



IM4Q (Independent Monitoring for Quality)

- IM4Q is one of the methods that measure the quality of Intellectual Disability services through an interview process with individuals and families.
- Chester County is currently contracted with Independent Monitoring Corporation.
- IM4Q teams are composed of trained family members, self-advocates and others, who interview individuals receiving services and their families.
- All counties use the same standardized interview questionnaire, which was researched and developed by Temple Institute of Disabilities.
- Pennsylvania ODP (Office of Developmental Programs) randomly selects a group of individuals for each county to interview.
- Some of the areas covered by the monitoring tool include:
 - Satisfaction
 - Dignity
 - Respect and Rights
 - Choice and Control
 - Relationships
 - Inclusion
 - Major Concerns

For more information, please see <https://www.chesco.org/1569/Independent-Monitoring-for-Quality-IM4Q>