

Results of IM4Q

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

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

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 will receive training and a stipend for completed interviews. We are interested in self-advocates, family members, concerned citizens, and ...YOU!



For more information or volunteer opportunities with
The Arc of Delaware County
Contact
your county IM4Q coordinator
Jim Hutchinson at (610) 544-6600
Or

Email: JHutchinson@thearcofdelco.org

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



The Arc of Delaware County was founded in 1951 by a small group of parents in Lansdowne whose children were excluded from public education because of their disabilities.



Incorporated in 1956, this grass-roots non-profit organization worked tirelessly to bring about social and legal changes in support of children with disabilities. In 1974, The Arc celebrated the landmark Rights to Education legislation that opened public schools everywhere to children with disabilities. By the 1980's, adults with disabilities were also celebrating such achievements as the Americans with Disabilities Act.

Today, The Arc is the leading voice of advocacy for citizens of Delaware County who live with developmental disabilities.

IM4Q

Independent Monitoring For Quality



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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 mental retardation 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 mental retardation. *Focusing on individual consumer's satisfactions*, 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 mental retardation service system.

Community Participation

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

Accountability

The mental retardation 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 MH/MR 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 MH/MR Programs, and others for quality improvement purposes. No personal identifying information is contained in the reports. Copies of reports are available by contacting The Delaware County Office of Mental Retardation 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.