



Independent Monitoring for Quality (IM4Q) Program

Cycle 20 (FY 2018-2019) “Open Loops” Report

November, 2019

Background:

During the FY 2018-2019 monitoring cycle, the local IM4Q program visited 704 individuals in a wide variety of residential settings who receive supports and services through Pennsylvania’s Office of Developmental Programs and Philadelphia IDS.

As a result of those visits, a total of 604 interviews generated one or more considerations which were subsequently addressed by the person’s Supports Coordinator.

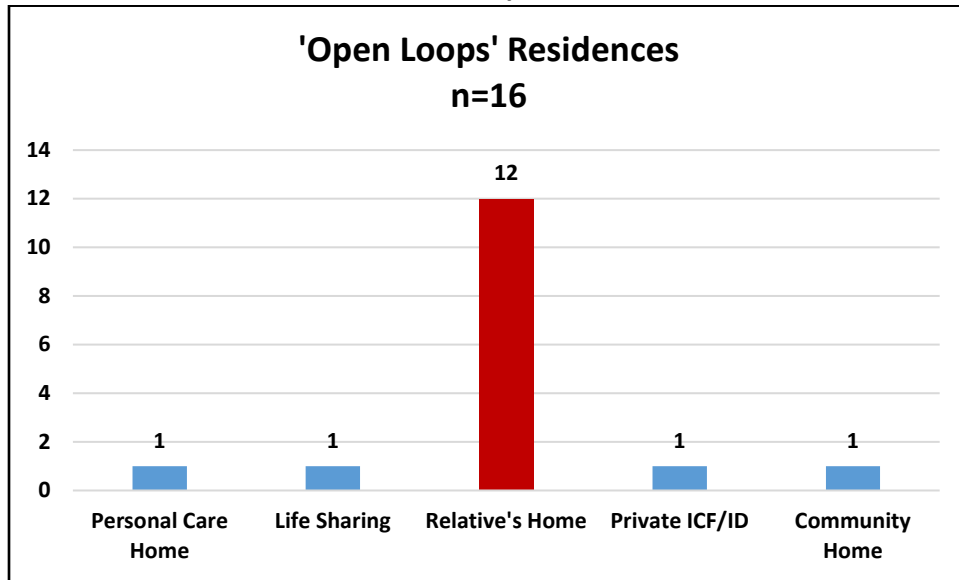
From those interviews, the local program randomly selected 61 participant interviews to conduct follow up surveys, totaling 178 addressed considerations.

From July 30th through September 14, 2019 the local program conducted telephone interviews with the person served, a family member, or a provider representative to determine the level of satisfaction with the consideration process with the aim of ‘closing the loop’. The local program also conducted four face-to-face interviews with consumers in their homes to complete the follow-up interview process.

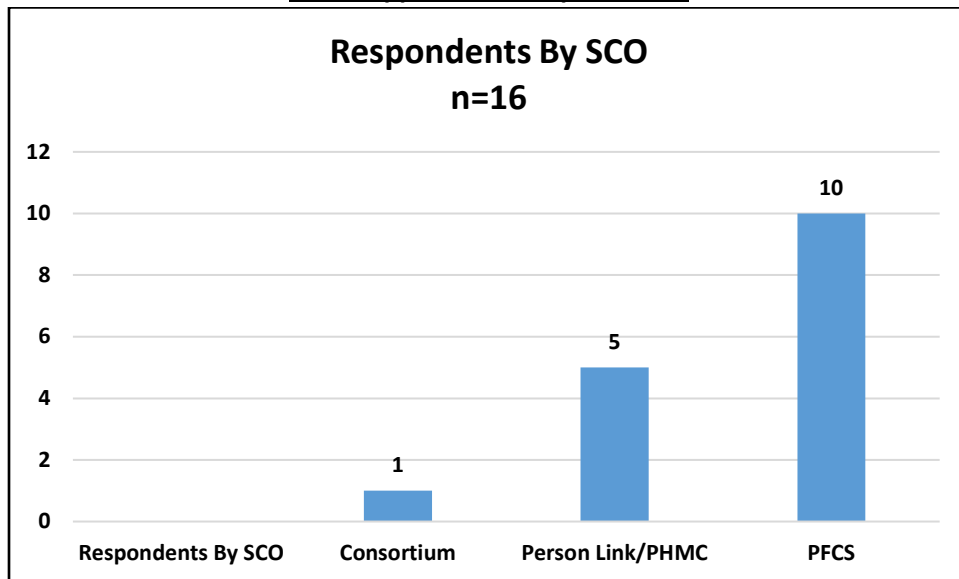
As a result of the follow up interviews, 66% of the considerations discussed were addressed to the satisfaction of the respondent (117/178). In 25% (44/178) of the considerations discussed, the respondent reported they felt they did not get what they had wanted from the consideration; this report reflects the feelings of those who felt ‘the loop was not closed’. Additionally, in 9% of the considerations discussed, the respondent was ‘unsure’ if the consideration was addressed to their satisfaction (17/178)

This report is for informational purposes only, designed to give the reader an idea of the individual nature of why a respondent may feel a consideration was not addressed to their satisfaction. It should be noted this report represents 16 different individuals, 12 of which resides with a family member, 1 lives at a Private ICF/ID, 1 resides at a community home, 1 lives in a nursing home and 1 is supported through Life Sharing.

Where do the Respondents Live?



Who Supports the Respondents?



Consideration Themes (Total: 61)

Adaptive Equipment: 2

Community Presence and Participation: 3

Personal Rights, Competence Enhancement and Growth: 13

Residential Living Situation: 4

Service System: 19

Work/Employment/Meaningful Day Activity: 5

Communication Needs & Services: 6

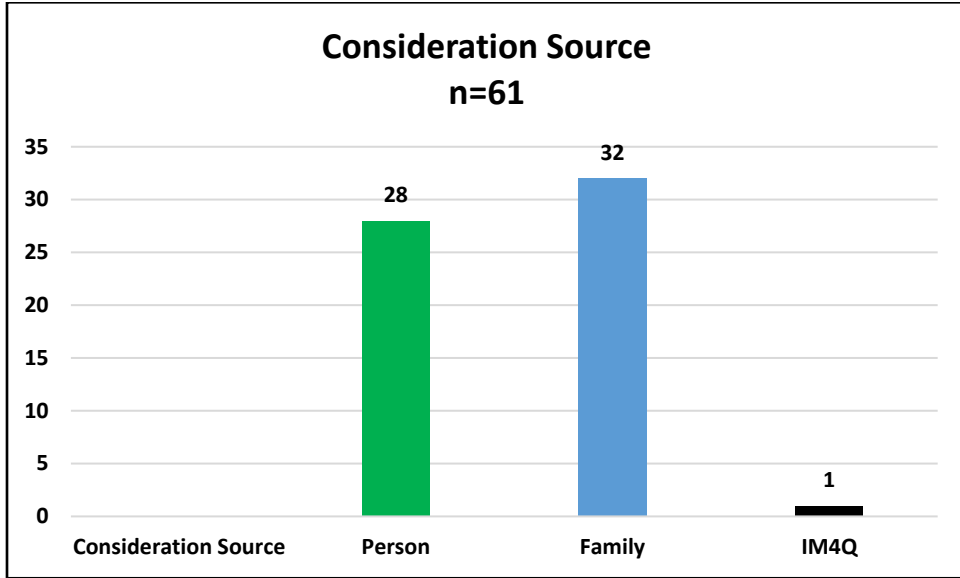
Health & Well Being: 3

Relationships & Friendships: 3

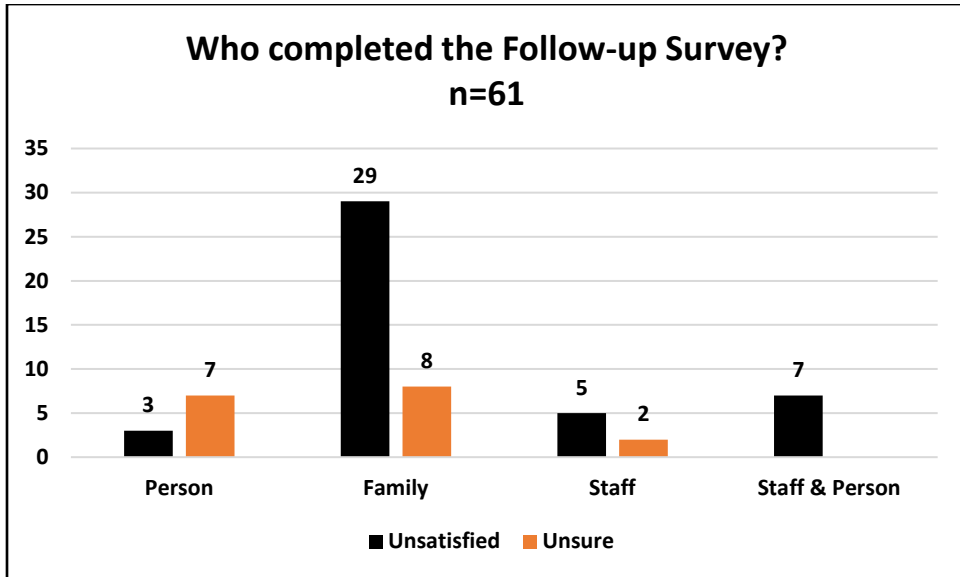
Residential Home Modifications: 2

Transportation: 1

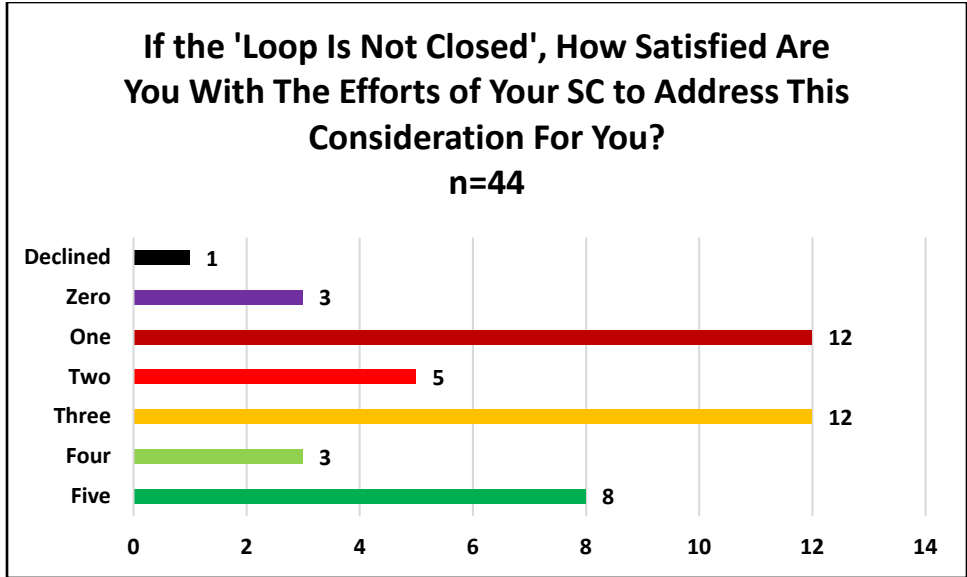
Consideration Source



Who completed the Follow-up Survey?



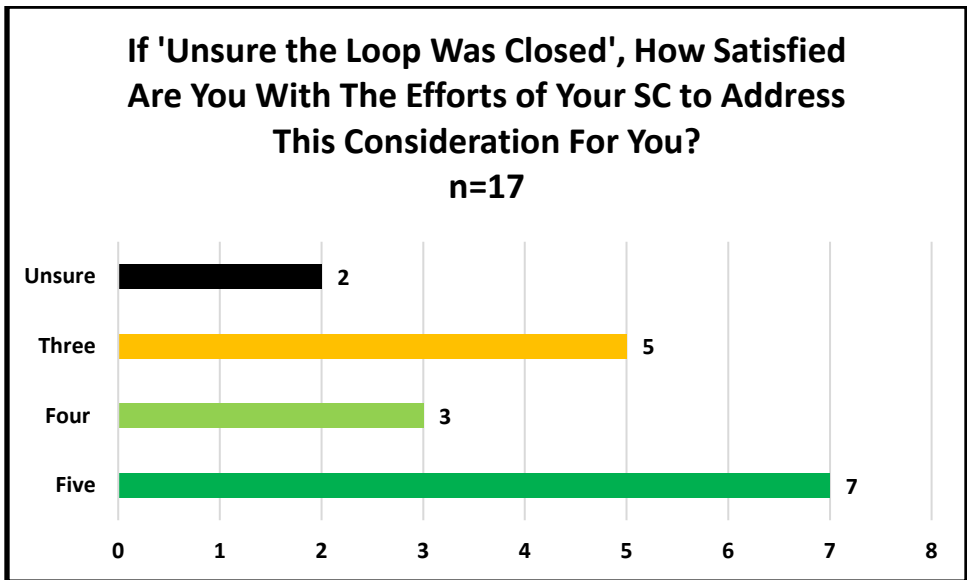
NOTE: Respondents who were unsatisfied with the outcome of their consideration are indicated in black; respondents who were unsure of the outcome of their consideration are indicated in orange



Of the 44 responses to this question, respondents stated they were happy or very happy with the efforts taken by their SC in 25% of the considerations; they reported they were unhappy or very unhappy with the actions taken in 45.5% of the considerations.

(FY 2016-2017: 52.9% very happy; 17.6% very unhappy FY 2015-2016: 66% very happy; 3.8% very unhappy)

Please note that in the FY 2016-2017 Follow-up Survey, respondents were offered a 1 through 10 satisfaction scale while during the 2018-2019 Follow-up Survey respondents were offered a 1 through 5 satisfaction scale.



Of the 17 responses to this question, respondents stated they were happy or very happy with the efforts of their SC in 59% of the considerations; respondents were 'neutral' in 29.4% of the considerations.