

## **Independent Monitoring for Quality (IM4Q) Tip Sheet for Supports Coordinators**

### **Introduction**

Support Coordinators (SCs) are crucial to the IM4Q process.

### **IM4Q's Purpose**

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

### **SC Functions & Responsibilities in IM4Q**

- Attend IM4Q training(s) provided by the IM4Q local program, AE, or ODP.
- \*Contact their AE IM4Q Coordinator for additional information about IM4Q.
- Explain to individuals and families what IM4Q is and the importance of participating in the IM4Q process.
- Complete IM4Q pre-surveys relating to demographic and service information.
- Ensure that IM4Q considerations are addressed as part of the Closing the Loop process.
- Considerations requiring a change in services or supports are reviewed as part of the ISP process.
- Considerations addressed by the ISP team are documented in the ISP as appropriate.

*\*For individuals enrolled in the Adult Autism Waiver (AAW), SCs should contact the ODP-Bureau of Supports for Autism and Special Populations (BSASP) regional office instead of the AE.*

### **How Does IM4Q Occur?**

Each Administrative Entity (AE) contracts with a local entity independent of 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.

Individuals are interviewed across a variety of settings of their choice, including in their residence, at their day activity, or out in the community. When permitted by the individual, family members are interviewed as well. Participants may choose to have their interviews conducted in person or virtually via Zoom.

Only the person who is requested for an interview can decline. Local programs inform legal guardians of the interview but do not seek permission. Supports coordinators are also not permitted to refuse on an individual's behalf.

A standardized survey is used to interview everyone. Two-person interview teams are composed of people with disabilities, family members of people with disabilities, and interested others from the local community.

Information shared during the survey interview is kept confidential. People need to give the interviewers permission to share information with SCs and ODP.

The data collected results in reports that enable ODP, AEs, providers, and others to evaluate the overall quality of individuals' lives and the effectiveness of services in helping people achieve everyday living outcomes. The data covers areas such as choice/control, employment, rights, service planning, community inclusion, relationships, and health and safety.

IM4Q is aligned with National Core Indicators (NCI), a national project that involves the use of standard measures across participating states to assess the quality of services provided to individuals and families.

*\*\* For individuals enrolled in the AAW, ODP-BSASP creates random samples for each local program based on geographic location to ensure an accurate statewide representation.*

### **Funding of Support Coordinator IM4Q Involvement**

These activities related to IM4Q are billable activities for the SC:

- Coordinating follow-up on considerations or issues identified during IM4Q interviews
- Documenting and addressing IM4Q considerations in the ISP, which aligns with SC responsibilities of locating, coordinating, and monitoring services.

### **Is the survey required?**

While people can choose not to participate in the survey, it is important for the local programs and SCs to work together to emphasize IM4Q's importance and encourage their participation.

### **What can I tell the people I support about the interview?**

Participants are selected at random through an ODP sampling process. They will not be asked to participate in the interview for at least 2 years after their interview.

By participating in the interview, a participant's responses are added to others received and the combined data is used to help make improvements to the quality of the overall service system.

Individuals may also see positive changes in their lives because of participating in the survey.

### **What happens after the survey meeting?**

The IM4Q teams may write up considerations, which are suggestions to explore for making the person's life better. Considerations may come from the interviewed person, family members, paid support staff, or from interview team observations. With the participant's agreement, the considerations are submitted to the \*\*\*AE and SC, and in turn, to the individual's support team.

The SC will follow up with the person and their support team to talk about the considerations and then determine any activities that may need to occur as a result. Appropriate service providers and support team members will assist the individual to take the necessary steps to attain that outcome. A standard written process for addressing considerations and ensuring that this process is completed by providers, Supports Coordination Organizations (SCOs), and other \*\*\*AE personnel is called Closing the Loop (CTL). The loop is not considered closed until the individual or family believes that it has been closed.

*\*\*\*For individuals enrolled in the AAW, ODP-BSASP IM4Q regional leads fulfill this role.*

### **What do I do if I have questions?**

SCs and SCO staff may contact their \*\*\*\*AE IM4Q coordinators and local program coordinators with any questions. They may also contact their ODP IM4Q regional leads or the ODP IM4Q statewide lead at [ra-pwodpim4qnci@pa.gov](mailto:ra-pwodpim4qnci@pa.gov).

*\*\*\*\*For individuals enrolled in the AAW, SCs and SCO staff should contact the ODP-BSASP regional office instead of the AE IM4Q coordinators.*

