

Independent Monitoring for Quality Lackawanna/Susquehanna AE Summary 2020

Independent Monitoring for Quality



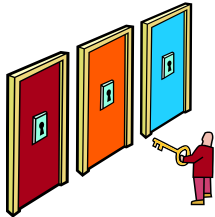
Making Everyday Lives a Reality

- 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. 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 2019-20 report. For a full report please contact your administrative entity/county or go to the Office of Developmental Programs website at MyODP.org.

Choice:



Community:



32% vote



95% go out for fun



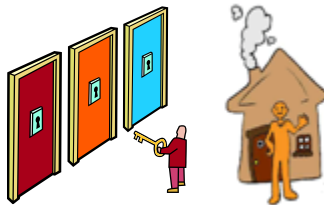
89% choose what they do during the day



22% go to worship weekly



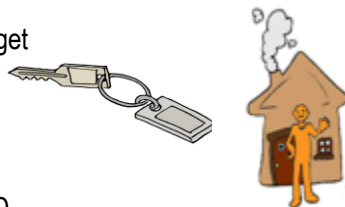
60% choose where they live



45% go to the mall weekly to shop



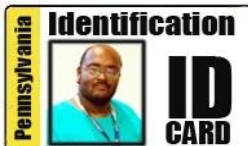
49% have a key to get into the house



51% go to a restaurant weekly



79% always carry ID



Happy*:



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

Relationships:



87% are happy, not sad, with their lives



86% talk to family when they want



98% are happy with their work



86% can see friends when they want



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

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