Independent Monitoring for Quality
Chester AE Summary 2022

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 2021-22 report that compare administrative entity and statewide results. For a full report please contact your administrative entity/county or go to the Office of Developmental Programs website at MyODP.org.

*Choice and Control*

- Vote: 39% administrative entity, 54% statewide
- Choose what they do during the day: 56% administrative entity, 54% statewide
- Choose where they live: 47% administrative entity, 57% statewide
- Have a key to get into house: 47% administrative entity, 57% statewide
- Always carry ID: 65% administrative entity, 71% statewide

*Satisfaction*

- Satisfaction with living situation: 82% administrative entity, 92% statewide
- Satisfaction with work/activities: 94% administrative entity, 93% statewide
- Family satisfied with relatives' living situation: 95% administrative entity, 100% statewide
- Family satisfied with relatives' work: 87% administrative entity, 95% statewide

*Relationships*

- Talk to family when they want: 79% administrative entity, 93% statewide
- Can see friends when they want: 76% administrative entity, 77% statewide
- Staff at work are nice: 95% administrative entity, 98% statewide
- Staff at home are nice: 95% administrative entity, 100% statewide

*Community*

- Go to worship weekly: 22% administrative entity, 22% statewide
- Go to mall weekly: 35% administrative entity, 28% statewide
- Go to restaurant weekly: 40% administrative entity, 31% statewide
- Go out for fun: 73% administrative entity, 78% statewide

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