

Governor's Council on Developmental Disabilities

Business Results

Fiscal Year 2008

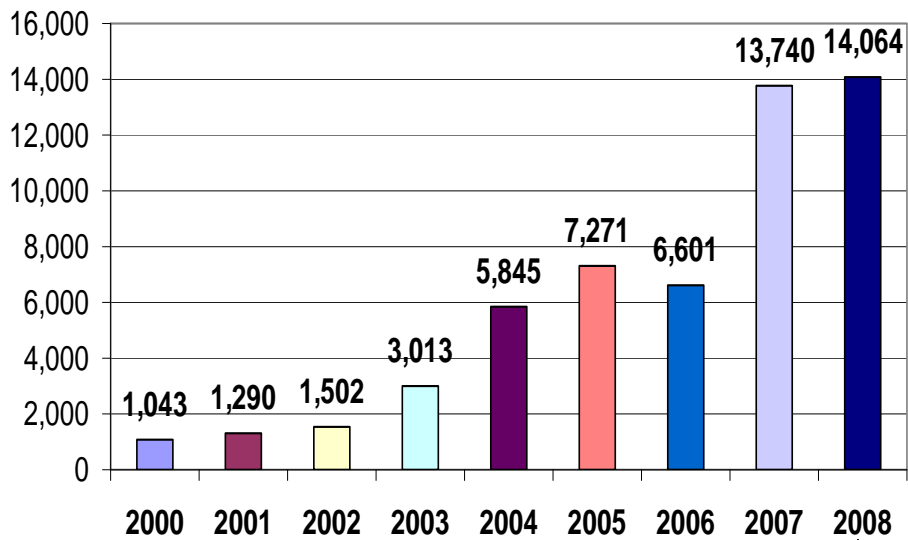
(October 1, 2007 – September 30, 2008)

FFY 2008 Work Plan Achievements

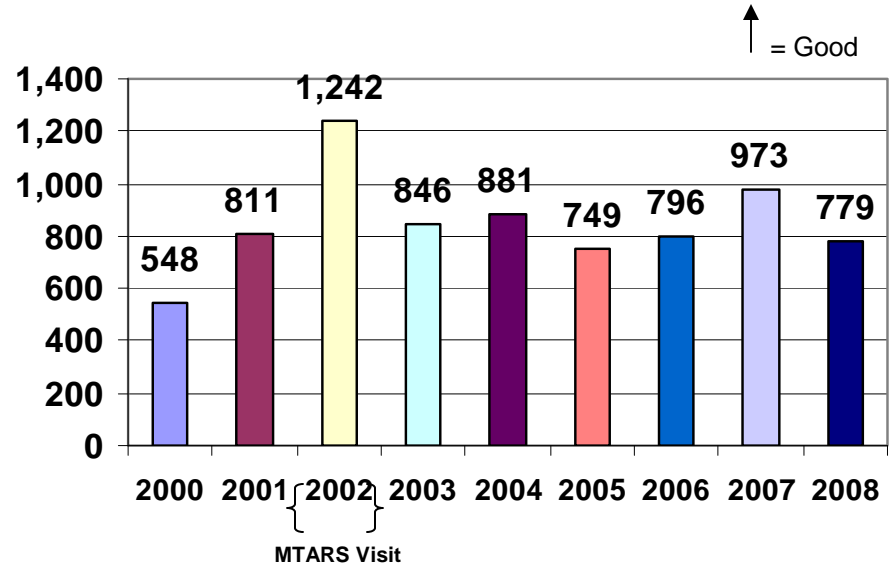
Business Results

A. Customer Focus Results-- Technical Assistance and Compliments FFYs 2000-2008

Technical Assistance Contacts



Total Compliments (Helpful, Timely, Specific Product)



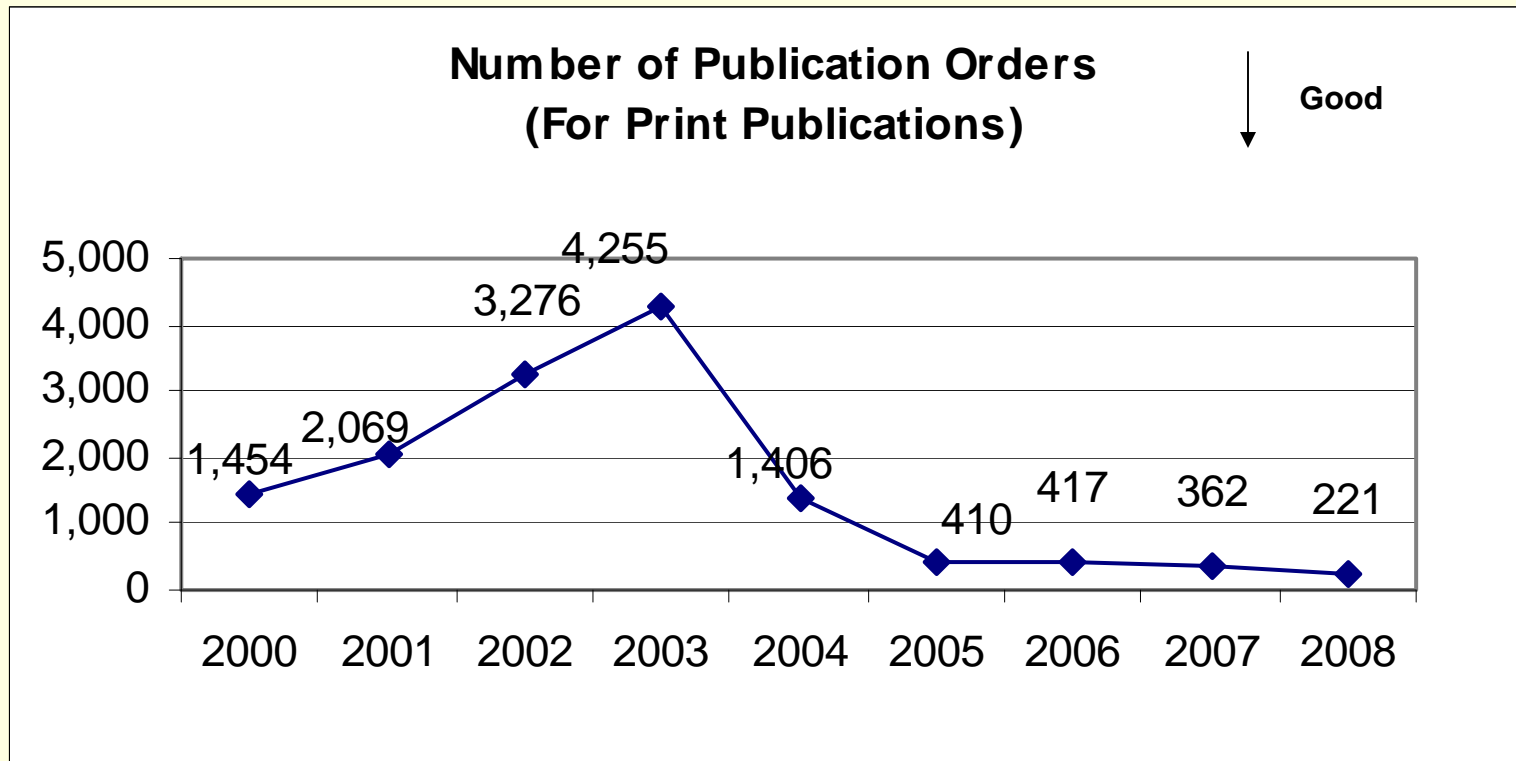
Includes e-learning

FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

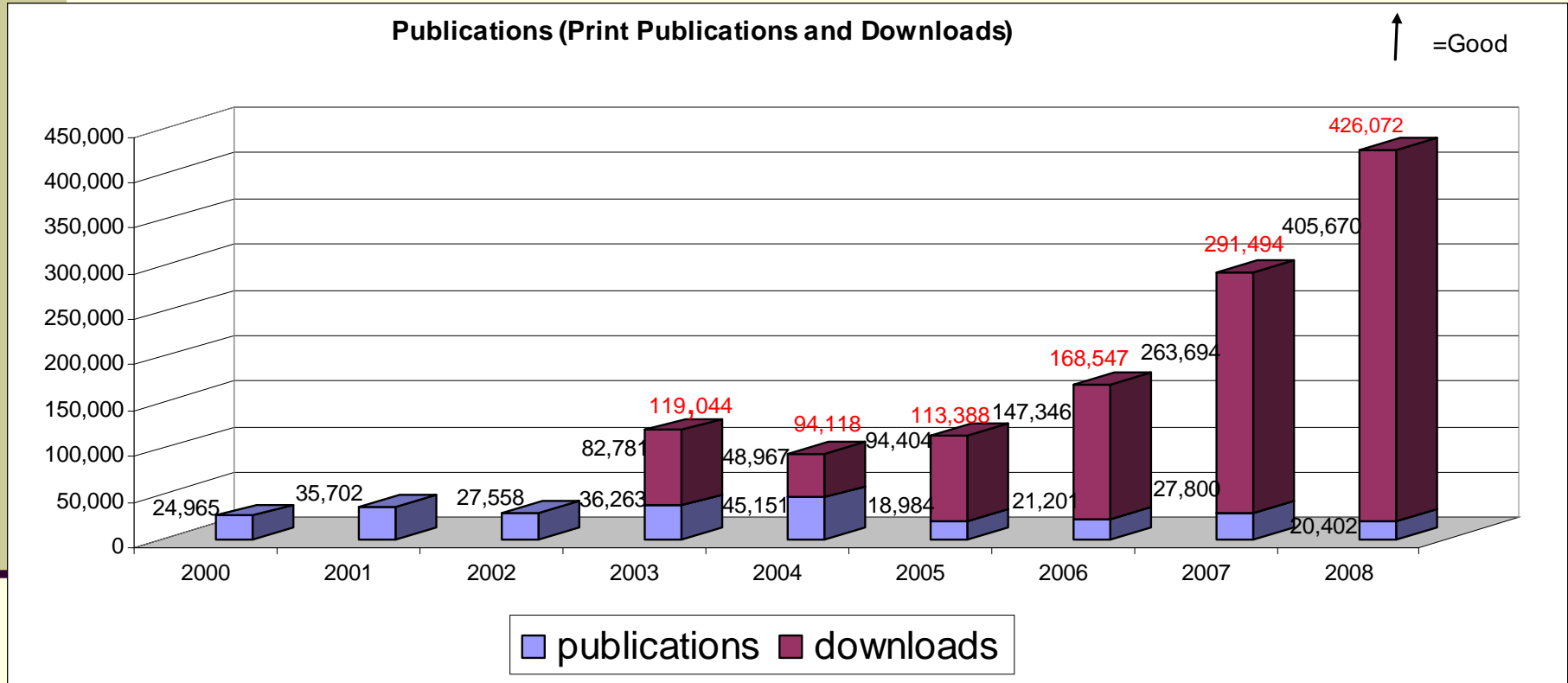
FFYs 2000-2008



FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results — Print Publications and Downloads FFYs 2000-2008



FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results — Print Publications and Downloads

Product Dissemination Growth

FFYs 2002-2008

Print Publications and Downloads

↑ = Good

2002= Base Line Year

2003= 432% increase

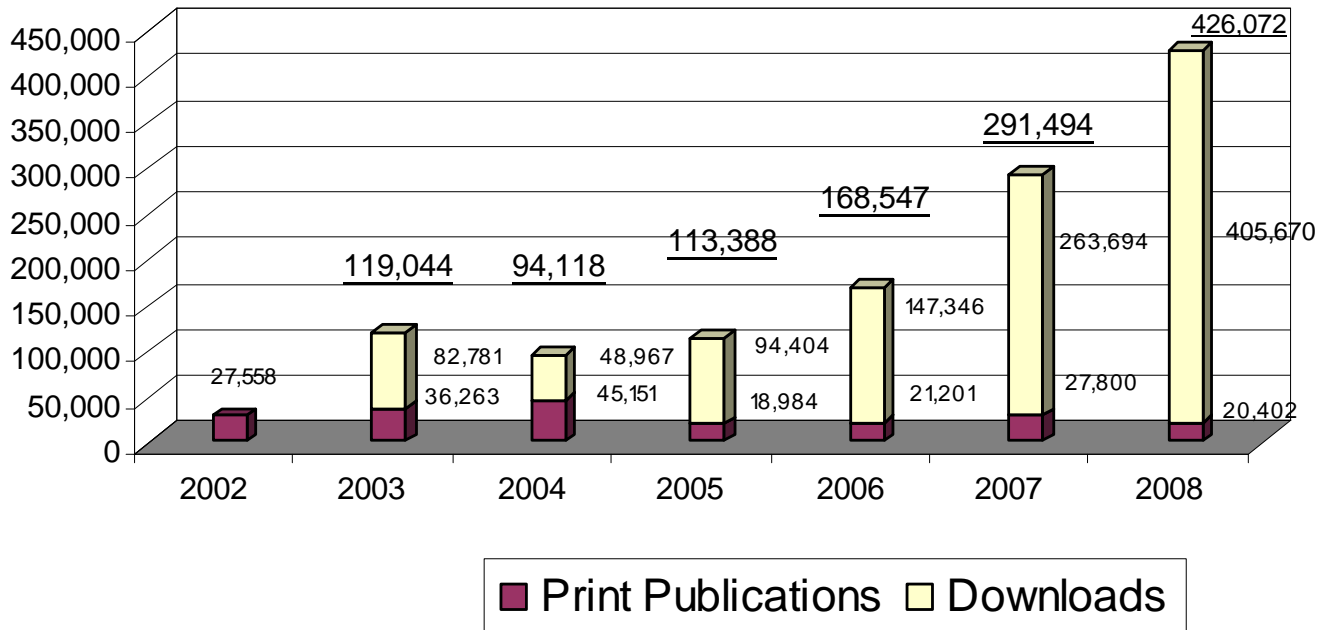
2004= 20% increase

2005= 126.5% increase

2006= 142% increase

2007=173% increase

2008=146% increase

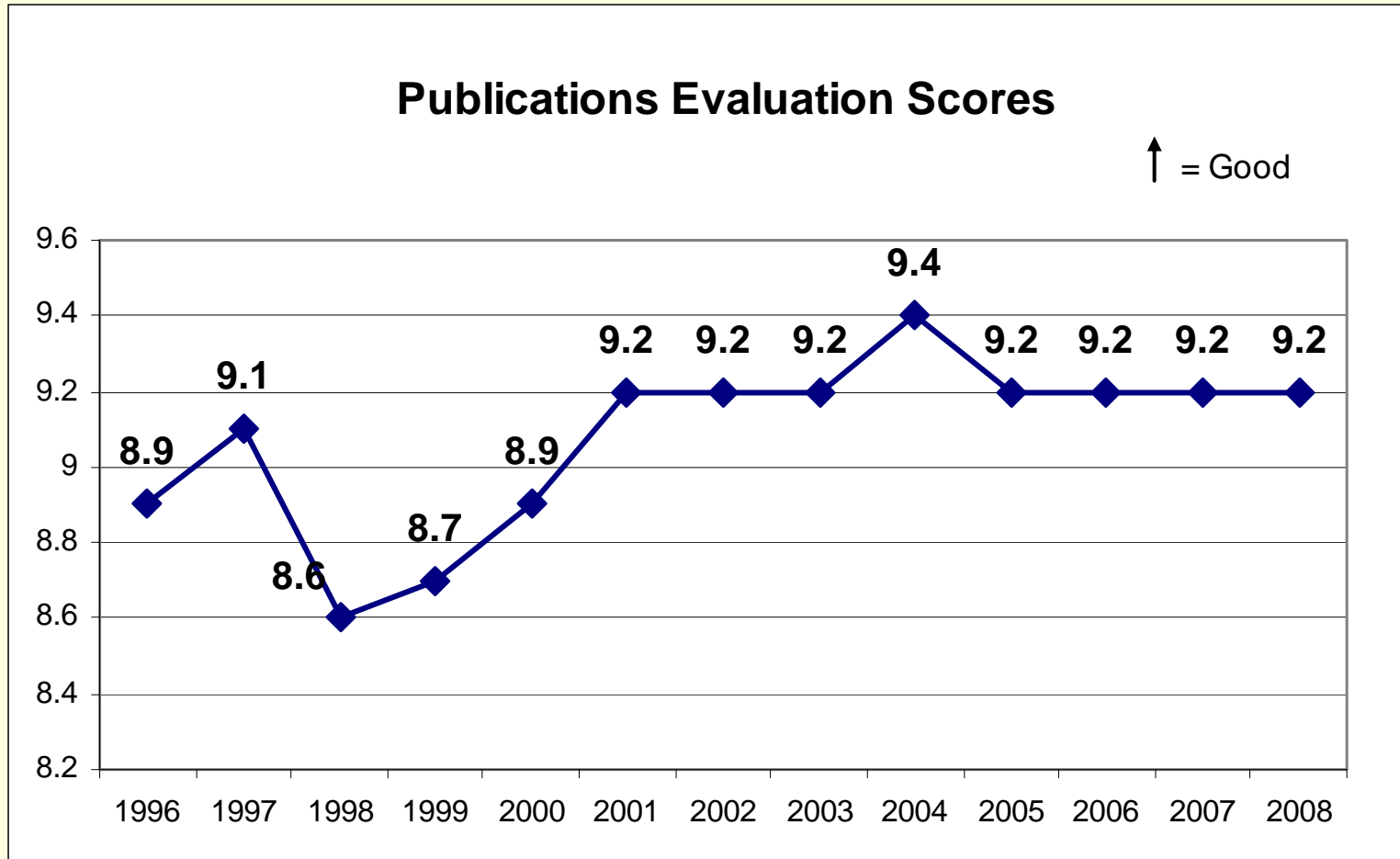


FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

FFYs 1996-2008



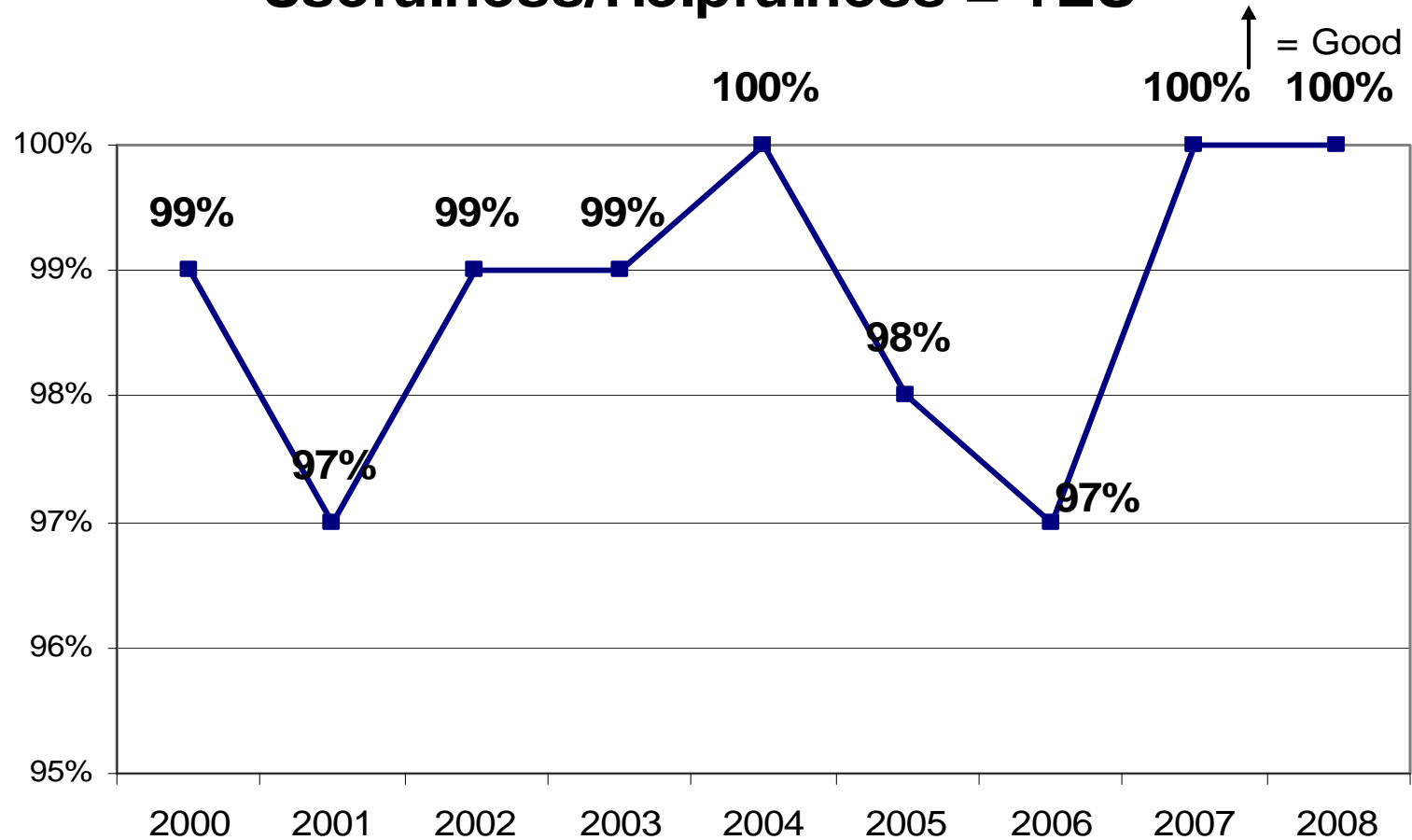
FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

FFYs 2000-2008

Publication Evaluation -- Usefulness/Helpfulness = YES



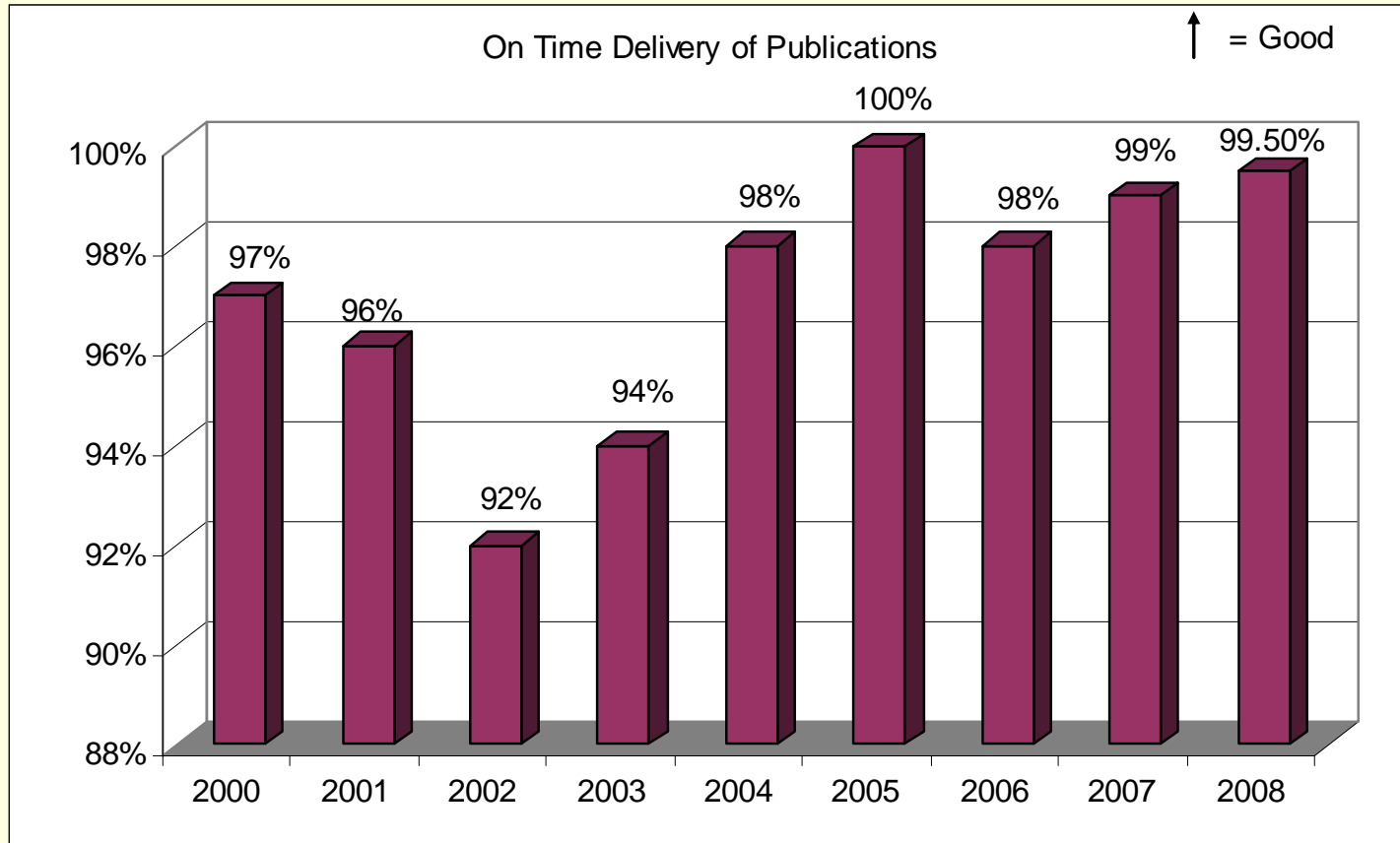
FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results – Publication Delivery Time

3 Days Standard

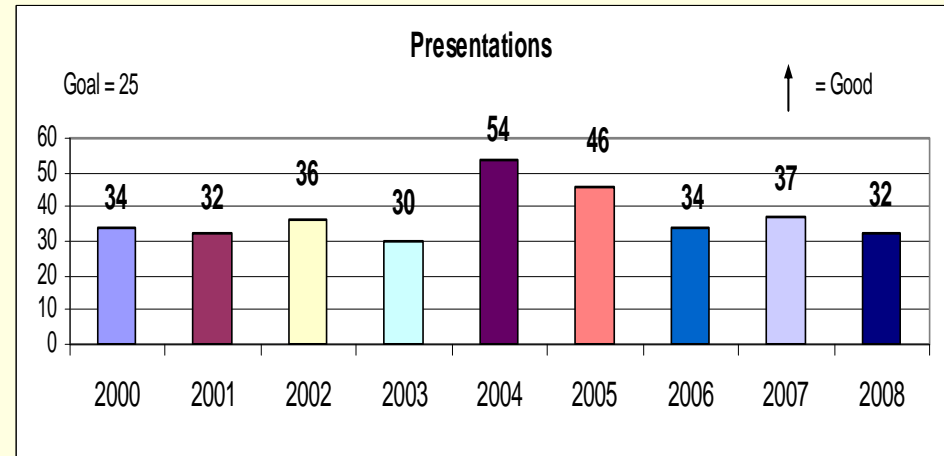
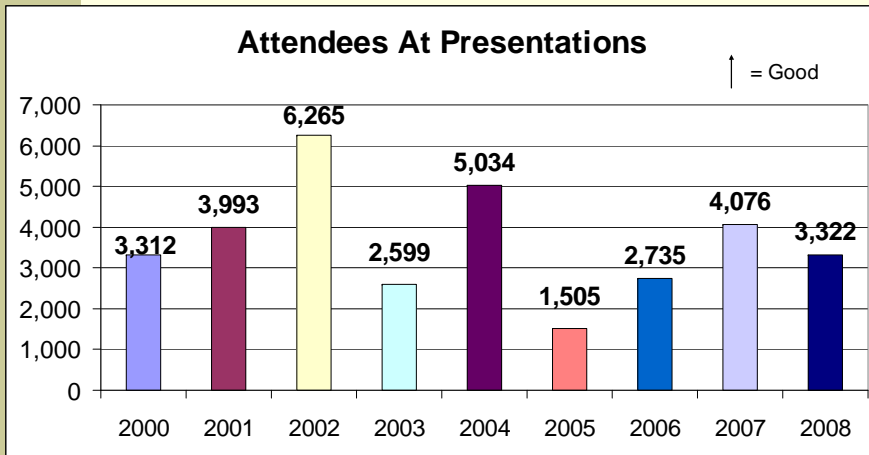
FFYs 2000-2008



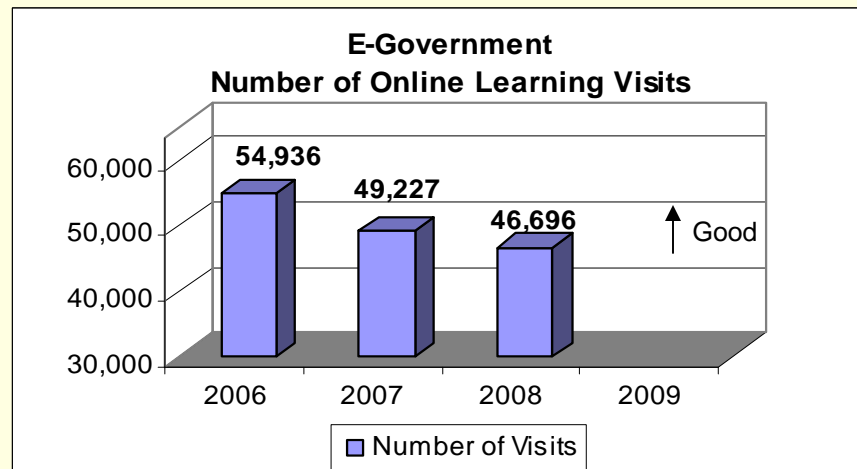
FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2008



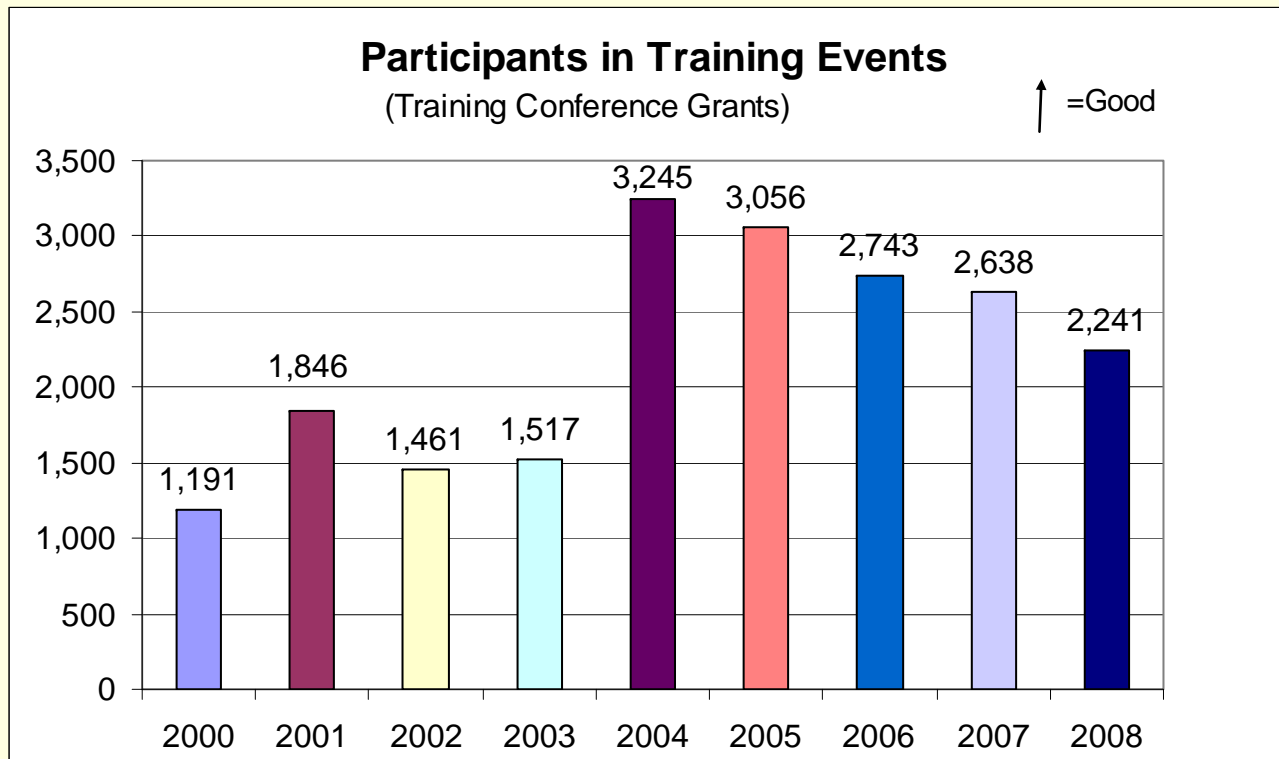
FFYs 2006-2008



FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2008

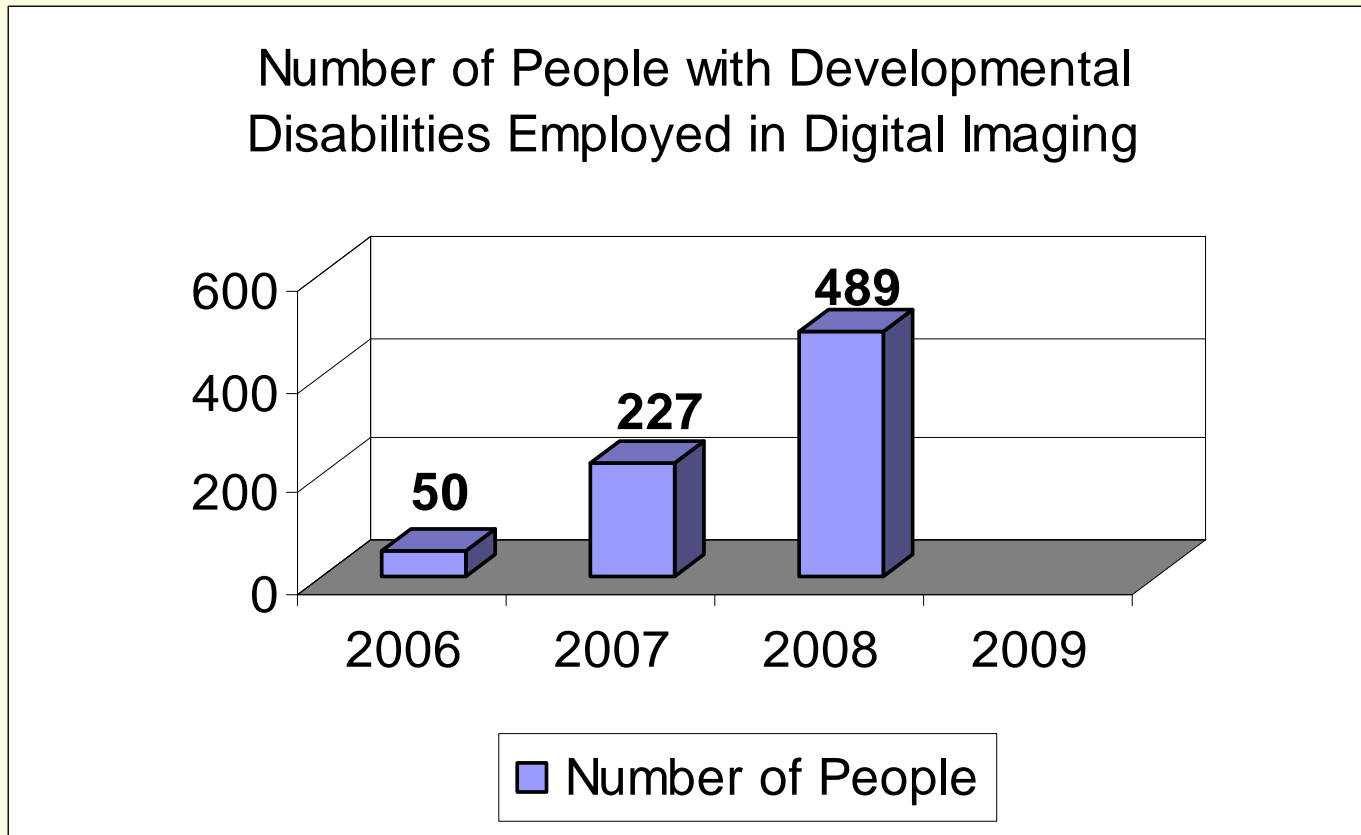


FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results - Electronic Government Services

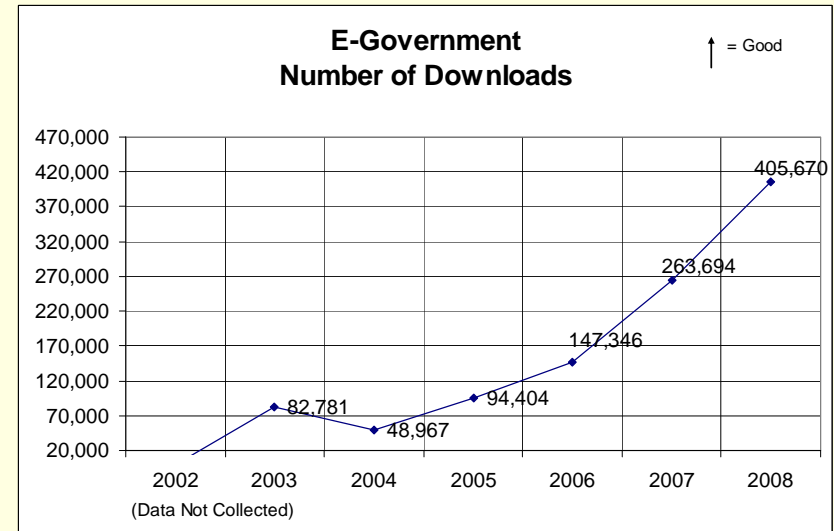
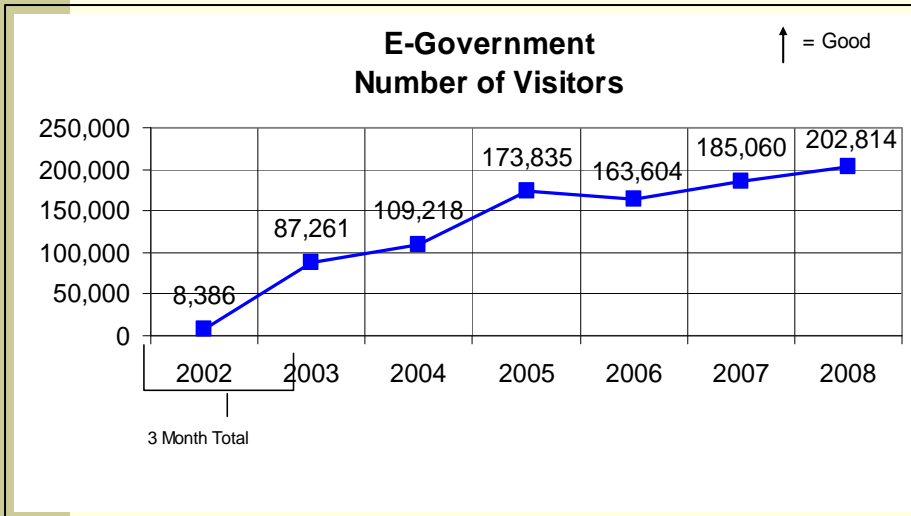
FFYs 2006- 2008



FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results - Electronic Government Services FFYs 2002-2008



FFY 2008 Work Plan Achievements

Business Results

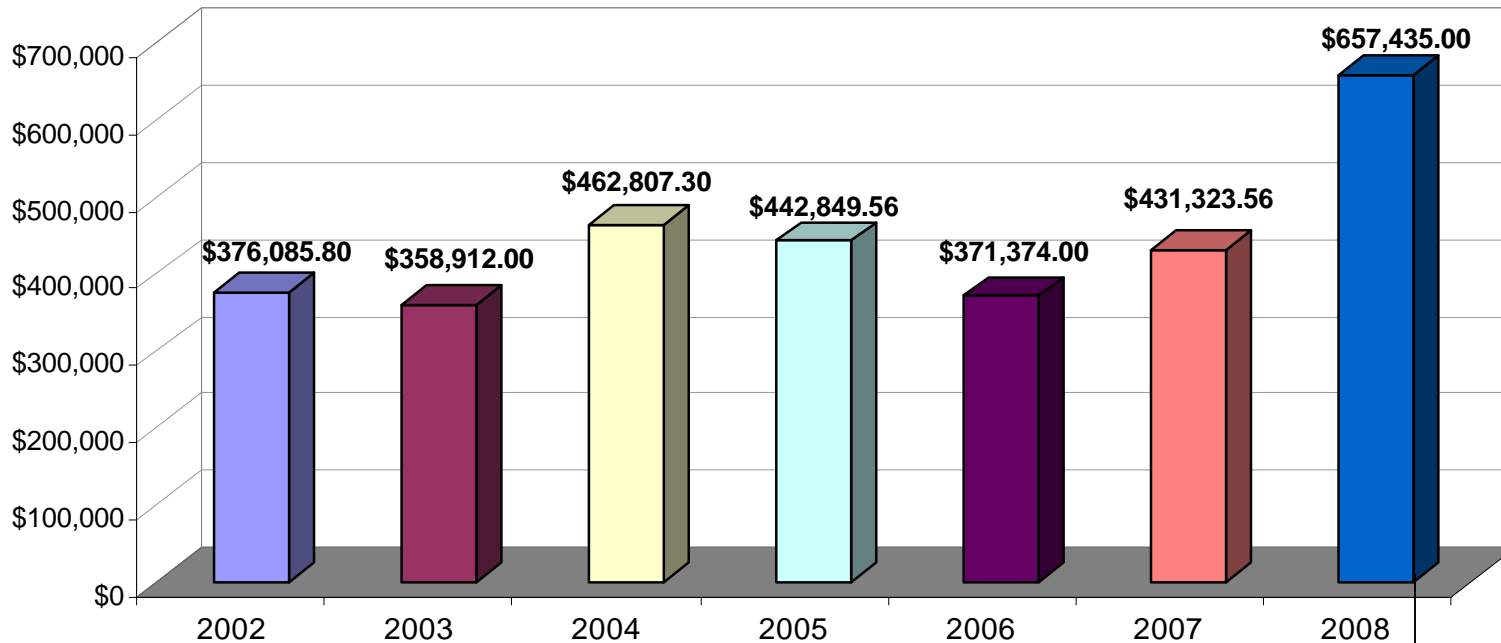
B. Financial and Market Results

FFYs 2002-2008

Matching Funds

↑ = Good

Goal= 25% of allocation



\$332,597
FFY 2002

\$336,748
FFY 2003

\$336,748
FFY 2004

\$336,748
FFY 2005

\$337,118
FFY 2006

\$340,534.12
FFY 2007

\$341,423
FFY 2008

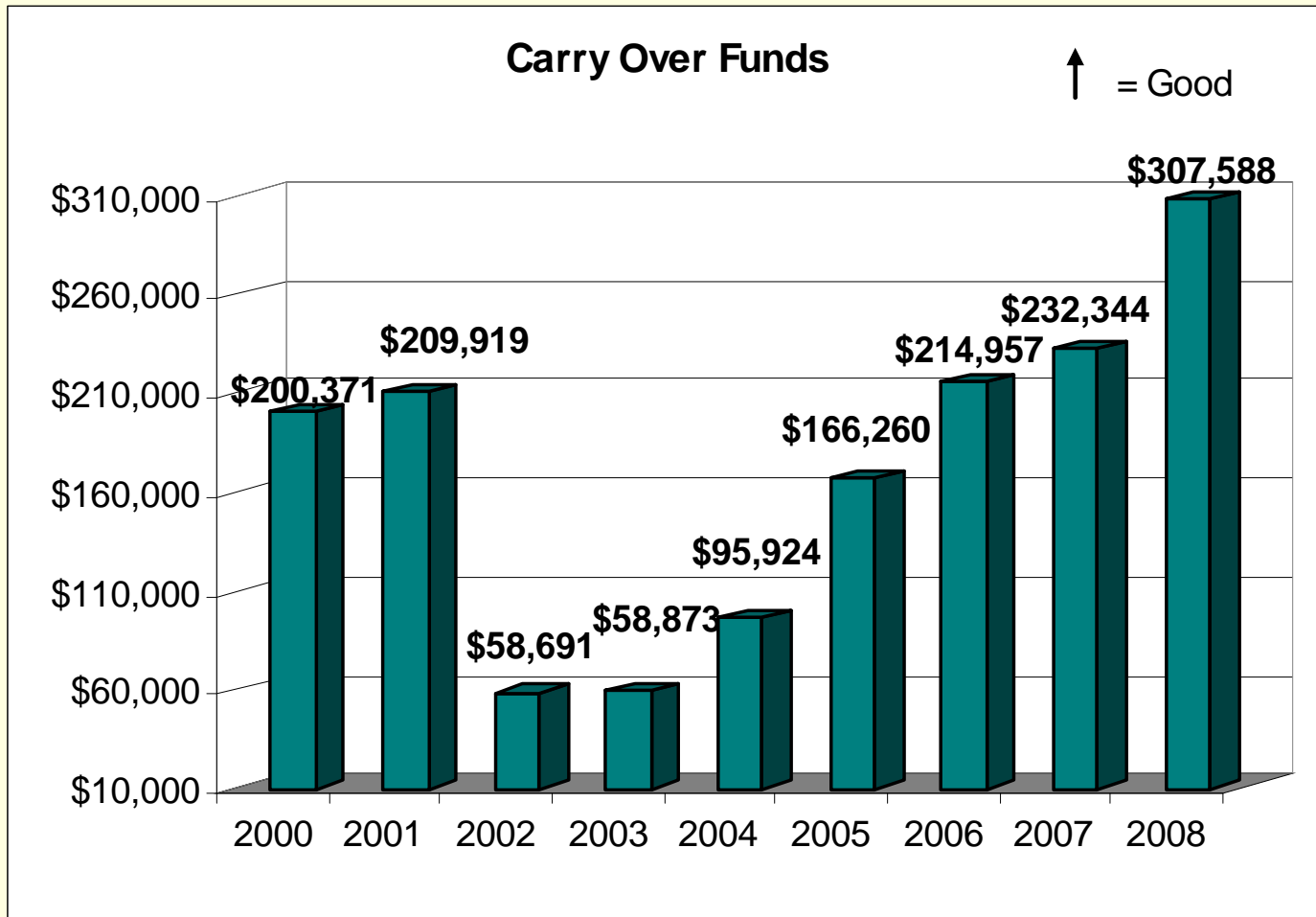
Includes legislative support for self advocacy

FFY 2008 Work Plan Achievements

Business Results

B. Financial and Market Results

FFYs 2000-2008



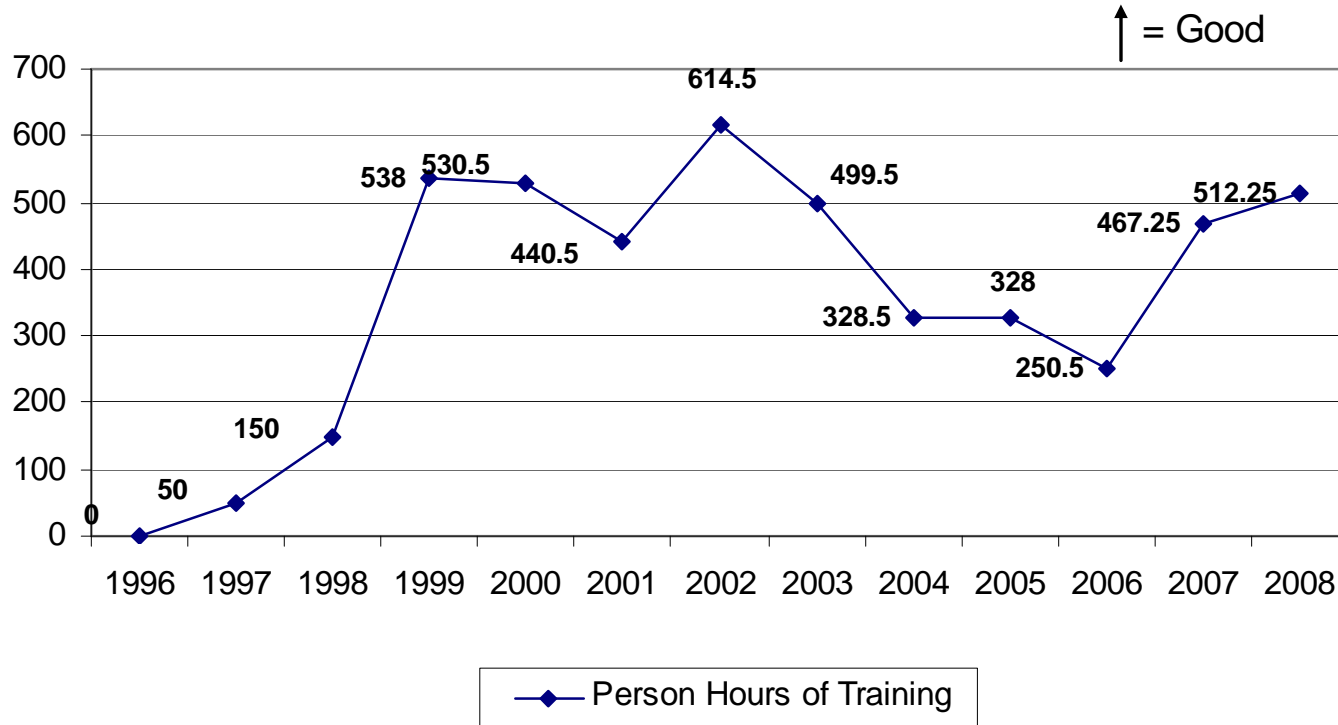
FFY 2008 Work Plan Achievements

Business Results

C. Human Resource Results

FFYs 1996-2008

Training and Development Hours on Quality



FFY 2008 Work Plan Achievements

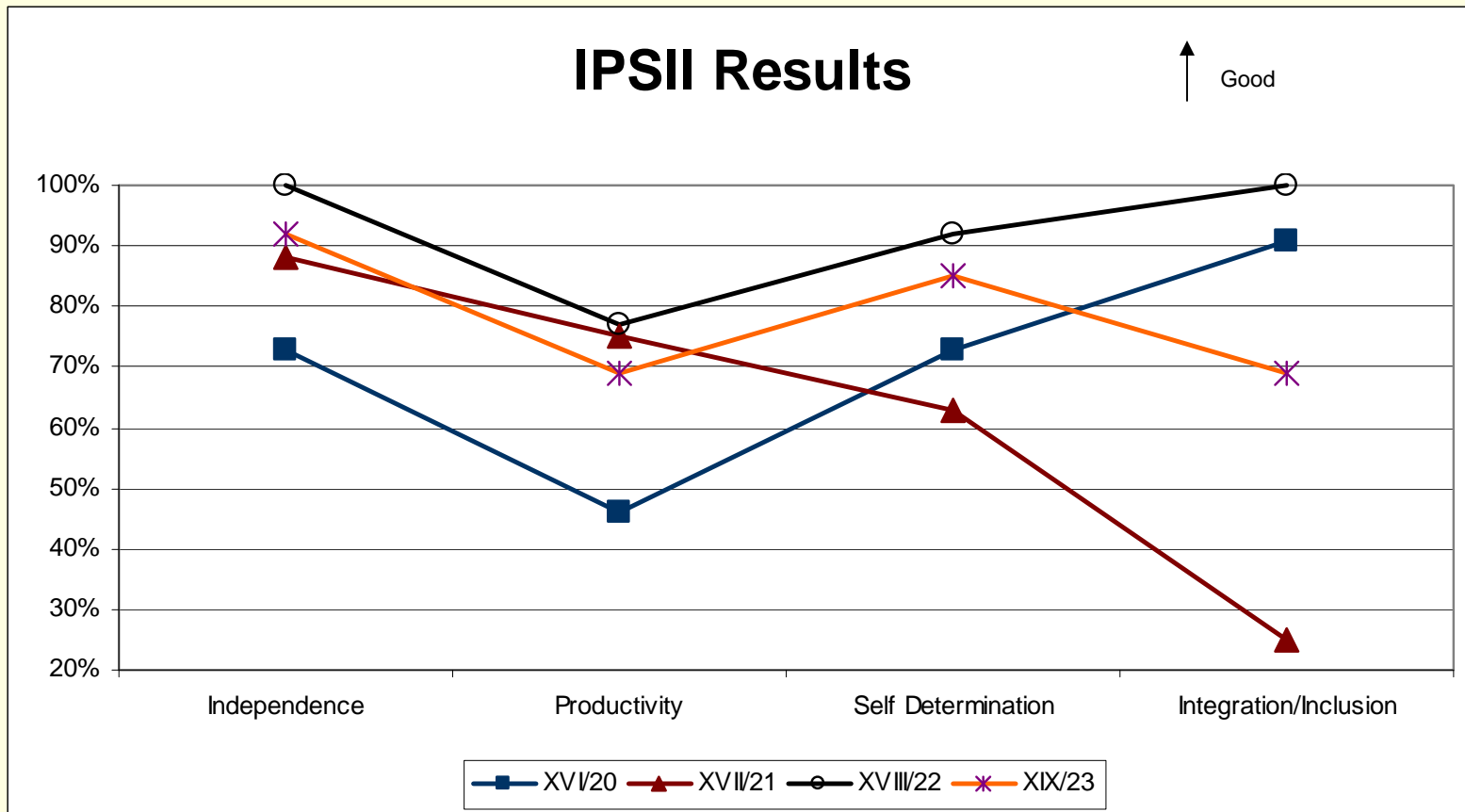
Business Results

D. Supplier Partner Results

Partners in Policymaking®

Years XVI-XIX (Classes 20-23)

Longitudinal Survey Data Collected September 2008



Class 21 – 8 people participated and expressed bad experiences during past year.

FFY 2008 Work Plan Achievements

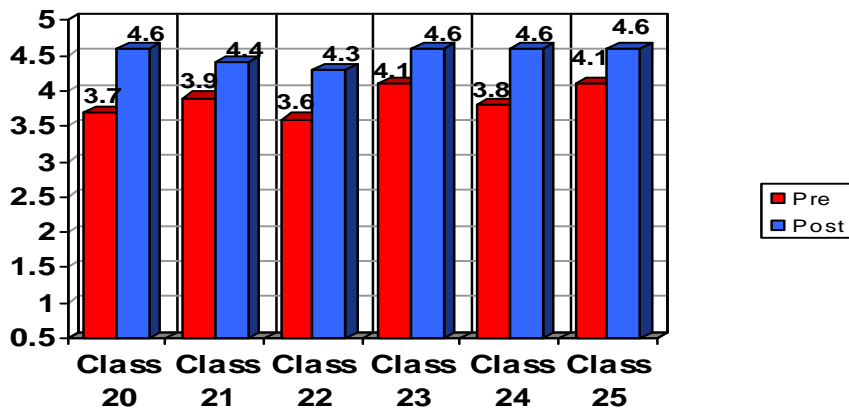
Business Results

D. Supplier Partner Results

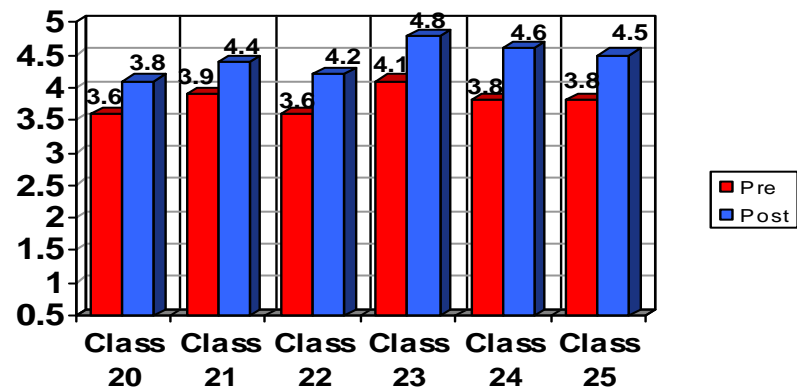
Partners in Policymaking®

End Results (IPSII)—Levels and Trends FFYs 2003-2008 (Classes 20-25)

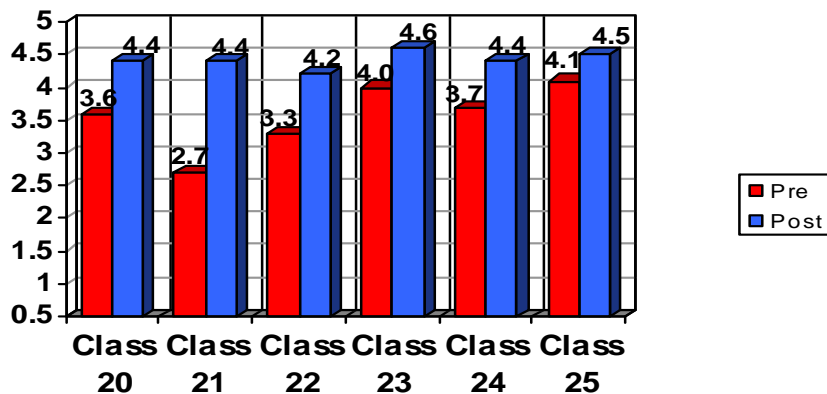
Independence



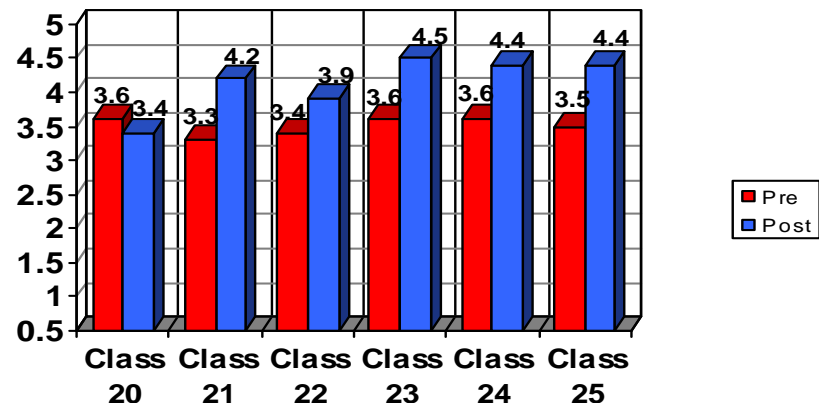
Productivity



Self Determination



Integration/Inclusion



FFY 2008 Work Plan Achievements

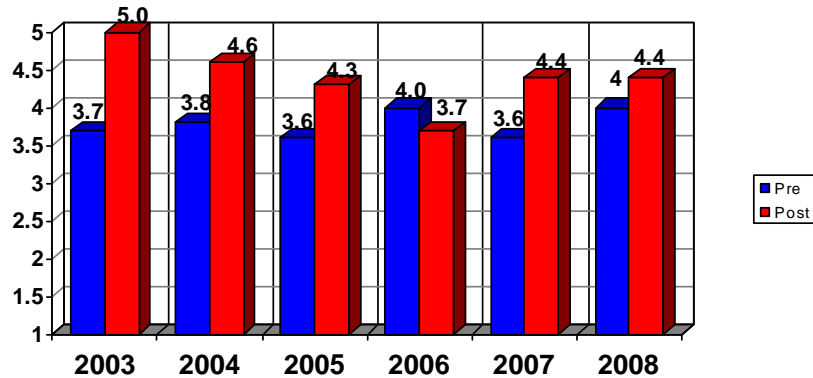
Business Results

D. Supplier Partner Results

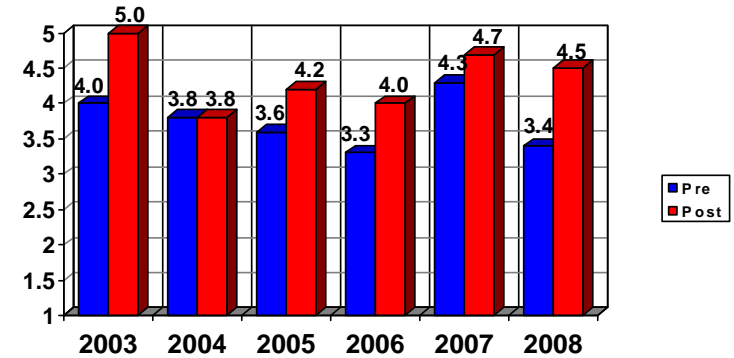
African American Outreach

End Results (IPSII) FFYs 2003-2008

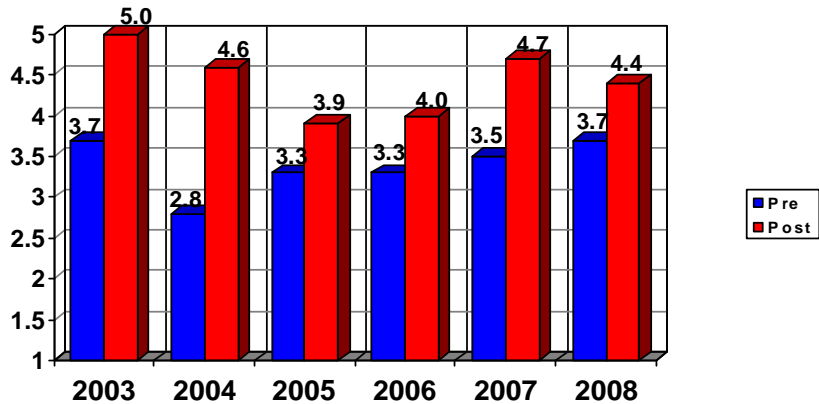
Independence



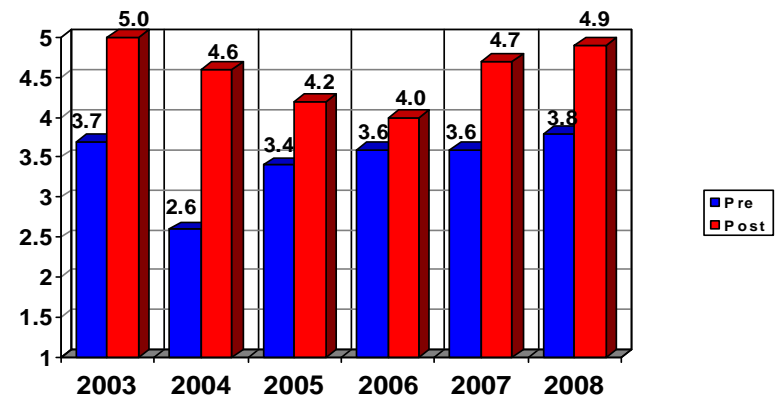
Productivity



Self Determination



Integration/Inclusion



FFY 2008 Work Plan Achievements

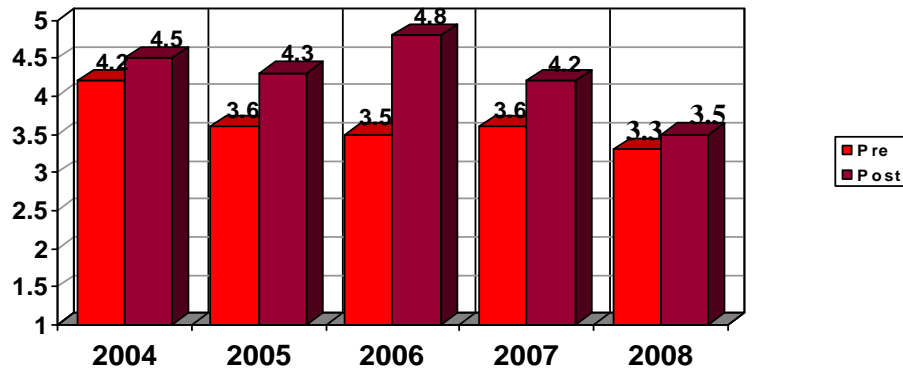
Business Results

D. Supplier Partner Results

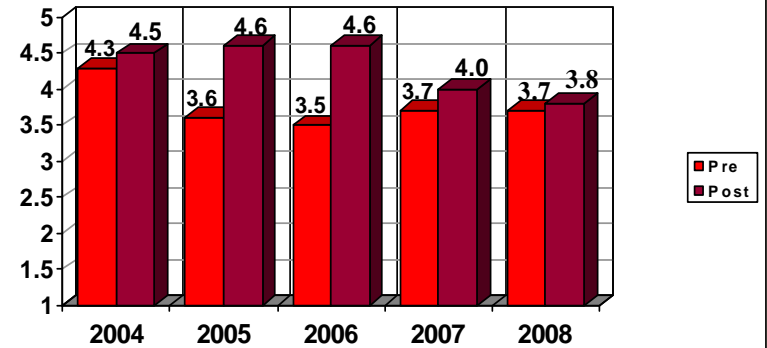
Hispanic Outreach

End Results (IPSII) FFYs 2004-2008

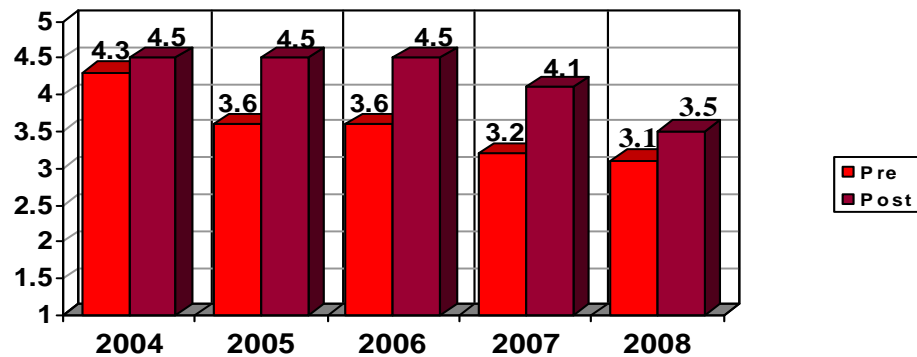
Independence



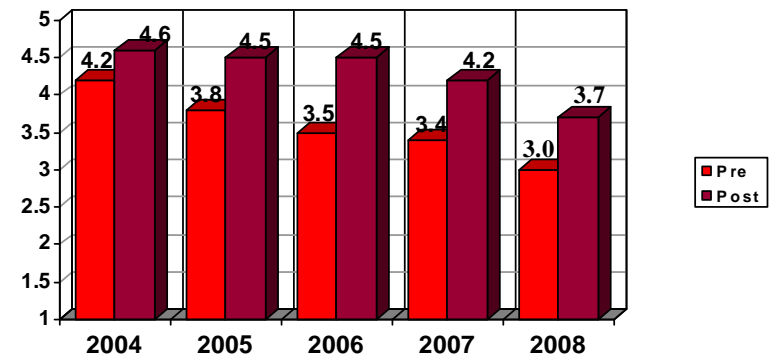
Productivity



Self Determination



Integration/Inclusion

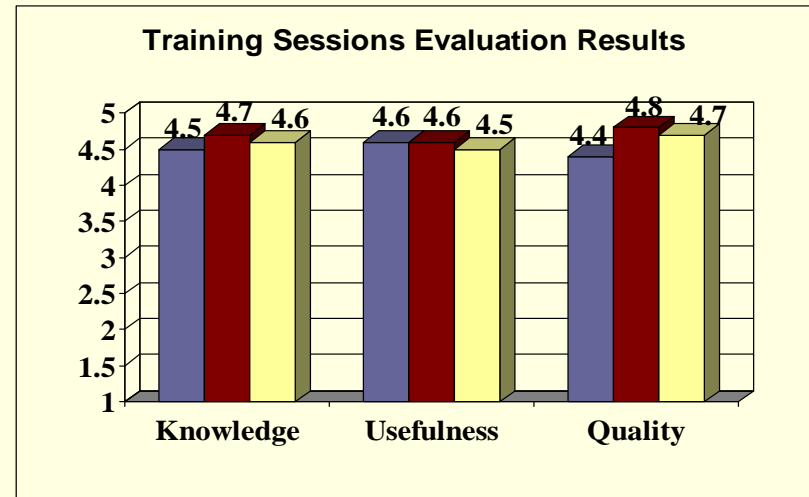
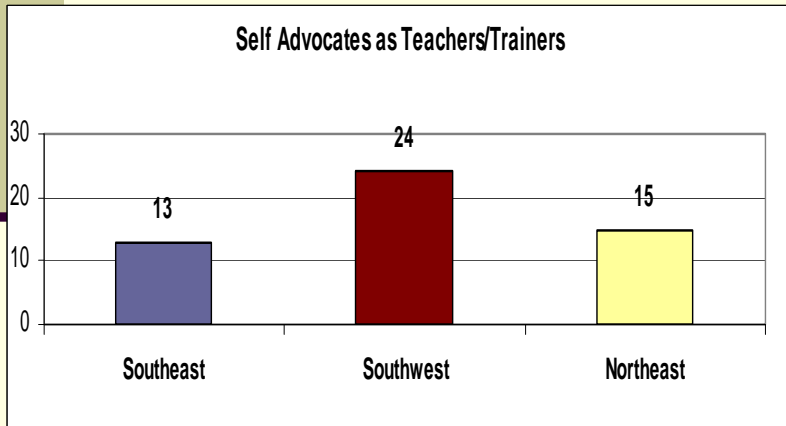
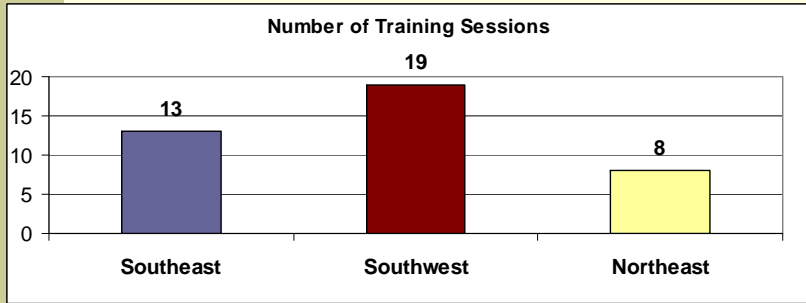


FFY 2008 Work Plan Achievements

Business Results

D. Supplier/Partner Results

Self Advocacy SFY 2008 (State Funds) (SE, SW, NE Regions)



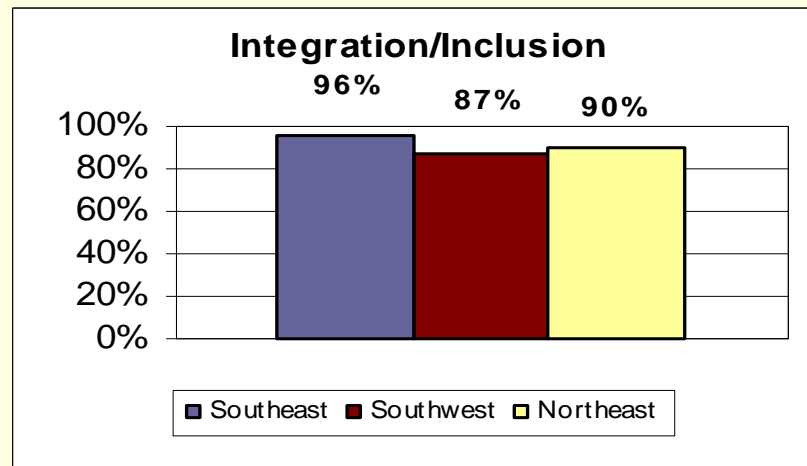
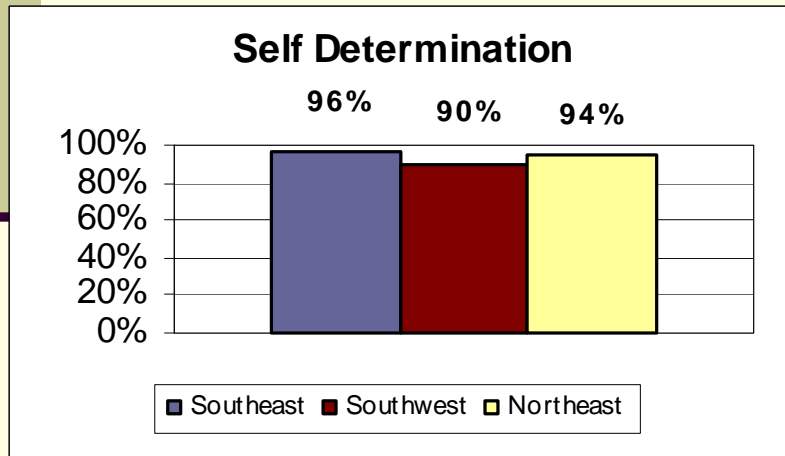
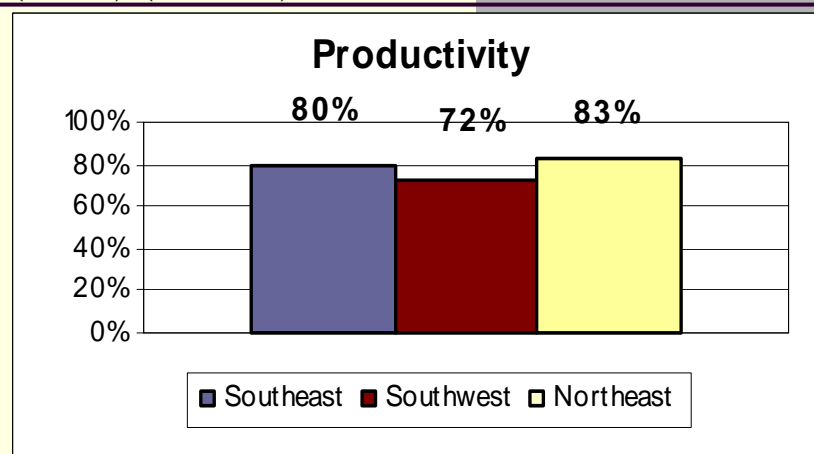
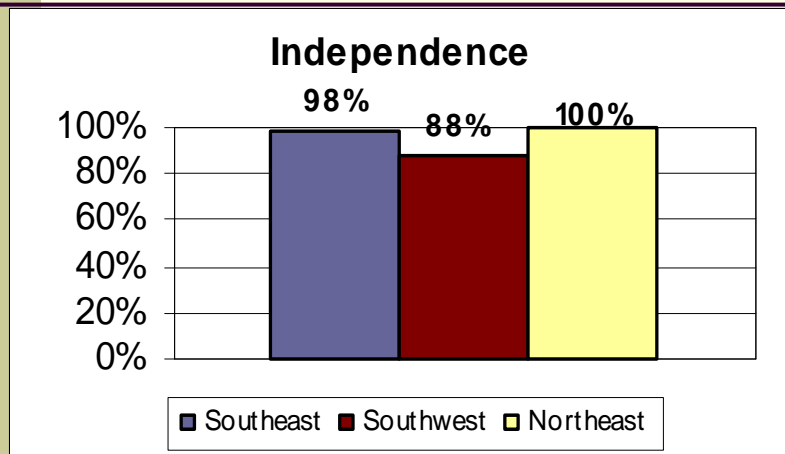
FFY 2008 Work Plan Achievements

Business Results

D. Supplier/Partner Results

Self Advocacy SFY 2008 (State Funds) (SE, SW, NE Regions)

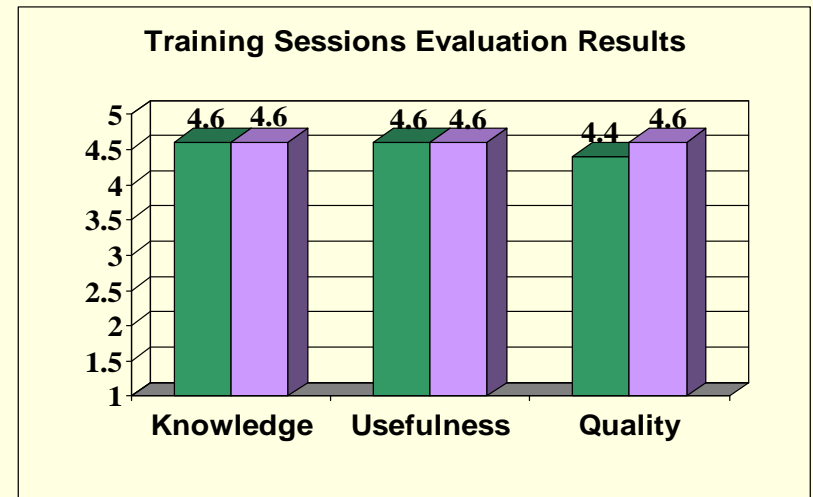
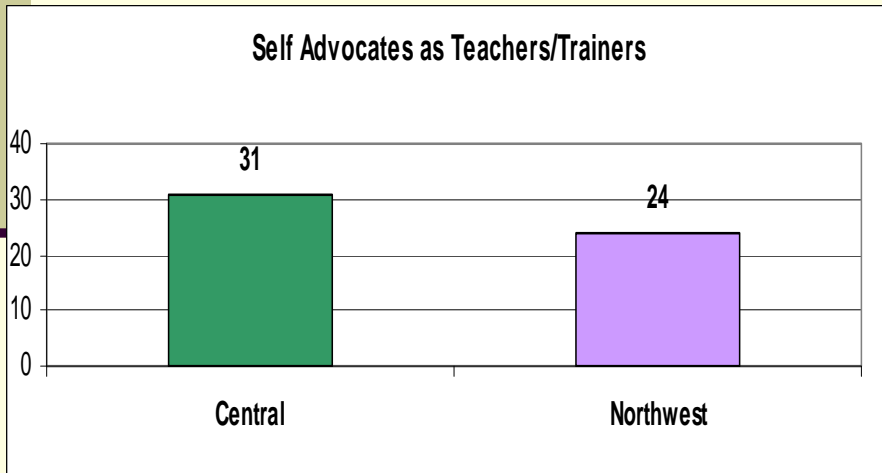
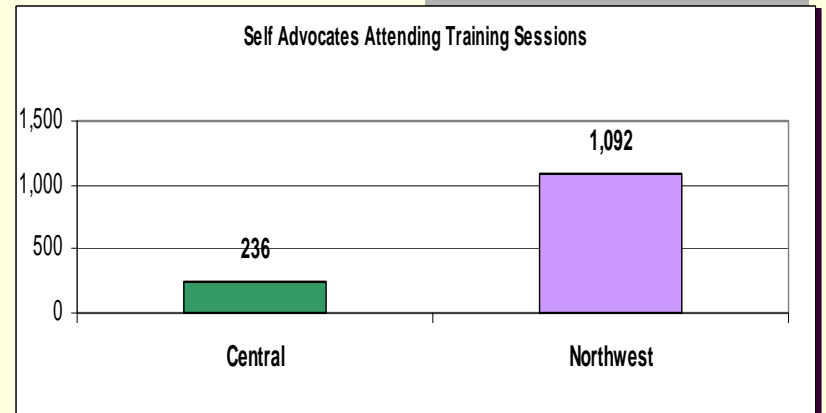
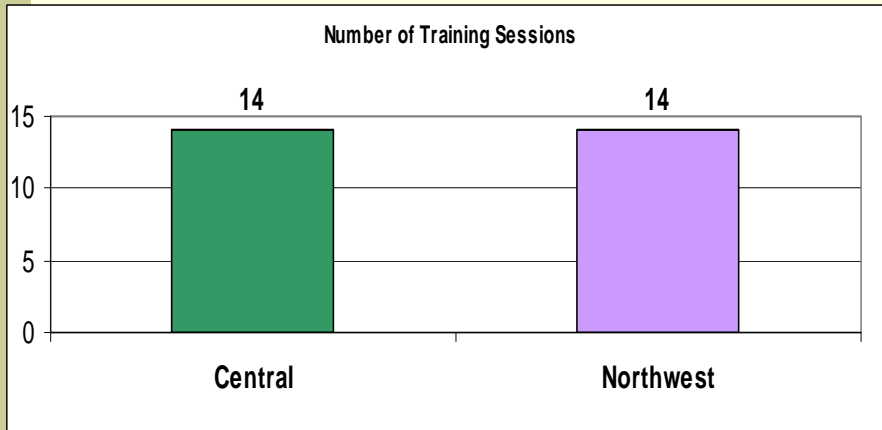
End Results (IPSII) (%=Yes)



FFY 2008 Work Plan Achievements Business Results

D. Supplier/Partner Results

Self Advocacy FFY 2008 (Federal Funds) (Central, NW Regions)



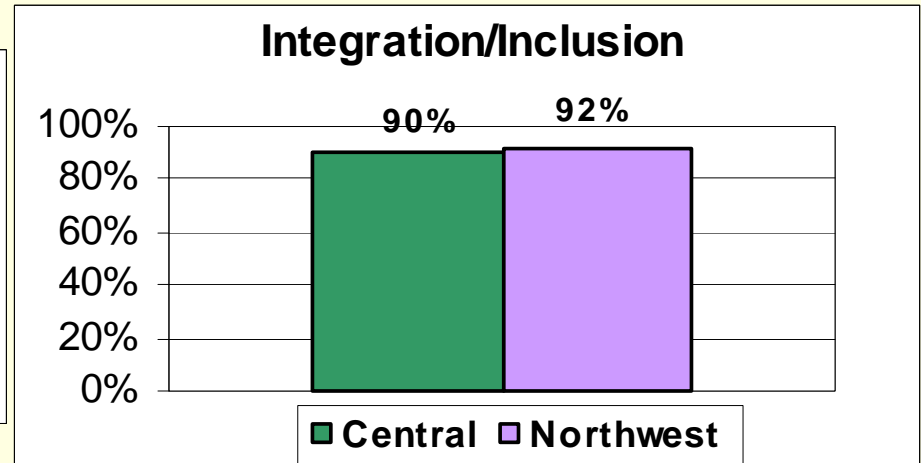
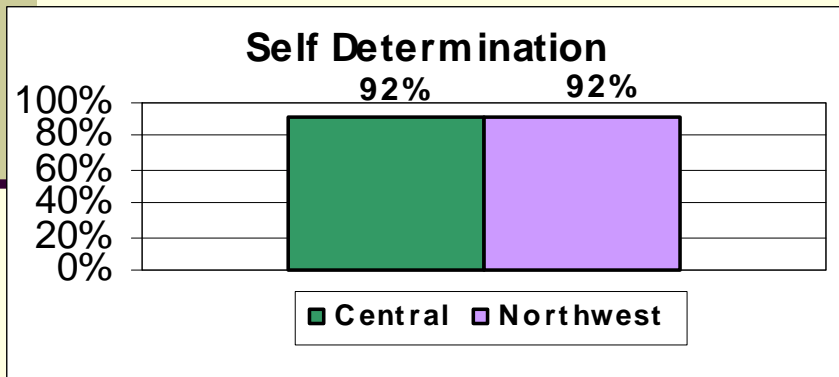
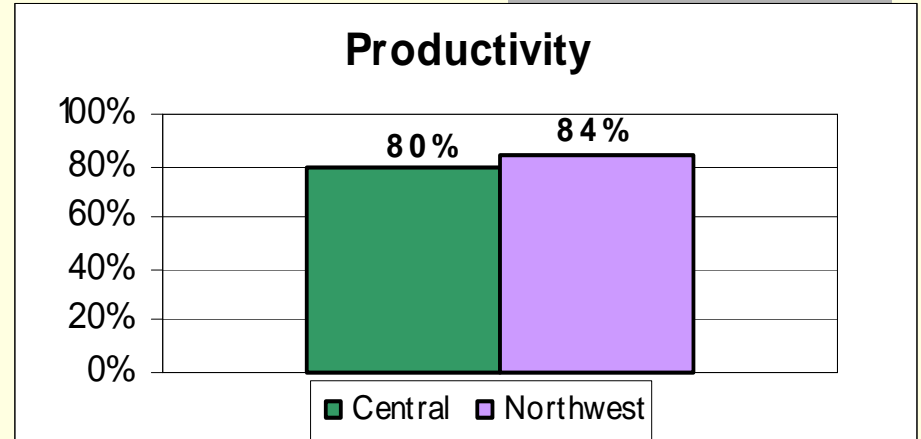
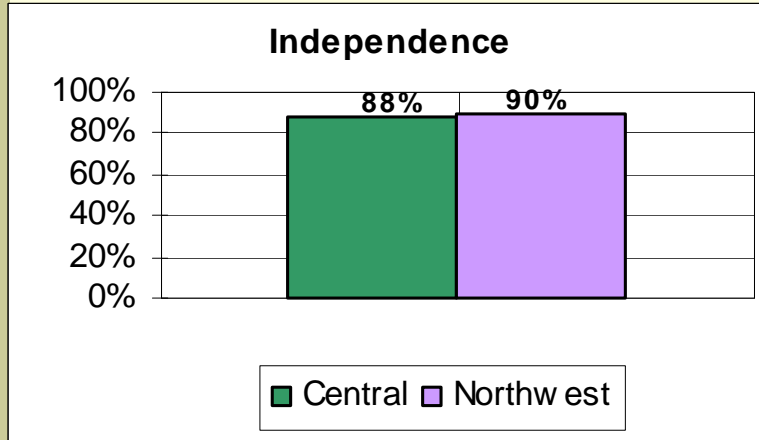
FFY 2008 Work Plan Achievements

Business Results

D. Supplier/Partner Results

Self Advocacy SFY 2008 (Federal Funds) (Central, NW Regions)

End Results (IPSII) (%=Yes)



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Reduce, Reuse, Recycle

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