

IM4Q Fact Sheet for Providers

IM4Q's Purpose

To improve the everyday lives of individuals with intellectual disability/autism (ID/A) and their families who are registered to receive services through the Office of Developmental Programs (ODP).

How Does IM4Q Occur?

Each Administrative Entity (AE) contracts with a local IM4Q agency, that does not provide Home and community-based services (HCBS) through the ODP service system, to conduct IM4Q surveys.

*ODP creates random samples for each AE based on specific demographics such as gender, race/ethnicity, and geographic location to ensure an accurate statewide representation. People who have been interviewed in the last two fiscal years are omitted from the sample.

Participation is voluntary and individuals are interviewed across a variety of settings of their choice, including in their residence, at their day activity, or out in the community. Family members are interviewed as well. If a person does not communicate effectively, then staff who know the person very well may respond on the person's behalf to specific sections of the survey.

A standardized survey is used during interviews to gather consistent information. Survey questions are asked in the areas of choice/control, employment, rights, service planning, community inclusion, relationships, and health and safety. Interview teams also identify opportunities to improve services for and the overall lives of the people interviewed.

The collected data results in reports that enable ODP, AEs, providers, and others to evaluate the effectiveness of services in helping people to achieve everyday living outcomes.

**For individuals enrolled in the Adult Autism Waiver (AAW), ODP-Bureau for Supports and Special Populations (BSASP) creates random samples for each local program based on geographic location to ensure an accurate statewide representation.*

Who Conducts the Interviews?

Two-person teams comprised of people with disabilities, family members of people with disabilities and interested others from the local community conduct the interviews. This fosters a less formal atmosphere and allows interviewees to feel more comfortable. The teams record the responses to the survey questions and ask clarifying questions for further understanding when necessary.

Providers of service participate in the IM4Q process in numerous ways by:

- Educating their provider staff about what IM4Q is, the process, and why it is important
- Explaining the IM4Q process to individuals receiving services and their families
- Assisting to schedule interviews when contacted to do so
- Having a staff person who knows the person best is available at the interview if needed and/or requested by the individual being interviewed
- Encouraging the people being interviewed to speak for themselves unless they ask for assistance

- Providing support for individuals during interviews, but encouraging independence
- Providing a quiet and private setting for interviews to occur
- Inviting, with the participant's permission, the interview team to see the person's bedroom and other public areas of the residence
- Assisting individuals to use an iPad/laptop/computer for virtual interviews
- Assisting the interview team to understand the individual's communication style and preferences during the interview
- Responding to certain survey questions on the individuals' behalf when they are unable to do so independently
- Suggesting considerations (see below) to help improve individuals' lives
- Addressing considerations that result from IM4Q interviews
- Providers of service are also not permitted to refuse on an individual's behalf.

Considerations are suggestions that may make an individual's life better. They may come from the individual, family members, paid support staff, or from interview team observations. With a participant's agreement, the considerations are submitted to the **AE and SC, and, in turn, to the individual's support team for follow-up. Appropriate service providers and support team members assist the individual to take the necessary steps to attain that outcome.

***For individuals enrolled in the AAW, the ODP-BSASP regional office fulfills this role.*

Provider IM4Q Reports:

Providers can request previous year reports from the local IM4Q program or through Temple University's Institute on Disabilities if at least 5 people served by the provider have been interviewed in a single survey year. Such reports can be used for quality improvement purposes.

IM4Q Management and Statewide Steering Committee Representation:

Provider association representatives participate in both the IM4Q Management and Statewide Steering Committees. The Management Committee addresses the day-to-day operational aspects of IM4Q, while the Steering Committee reviews annual reports and submits suggestions for service system improvement to the ODP Information Sharing Advisory Committee (ISAC).

For Further Information and/or questions about IM4Q:

Providers may contact the ODP IM4Q/NCI statewide lead at ra-pwotpim4qnci@pa.gov or the IM4Q technical advisors at im4q@temple.edu.

