

# Independent Monitoring for Quality Lackawanna/Susquehanna AE Summary 2019

Independent Monitoring for Quality



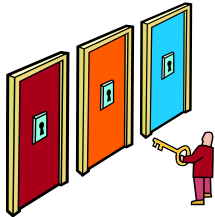
Making Everyday Lives a Reality

- 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 2018-19 report. For a full report please contact your administrative entity/county or go to the Department of Public Welfare (DPW)'s website at [www.state.pa.us](http://www.state.pa.us).

Choice:



Community:



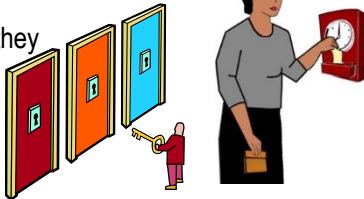
36% vote



89% go out for fun



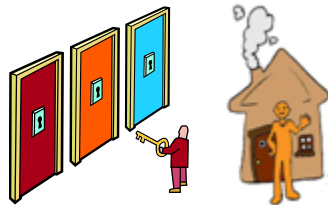
78% choose what they do during the day



29% go to worship weekly



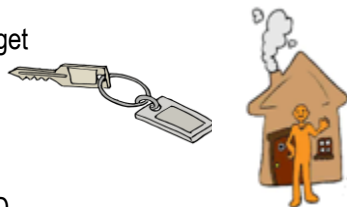
53% choose where they live



37% go to the mall weekly to shop



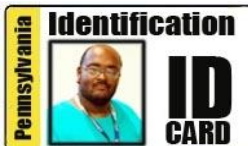
38% have a key to get into the house



50% go to a restaurant weekly



70% always carry ID



**Happy\*:**



It is often found that people report being happy with whatever they have.

**Relationships:**



82% are happy, not sad, with their lives



85% talk to family when they want



84% are happy with their work



91% can see friends when they want



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

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