

Independent Monitoring for Quality Lackawanna/Susquehanna AE Summary 2017

Independent Monitoring for Quality



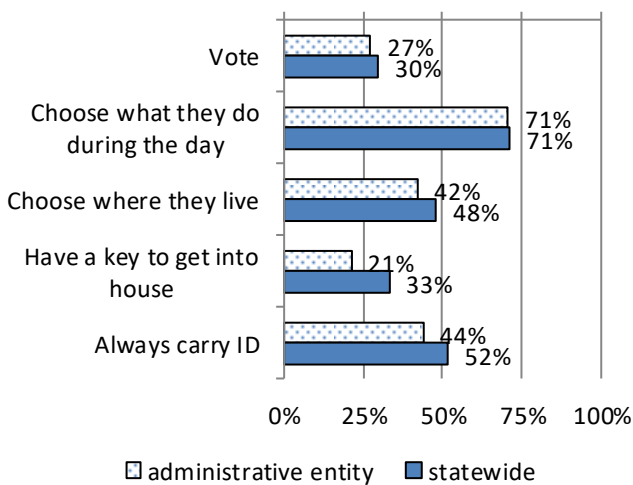
Making Everyday Lives a Reality

Independent Monitoring for Quality (IM4Q) visits with adults and children age three and over who are supported by the Pennsylvania Office of Developmental Programs (ODP).

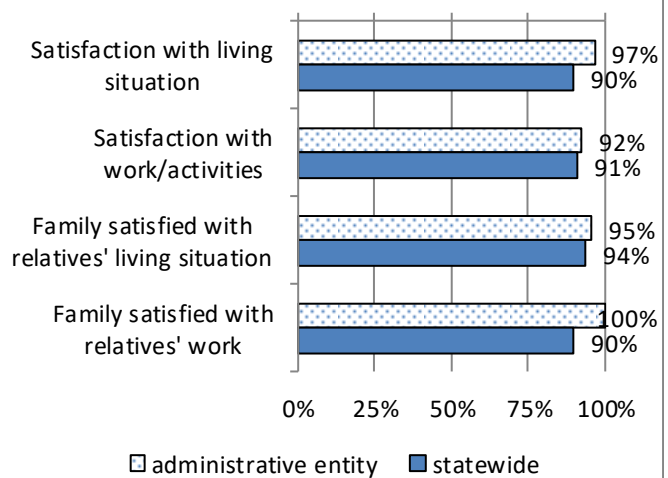
IM4Q sends interviewers to talk to people who live in licensed community homes at least once every 3 years. Interviews are also conducted with people who live with their family, life-sharing families, independently, in intermediate care facilities (ICFs/MR), nursing facilities and personal care homes.

Reports created from Independent Monitoring for Quality interviews are shared with provider agencies, administrative entities/counties, and the Planning Advisory Committee for the Office of Developmental Programs for purposes of improving peoples' quality of life. This information presents some of the findings from the 2016-17 report that compare administrative entity and statewide results. For a full report please contact your administrative entity/county or go to the Department of Human Services (DHS) website at www.state.pa.us.

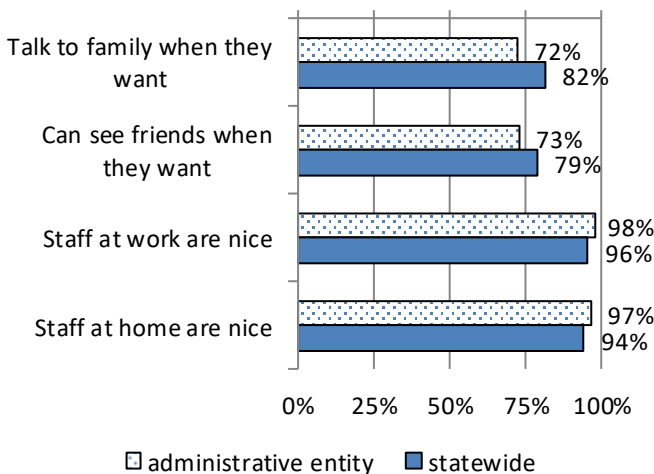
Choice and Control



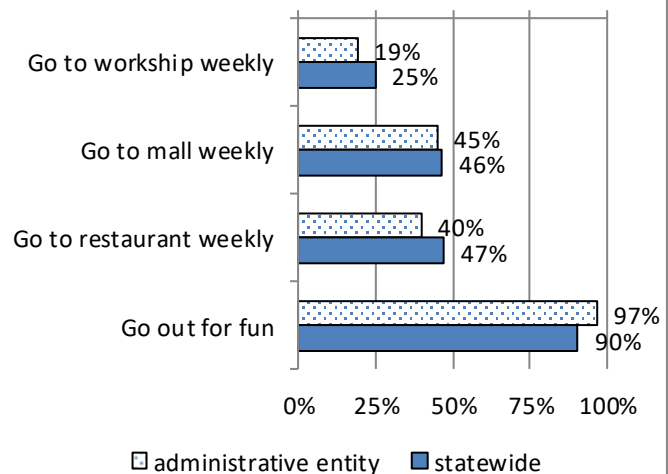
Satisfaction *



Relationships



Community



*Satisfaction research demonstrates that people report high levels of satisfaction with whatever they have.