

RESULTS OF IM4Q

As a result of the IM4Q Program, consumer with disabilities have:

- Moved into supported settings of their choice;
- Explored employment opportunities;
- Increased their community presence;
- Live Everyday Lives!

“The Arc helps people with disabilities and their families find strength through knowledge, mutual support & advocacy. The Arc of Delaware County is a very special organization

Member & Parent

WANT TO HELP?

Volunteer Monitors are the backbone of the IM4Q Program. If you like talking to people and have an eye for detail, this may be the ideal volunteer opportunity for you! Monitors receive training and a stipend to complete interviews. We are interested in self-advocates, family members, concerned citizens, and YOU!

For more information on volunteering
please contact

The Arc of Delaware County
610-544-6600.

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

Our Mission:

It is the mission of The Arc of Delaware County to advocate for the civil rights, social inclusion and self-determination of persons with developmental disabilities. Together with our network of members and community partners, we provide advocacy services for individuals and families, connect people with resources, improve systems of supports & services, promote inclusive community practices, and influence public policy.

Affiliate agency of

The Arc of PA and The Arc of the US



740 S. Chester Rd. Suite G
Swarthmore, PA 19081

610.544.6600 (Phone)

610.544.8916 (Fax)

www.**TheArcofDelco**.org



For people with intellectual
and developmental disabilities

Independent Monitoring For Quality



Achieve with us.

HISTORY

The Independent Monitoring Project has been active in Delaware County since 1999; a result of the Commonwealth's Multi-Year plan for Pennsylvania's intellectual developmental disability service system. The Multi-Year plan called for the creation of local independent teams to monitor the quality of services and supports for people who have intellectual disabilities. Focusing on individual consumer's satisfaction, IM4Q is one of the few statewide programs of this kind in the country, pioneering community participation in the quality improvement process.



GUIDING PRINCIPLES OF IM4Q

Independence—Local IM4Q programs have no conflict of interest with the intellectual developmental disability service system.

Community Participation—People with disabilities, family members, and concerned citizens participate in monitoring services.

Accountability—The I/DD 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 IM4Q WORKS

IM4Q uses trained independent monitoring teams to interview people receiving services and their families about their services.

People who live in the following settings may have an opportunity to be interviewed: licensed community homes, with their families or companions, independently, in intermediate care facilities, nursing facilities, and personal care homes.



Interviews are arranged at times and places convenient to the person being surveyed and take about an hour.

IM4Q involvement is voluntary. People and families are asked to participate on a random basis.

Local IM4Q programs assign independent monitoring teams to conduct the surveys and enter interview results into a database.

The County I/DD Program uses the results of interviews for quality improvement purposes, such as making changes to a person's Individual Support Plan.

BENEFITS OF PARTICIPATING

- The voices of people with disabilities are heard.
- Self advocacy is promoted.
- People with disabilities and their families have the opportunity to monitor the system and are equal partners in the process.
- Feedback from people with disabilities and their families is validated as important and necessary.
- People with disabilities and their families provide the means to determine what services and supports they want.
- The receivers of service provide the means for systems change.

REPORTS

IM4Q reports of survey results are shared with providers, County I/DD Programs, and others for quality improvement purposes. No personal indentifying information is contained in the reports. Copies of reports are available by contacting the Delaware County Office of Intellectual Disabilities at 610-713-2400. A person's support team may receive the results of a survey at their annual meeting, if the person agrees to share them.