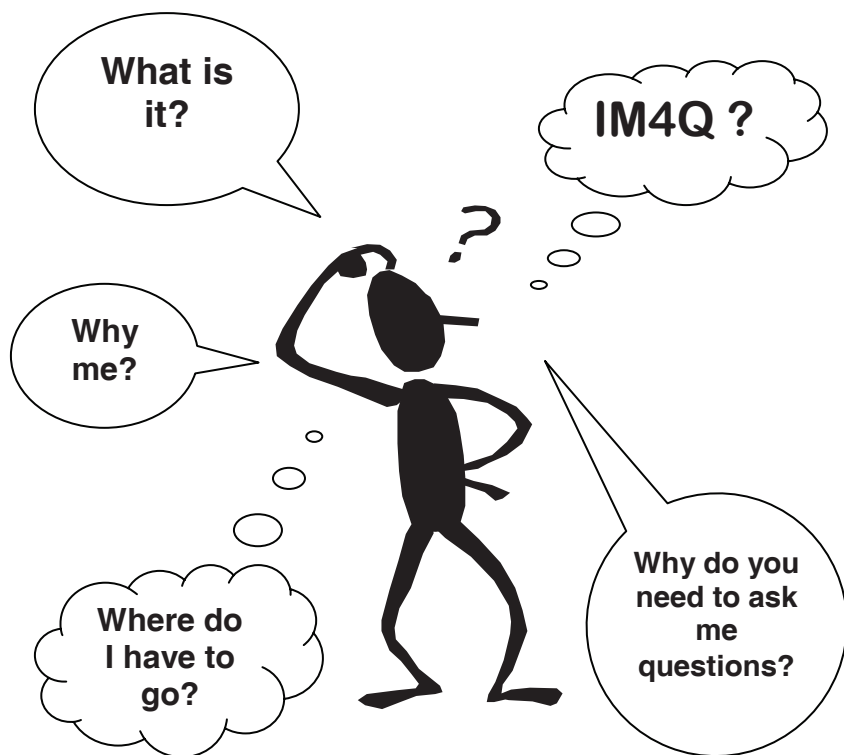


# IM4Q

## *Independent Monitoring For Quality*

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Vision for EQuality, Inc. in cooperation with  
Philadelphia County Mental Retardation Services



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*Vision for EQuality would like to thank  
Speaking for Ourselves for their input  
in the development of this booklet.*

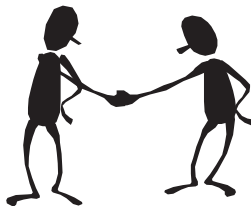
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This booklet is especially for you. We want to tell you about Independent Monitoring for Quality, or IM4Q so you will know before the team comes what is going to happen and why.

Please share this with whomever you want - your family or guardian, your staff, or your friends.

***We hope you will read it together!***



## **WHAT IS IM4Q?**

Well, my friend, the guy on the front of this brochure has a lot of questions about IM4Q and you probably do, too. We hope to answer some of them.

“IM4Q” isn’t as mysterious as it sounds. The letters stand for **I**ndependent **M**onitoring for **Q**uality and if you look at each word, you can figure out what this program is all about:

**I**ndependent means free or self-determining  
**M**onitoring means checking or observing  
**Q**uality means excellence or the very best.

A team of people who are apart from other agencies wants to check to see if you have the very best in your life. Only you can tell us what you want and how you feel, so that’s why we’d like to talk directly to you.

A member of the Vision for EQuality monitoring team will be calling to make an appointment to meet with you. When they do, you'll know who we are and why we're coming. We hope you look forward to meeting our team members as much as they are looking forward to meeting and talking to you. They will introduce themselves and tell you about their monitoring activities and what you can expect from their visit.

**This is all about YOU!**

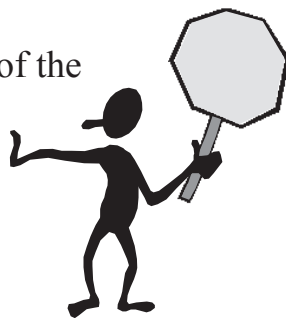


## **WHEN WE MEET**

We want you to feel comfortable when we are with you. If you ask us to keep what you tell us private, we will. You can have somebody with you such as a member of your family, a friend or a staff person, or you can talk to us alone if this is what you choose.

We hope you feel free to be honest with us, but you do need to know that if you seem to be in an unsafe situation, we must tell people so they can help. Also, if you need help and want us to let people who can assist you know, we can do that.

If you get tired answering all of the questions, tell us, and you can take a break or we will stop.



## **HOW IS YOUR LIFE?**

We are going to ask you to talk with us about your life as well as how you feel about the services you are getting now. We hope you will share some of the things you want and feel you need. We will look into your concerns, but we can't promise that things will change. You can answer as many or as few questions as you want. There are no right or wrong answers, and if you don't know the answer to a question, just tell us.

We will also want to know if we can ask questions of your family or guardian and friends. If you say no, we will not speak to them.

**What you think is  
important!  
We want to hear  
what you have to say!**

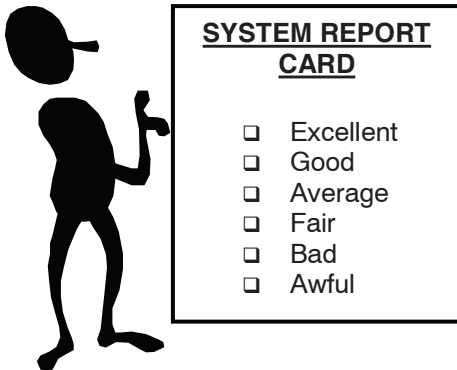


## **WHAT DO PEOPLE WANT AND NEED?**

We are meeting with many other people and asking them the same questions. We do this so we can collect “data,” the information that people give us that says what they want and need. Then the people who have the funding can plan for future services. It’s like telling a person who makes movies that we want more action films. This helps the filmmaker know what kind of movies people want him to make in the future.

When all the information about what people say in all of the counties is reported back to the state, the data gets looked at. Then reports are written to tell everyone how the system is doing, kind of like a report card. This is information that is a part of building a quality system in Pennsylvania.

This gives you a chance to voice your own opinion and let the people who make the decisions know what you want so they can make changes that are good for everyone. You will be helping the people who can make changes make them happen. Remember that change is a slow process. You are the **customer** and **THIS IS ALL ABOUT YOU!**



## **REVIEW**

Here's a quick review of **IM4Q**, what it is and why it's important for you to be part of this exciting program. IM4Q is a statewide program.

### **WHAT?**

- IM4Q is a program that uses a survey that will gather information that will tell us a little about you.
- It's not a test; there are no right or wrong answers.

### **WHO?**

- If you agree, a team of two people from IM4Q will make an appointment to come to talk to you. Most team members are people with disabilities and their family members.

- Team members are affiliated with Vision for EQuality, an independent, not-for-profit organization.
- Our team members will be wearing photo ID badges from Vision for EQuality.

## **WHEN?**

- The survey will be done at whatever time you choose. We don't want you to change your plans for us!
- If you begin the survey and find you want to stop, that's okay, it's your choice. If you decide you don't want to do the survey at all, that's okay, too.

## **WHERE?**

- We would prefer to talk to you in your home, maybe in the living room or kitchen, some place quiet. But it's your choice.
- If you prefer, we can do the survey some place else. You can even come to our office if you'd like.

## **HOW?**

- The survey takes about an hour, sometimes longer. We're interested in what you have to say.
- It's up to you whether you would like to have staff, your support coordinator, family or a friend present for the survey.
- If you would rather speak with the IM4Q team alone, we'll ask to have a little privacy. We can

go to a public library, your workshop, any place where you feel most comfortable.

## **WHY YOU?**

- The Office of Mental Retardation selects the names of people who are going to be surveyed. It's a random selection process, like pulling names out of a hat.
- If you do the survey with us this year, chances are you won't be selected again for at least three years.



**Remember, nothing about you without you!**

## **THE VISION FOR EQUALITY MISSION**

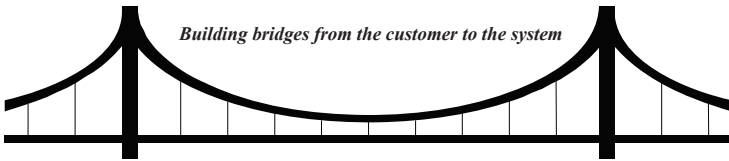
Our **MISSION** is to assist and empower people with disabilities and their families to seek quality and satisfaction in their lives and equal access to supports and services.

We **BELIEVE** that all people have a right to live a happy and meaningful life which includes:

- ◆ The power, authority and resources to control their own destiny
- ◆ A sense of belonging and acceptance for who they are
- ◆ The chance to participate as valued members of their community
- ◆ Options, creativity and security in their everyday lives
  - ◆ Meaningful and loving personal relationships
- ◆ The opportunity to express their own spirituality
  - ◆ Access to good health care

**A vision grounded firmly in community**





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