

# **Governor's Council on Developmental Disabilities**

## **Business Results**

**Fiscal Year 2007**

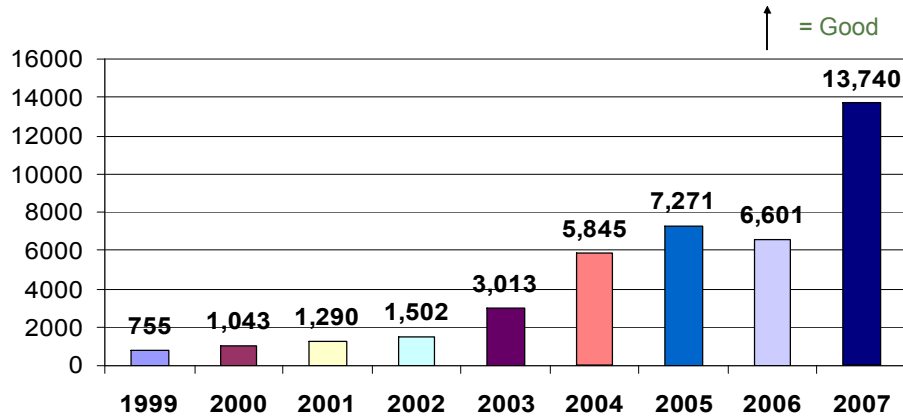
**(October 1, 2006 – September 30, 2007)**

# FFY 2007 Work Plan Achievements

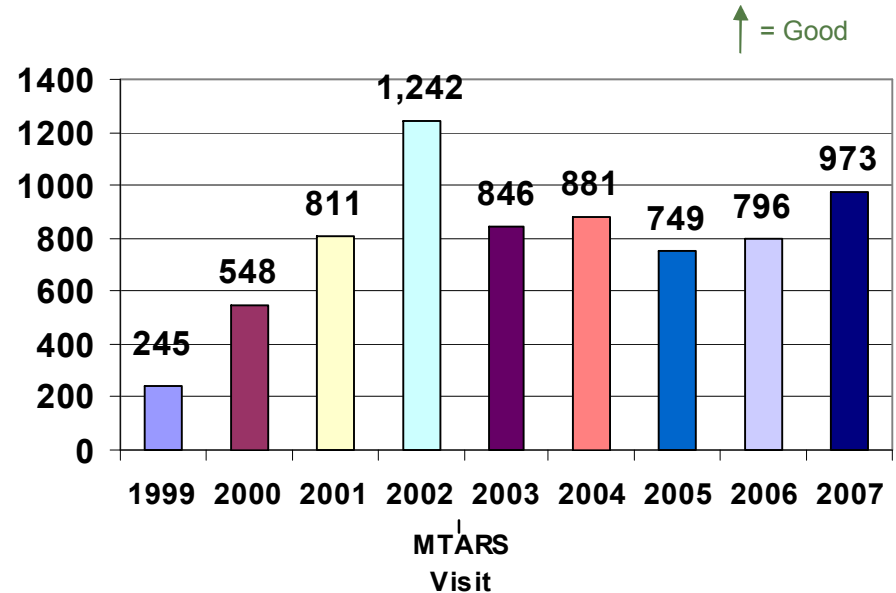
## Business Results

### A. Customer Focus Results-- Technical Assistance and Compliments FFYs 1999-2007

#### Technical Assistance Contacts



#### Total Compliments (Helpful, Timely, Specific Product)

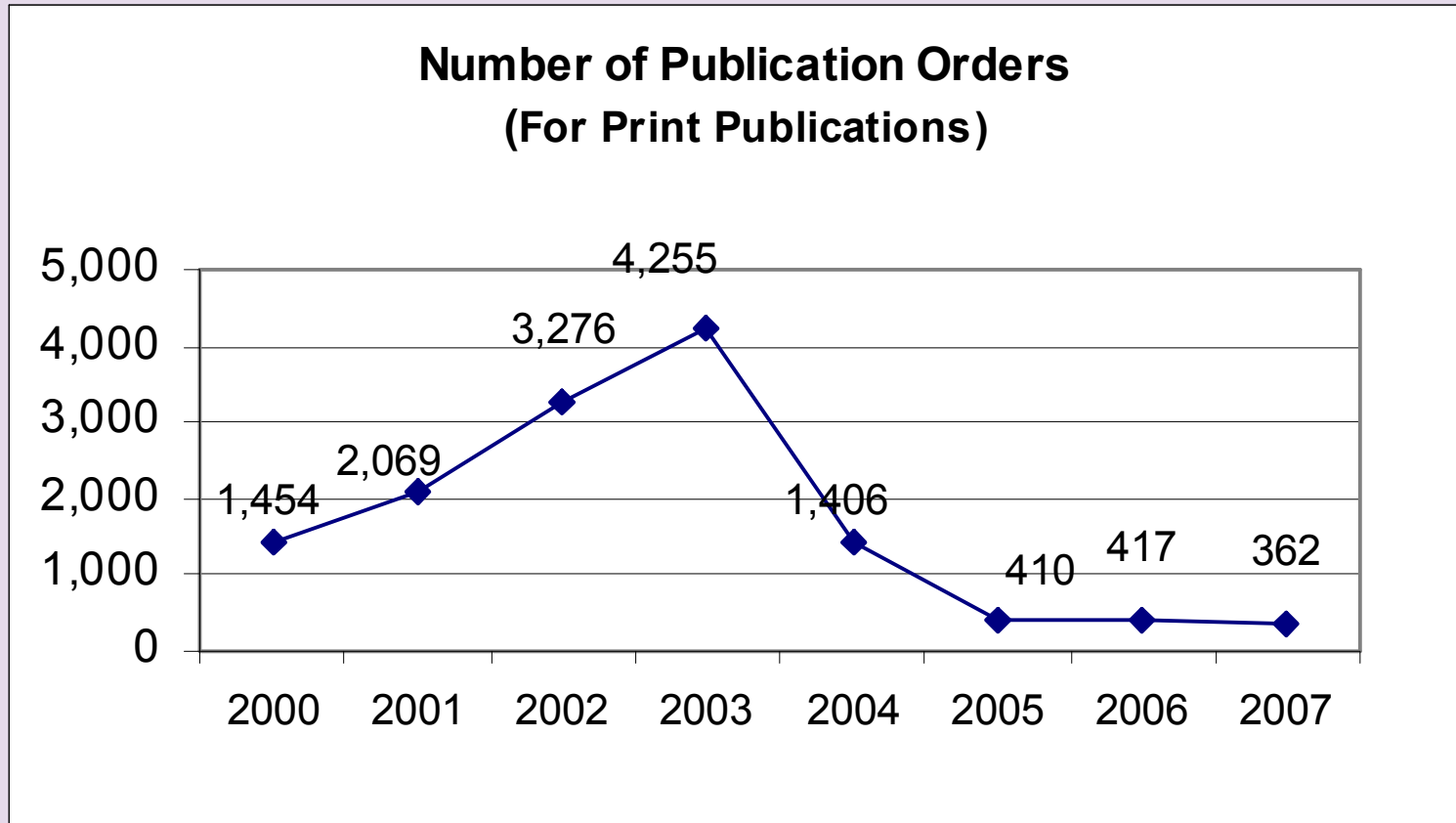


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Publications

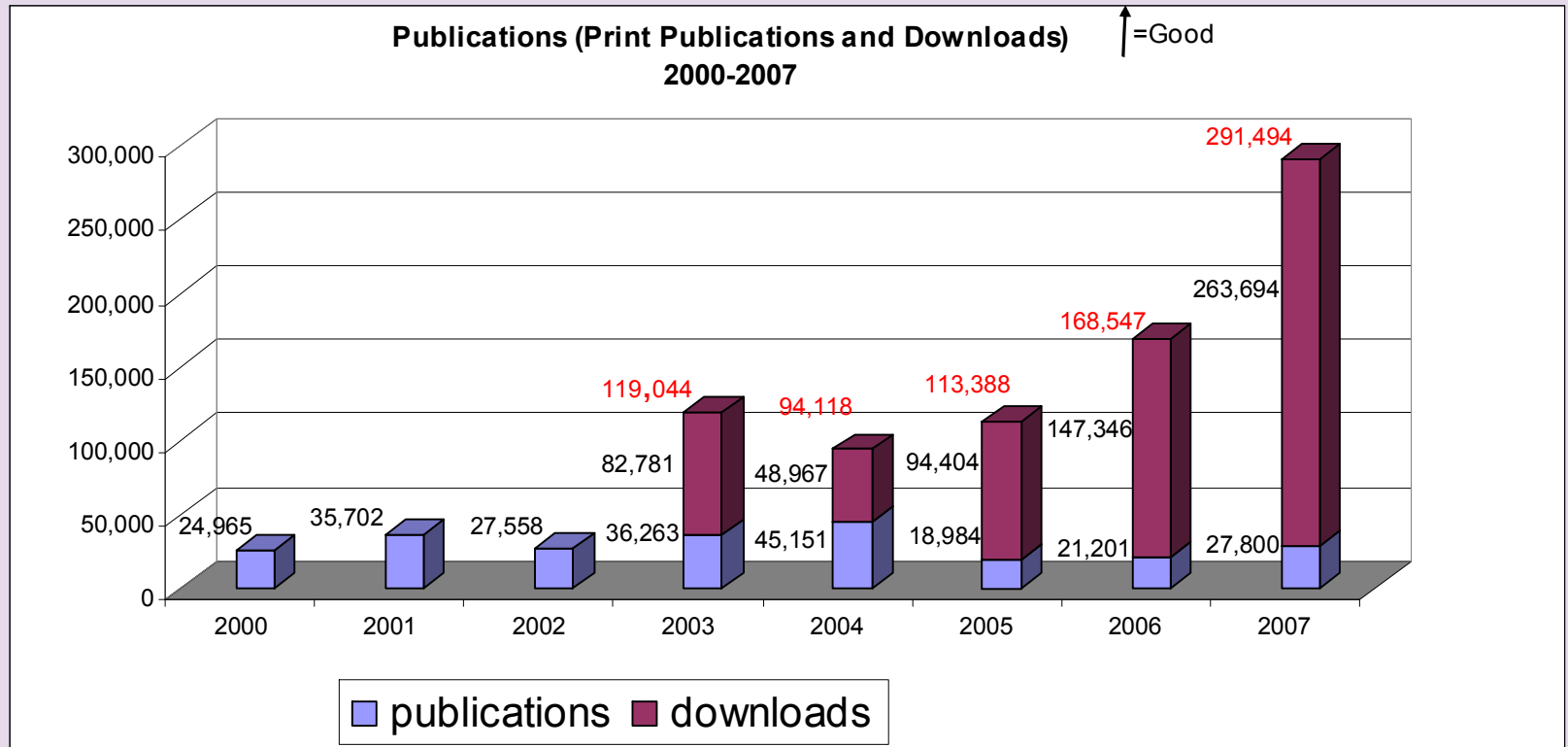
FFYs 2000-2007



# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Print Publications and Downloads FFYs 2000-2007



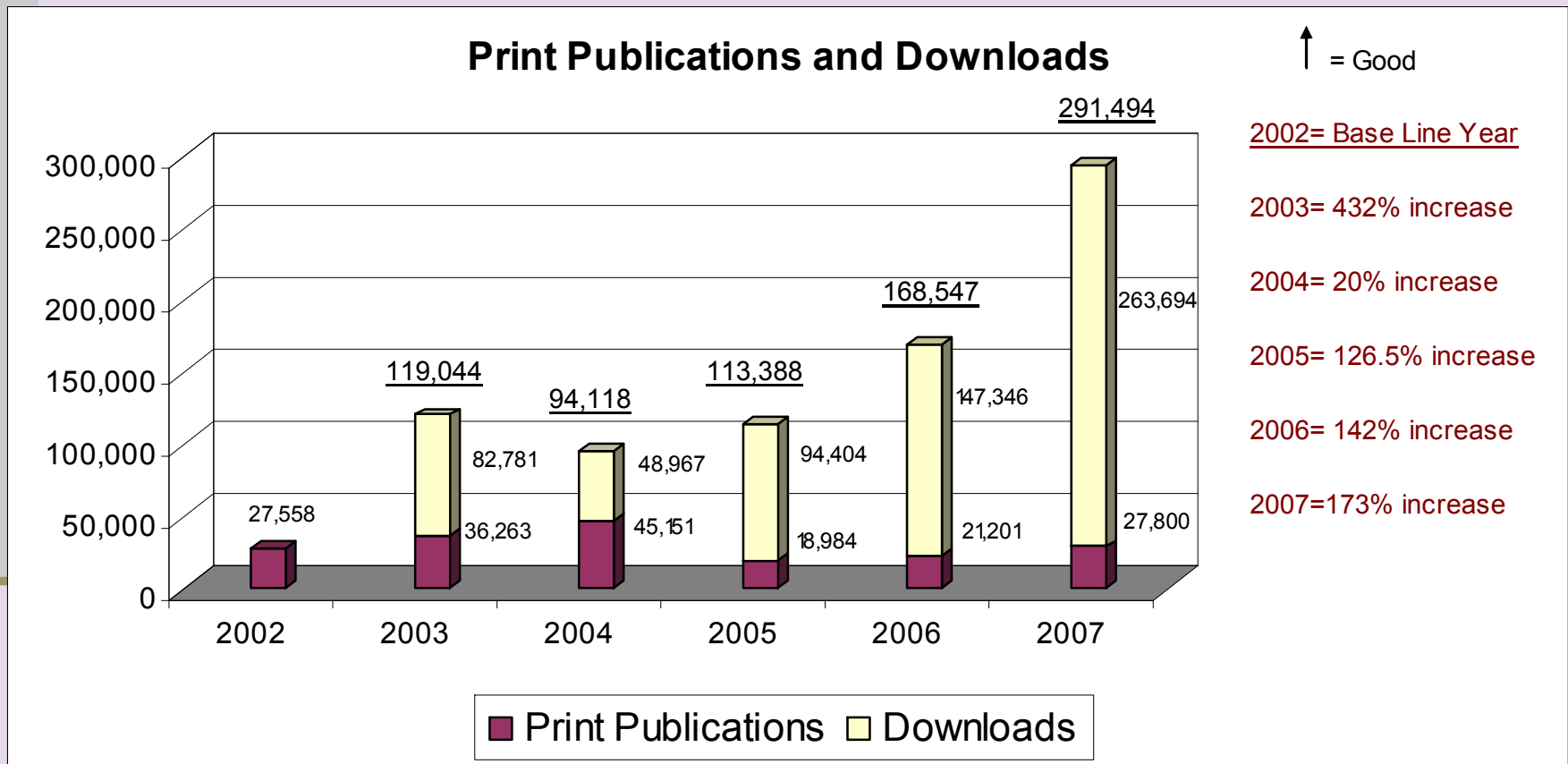
# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Print Publications and Downloads

#### Product Dissemination Growth

FFYs 2002-2007

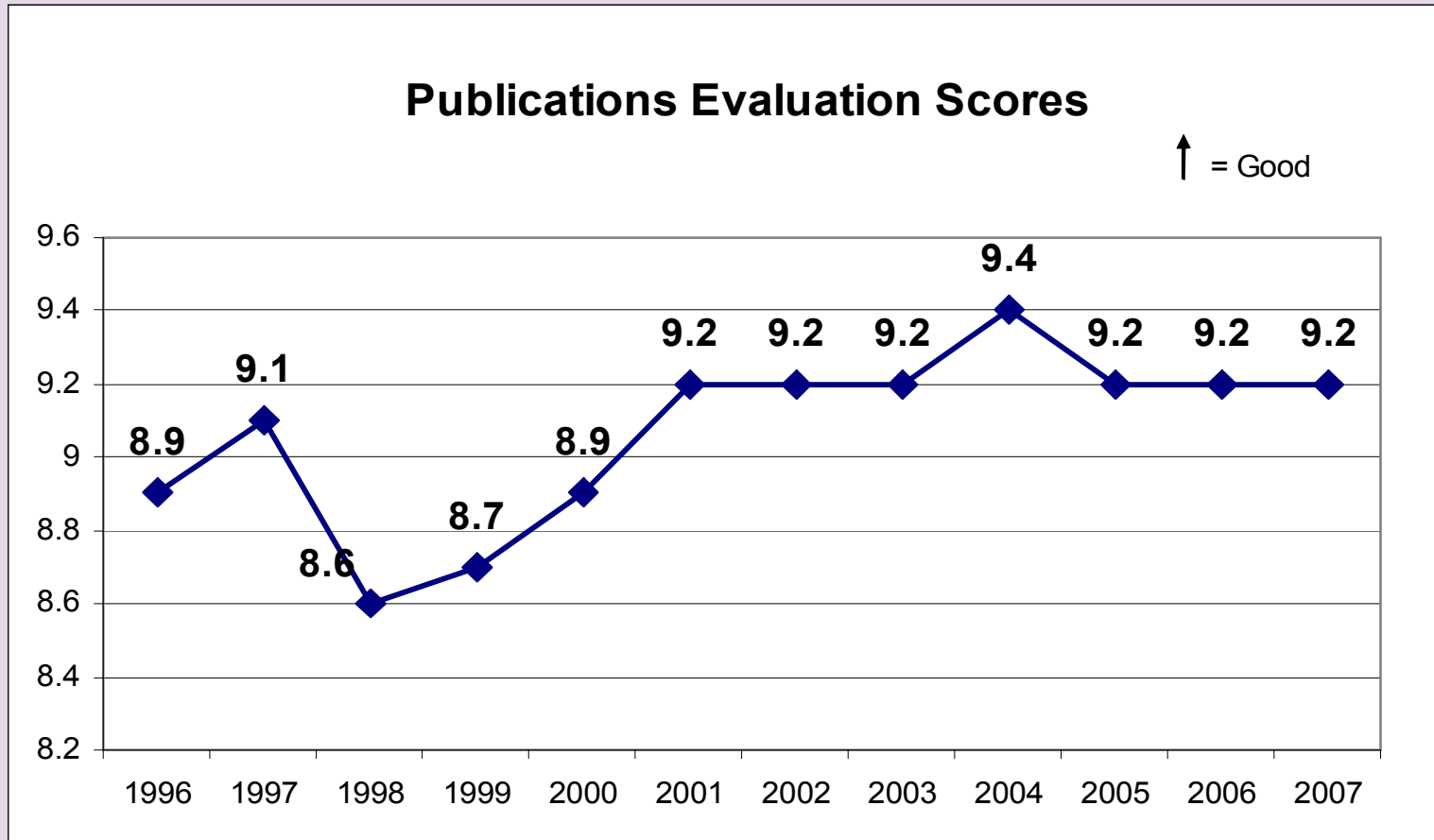


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Publications

FFYs 1993-2007

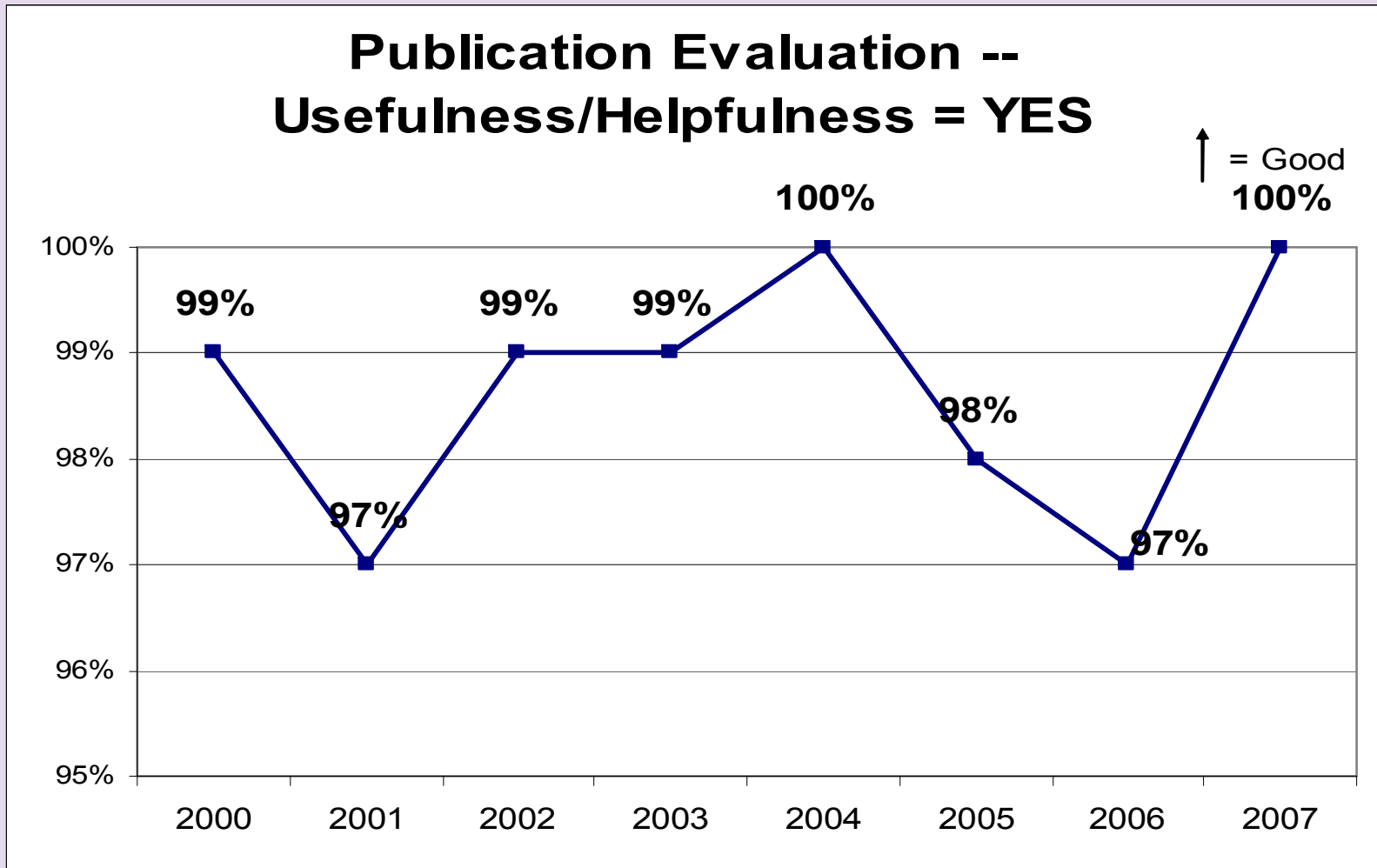


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Publications

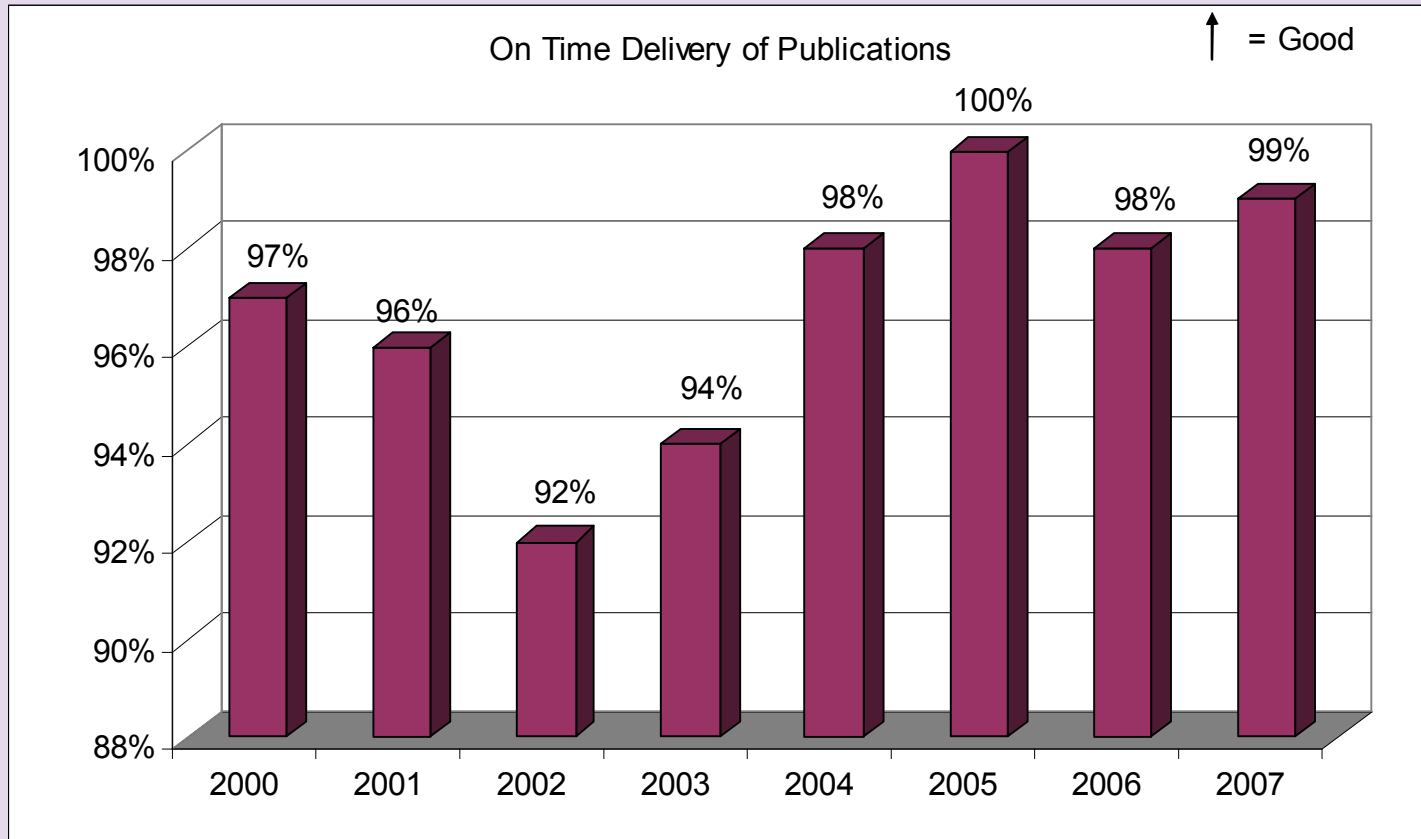
FFYs 2000-2007



# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results – Publication Delivery Time 3 Days Standard FFYs 2000-2007

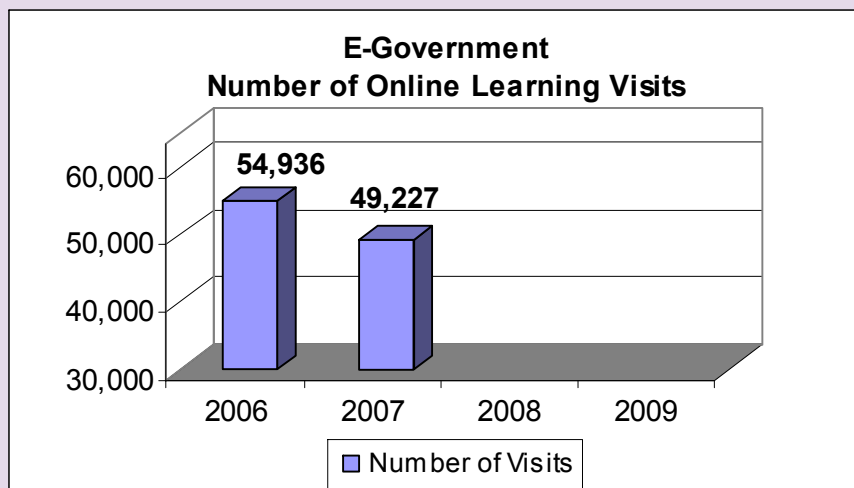
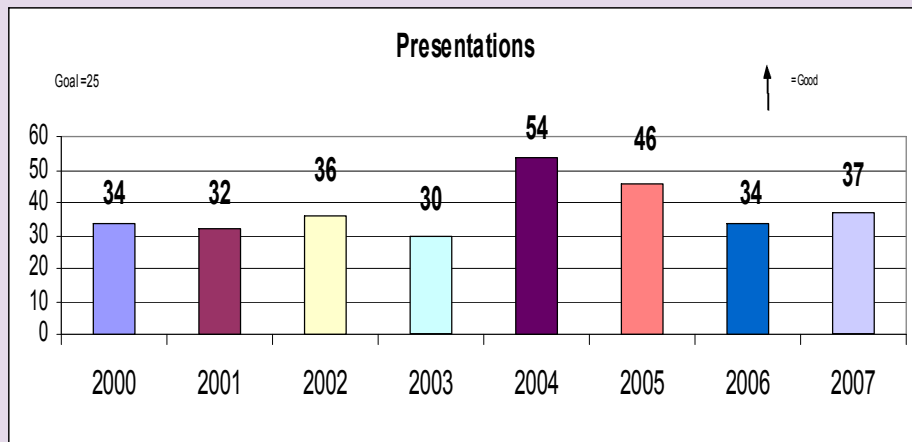
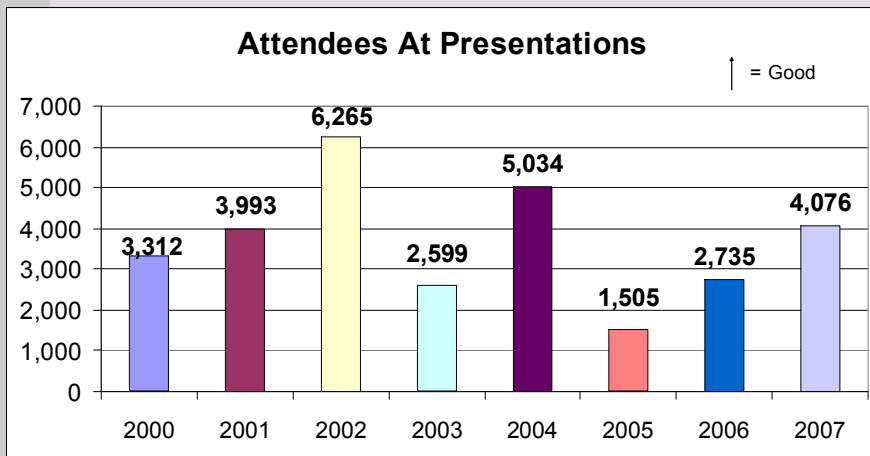




# FFY 2007 Work Plan Achievements

## Business Results

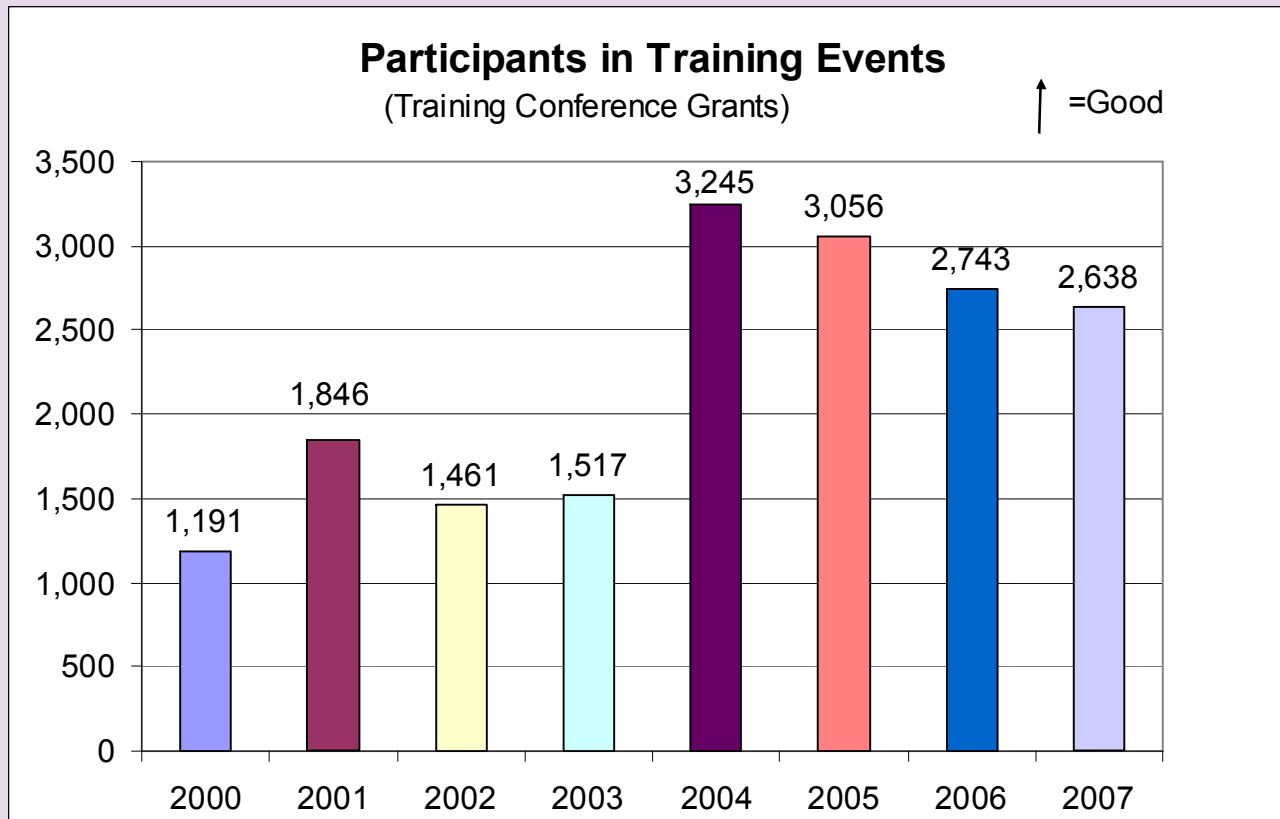
### A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2007



# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2007

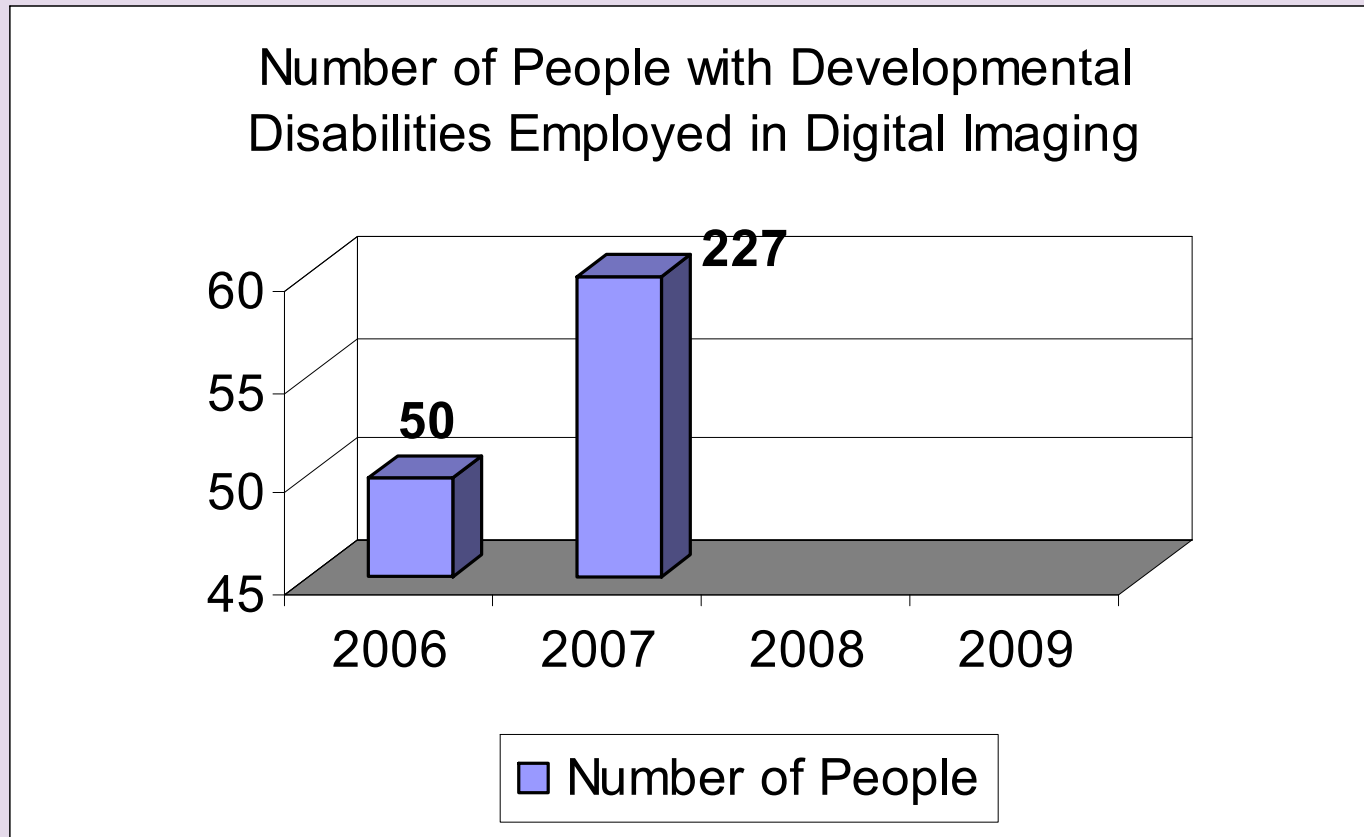


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results - Electronic Government Services

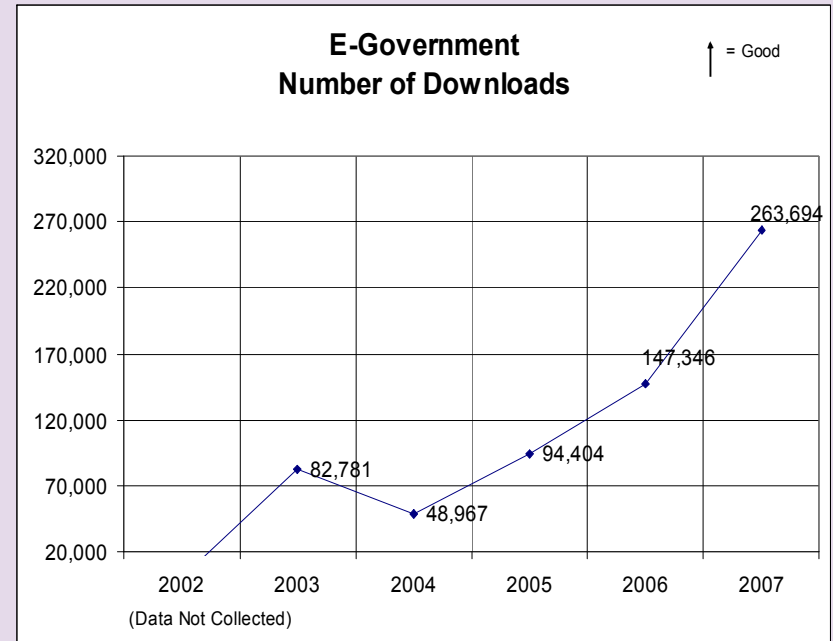
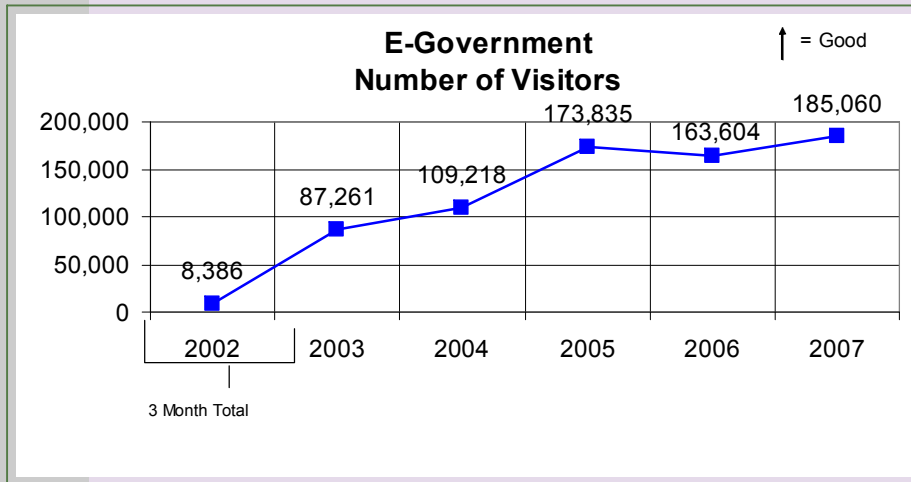
FFY 2007



# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results - Electronic Government Services FFYs 2002-2007

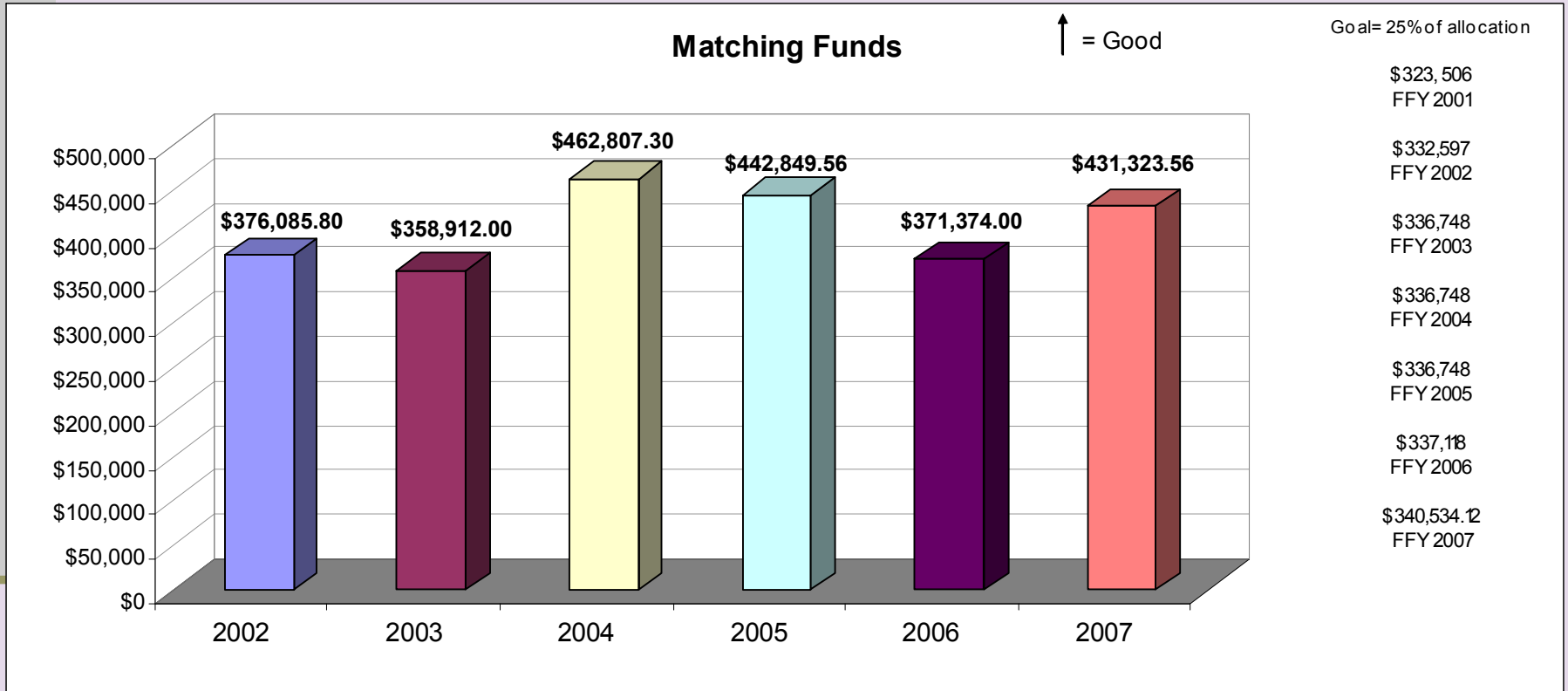


# FFY 2007 Work Plan Achievements

## Business Results

### B. Financial and Market Results

#### FFYs 2002-2007

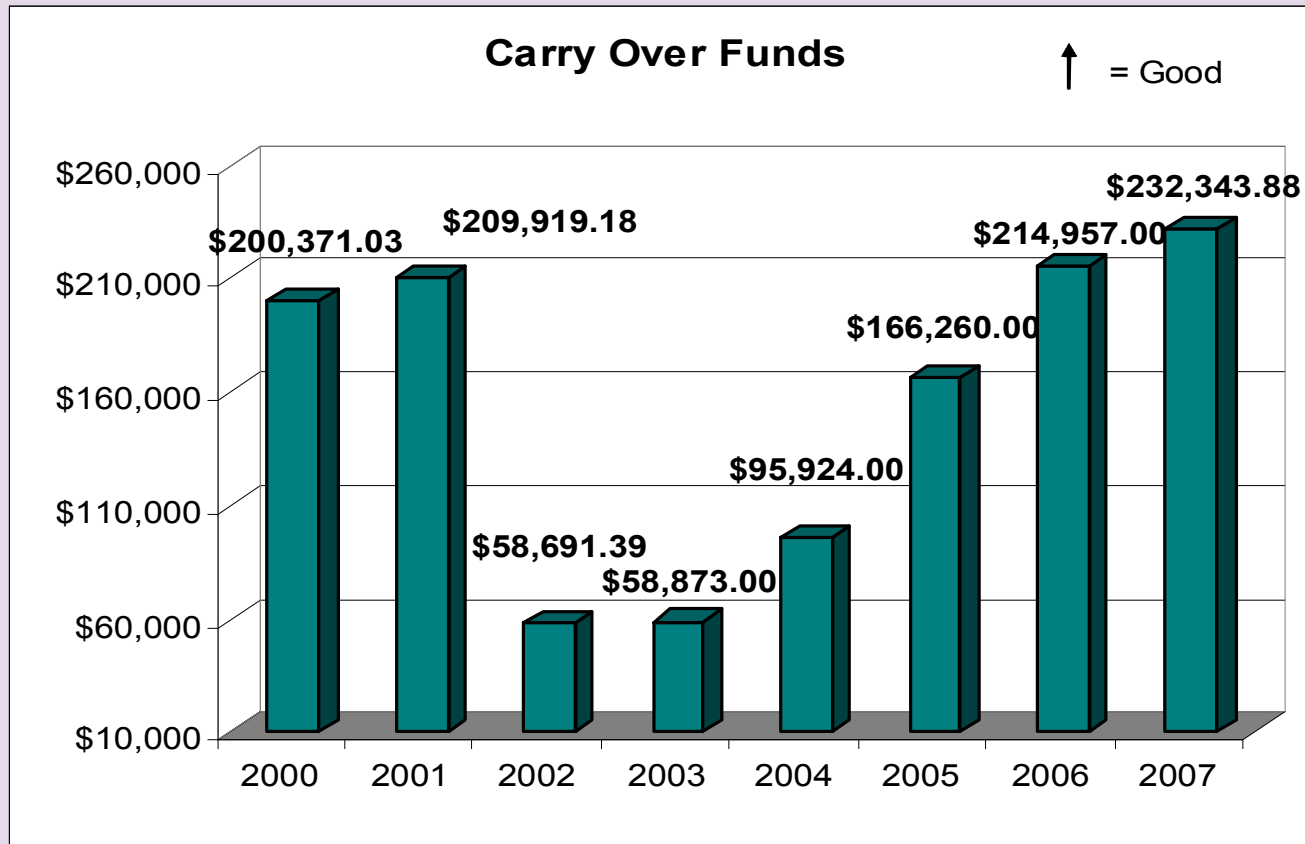


# FFY 2006 Work Plan Achievements

## Business Results

### B. Financial and Market Results

FFYs 2000-2007



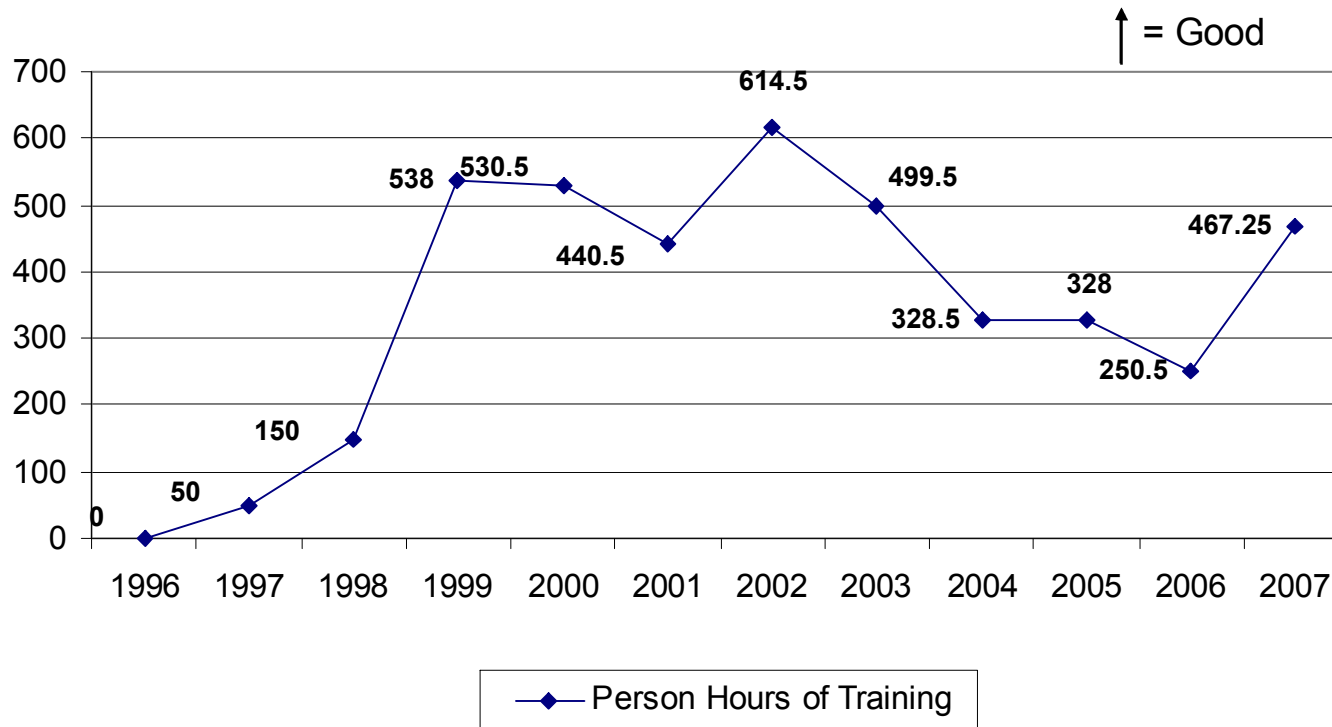
# FFY 2007 Work Plan Achievements

## Business Results

### C. Human Resource Results

FFYs 1996-2007

#### Training and Development Hours on Quality



# FFY 2007 Work Plan Achievements

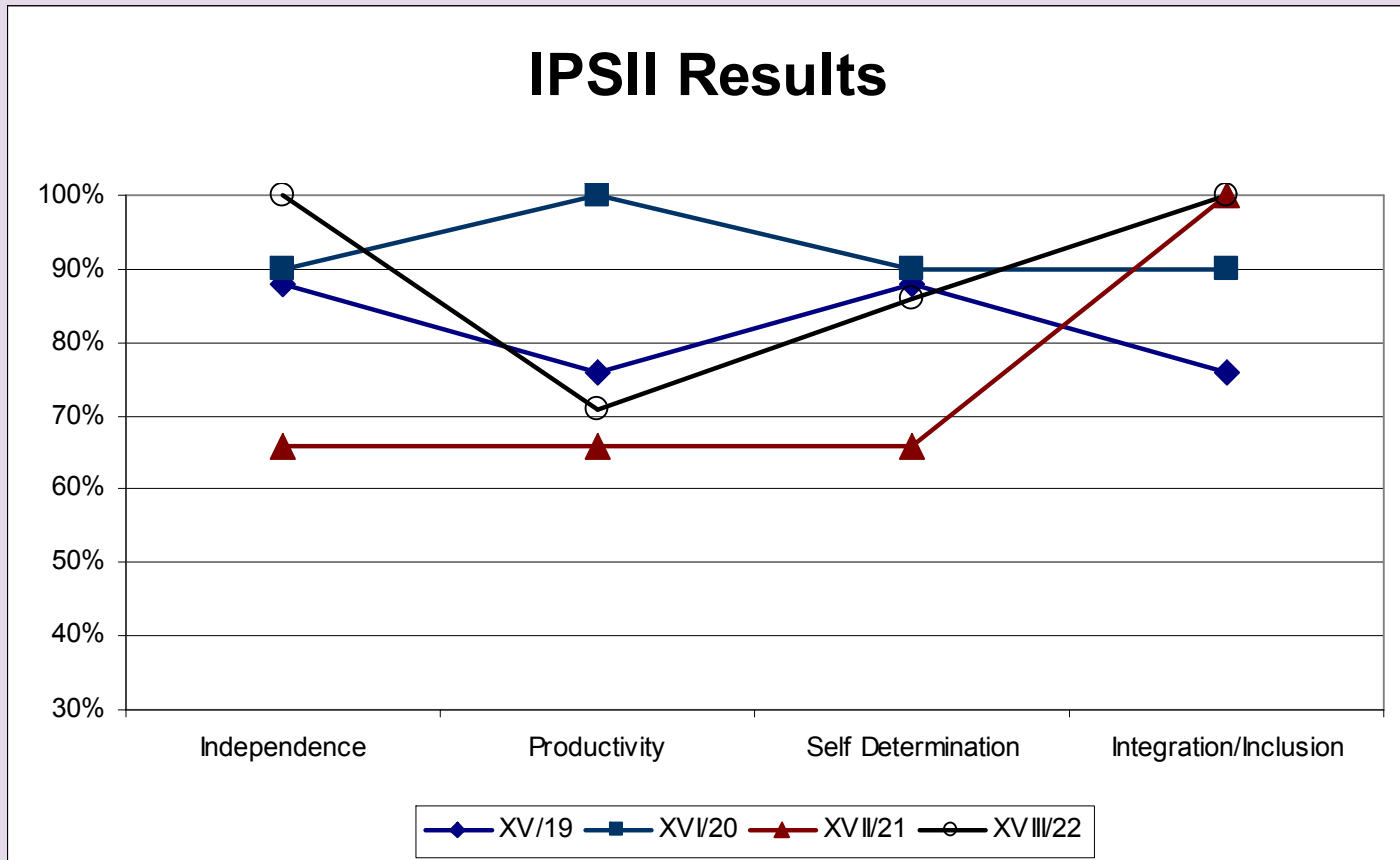
## Business Results

D. Supplier Partner Results

Partners in Policymaking®

Years XV-XVIII (Classes 19-22)

Longitudinal Survey Data Collected May 2007





# FFY 2007 Work Plan Achievements

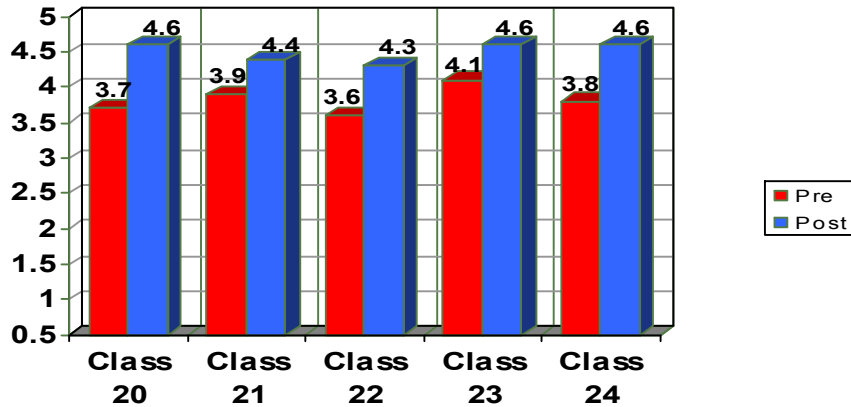
## Business Results

### D. Supplier Partner Results

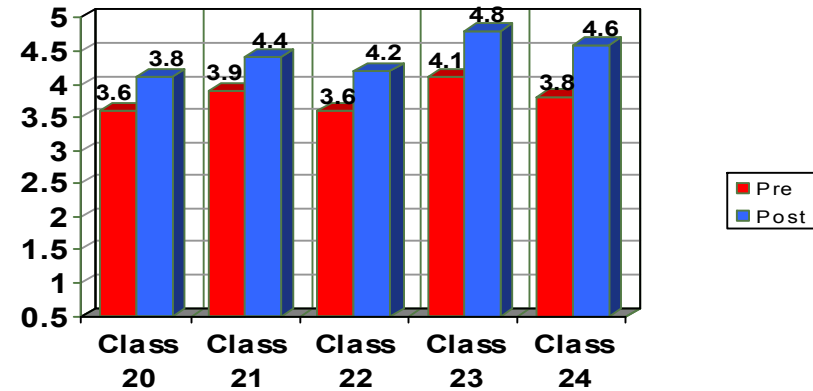
#### Partners in Policymaking®

End Results (IPSII)—Levels and Trends FFYs 2003-2007 (Classes 20-24)

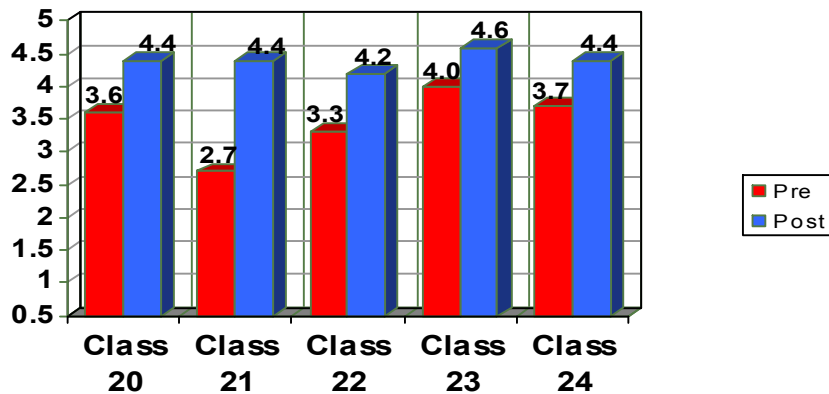
### Independence



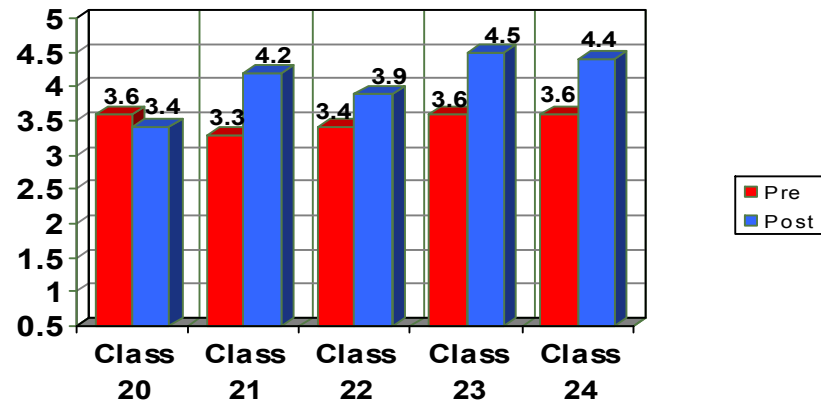
### Productivity



### Self Determination



### Integration/Inclusion



# FFY 2007 Work Plan Achievements

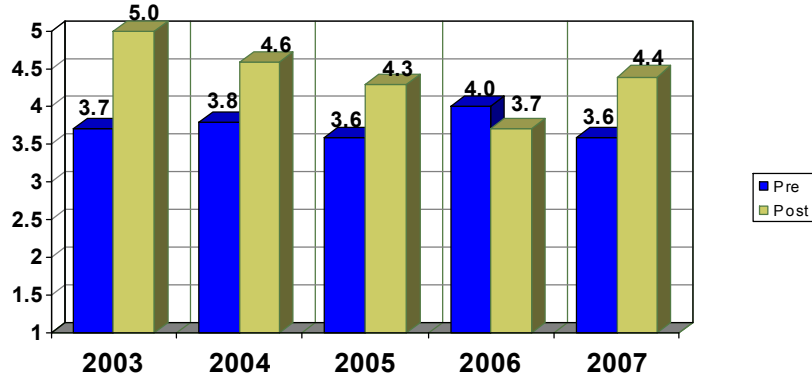
## Business Results

### D. Supplier Partner Results

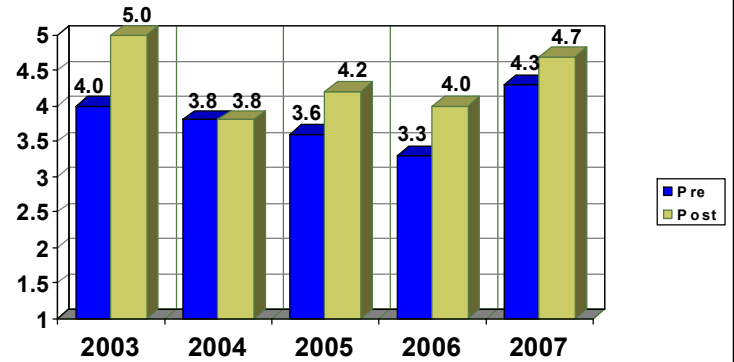
#### African American Outreach

FFYs 2003-2007

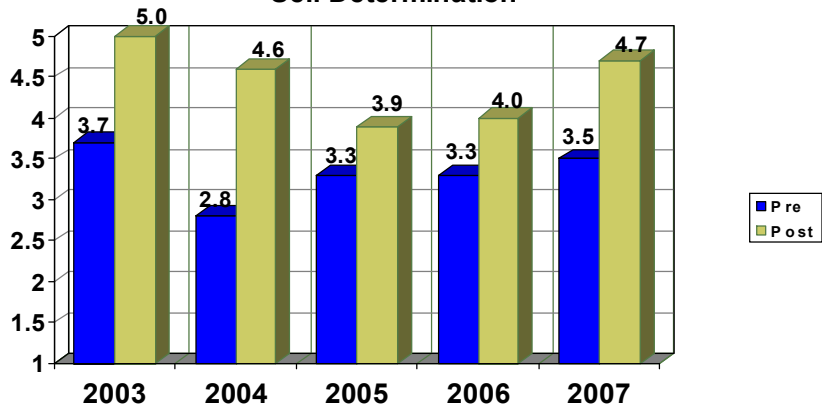
### Independence



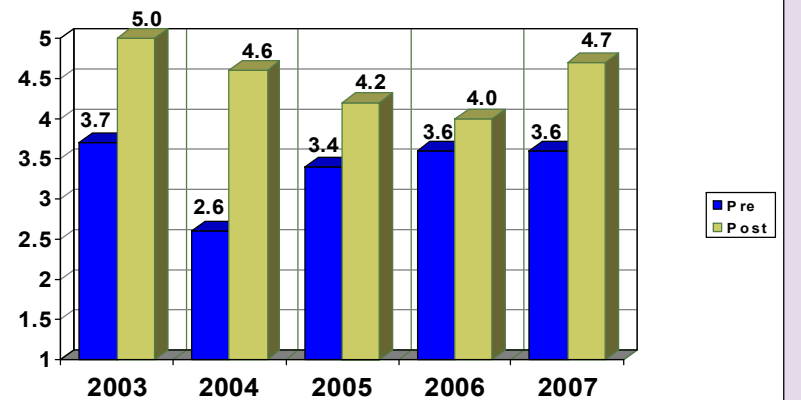
### Productivity



### Self Determination



### Integration/Inclusion



# FFY 2007 Work Plan Achievements

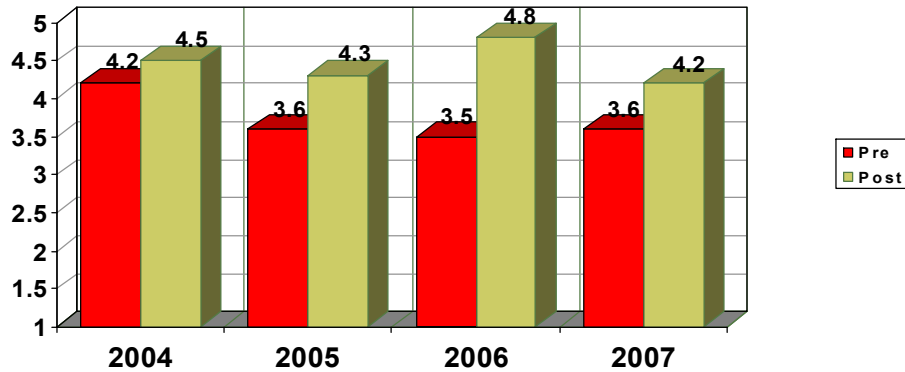
## Business Results

### D. Supplier Partner Results

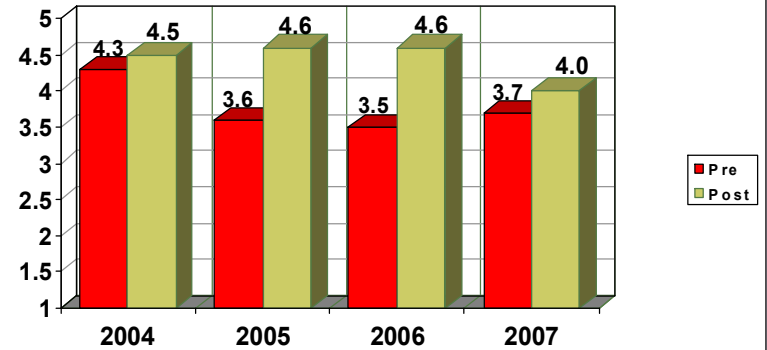
#### Hispanic Outreach

FFYs 2004-2007

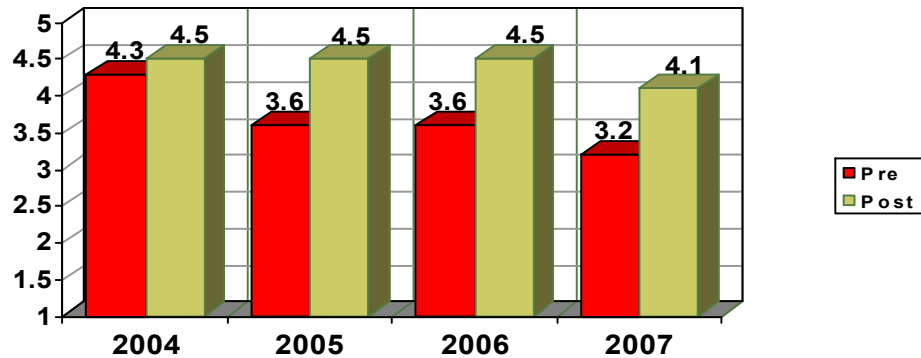
#### Independence



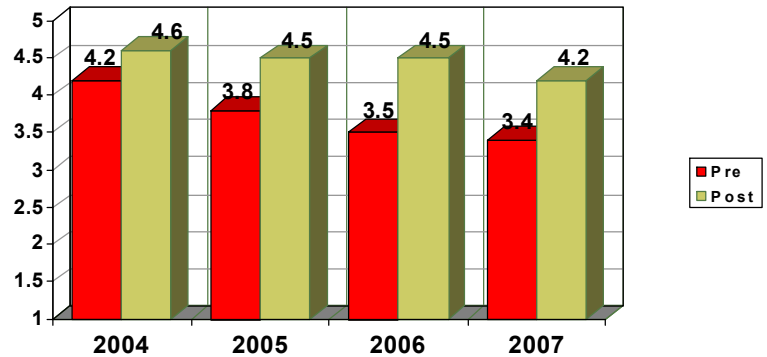
#### Productivity



#### Self Determination



#### Integration/Inclusion



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