

2020-2021 Independent Monitoring for Quality (IM4Q) Statewide Reports Now Available

ODP Announcement 22-013

AUDIENCE:

All Stakeholders

PURPOSE:

The purpose of this announcement is to inform all stakeholders that the 2020-2021 Independent Monitoring for Quality (IM4Q) Statewide and COVID-19 Supplement Reports, in addition to *Making a Difference in the Lives of People Supported by ODP*, a considerations storybook, have been added to the IM4Q section of the MyODP.org website.

DISCUSSION:

The IM4Q Annual Statewide Report for Fiscal Year 2020-2021 is in a new format. This is the product of the first phase of an effort to make it more reader-friendly and usable for all stakeholders. A great deal of planning and collaboration went into the development of this new format.

Starting in 2020, the Institute on Disabilities at Temple University began to collect information about how stakeholders use the IM4Q Annual Statewide Report. Many IM4Q partners contributed feedback in response to surveys distributed by the IM4Q technical advisors. The feedback showed that many intended users' needs were not being met by the report.

A task force between the Office of Developmental Programs (ODP) and the Institute on Disabilities received and reviewed survey responses, including suggested changes to the report format.

Several changes were made as a direct result of user feedback, including the following:

- Users stated that the data was difficult to read. The report was simplified with tables to make the data more accessible.
- Users described only using specific sections of the report. Hyperlinks were added throughout the report to make it easier for users to skip to the sections that interest them.
- Users reported that the summary was informative and useful. Summaries of each section were added to help users learn more about each section of the report in a way users liked.

ODP and the Institute on Disabilities will continue to collect feedback and make changes as needed. ***Recipients of this year's report are invited to provide feedback on the [Annual Report Format Survey](#).***

In addition to this year's IM4Q report, please also review the following accompanying reports:

- Two **user-friendly reports**, one utilizing icons and one utilizing charts, have also been added.
- The **COVID-19 Supplement Report** represents responses to questions added to the IM4Q survey specifically around experiences resulting directly from the pandemic.
- **Making a Difference in the Lives of People Supported by ODP** is a compilation of IM4Q considerations stories gathered from the 2019-2020 survey cycle. It includes examples of considerations which were submitted and addressed to

make individuals' lives better. Names have been changed to protect individuals' confidentiality.

The IM4Q reports can be found at the following link: [2020-2021 IM4Q Reports](#)

Additionally, the path to find these reports is as follows: [MyODP.org](#) > Resources > Quality Management > Independent Monitoring for Quality and National Core Indicators > Independent Monitoring for Quality and National Core Indicators > Independent Monitoring for Quality (IM4Q) Reports.