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

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