

The Institute on Disabilities
Pennsylvania's University Center for Excellence in
Developmental Disabilities Education, Research and Service

Independent Monitoring for Quality (IM4Q)
Philadelphia AE
2023-2024

Submitted to: **Pennsylvania Office of Developmental Programs &
Statewide Steering Committee on Independent
Monitoring for Quality**

Submitted by: **Jenifer Taylor Eaton, David Harold Rush, Mary Kay R.
Cunningham, Guy Caruso, Netanel Paley, and Sally Gould-
Taylor**

The Institute on Disabilities
**Pennsylvania's University Center for Excellence in Developmental
Disabilities Education, Research and Service**
Temple University
College of Education and Human Development
Institute on Disabilities at Temple University
Ritter Annex 4
1301 Cecil B. Moore Avenue
Philadelphia, PA 19122

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Introduction

This report includes data gathered through the Independent Monitoring for Quality (IM4Q) project in Pennsylvania during the 2023-2024 fiscal year. Following the Covid-19 Pandemic, data collection has shifted to a hybrid model, with some interviews taking place in person and others occurring remotely. Questions may be addressed to IM4Q@temple.edu.

Guide to the AE Report

Each section begins with an overall description of the kinds of questions found in that part of the report and who can answer these questions. A breakdown of the respondents' roles is provided, if available.

Unless otherwise noted, tables throughout the document provide a statement and the percentage of individuals who reported that the statement applied to them. For instance, the following table would be read as “94% of respondents in this AE, 91% of respondents in this region, and 95% of respondents statewide reported that they are happy with their life.”

	AE	Region	Statewide
Happy with life	94%	91%	95%

The data points in the report correspond to questions on the Essential Data Elements (EDE) survey. Most questions are consistently included from year to year so that changes in the experiences of people with disabilities can be examined over time. However, occasionally questions are added, edited, or removed to address changing circumstances. If a data point from a previous report is not provided in the current report, it is likely the case that this question has been removed from the survey. New questions are marked by a “+” to indicate their new question status.

Why We Do This

The purpose of IM4Q is to understand how people feel about their lives and the services they receive. This allows decision makers at the state and county level and service providers to engage in quality improvement at the program level. The data provided in this report is intended to help with this goal by highlighting areas of strength and areas where improvement is possible. It also allows us to track changes in how people feel about their lives and the services they receive over time.

The IM4Q process also allows us to improve people's lives in a direct way. When IM4Q monitors interview a person with a disability, they write down any concerns or requests the respondent(s) may have. We call these considerations. Individual considerations are shared through the IM4Q system with someone who might be able to help, such as the supports coordinator (SC), a provider, or family members. The SC decides how the consideration will be handled and reports back to the AE or the Bureau of Supports for Autism and Special Populations (BSASP), who either approves or disapproves the response. If the consideration is not addressed, the consideration process continues until the AE or BSASP and IM4Q program

are satisfied with the action to address the consideration. When the consideration is addressed, we call this “Closing the Loop.”

Considerations may result in service changes or provide an opportunity to improve the quality of life of the individual who has been interviewed. For the 2023-2024 collection year, over 6,000 considerations were collected. Of these, nearly 70% have been closed. An analysis of this year’s considerations can be found at the end of the statewide report.

The IM4Q team also gathered several examples of completed considerations from the local IM4Q programs. These stories provide examples of how IM4Q positively impacts the lives of people with disabilities who are receiving ODP supports. Closed considerations are a result of the work, ingenuity, creativity, tenacity, and passion of SCs, providers, and others to make a positive difference in the daily lives of people with developmental disabilities in Pennsylvania. (NOTE: Name has been changed to protect the confidentiality of respondent.)

Story: Ken’s Consideration

When the IM4Q team interviewed Ken a few years ago, he indicated that he would like assistance in finding avenues to pursue a unique passion. Ken has an interest in drawing prehistoric animals, also known as paleoart.

This was shared with Ken’s Supports Coordinator, who spoke with Ken, his mother, and the Program Specialist about his interest and how to best support Ken. They decided to expand Ken’s community participation days to include a day that would focus on paleontology. Now, Ken visits a local paleontology museum and research center every Friday to explore. He has since started to volunteer there. He even has drawings displayed in the building! Thanks to IM4Q, Ken gets the chance to live his passion and share his gifts with others.

A Note About This Year’s Report: The Ongoing Impact of the Covid-19 Pandemic

Since the 2019-2020 fiscal year, individuals have had the option to participate in interviews held in person or remotely. This shift in methods to include remote interviews may affect some of the data and should be acknowledged when performing comparisons to data reported prior to 2020.

Scale Scores

The mean is the average. This is the number you get if you add all the scores provided by all the respondents and divide by the number of responses. The standard deviation (SD) tells us about how big of a difference there was between scores. A low SD means the scores were mostly grouped together. A large SD means there was a lot of variety, or variance, in the scores.

The mean are statistical numbers that can tell us about a set of scores. These numbers can be useful for comparing across scales or across locations. If the AE score is close to the score in the region and/or state, it means people in this AE answered questions in about the same way as other people. If the scale scores for the AE are a lot higher than the region or state, it means people in this AE responded to these questions a lot more favorably than people in other areas. If the AE score is a lot lower than the region and/or state score, people in this area answered questions less favorably than people in other areas.

If scores in one area, like Satisfaction, are higher than scores in another area, like Inclusion, this tells us that on average, people rated their satisfaction as higher than their community inclusion.

For each scale, we provide the score range and a description of what high scores mean. If you click the name of the scale, a link will take you to the corresponding section of the report.

Satisfaction – Scores range from 0 to 100. High scores mean people reported they were happy with their life and activities.

	Administrative Entity	Region	Statewide
Mean	82.40	82.13	84.21
SD	21.05	20.24	19.43

Dignity, Respect and Rights – Scores range from 0 to 100. High scores mean people reported that others were nice to them, and they were treated with respect.

	Administrative Entity	Region	Statewide
Mean	77.50	82.55	83.63
SD	14.45	15.48	15.68

Afraid – Scores range from 0 to 100. High scores mean people reported that they were NOT afraid at home, at their work or day activity, and in their neighborhood.

	Administrative Entity	Region	Statewide
Mean	93.57	91.93	92.01
SD	17.24	17.17	17.79

Choice and Control – Scores range from 0 to 100. High scores mean people reported having a lot of control and choice in their lives.

	Administrative Entity	Region	Statewide
Mean	69.53	64.32	68.83
SD	17.17	21.76	19.55

Inclusion – Scores range from 0 to 100. High scores mean people reported going out often to lots of places in the community.

	Administrative Entity	Region	Statewide
Mean	37.58	38.64	40.63
SD	16.25	16.85	17.17

IM4Q Monitor Impressions – Scores range from 1 to 10. High scores mean the Monitor would be happy to live in this home.

	Administrative Entity	Region	Statewide
Mean	6.66	6.61	6.96
SD	2.99	2.61	2.59

Family Satisfaction - Scores range from 0 to 100. High scores meant family members reported that they were satisfied with their relative’s services and opportunities.

	Administrative Entity	Region	Statewide
Mean	92.70	89.38	89.20
SD	13.76	15.87	16.44

Sample

i. Sample Data

i1. Total Surveyed

People with disabilities	565	Family members	150
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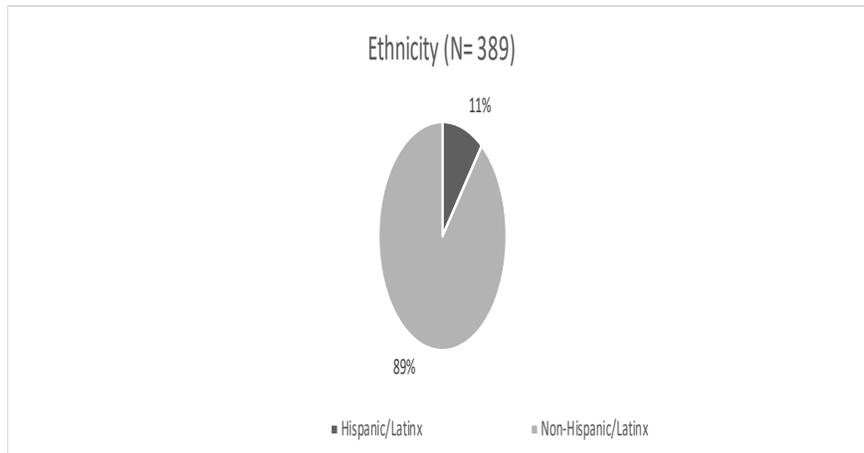
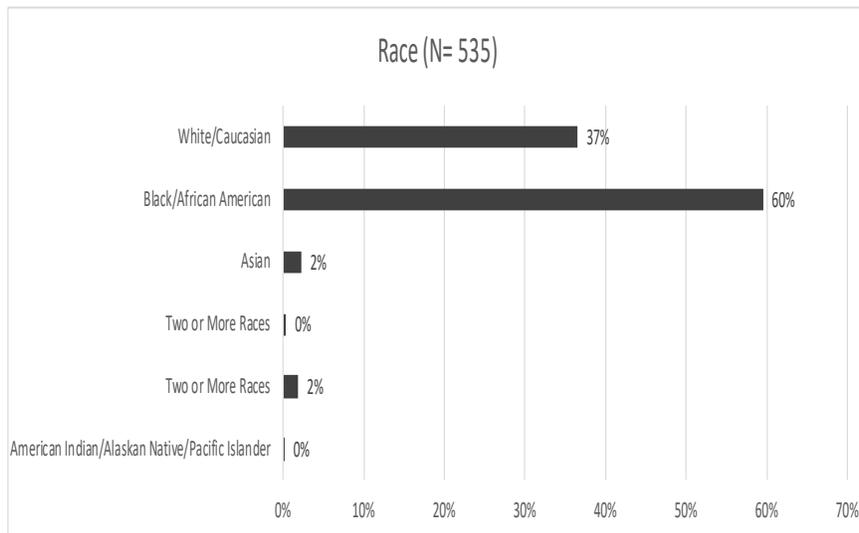
i2. Age

Range	10-95	Mean Age (SD)	43.1 (17.0)
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i3. Reported Gender

Female	37.7%	Male	62.3%	Other	0%
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i4. Race and Ethnicity



i5. Home Type Where Respondent Lives

Type of Residence	AE		Statewide	
	Number of Residents	Percent of the Sample	Number of Residents	Percent of the Sample
Relative's Home	183	32.4%	1777	43.2%
Community Home- All	243	43.0%	1400	34.1%
<i>Community Home 1</i>	40	7.1%	181	4.4%
<i>Community Home 2-4</i>	199	35.2%	1176	28.6%
<i>Community Home 5-6</i>	1	0.2%	23	0.6%
<i>Community Home 7-8</i>	1	0.2%	13	0.3%
<i>Community Home 9-15</i>	1	0.2%	4	0.1%
<i>Community Home 16+</i>	1	0.2%	3	0.1%
Own Residence	9	1.6%	345	8.4%
Family Living/Lifesharing	26	4.6%	120	2.9%
Private ICF/ID- All	74	13.1%	189	4.6%
<i>Private ICF/ID 1-4</i>	12	2.1%	31	0.8%
<i>Private ICF/ID 5-8</i>	17	3.0%	50	1.2%
<i>Private ICF/ID 9-15</i>	10	1.8%	26	0.6%
<i>Private ICF/ID 16+</i>	35	6.2%	82	2.0%
Personal Care Home	0	0.0%	35	0.9%
Nursing Home/Facility	3	0.5%	32	0.8%
Children's Facility	2	0.4%	8	0.2%
Unlicensed Family Living	3	0.5%	20	0.5%
Domiciliary Care	0	0.0%	5	0.1%
Foster Care	1	0.2%	1	0.0%
Approved Private School	0	0.0%	0	0.0%
State Operated ICF/MR	11	1.9%	79	1.9%
State MH Hospital	0	0.0%	1	0.0%
Temporary Shelter	1	0.2%	1	0.0%
Other	2	0.4%	29	0.7%
Missing	7	-	68	-
Total	565	100%	4110	100%

Part I: Satisfaction

Satisfaction questions ask how individuals feel about their life. These questions can only be answered by the individual receiving supports.

A. Satisfaction Data

A1. Living Arrangements

	AE	Region	Statewide
Like where they live now	83%	87%	88%
Want to stay where they currently live	78%	72%	75%
Want to move somewhere else	15%	16%	17%
In between wanting to stay and wanting to move	7%	11%	9%

A2. Work/Day Activity

	AE	Region	Statewide
Like primary job or day activity	91%	91%	93%
Like other job or day activity	95%	93%	95%
Want to continue current job or day activity	68%	67%	73%
Want to do something else.	20%	19%	19%
In between wanting to continue and wanting to change jobs	12%	14%	8%

A1-2.1. Want to Stay or Change Living Arrangement and Work/Day Activity

A3. Daily Activities

	AE	Region	Statewide
Primary Activity			
Stay home	21%	19%	24%
Work	23%	26%	25%
<i>Work- no supports</i>	11%	13%	15%
<i>Work- with supports</i>	13%	14%	10%
Attend school	5%	6%	6%
Attend a vocational facility	4%	9%	10%
Attend a day program or community center	11%	11%	10%
Go out in the community	24%	19%	16%
Retired	1%	1%	2%
Volunteer	3%	3%	3%
Something else	8%	5%	5%

	AE	Region	Statewide
Secondary Activity			

Stay home	50%	39%	37%
Work	1%	4%	5%
<i>Work- no supports</i>	0%	2%	3%
<i>Work- with supports</i>	0%	2%	2%
Attend school	2%	2%	1%
Attend a vocational facility	0%	1%	2%
Attend a day program or community center	1%	2%	3%
Go out in the community	26%	33%	31%
Retired	1%	1%	1%
Volunteer	1%	5%	7%
Something else	18%	14%	14%

A3.1. Want to Work

	AE	Region	Statewide
Do not have or want a job	51%	47%	54%
Would like a job for pay	44%	47%	39%
Uses special technology to help do work	17%	20%	12%

A4. Services

	AE	Region	Statewide
Always get services they need	82%	80%	85%
Sometimes get services they need	5%	5%	4%
Do not get services they need	7%	6%	5%
Need additional services	6%	9%	7%

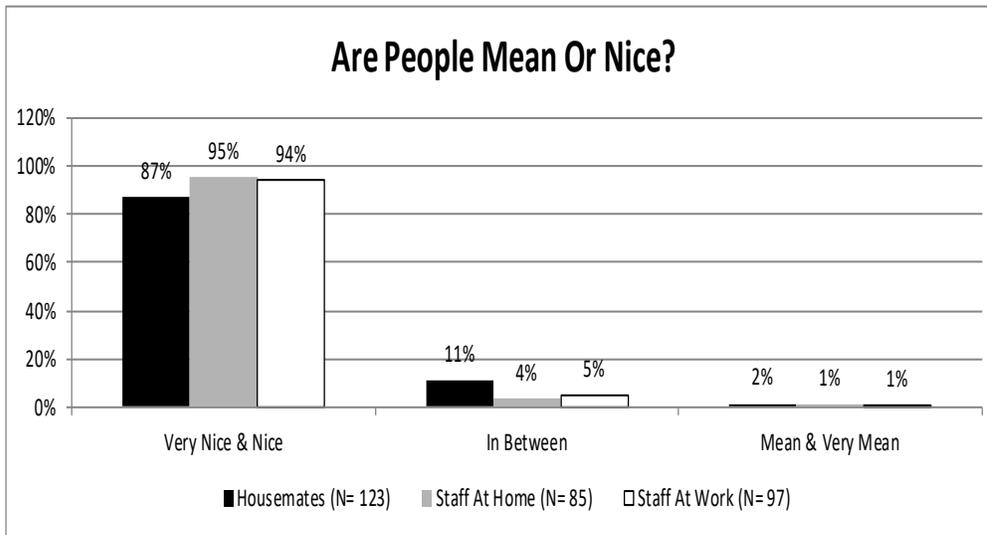
A5. Happiness and Loneliness

	AE	Region	Statewide
Happy with life	76%	75%	82%
Neither happy nor sad with life	21%	20%	15%
Sad with life	3%	4%	3%
Never lonely	68%	62%	63%
Sometimes lonely	18%	27%	28%
Always lonely	14%	12%	9%
Have friends to do things with	88%	79%	85%
Friends are not staff or family	67%	66%	73%
Have a best friend	61%	62%	69%
Can date/marry, no restrictions	80%	83%	85%
Can date/marry, restrictions	2%	3%	5%
Cannot date/marry at all	19%	14%	11%

A6. Privacy

	AE	Region	Statewide
Have enough privacy (a place to be alone) at home	95%	97%	97%
No rules about friends or visitors	71%	74%	80%
People always let them know when coming into their home	95%	92%	91%
Sometimes people let them know when coming into their home	2%	5%	6%
People never let them know when coming into their home	3%	3%	3%
People always let them know when coming into their bedroom	84%	81%	82%
People sometimes let them know when coming into their bedroom	7%	8%	8%
People never let them know when coming into their bedroom	9%	11%	10%

A7. Are People Nice or Mean?



	AE	Region	Statewide
Staff at day or work activity are nice or very nice	94%	96%	97%
Staff at day or work activity are in between nice and mean	5%	3%	3%
Staff at day or work activity are mean or very mean	1%	1%	0%
Staff at home are nice or very nice	95%	96%	96%
Staff at home are in between nice and mean	4%	4%	3%

Staff at home are mean or very mean	1%	0%	0%
Housemates are nice or very nice	87%	88%	89%
Housemates are in between nice and mean	11%	9%	9%
Housemates are mean or very mean	2%	3%	3%
Get along well with the person they share a bedroom with*	82%	87%	82%
Get along OK with the person they share a bedroom with*	6%	6%	10%
Do not get along with the person they share a bedroom with*	12%	6%	8%

*This question was only asked if people shared a bedroom and do not live with relatives.

Part II: Dignity, Respect and Rights

Dignity, Respect and Rights questions ask how individuals feel they are treated. They explore issues of basic rights such as learning new things and carrying identification. There are subsections about supports coordination and emergency preparedness. These questions can only be answered by the individual receiving supports.

B. Dignity Respect and Rights Data

Part II, Section A: Dignity, Respect and Rights

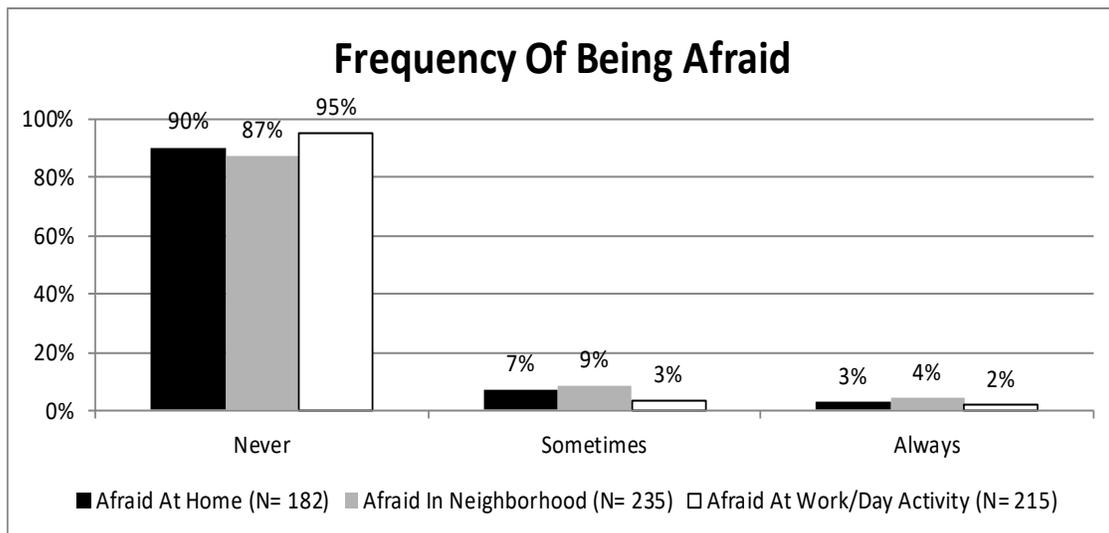
B1. Support with Goals and Problems

	AE	Region	Statewide
Get help to learn new things	69%	74%	78%
Do not get help	26%	19%	13%
Get to help other people	68%	61%	66%
Have participated in a self-advocacy group meeting	17%	16%	20%
Someone has talked to them about self-advocacy	35%	42%	54%
Have someone to talk to when afraid	93%	94%	93%

B1.1. Who do you go to for help?

	AE	Region	Statewide
Staff	51%	50%	47%
Supports coordinator	8%	7%	9%
Other	5%	8%	8%
Family	46%	54%	50%
Friends	7%	7%	9%
Have no one	1%	1%	1%

B2. Frequency of Being Afraid



	AE	Region	Statewide
Never afraid at home	90%	85%	86%
Sometimes afraid at home	7%	12%	11%
Always afraid at home	3%	3%	3%
Never afraid in the neighborhood	87%	85%	86%
Sometimes afraid in the neighborhood	9%	12%	10%
Always afraid in the neighborhood	4%	3%	3%
Never afraid at work or day activities	95%	92%	92%
Sometimes afraid at work or day activities	3%	6%	6%
Always afraid at work or day activities	2%	2%	2%

B3. Legal Rights

	AE	Region	Statewide
Mail is never opened without permission	86%	88%	88%
Mail is sometimes opened without permission	7%	6%	7%
Mail is always opened without permission	6%	6%	6%

Part II, Section B: Supports Coordination

This section asks questions related to supports coordination. Questions cover the supports coordinator (SC), services, and other staff members. These questions can only be answered by the individual receiving services.

B4. Supports Coordinator (SC)

B4.1. SC Communication

	AE	Region	Statewide
SC asks what their interests are	87%	90%	92%
SC asks what they want their life to look like	85%	80%	86%
SC knows what is important to them	87%	86%	88%
SC asks them about directing their own services	30%	27%	47%
SC asks if community employment is a possibility ⁺	70%	64%	63%
SC asks if services are OK	91%	95%	96%
SC always listens to them	92%	94%	94%

B4.2. SC Interaction

	AE	Region	Statewide
Person knows they can choose SC	59%	56%	67%
SC always gets back to them right away	86%	89%	90%
SC will always help them get what they need	82%	86%	89%
Person has met with SC in the last year	88%	94%	96%
SC always treats the person with respect	95%	97%	98%

B5. Annual Planning Meeting

	AE	Region	Statewide
Told at the meeting how much money is in their budget	57%	50%	52%
Meeting includes the people they wanted to be there	95%	95%	96%
Know what is talked about at their ISP meeting	81%	78%	83%

B6. Services

	AE	Region	Statewide
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Know who to ask if they want to change their services	83%	74%	81%
Do not know who to ask to change services	12%	20%	13%

B7. Staff

	AE	Region	Statewide
Staff always treats them with respect	85%	91%	93%
Staff always respectful of their culture	98%	98%	98%
Have staff who help them	75%	81%	75%
Staff do things the way the individual wants them done	88%	89%	91%
Staff have the right training to meet their needs	93%	94%	94%
All staff always understand their communication	92%	92%	90%
Some staff understand them	4%	4%	5%
Sometimes understood by staff	1%	3%	4%
Not understood by staff	2%	1%	1%

Part II, Section C: Emergency Preparation

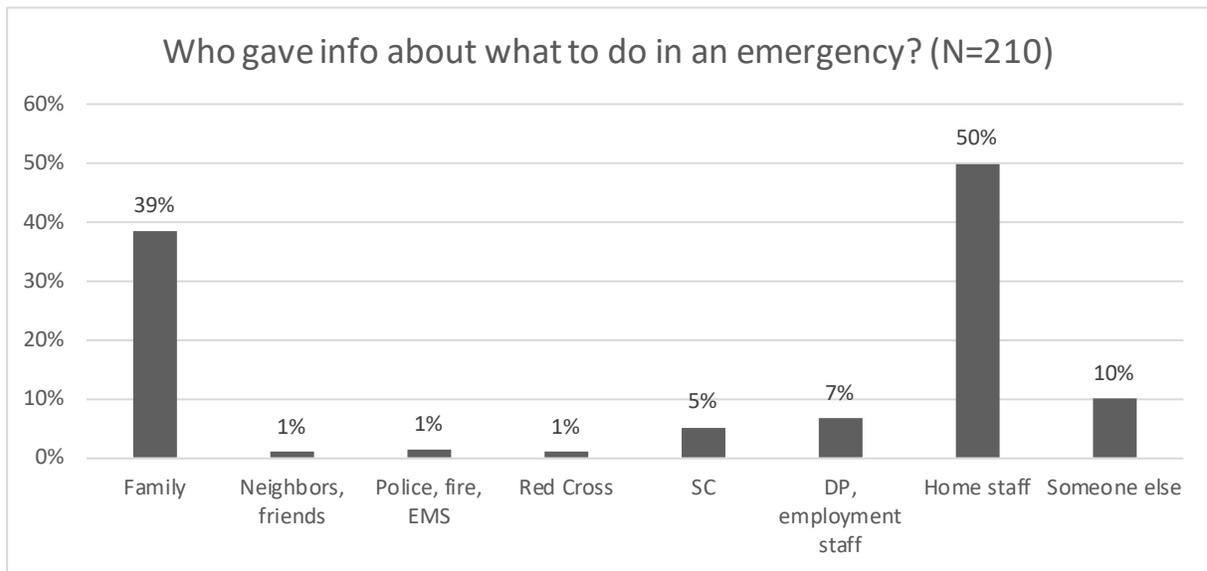
This section asks questions related to emergency preparation. These questions can only be answered by the individual receiving services.

B8. Emergency Preparation Questions

	AE	Region	Statewide
Have been given information about what to do in an emergency	93%	80%	84%

B8.1. Who Provided Emergency Information

	AE	Region	Statewide
Home staff	50%	42%	34%
Day staff	7%	7%	13%
Family	39%	47%	47%
SC	5%	5%	11%
Police, Fire, or EMS Workers	1%	2%	4%
Friends	1%	1%	2%
Red Cross	1%	0%	1%
Someone Else	10%	10%	10%



Part III: Choice and Control

Choice and control questions ask about options people have control over in their lives. These questions can be answered by the individual, paid staff, a family member, friend or advocate, or a combination of these.

Respondents (AE):

Individual	15%	Individual and Paid staff	21%
Paid staff	37%	Individual and Family/friend/guardian/advocate	15%
Family/friend/guardian/advocate	11%	Staff and Family/friend/guardian/advocate	1%

C. Choice and Control Data

Part III, Section A: Choice and Control

C1. Identification

	AE	Region	Statewide
Always carry ID	75%	71%	66%
Never carry ID	13%	18%	18%

C2. Choice and Control at Home

	AE	Region	Statewide
Have a key or way to get into their home	40%	44%	52%
If other household members go out, they have the option to stay home	56%	46%	44%
If other household members go out, they sometimes can stay home	9%	12%	14%
Can lock bedroom door	46%	46%	53%
Own their home	9%	5%	3%
Name is on the lease or rental agreement	60%	42%	35%
Have a choice to live where people without disabilities live	61%	49%	45%
Saw no other places before they moved into their home	35%	37%	47%
Did not choose housemates	35%	47%	55%
If individual shares a bedroom, chose some or all roommates	56%	49%	40%

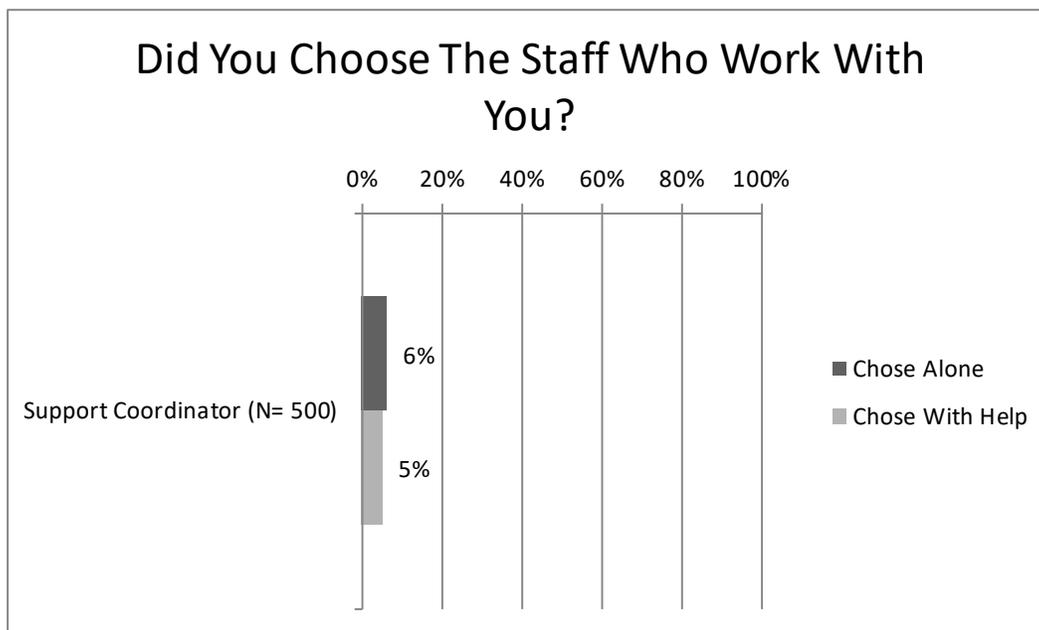
C2.1. Who Chooses Where the Person Lives and Works?

	AE	Region	Statewide
Chose living arrangement without help	24%	17%	23%
Chose living arrangement with some help	35%	32%	30%
Someone else chose living arrangement	41%	51%	48%

C3. Choice and Control During the Day and for Leisure Time

	AE	Region	Statewide
Have the choice to go where people without disabilities go	86%	75%	68%
See no other places when choosing day activity	22%	31%	41%
Choose daily schedule without assistance	93%	87%	89%
Have enough choice about free time	97%	94%	94%

C4. Choice and Control in Choosing Staff



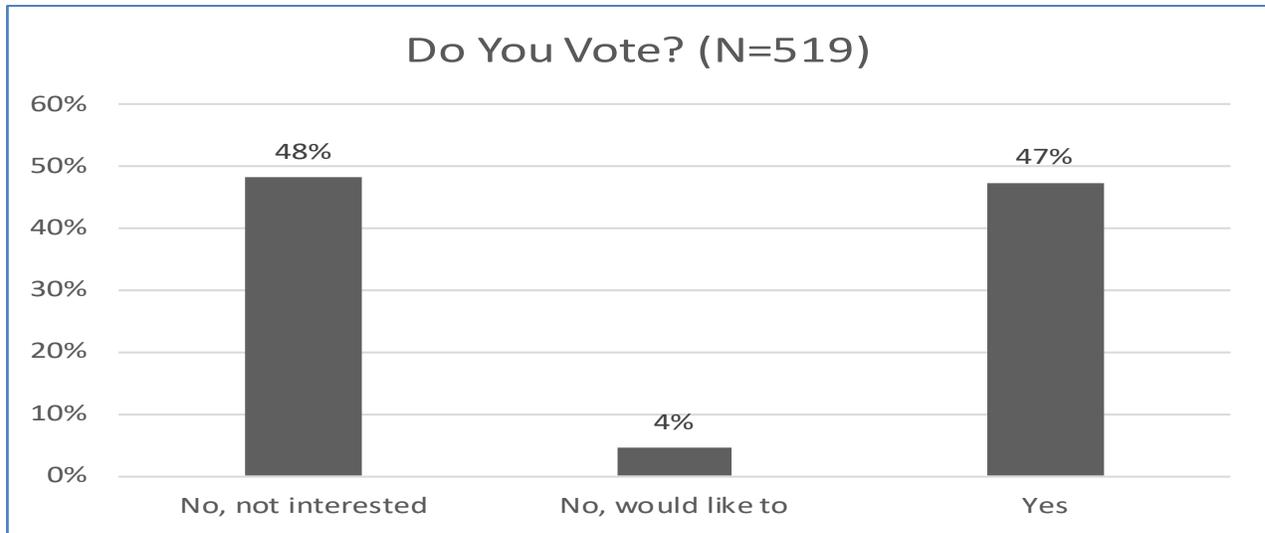
	AE	Region	Statewide
Chose SC without help	6%	9%	17%
Chose SC with some help	5%	19%	28%
Someone else chose SC	89%	72%	54%

C5. Choice and Control Regarding Money

	AE	Region	Statewide
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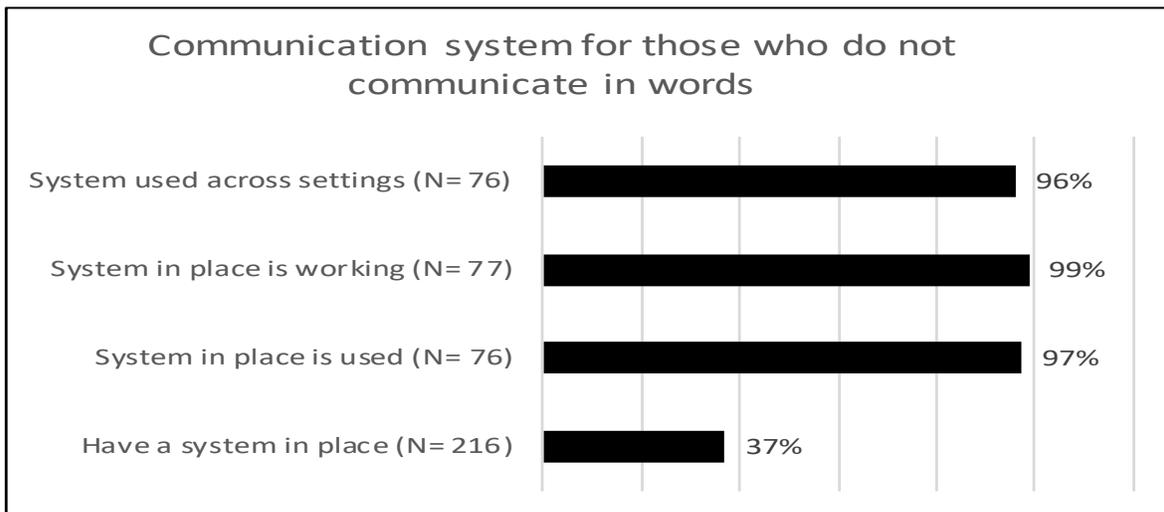
Always choose alone what to buy with spending money	62%	53%	57%
Choose what to buy with help	26%	34%	34%
There is something they want to buy	48%	52%	46%
They have a bank account and withdrawal money when they want	70%	76%	72%

C6. Voting



	AE	Region	Statewide
Votes	47%	45%	36%
Chooses not to vote	48%	50%	59%
Does not vote but would like to	4%	5%	5%

C7. Status of Formal Communication System



	AE	Region	Statewide
Have a communication system in place*	37%	31%	36%
System is being used**	97%	88%	86%
System is working**	99%	96%	91%
System is used across settings**	96%	84%	79%

* Question was only asked for people who do not communicate using words.

**Question was only asked for people who have a system in place.

C8. Who Supports Communication System?

	AE	Region	Statewide
Staff or Program Coordinator	72%	58%	52%
Speech Language Clinician	13%	24%	23%
Parent or Caregiver	30%	39%	45%
Someone Else	4%	9%	12%

People had the option to select more than one response.

C9. Other Forms of Communication

C9.1. Forms the Person Has Access to and Uses

	AE	Region	Statewide
Cell phone	39%	42%	44%
E-mail	23%	26%	27%
Internet	65%	60%	62%
Text-messaging	27%	32%	32%
Cable TV	96%	93%	90%
Computer	54%	60%	61%

C9.2. Restrictions in Place for Communication

	AE	Region	Statewide
Cell phone	0%	7%	6%
E-mail	0%	3%	4%
Internet	0%	6%	8%
Text-messaging	0%	3%	4%
Cable TV	0%	3%	5%
Computer	1%	7%	8%

Part III, Section B: Health Questions

This section asks questions related to health and healthcare. Questions cover general medical care, dental care, and mental health care topics.

C10. Exercise at Home

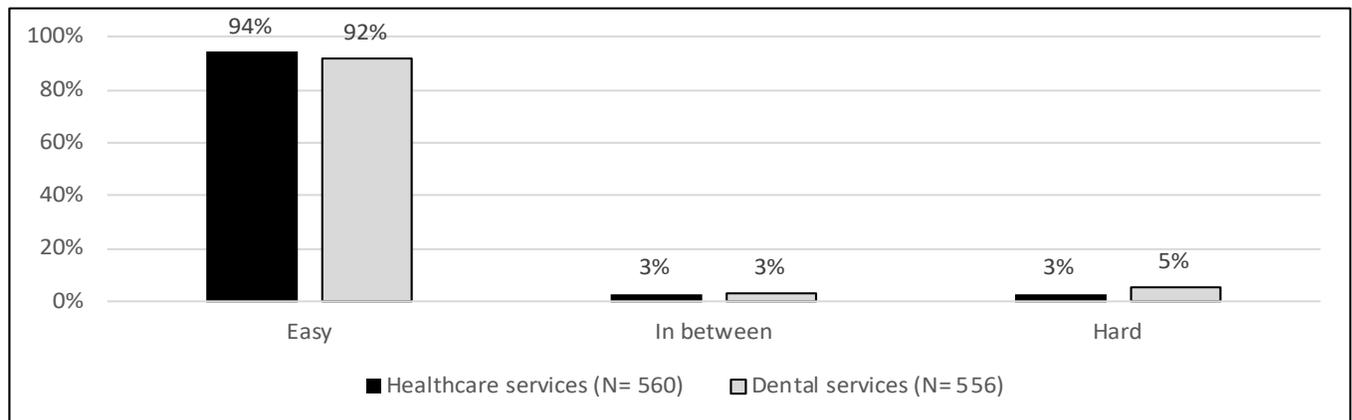
	AE	Region	Statewide
Exercises at home 10+ times per month	33%	31%	36%

Exercises at home <1 time per month	43%	46%	45%
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C11. Medical & Dental Care

	AE	Region	Statewide
Overall health excellent or very good	45%	47%	48%
Opportunity to discuss health with primary care provider (PCP)	81%	80%	87%
Talked with health care provider using telehealth	45%	49%	47%
Liked talking to health care provider using telehealth	40%	48%	50%
Able to see a medical specialist if needed	98%	98%	97%
Have not been prevented from receiving medical or dental care due to disability	94%	90%	89%

C11.1. How Hard is it to Access Care?



	AE	Region	Statewide
Accessing medical care is very/pretty easy	94%	91%	88%
Accessing medical care is between easy & hard	3%	5%	7%
Accessing medical care is hard or very hard	3%	3%	5%
Accessing dental care is very/pretty easy	92%	88%	80%
Accessing dental care is in between easy and hard	3%	4%	7%
Accessing dental care is hard or very hard	5%	7%	13%

C12. Mental Health

	AE	Region	Statewide
Have an opportunity to discuss health concerns with psychiatrist	53%	55%	63%
Do not have psychiatrist, but want one	3%	3%	3%

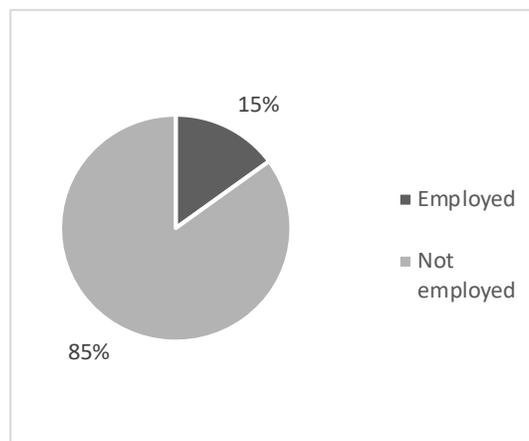
C13. Communicating Health Needs

	AE	Region	Statewide
Their doctor understands them	80%	81%	80%
They understand their doctor's instructions	58%	62%	62%
If they need help communicating at doctor's office, it is available	82%	93%	95%
Doctor speaks directly to them during appointments	97%	91%	93%
Able to provide consent for medical treatment	52%	53%	62%
If they provide consent, is it accepted	82%	84%	85%

Part III, Section C: Employment and Community Participation Services

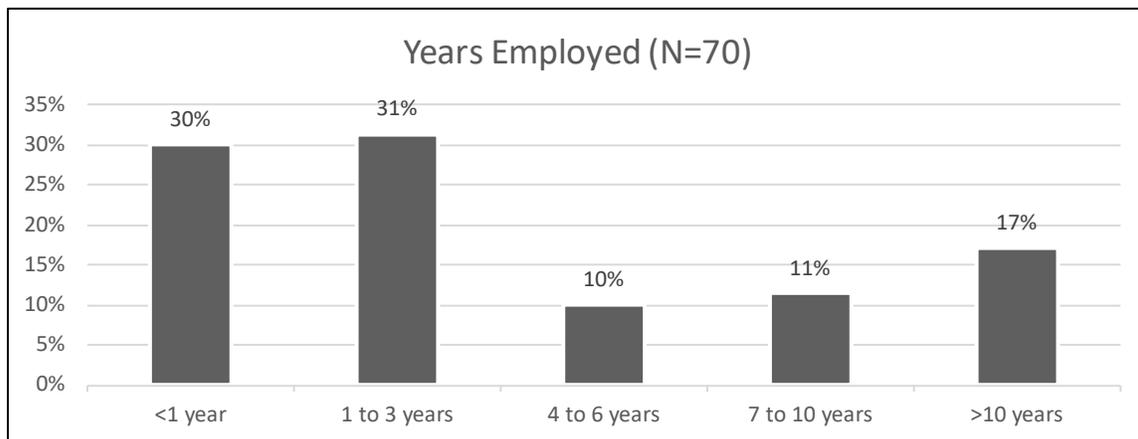
Employment in this survey refers to Community Integrated Employment (CIE). CIE is work that is paid directly to the employee, provides at least minimum wage, and occurs in a typical work setting where a person with a disability interacts with coworkers with and without disabilities. The survey also asks about Community Participation Services (CPS), or services that give people with intellectual and developmental disabilities opportunities and support for community inclusion and skill development. Questions about employment benefits, hours, salary, and field of work are only addressed to the people who indicated they are employed in CIE. Questions regarding support getting into the workplace, employment planning, and CPS are asked of all respondents.

C14. Employment in CIE



	AE	Region	Statewide
Employed in CIE	15%	18%	19%

C15. Length of Employment



	AE	Region	Statewide
Employed <1 Year	30%	20%	17%
Employed 1 to 3 Years	31%	29%	32%
Employed 4 to 6 Years	10%	18%	20%
Employed 7 to 10 Years	11%	12%	12%
Employed 11+ Years	17%	21%	19%

C16. Types of Work

Cleaning Services	14%	Assembly/Factory Work	6%
Food Services	29%	Care Workers/Aides	4%
Retail Services	14%	Recycling	0%
Office Work	0%	Outdoor Work	0%
Stock Room	4%	Animal Care	0%
Maintenance	6%	Other	23%

C17. Supports Getting into the Workplace

	AE	Region	Statewide
Take classes/training for employment purposes	8%	9%	8%
Talked about employment in their planning meeting	53%	50%	53%
Community employment is a goal in their plan	26%	31%	32%

C17.1. Who Talked to the Person about Employment?

No one	47%	SC	43%
Service Provider	16%	Family	8%
Housemates	1%	Someone Else	6%

Note: individuals had the option to indicate more than one response for C17.1.

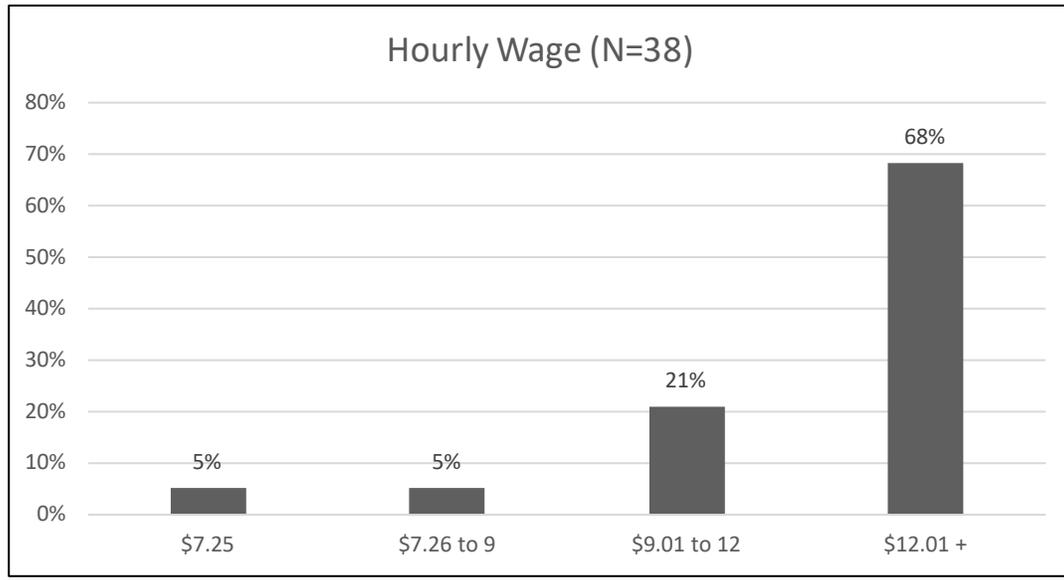
C18. Self-Employment

	AE	Region	Statewide
Person reports that they are self-employed	2%	1%	2%

C19. Compensation and Advancement

	AE	Region	Statewide
Have been promoted or received an increase in pay	43%	55%	53%
Receive paid time off from work as a benefit of employment	78%	79%	76%
Receive health insurance benefits from employer	41%	33%	25%
Receive retirement benefits from their employer	22%	21%	26%
Receive other work benefits from their employment	6%	13%	16%
Know how much they earn and willing to share	72%	80%	70%

C19.1. Hourly Wage



	AE	Region	Statewide
\$7.25 per hour (Minimum wage)	5%	5%	13%
\$7.26 - \$9.00 per hour	5%	8%	10%
\$9.01 - \$12.00 per hour	21%	22%	27%
\$12.01 or more per hour	68%	65%	49%

C20. Community Participation

	AE	Region	Statewide
Use Community Participation Services (CPS)	18%	17%	27%

C20.1. If yes, What CPS Services Are Used?

	AE	Region	Statewide
Developing skills and competencies necessary for employment	10%	12%	12%
Fine/gross motor skill development and mobility	13%	22%	19%
Participating in community activities to develop social networks	50%	58%	54%
Participating in opportunities to develop interests or promote health/wellness	76%	74%	71%
Training/education for self-determination and self-advocacy	8%	9%	12%
Community adult learning opportunities	19%	17%	16%

	AE	Region	Statewide
Volunteering opportunities	16%	21%	25%
Learning to navigate the local community	8%	9%	11%

C21. Technology use

	AE	Region	Statewide
Internet at home always works	94%	93%	85%
Uses technology in their everyday life to do things on their own	43%	40%	36%
Has enough help to use technology in everyday life	94%	94%	93%
Has talked to SC using videoconference	46%	55%	42%
Likes talking to SC using videoconference	48%	59%	58%
Has used videoconference for other services	24%	29%	29%
Likes using videoconference for other services	63%	60%	59%

Part III, Section D: Self-Directed Supports

Use of Self-Directed Supports is a model of service delivery that allows the person receiving support to have increased control over their services. For instance, the person can decide, alone or with help from friends or family, how, when, and from whom their services will be delivered. Only the people who indicated they use self-directed supports were asked questions about these supports.

C21. Self-Directed Services

	AE	Region	Statewide
Use self-directed services	2%	7%	9%

C22. Who Makes Choices About Budget?

	AE	Region	Statewide
Individual makes decisions on their own	18%	7%	19%
Individual has input, family and friends help	64%	39%	36%
A family member or friend makes decisions	18%	54%	42%
A case manager or state professional makes the decision	0%	0%	2%

C23. Making Decisions

	AE	Region	Statewide
Can make changes to their budget or services if they need to	91%	92%	93%
Have enough help deciding how to use their budget/services	82%	83%	89%
Want more help deciding how to use their budget/services	9%	4%	3%

C24. Money Left in Budget

	AE	Region	Statewide
Receive information about the money left in their budget	78%	71%	72%
Information they receive is easy to understand	86%	74%	83%
They receive information at least every 3 months	57%	52%	63%
They receive information about twice a year	43%	31%	23%
They receive information once a year or less	0%	17%	14%

Part IV: Relationships

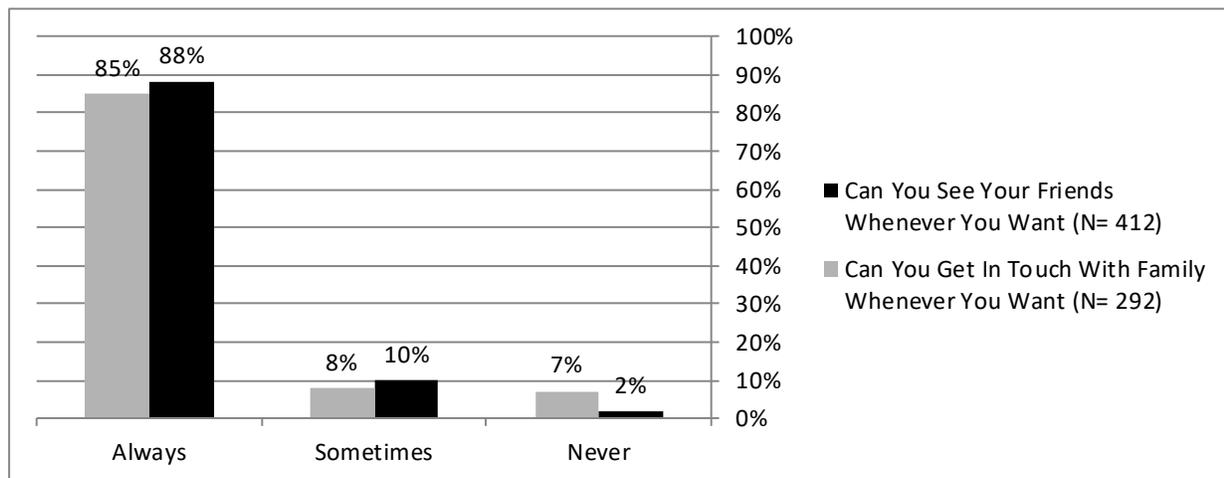
Relationships questions ask about individuals' interactions with others in their lives. The ongoing Covid-19 Pandemic may have affected these ratings since socialization restrictions were in place in many areas. These questions can be answered by the individual, paid staff, a family member, friend or advocate, or a combination of these.

Respondents:

Individual	16%	Individual and Paid staff	18%
Paid staff	37%	Individual and Family/friend/guardian/advocate	16%
Family/friend/guardian/advocate	12%	Staff and Family/friend/guardian/advocate	1%

D. Relationships Data

D1. Contact with Friends and Family



	AE	Region	Statewide
Always see friends whenever they want to	88%	81%	82%
Sometimes see friends when they want to	10%	15%	14%
Never get to see friends when they want to	2%	5%	4%
Always can get in touch with family when they want to	85%	81%	84%
Sometimes can get in touch with family when they want to	8%	13%	11%
Never can get in touch with family when they want to	7%	6%	5%

Part V: Inclusion

These questions explore how much time individuals spend in the community. It is probable that restrictions on socialization in the community due to the ongoing Covid-19 Pandemic affected these numbers. Questions can be answered by the individual, paid staff, a family member, friend or advocate, or a combination of these.

Respondents:

Individual	13%	Individual and Paid staff	21%
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Paid staff	37%	Individual and Family/friend/guardian/advocate	17%
Family/friend/guardian/advocate	11%	Staff and Family/friend/guardian/advocate	1%

E. Inclusion Data

E1. Community Participation

Activity	% of people who do this at least weekly- AE	% of people who do this at least weekly- Region	% of people who do this at least weekly- Statewide
Visit friends, relatives, neighbors	36%	36%	41%
Go to a supermarket	45%	48%	49%
Go out to eat/restaurants	34%	38%	44%
Go out to a worship service	20%	21%	24%
Run errands and appointments	11%	15%	29%
Meeting people at coffee house/tavern	3%	4%	4%
Go out for entertainment	26%	22%	27%

E1.1. Do People Engage in Community Activities Enough?

Activity	% of people in this AE who say they do this enough	% of people in this AE who want to do this more	% of people in this AE who want to do this less
Visit friends, relatives, neighbors	89%	10%	1%
Go to a supermarket	94%	5%	1%
Go out to eat/restaurants	91%	8%	1%
Go to a shopping center or mall	93%	6%	1%
Go out to a worship service	96%	2%	1%
Run errands and appointments	97%	2%	1%
Meeting people at coffee house/tavern	94%	6%	1%
Go out for entertainment	93%	7%	1%

E1.2. With Whom Do People Engage in Community Activities

Activity	Staff	Family	Friends	Roommates Coworkers	Go Alone	Other

Visit friends, relatives, neighbors	53%	37%	2%	0%	8%	0%
Go to a supermarket	64%	30%	0%	0%	5%	1%
Go out to eat/restaurants	62%	33%	2%	0%	3%	0%
Go to a shopping center or mall	68%	27%	1%	0%	4%	1%
Go out to a worship service	53%	40%	1%	0%	6%	1%
Run errands and appointments	65%	29%	1%	0%	5%	0%
Meeting people at coffee house/tavern	56%	26%	6%	1%	10%	1%
Go out for entertainment	68%	27%	1%	0%	3%	0%

E2. Extra-Curricular Activities

	AE	Region	Statewide
Would like to be a part of more groups in the community	32%	39%	35%

E2.1. How Often Do You Go into the Community?

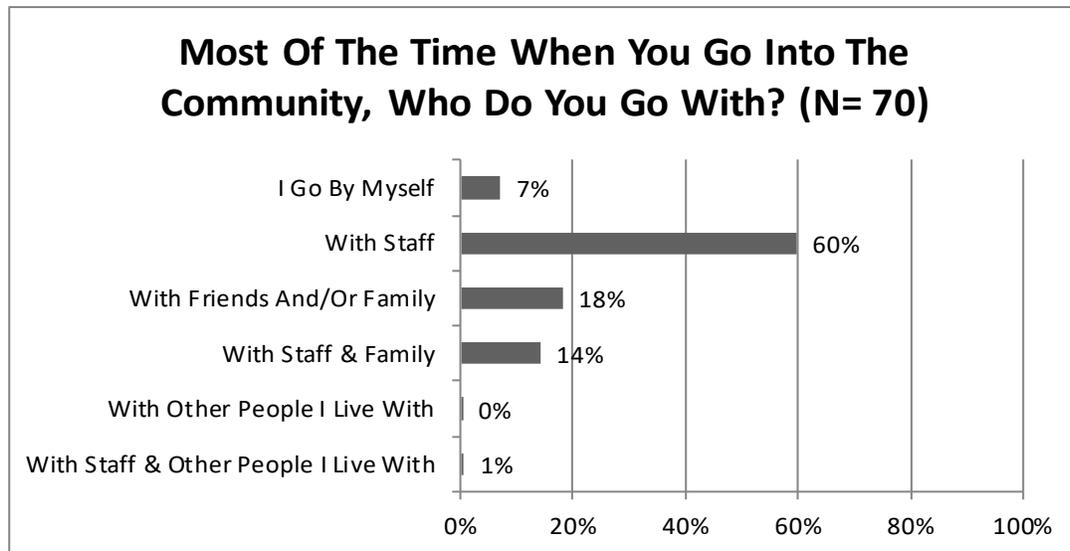
	AE	Region	Statewide
Go out into the community for entertainment frequently	48%	41%	45%
Go out into the community for entertainment occasionally	40%	42%	38%
Go to social events attended by people with and without disabilities frequently	28%	26%	32%
Go to social events attended by people with and without disabilities occasionally	55%	47%	47%

E2.2. Exercise in the Community

	AE	Region	Statewide
Person never exercises	35%	35%	38%
Person exercises less than once a week	3%	3%	4%
Person exercises about once a week	11%	11%	9%

Person exercises more than once a week	51%	51%	49%
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E3. Going Out Alone or with Other People



	AE	Region	Statewide
Myself	7%	6%	6%
With Staff	60%	44%	39%
With Friends and/or Family	18%	25%	27%
With Housemates	0%	1%	1%
With Staff and Housemates	1%	4%	4%
With Staff and Family	14%	20%	23%

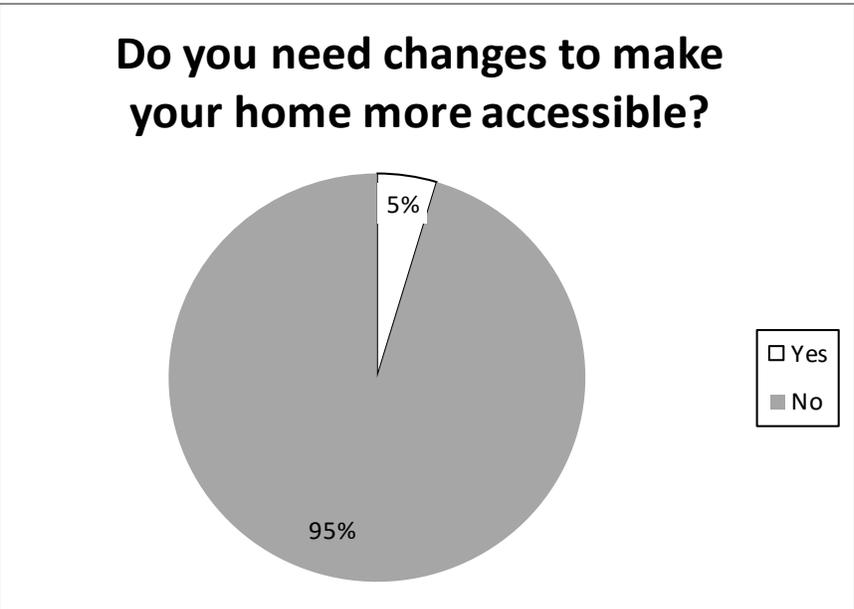
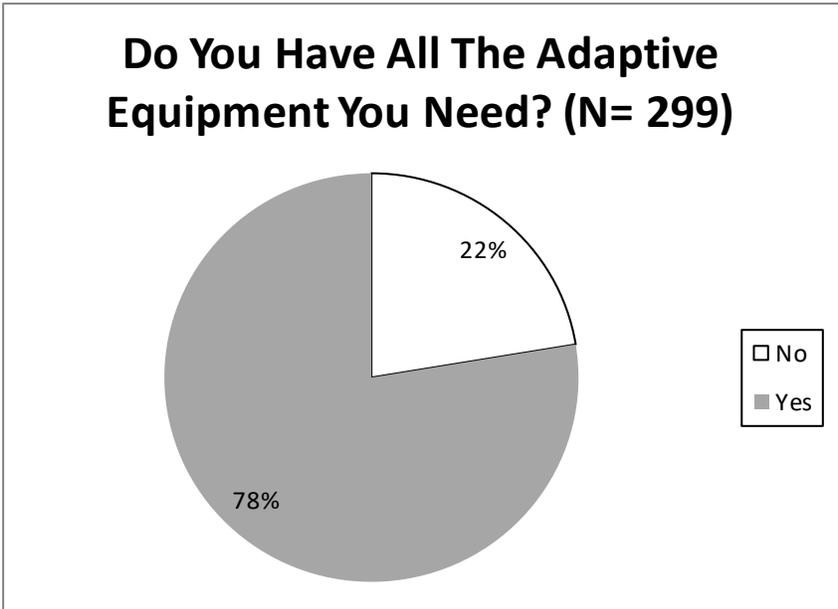
E4. Transportation

	AE	Region	Statewide
Always have a way to get where they wanted to go	98%	95%	94%

E4.1. If You Cannot Get Where You Need to Go, Why Not?

	AE	Region	Statewide
Not enough staff	3%	14%	23%
Paratransit is unreliable	29%	16%	14%
Transportation for work/school only	3%	5%	4%
No one at home can drive	3%	5%	4%
Some other reason	63%	61%	54%

E5. Home Adaptive Equipment



	AE	Region	Statewide
Have all the adaptive equipment needed at home	78%	84%	89%
Any adaptations or modifications needed to make the home accessible have been made	95%	96%	94%

Section VI. Monitor Impressions of Competence, Personal Growth and Opportunities

The questions in this section are answered by IM4Q Monitors after they have spent time with the individual in his/her home or other place of his/her choosing. The first several questions address issues of competence, personal growth, and opportunities to grow and learn. The next series of questions ask about support for the person. Since all interviews were conducted remotely this year, most monitors did not have enough information to respond to these questions.

F. Competence, Personal Growth and Opportunities Data

F1. Would you (the monitor) want to live in this home, on a scale of 1 (“No way”) to 10 (“I’d move in tomorrow”)

F1.1. Mean and Standard Deviation of Monitor Ratings

	AE	Region	Statewide
Mean	6.66	6.61	6.96
Standard Deviation	2.99	2.61	2.59

G. Support for the Person Data

G1. Monitor Observations

	AE	Region	Statewide
Staff treat individuals with dignity and respect	90%	89%	92%
Staff recognize the individual in ways that promote independence	89%	87%	91%
Staff who support individuals have the skills they needed	90%	88%	92%

Section VII. Family/Friend/Guardian Survey

This survey was completed by telephone or remotely this year with a family member, guardian, or friend who was identified through the Essential Data Elements (EDE) Pre-Survey. When a phone or remote survey could not be completed, surveys were completed by mail. Surveys were completed for 150 family members, friends, and guardians.

Respondents:

Parent(s)	77%	Another Relative	7%
Sibling(s)	13%	Friend	0%
Guardian	0%	Other	3%

H. Family, Friend and Guardian Survey Data

H1. Daily Life

	AE	Region	Statewide
Somewhat satisfied or very satisfied with where their relative lives	97%	94%	94%
Somewhat satisfied or very satisfied with what relative does during the day	91%	84%	88%
Somewhat satisfied or very satisfied with relative's staff at home	96%	90%	93%
Somewhat satisfied or very satisfied with staff at relative's day activity	96%	94%	94%

H2. How Often Do You Contact/See Your Relative?

	AE	Region	Statewide
Contacted their relative at least monthly	90%	90%	94%
Never contacted their relative	3%	1%	1%
See their relative at least monthly	80%	80%	82%
Never visited their relative	7%	3%	3%

H3. Your Relative's Satisfaction

	AE	Region	Statewide
Relative is satisfied or very satisfied with his/her living situation	97%	93%	94%
Relative is satisfied or very satisfied with what they do during the day	92%	88%	91%

	AE	Region	Statewide
Relative is satisfied or very satisfied with the staff who support them at home	97%	95%	95%
Relative is dissatisfied or very dissatisfied with the staff who support them at home	1%	2%	2%
Relative is satisfied or very satisfied with the staff who support them during the day	100%	97%	97%
Relative is dissatisfied or very dissatisfied with the staff who support them during the day	0%	1%	1%

H4. Your Relative's Safety

	AE	Region	Statewide
Relative always feels safe in their community, home, and neighborhood	92%	86%	88%
Relative feels safe in their community, home, and neighborhood most of the time	4%	9%	9%

H5. Your Relative's Opportunities

	AE	Region	Statewide
Relative has enough opportunities to participate in activities in the community	90%	78%	83%
Relative has the opportunity to learn new things	88%	86%	89%

H6. Your Relative's Staff

	AE	Region	Statewide
Relative's home appears to have an adequate number of paid staff	93%	84%	85%
Staff in relative's home always treat people with dignity and respect	97%	93%	94%
All staff in their relative's home have the skills they need to support their relative	97%	87%	88%
Some of the staff in their relatives home have the skills they need to support their relative	0%	10%	10%

	AE	Region	Statewide
Relative's place of work appears to have an adequate number of paid staff	99%	94%	94%
Staff at relative's place of work always treat people with dignity and respect	99%	99%	98%
All staff in their relative's workplace have the skills needed to support their relative	97%	93%	93%
Some staff at their relative's workplace have the skills they need to support their relative	1%	5%	5%
The staff who assist their relative with planning always respects their choices and opinions	90%	91%	91%

H7. Relative's Communication System

	AE	Region	Statewide
If their relative does not communicate verbally, there is a formal system in place, and they use it	44%	32%	37%
If there is a communication system in place, it is used across settings	86%	72%	81%

H8. Relative's Supports

	AE	Region	Statewide
Satisfied with the support coordination their relative receives	72%	75%	81%
Told how much money is in their relative's budget	43%	54%	62%
Their relative directs their own services	5%	14%	17%
Their relative always receives the supports they needed	58%	58%	67%
The supports and services their relative receive change when their needs change	73%	79%	84%
There are never or rarely changes in support staff at their family member's home, work, or day program	82%	61%	64%

	AE	Region	Statewide
There are always frequent changes in support staff at their family member's home, work or day program	8%	16%	13%
They chose the agency/provider who worked with their relative	56%	54%	45%
Their relative chose the agency or provider who worked with their relative, alone or with their help	20%	20%	26%
Someone else chose the agency/provider who worked with their relative	24%	26%	29%

H9. Complaints and Grievances

	AE	Region	Statewide
Relative was familiar with the complaint and grievance process on some level	57%	65%	66%

H9.1. At what level?

	AE	Region	Statewide
At the provider level	54%	62%	63%
At the county/AE level	52%	60%	62%
At the state level	50%	59%	60%

H10. Family Resources

	AE	Region	Statewide
The information they receive about their relative's services is easy to understand	84%	85%	89%
They had learned about the Life Course Framework and Tools	13%	18%	25%
They had an opportunity to connect and network with other families with relatives at similar life stages	27%	39%	47%
They are aware of the PA Family Network (PAFN)	25%	26%	33%
Of those who were aware of the PAFN, who had attended a workshop led by the Network of Family Advisors	42%	32%	36%
Have enough information about services for which the family is eligible	73%	80%	81%

	AE	Region	Statewide
If family member transitioned from school to adult services, were happy with the process	18%	27%	37%
SC asks about their vision for an everyday life for their family member	69%	72%	77%

H11. Emergency Preparation Questions

	AE	Region	Statewide
Given information about an emergency plan for their family member in case of emergency	60%	55%	61%

This link will take you back to the [Beginning of the Report](#)