

Your County IM4Q Contact is:  
Armstrong/ Indiana County IM4Q  
AIBDHP  
120 South Grant Avenue, Suite 3  
Kittanning, Pa 16201  
724-548-3451

Western: Program Representative  
Department of Human Services ODP  
Laura Sippos  
412-565-5129  
[isippos@pa.gov](mailto:isippos@pa.gov)

Contact the IM4Q Program  
Coordinator at The Arc of Indiana  
County

120 N 5th Street  
Indiana, Pa 15701  
Phone:724-349-8239  
Email: [info@arcindiana.org](mailto:info@arcindiana.org)  
Website: <https://arcindiana.org>

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



## PURPOSE

interviews are arranged at a time and place  
convenient to the individual with disabilities  
and take about an hour using a standard  
survey instrument

During the pandemic Zoom interviews were  
introduced and made available.

The purpose of IM4Q is to collect information  
to improve the quality of life of people  
served/supported.

IM4Q involvement is voluntary. Individuals  
receives county services are asked to  
participate on a random basis.



## Independent Monitoring For Quality IM4Q



## The Arc of Indiana County

### Contact Information

120 N 5th Street  
Indiana, Pa 15701  
Phone:724-349-8239  
Email: [info@arcindiana.org](mailto:info@arcindiana.org)



## GUIDING PRINCIPLES OF IM4Q:

IM4Q process is guided by the values and principles of Everyday Lives: choice, control, quality, stability, individuality, freedom, relationships, success, contributing to community, accountability, mentoring, collaboration, and inclusion.

**Independence:** Local IM4Q Programs have no conflict of interest with the individual with intellectual and developmental disabilities service system.

- 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.

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



## HOW IM4Q WORKS:

IM4Q uses trained independent monitoring teams to interview people receiving services, data enter interview results into a confidential database.

These teams were to consist primarily of people with disabilities, family members, and interested others.



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 your local County MH/MR Program or on the web at: <http://www.dpw.state.pa.us/omr/omrIM4QR.asp>.

A person's support team may receive the results of a survey at their annual meeting, if the person agrees to share them.

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.

## HOW HAS IM4Q BENEFITED PEOPLE?

The following are quotes from IM4Q monitors:

"...The individual's main complaint was that she made no money and she wanted a real job in the community that worked with people and generated a small income. I took this opportunity to recruit this individual as a monitor for the IM4Q Program..."

"I feel the IM4Q Program performs an invaluable and necessary service to people with MR and their families...IM4Q is all about improving the quality of life for the consumers they serve and in my opinion, nothing is more important than that."

"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 a PA operator's license. The consumer had stated, in an IM4Q interview earlier that year that his goal was to obtain a driver's license..."



Further information is available at the Pennsylvania Department of Public Welfare's web site: <http://www.dpw.state.pa.us/omr/omrIM4Q.asp>.