

## 2019-2020 Independent Monitoring for Quality (IM4Q) Reports Now Available ODP Announcement 21-037 Update

### AUDIENCE:

ODP Residential Service Providers and other interested parties

### PURPOSE:

The purpose of this announcement is to inform all provider agencies that the 2019-2020 IM4Q Reports have been published and are available on MyODP. As previously announced, provider-level Independent Monitoring for Quality (IM4Q) reports and provider profiles will not be issued with 2019-2020 data.

### BACKGROUND:

Historically, following the completion of an IM4Q data cycle, provider agencies were able to request IM4Q reports based on their specific data. However, at least five individuals from that agency would have needed to participate in an IM4Q interview. Provider agencies used the data to improve practices and the overall quality of life for the individuals they served.

### DISCUSSION:

Due to the onset of the COVID-19 pandemic, ODP suspended completion of all face-to-face interviews by IM4Q local programs in March 2020. This resulted in a significant number of surveys not being completed. While ample data were collected to create a statewide summary report for 2019-2020, the data were not sufficient to provide reliable provider-level reports. This has also prevented provider profiles based on 2019-2020 IM4Q data from being completed.

- A reduced number of IM4Q interviews resumed virtually in 2020-2021. Following the closure of the IM4Q cycle, ODP determined that there was enough data collected to release the 2019-2020 reports. The report can be accessed at [2019 - 2020 Independent Monitoring for Quality Reports](#) or on the [reports page](#) on MyODP.

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