

Governor's Council on Developmental Disabilities

Business Results

Fiscal Year 2005

(October 1, 2004 – September 30, 2005)

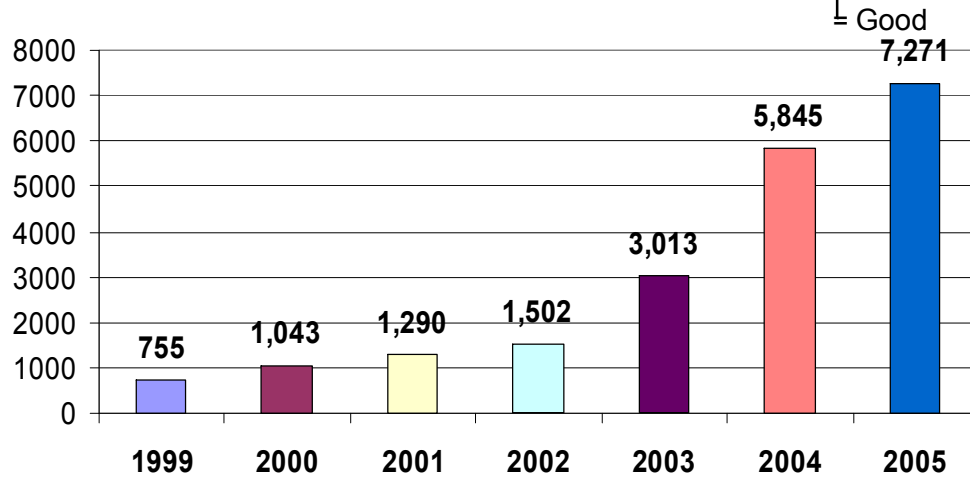
FFY 2006 Work Plan Achievements

Business Results

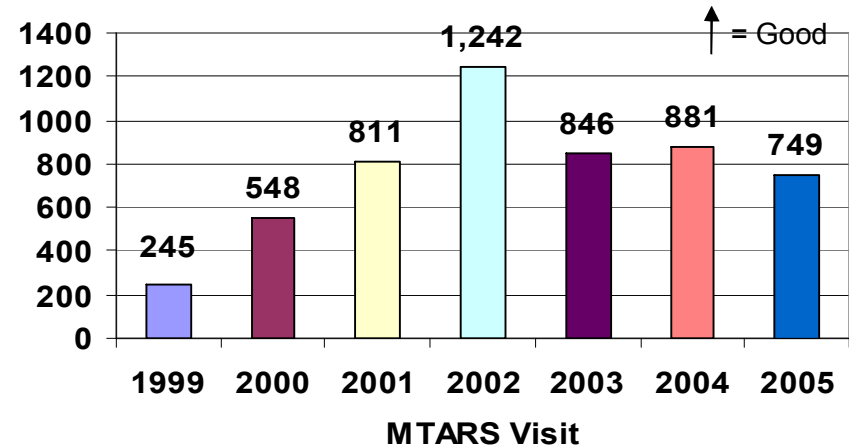
Customer Focus Results-- Technical Assistance and Compliments

FFYs 1999-2005

Technical Assistance Requests (Unique)



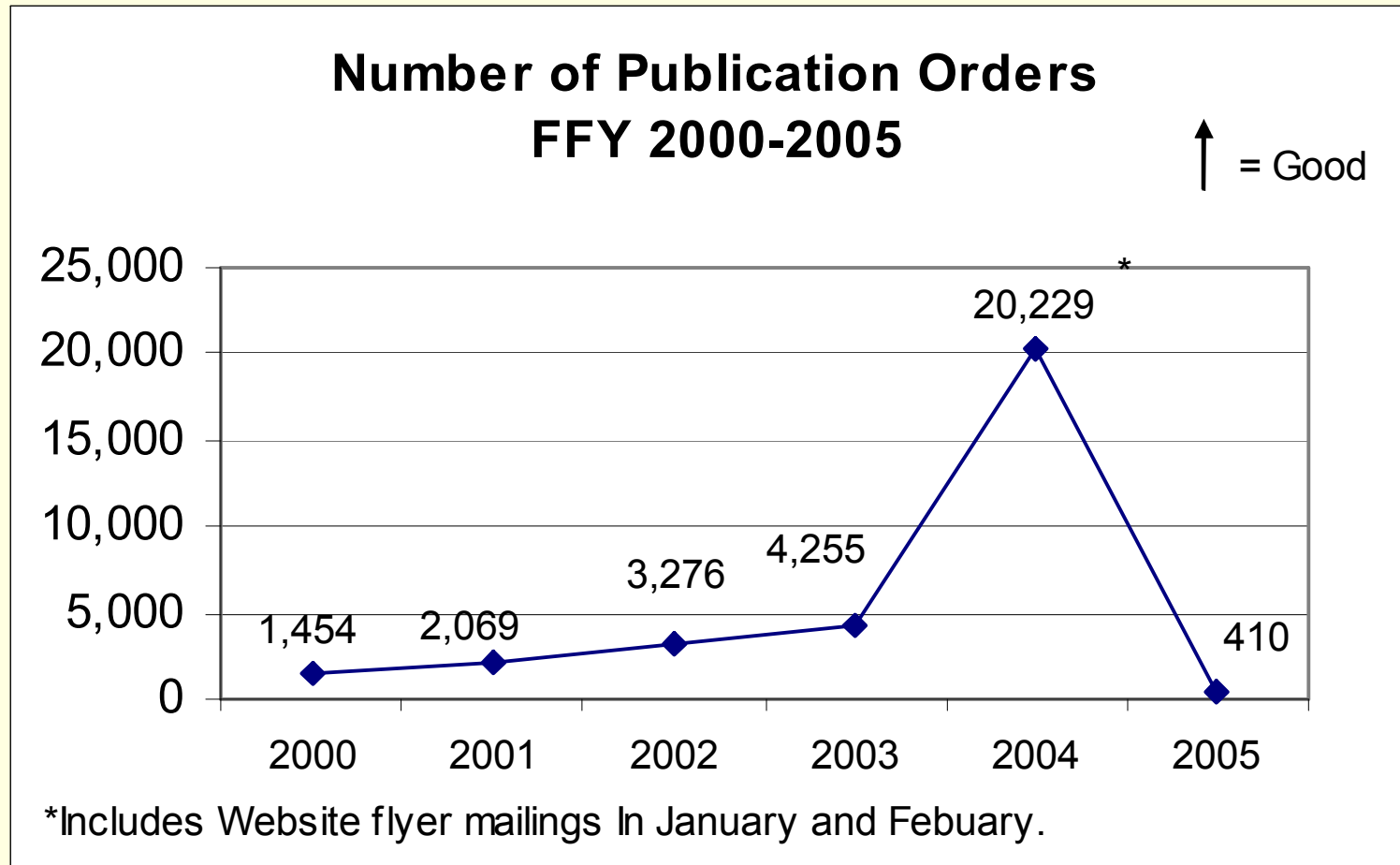
Total Compliments (Helpful, Timely, Specific Product)



FFY 2005 Work Plan Achievements

Business Results

Customer Focus Results — Publications



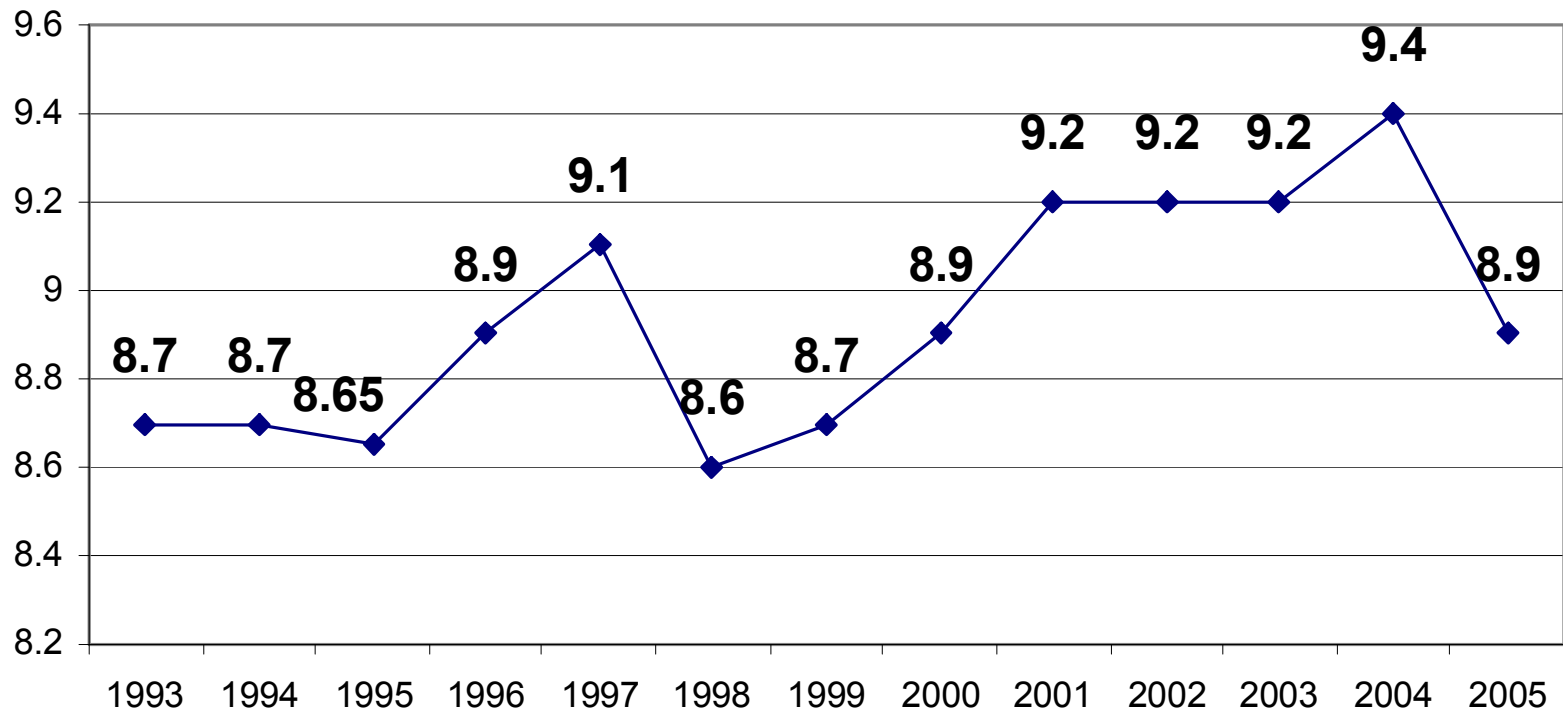
FFY 2005 Work Plan Achievements

Business Results

Customer Focus Results — Publications

Publications Evaluation Scores (1993-2005)

↑ = Good

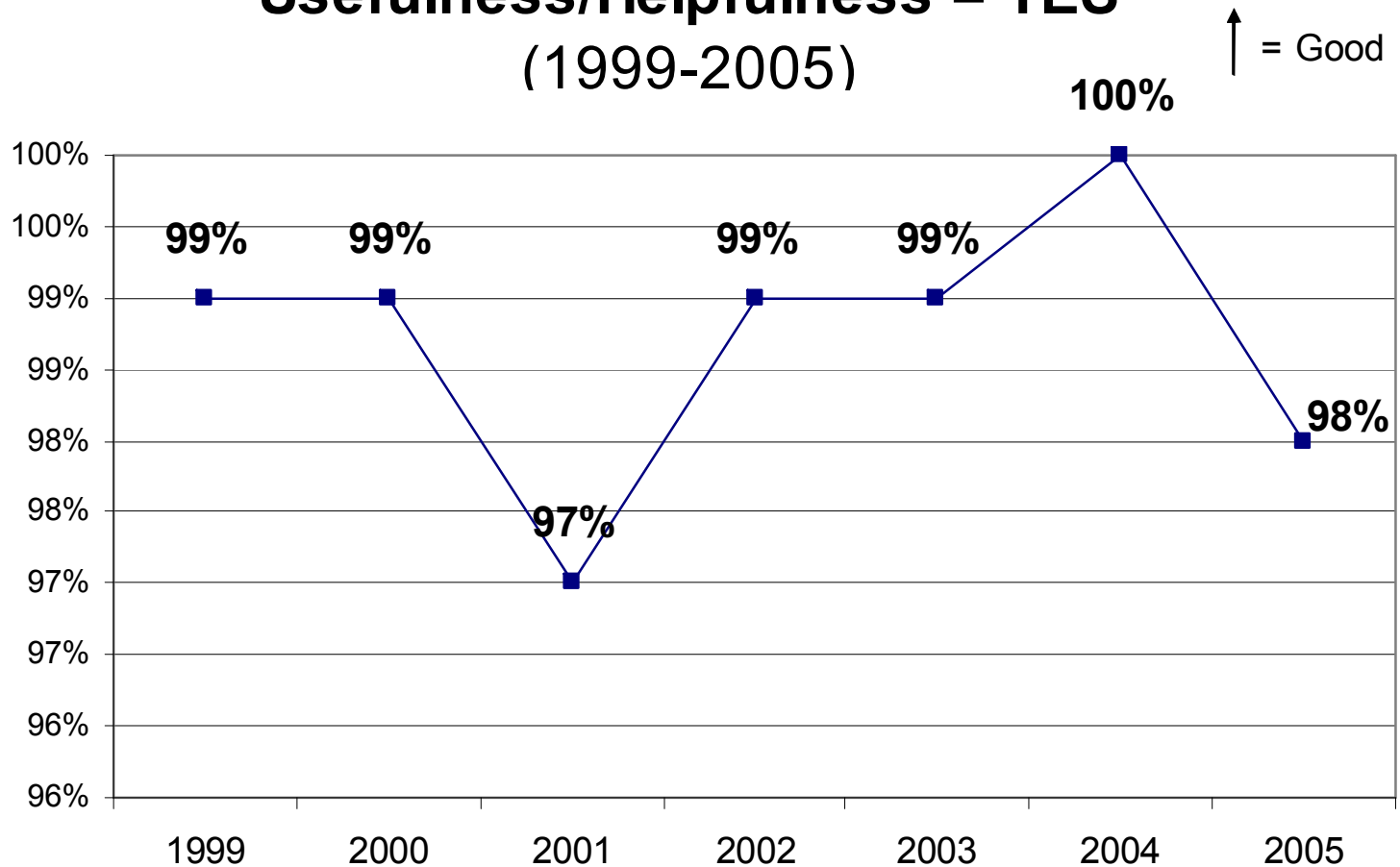


FFY 2005 Work Plan Achievements

Business Results

Customer Focus Results — Publications

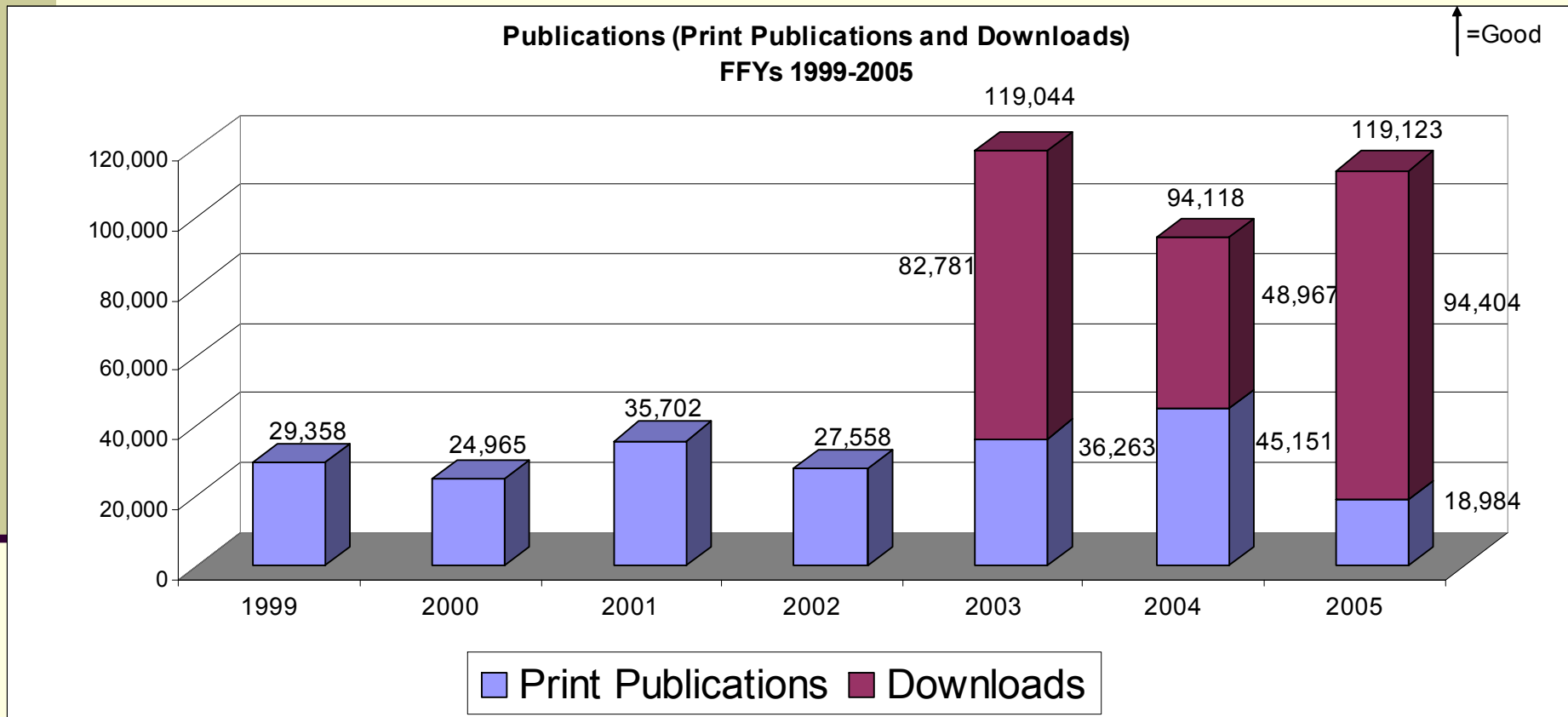
Publication Evaluation -- Usefulness/Helpfulness = YES (1999-2005)



FFY 2005 Work Plan Achievements

Business Results

Customer Focus Results — Print Publications and Downloads

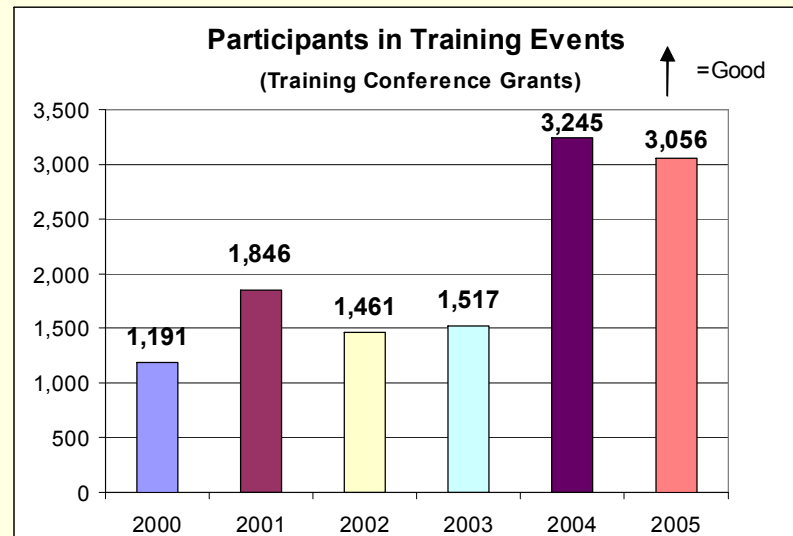
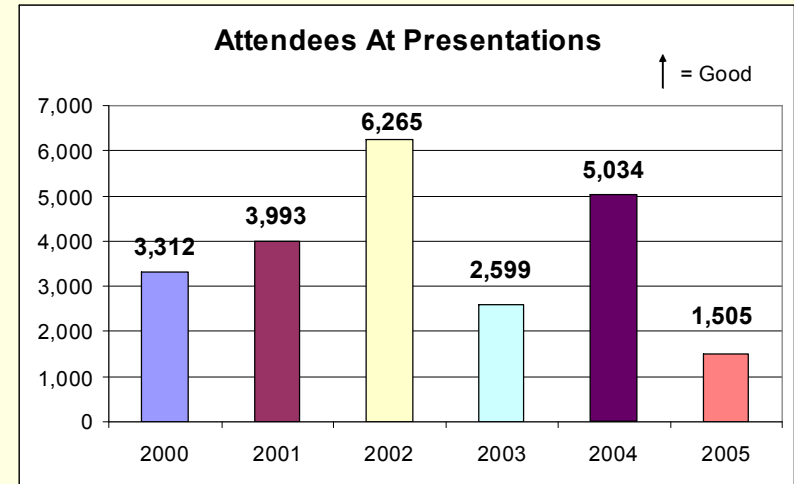
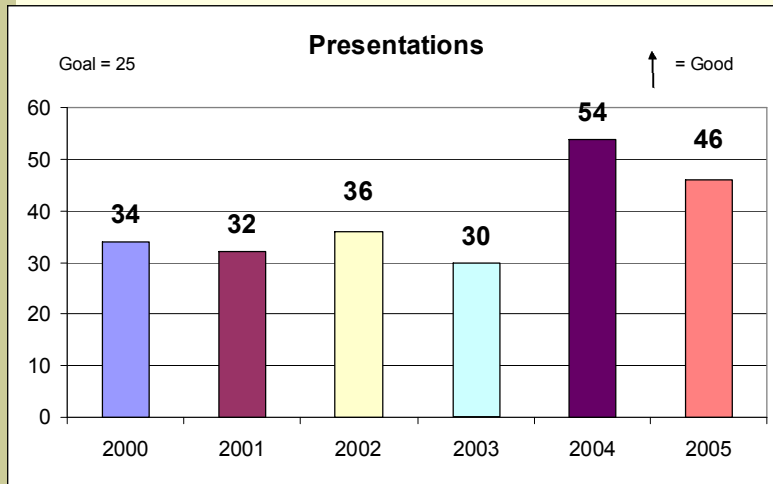


FFY 2005 Work Plan Achievements

Business Results

Customer Focus Results — Presentations and Training Participation

FFYS 2000-2005

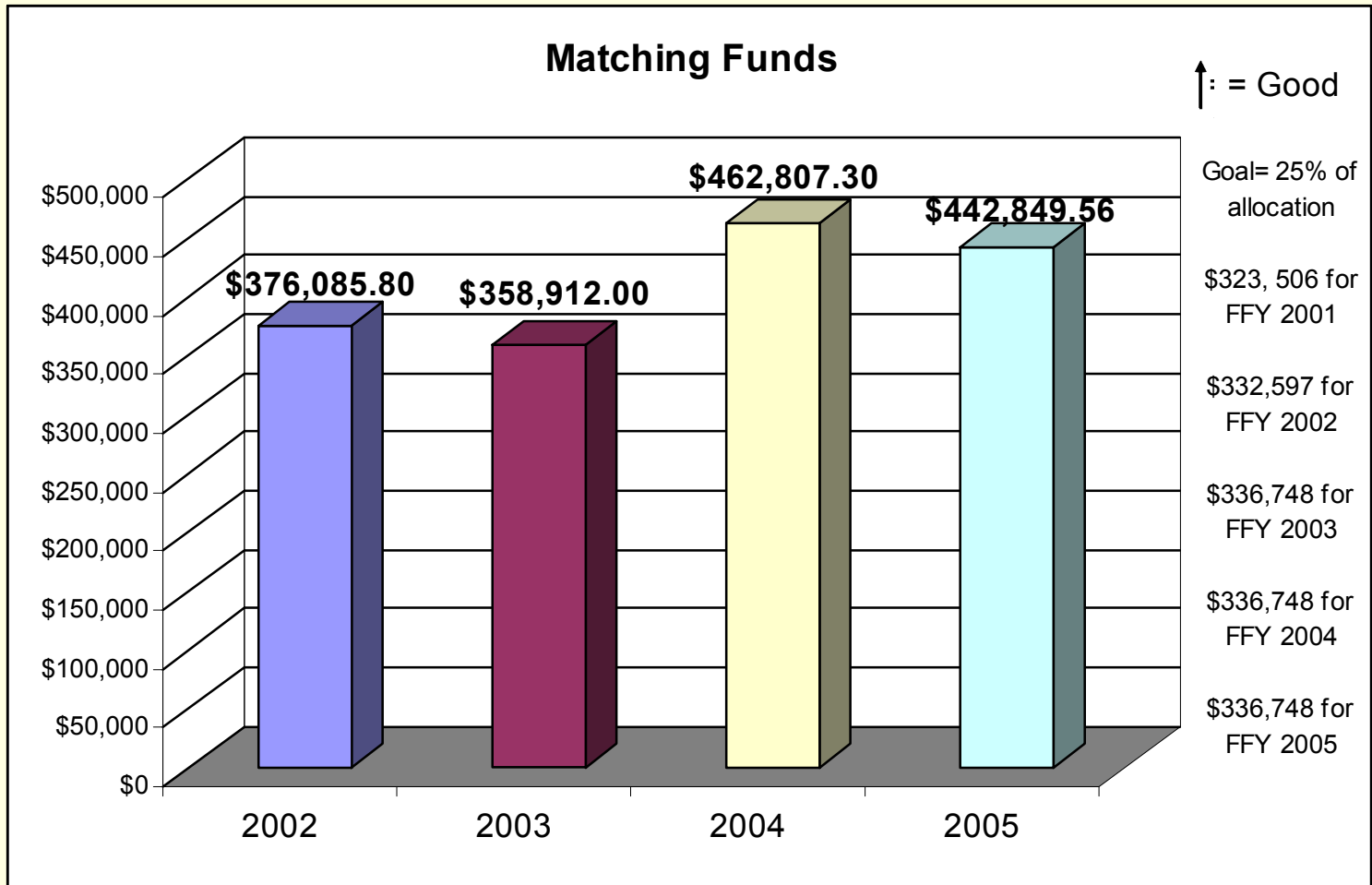


FFY 2005 Work Plan Achievements

Business Results

Financial and Market Results

FFYs 2002-2005

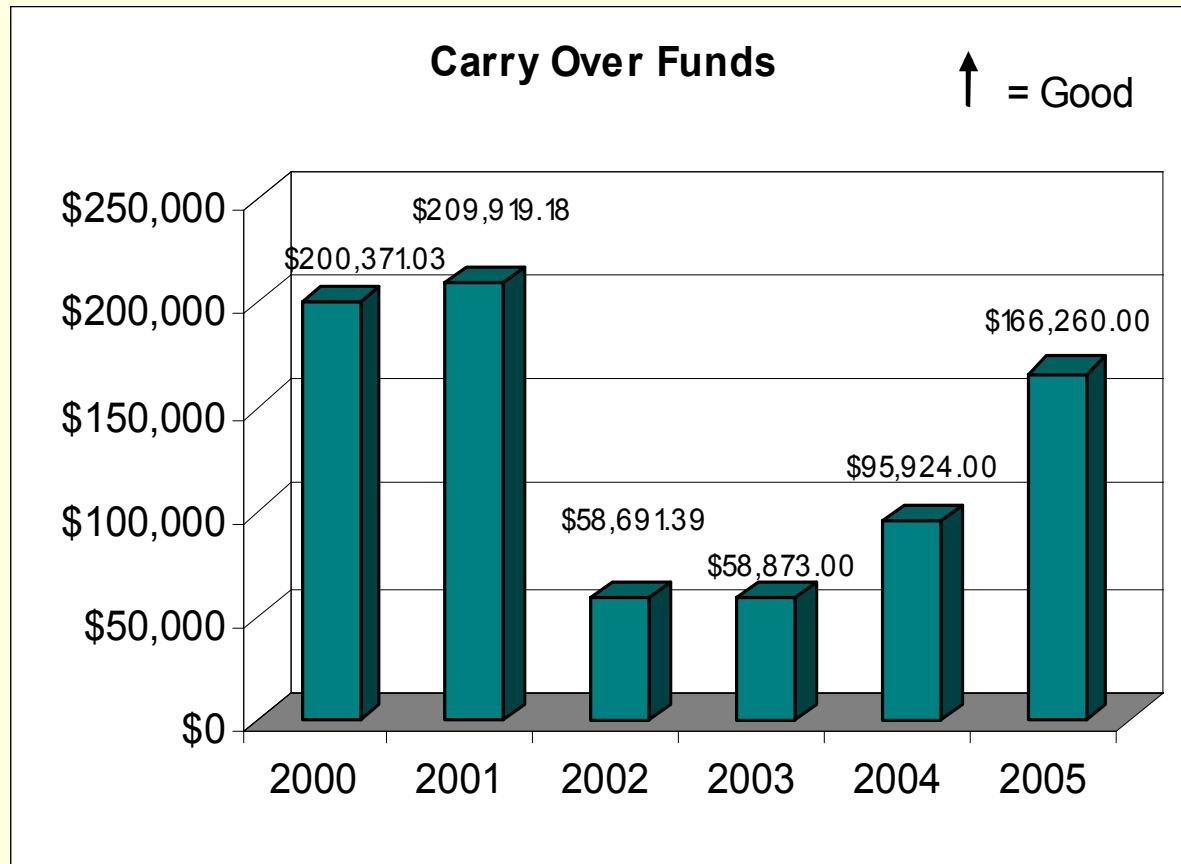


FFY 2005 Work Plan Achievements

Business Results

Financial and Market Results

FFYs 2000-2005



FFY 2005 Work Plan Achievements

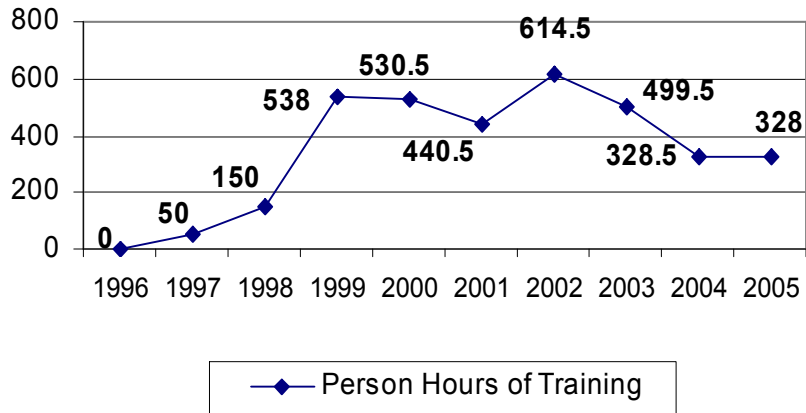
Business Results

Human Resource Results

Training and Development Hours on Quality

(1996-2005)

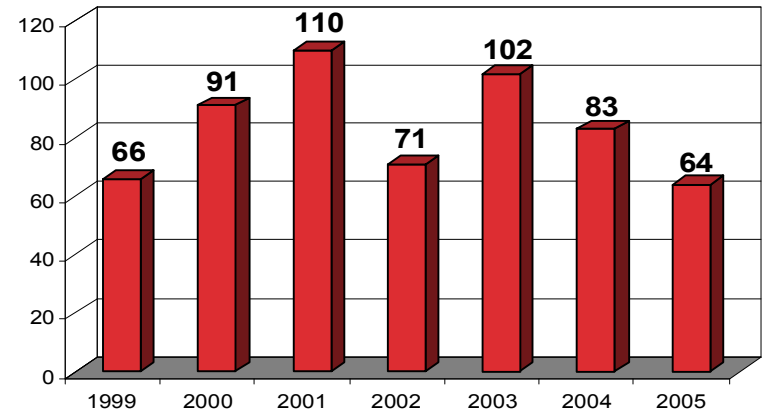
↑ = Good



Staff Initiatives

(1999-2005)

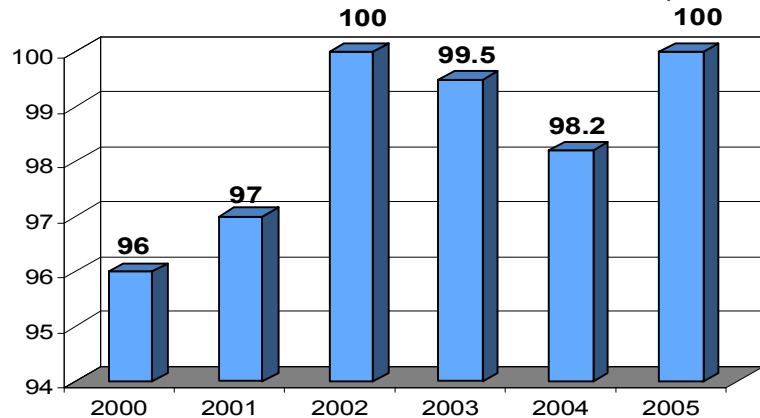
↑ = Good



30-60-90 Day Work Plan
(Ahead of Time and On Time)

(2000-2005)

↑ = Good

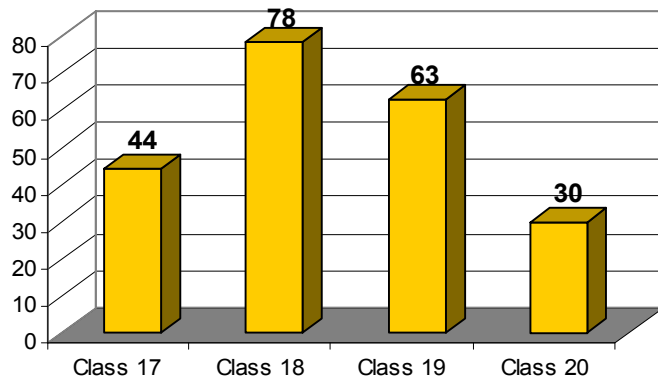


Partners in Policymaking®

Performance as Advocates

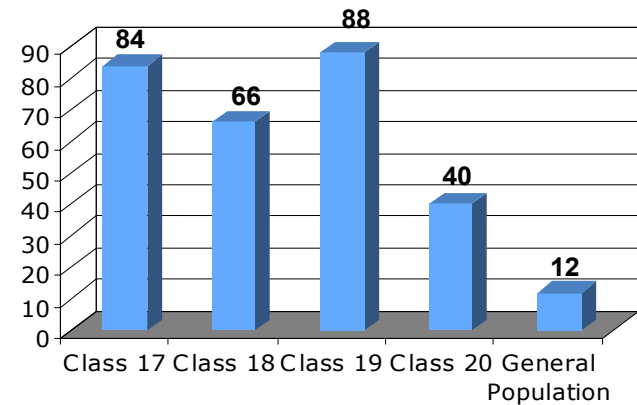
Longitudinal Survey Data Collected September 2005

Percentage of Phone Calls to Public Officials



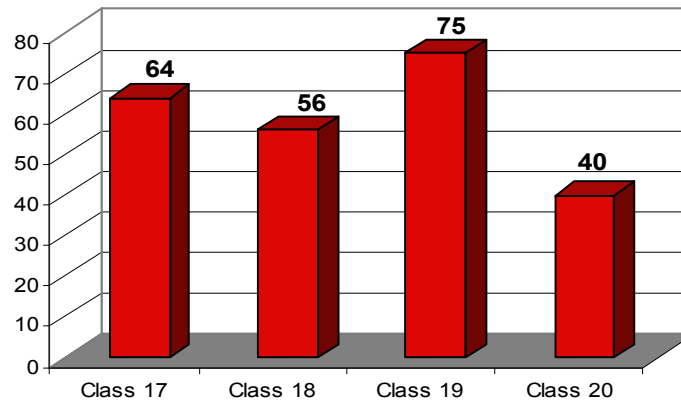
Percentage of Letters/Emails to Public Officials

↑ = Good



Percentage of Visits to Public Officials

↑ = Good



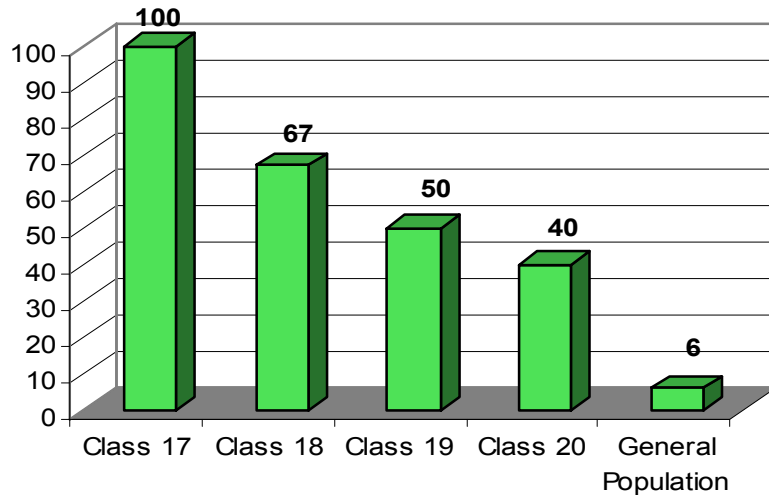
Partners in Policymaking®

Performance as Advocates

Longitudinal Survey Data Collected September 2005

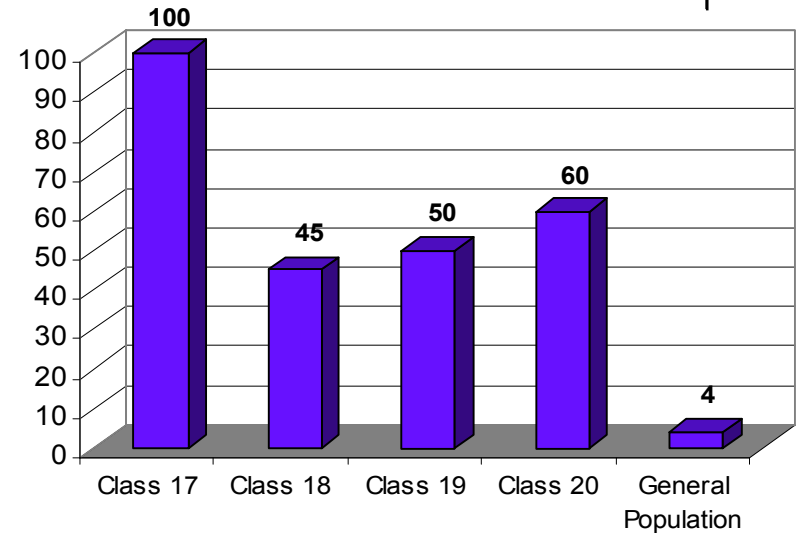
Percentage Serving on Advocacy Committees

↑ = Good



Percentage Making Presentations

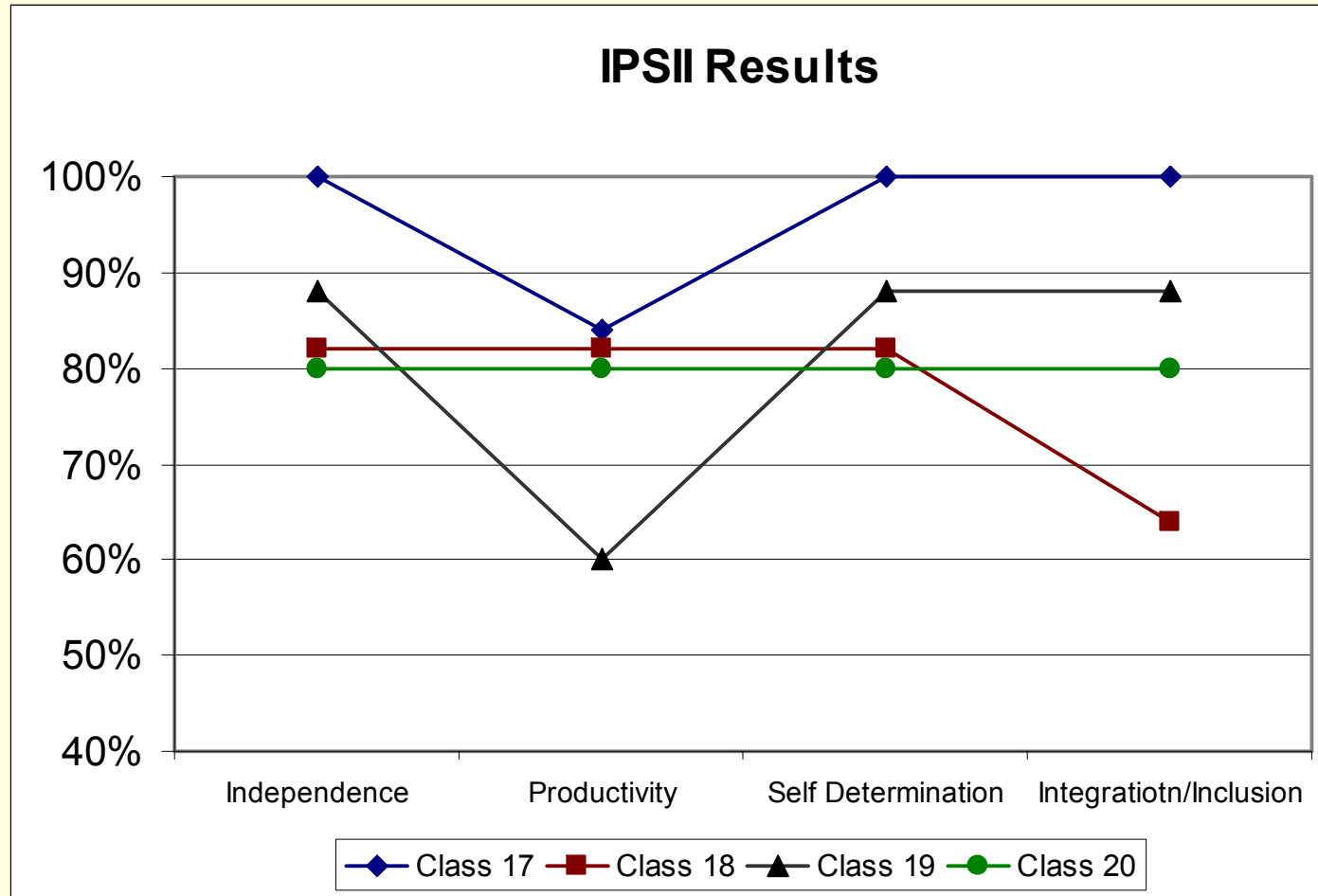
↑ = Good



Partners in Policymaking®

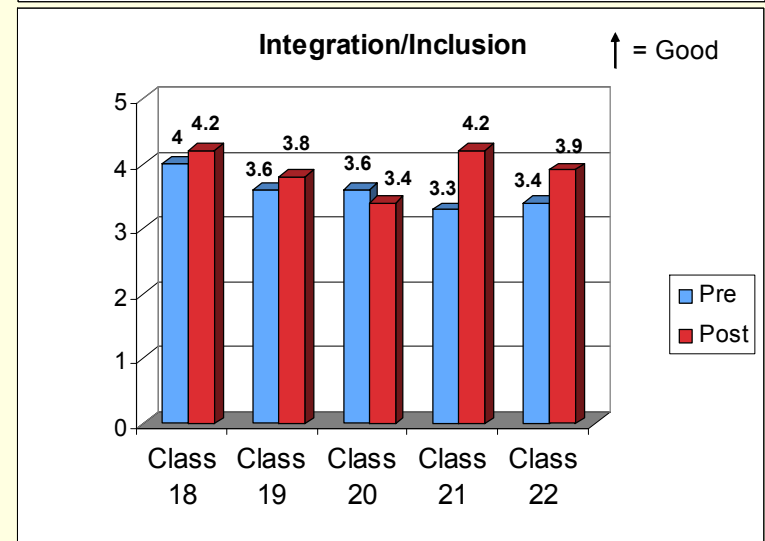
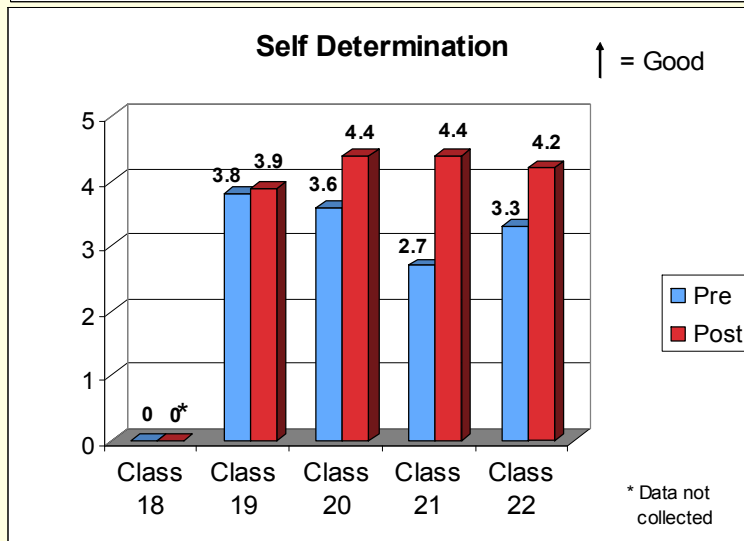
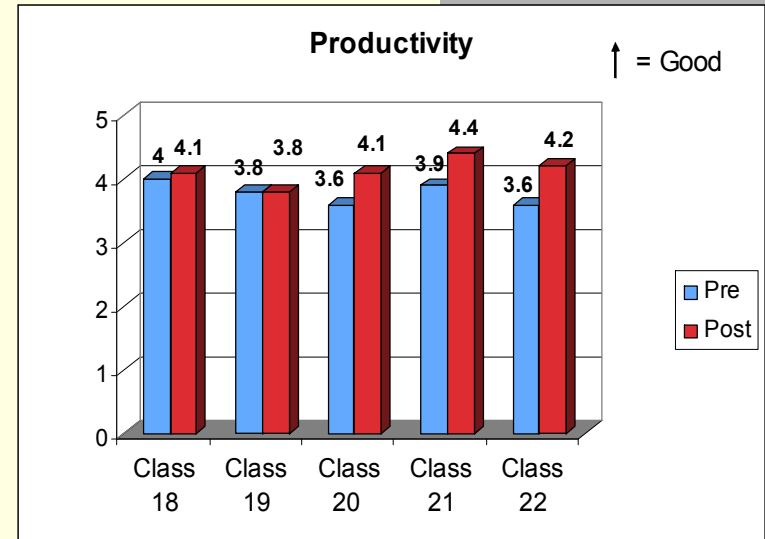
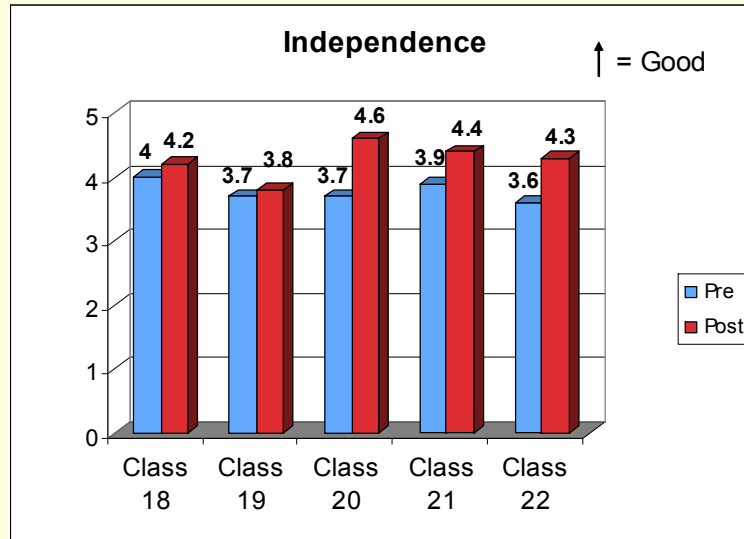
Longitudinal Survey Data Collected September 2005

(Classes 17-20)



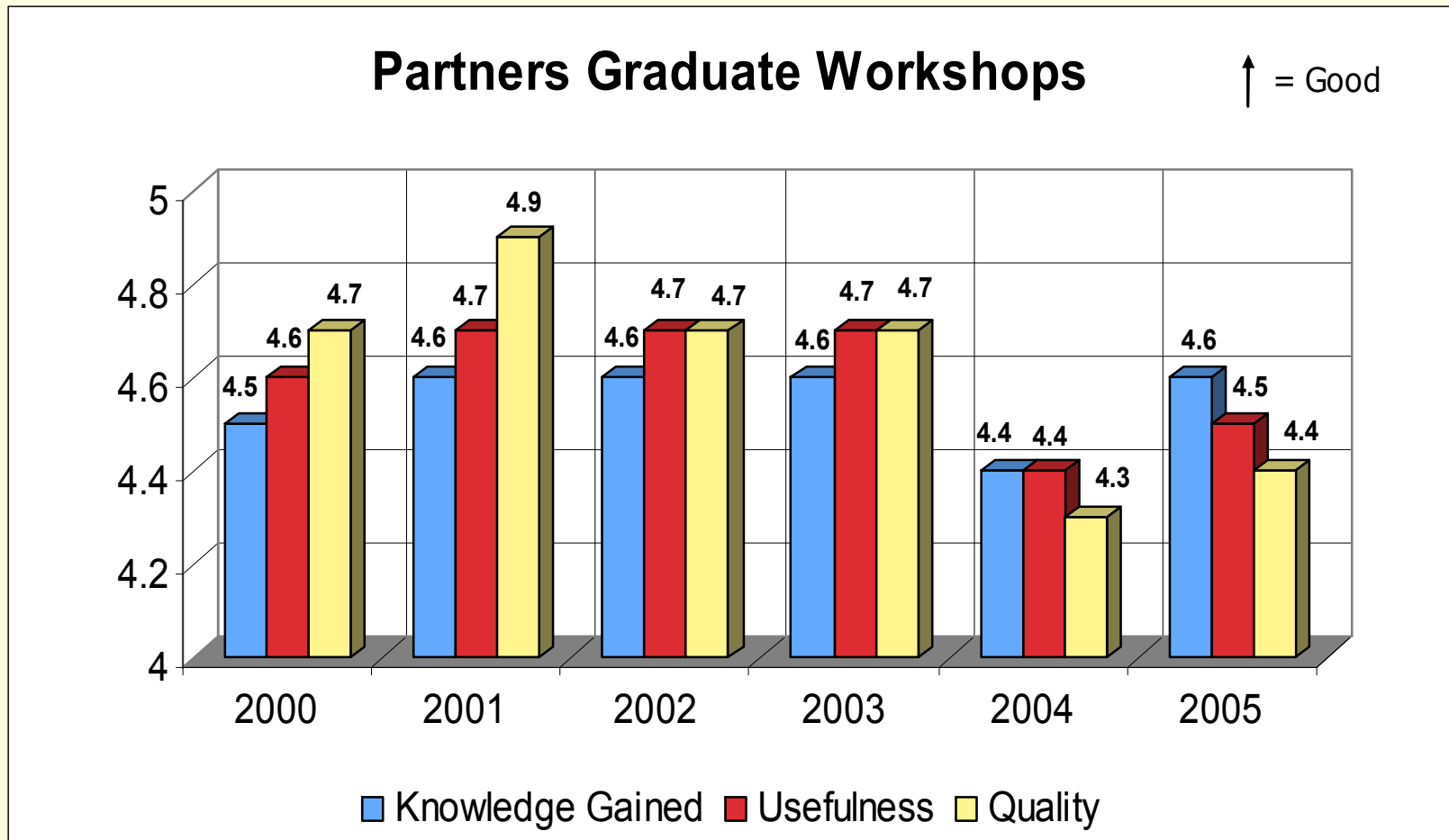
Partners in Policymaking®

End Results (IPSII)—Levels and Trends
FFYs 2001-2005

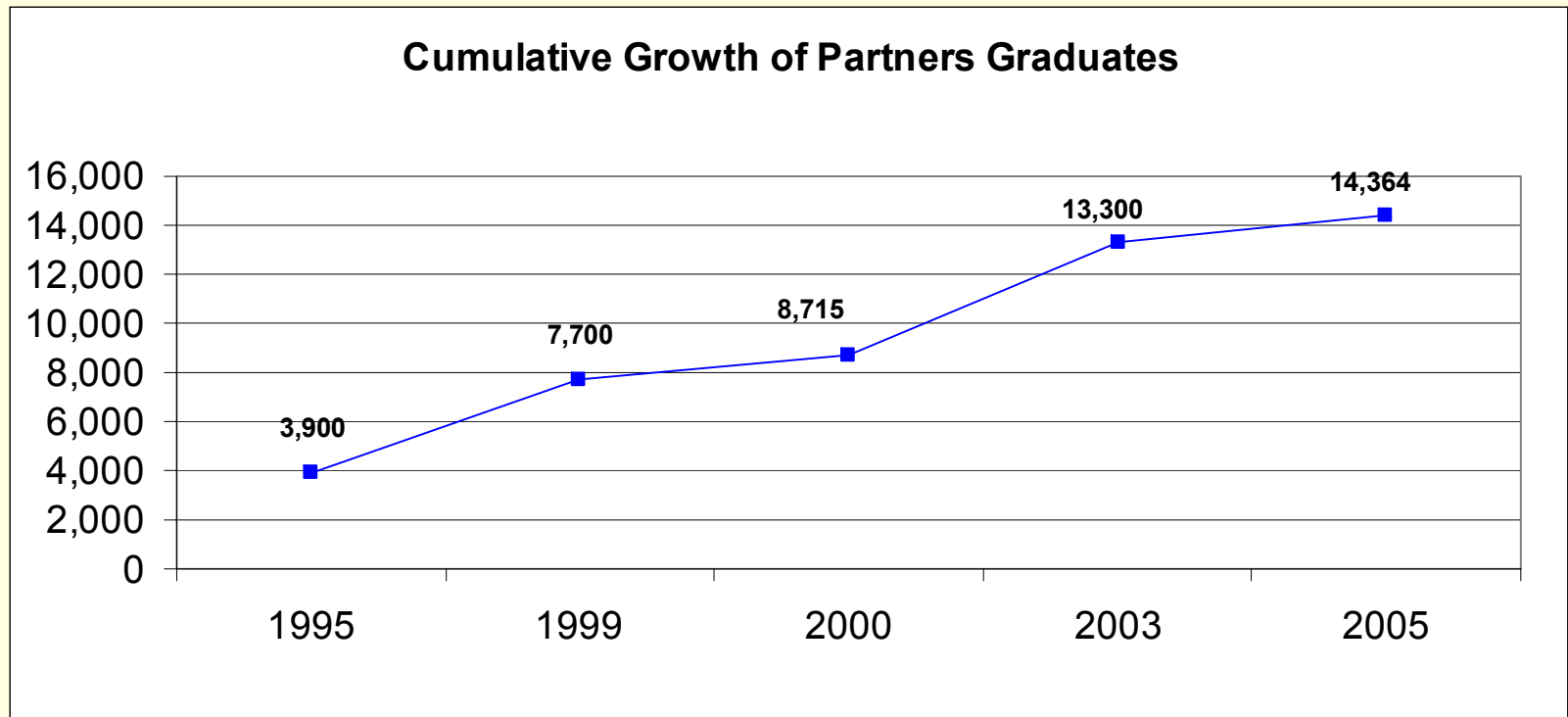


Partners Graduate Workshops FFYs 2000-2005

Knowledge Gained, Usefulness, and Quality of Presentations

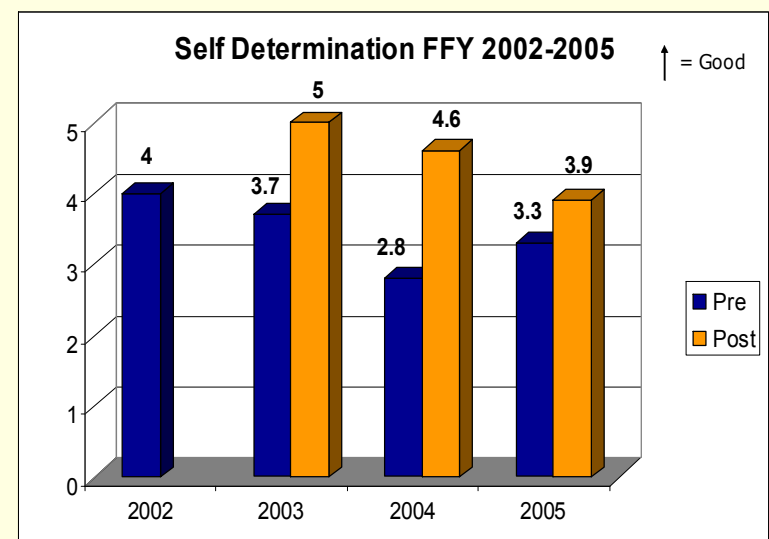
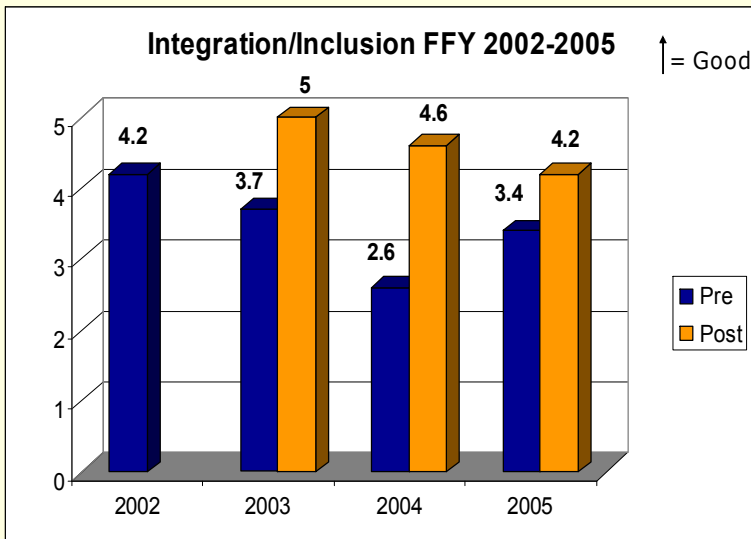
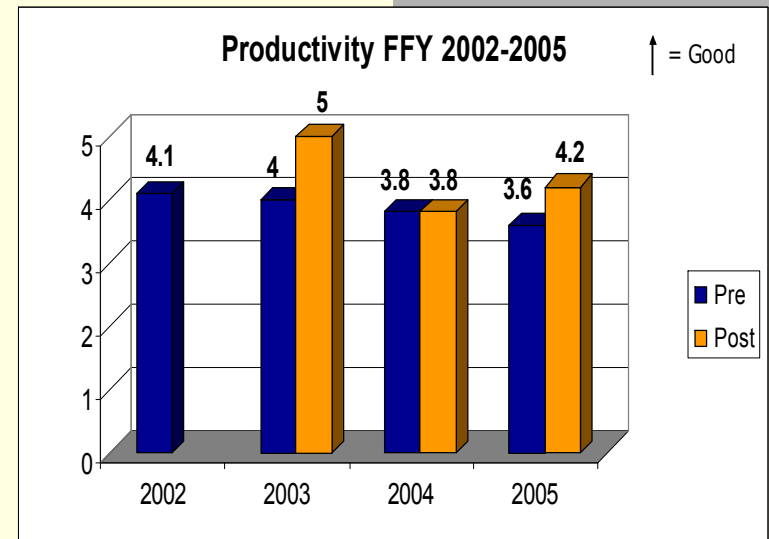
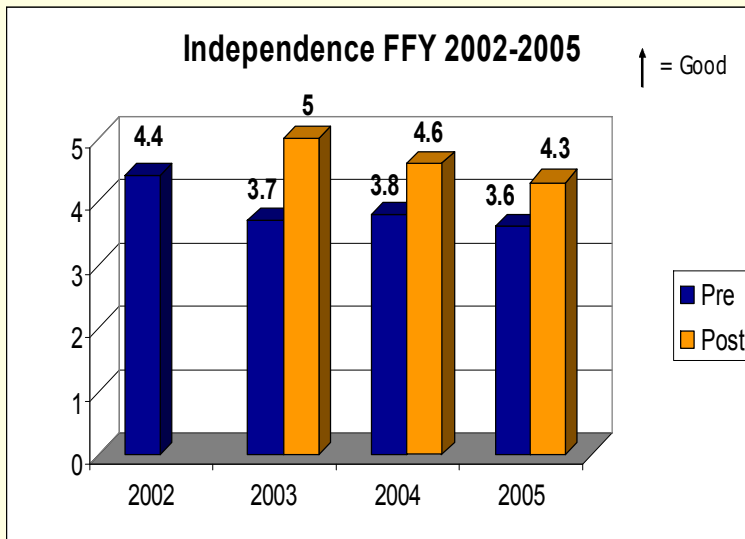


Partners in Policymaking® Graduate Growth FFYs 1995-2005



African American Outreach

FFYs 2002-2005

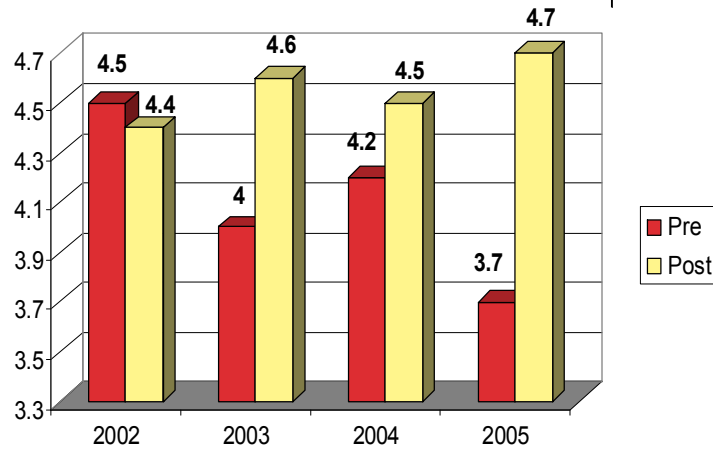


Hispanic Outreach

FFYs 2002-2005

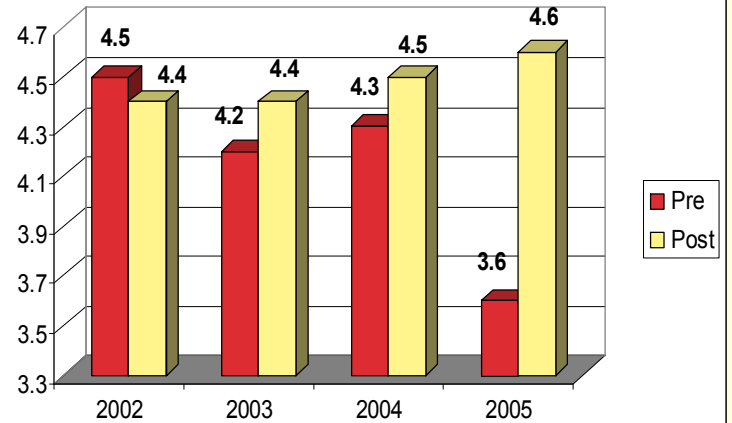
Independence FFY 2001-2005

↑ = Good



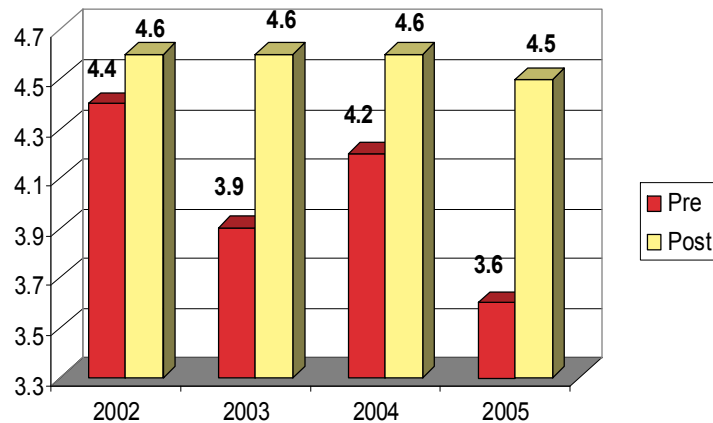
Productivity FFY 2001-2005

↑ = Good



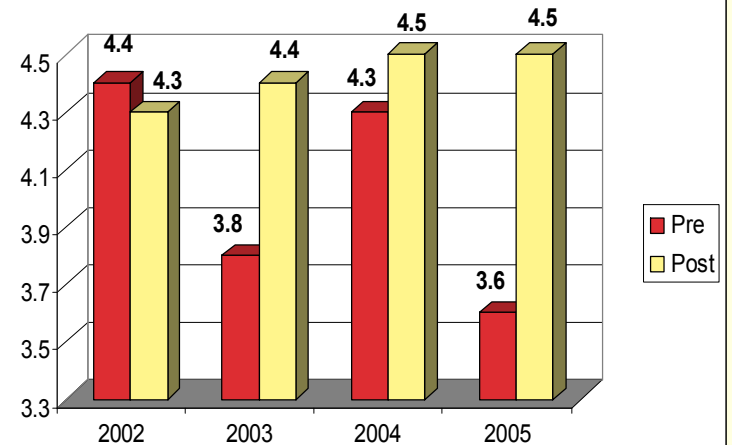
Integration/Inclusion FFY 2001-2005

↑ = Good



Self Determination FFY 2001-2005

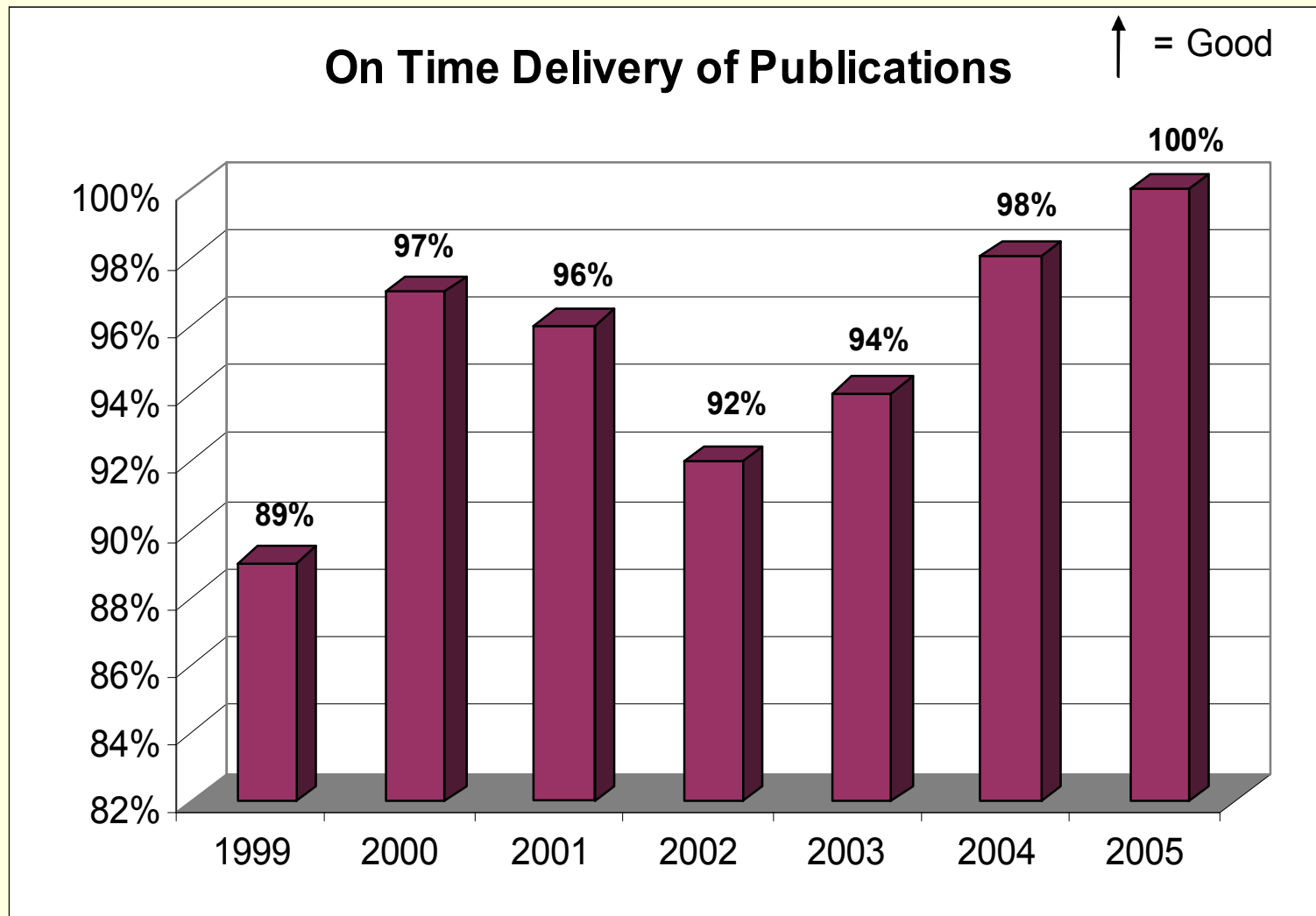
↑ = Good



Publication Delivery Time

FFYs 1999-2005

3 Days Standard

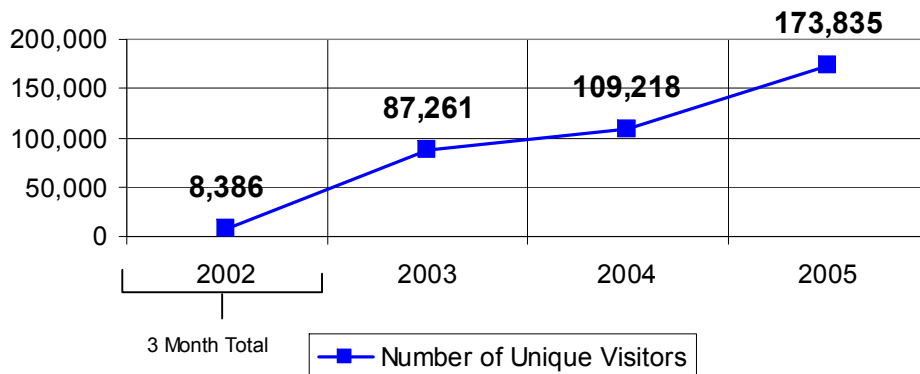


Electronic Government Services

Operational Plan Performance Goals Approved by Commissioner
FFYs 2002-2005

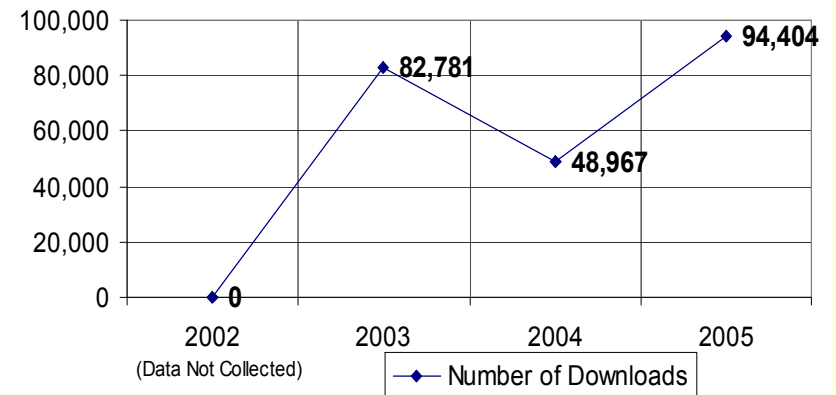
**E-Government
Number of Unique Visitors**

↑ = Good



**E-Government
Number of Downloads**

↑ = Good



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Reduce, Reuse, Recycle

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