (i.e., whether the guardianship should be limited or plenary) and the duration of the guardianship.

HCSIS: Home and Community Service Information System. An automated computer system that is a collection storage of information on participants registered in the ID system. Information such as: quality management, delivery of services, and financial management are some of the categories in which information is collected.

Supports Coordinator (SC): The SCs main role is to locate, coordinate, and monitor participants' services and supports.

Non-communicative: unable to convey responses by any means

Office of Developmental Programs (ODP): This state office oversees the provision of intellectual disability services in PA.

Provider: Qualified person and/or agency that renders supports or services.

Spokesperson: person that may answer on behalf of the participant.

Supports: To maintain or provide for a person to achieve his/her goals to enhance their well being, independence, productivity and capacity for appropriate social interactions. Example: transportation, residential, job coach, and habilitation aid.

Allegheny County Department of Human Services, Office of Intellectual Disability
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For more information regarding OID, including additional FactSheets visit <http://alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx>