Governor’s Council on Developmental Disabilities

Business Results

Federal Fiscal Year 2009
(October 1, 2008 – September 30, 2009)
FFY 2009 Work Plan Achievements
Business Results
A. Customer Focus Results-- Technical Assistance and Compliments
FFYs 2001-2009

Technical Assistance Contacts

<table>
<thead>
<tr>
<th>Year</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,290</td>
<td>1,502</td>
<td>3,013</td>
<td>5,845</td>
<td>7,271</td>
<td>6,601</td>
<td>13,740</td>
<td>14,064</td>
<td>14,041</td>
</tr>
</tbody>
</table>

Total Compliments (Helpful, Timely, Specific Product)

<table>
<thead>
<tr>
<th>Year</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>846</td>
<td>881</td>
<td>749</td>
<td>796</td>
<td>973</td>
<td>779</td>
<td>795</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Includes e-learning
FFY 2009 Work Plan Achievements
Business Results
A. Customer Focus Results — Publications
FFYs 2002-2009

Number of Publication Orders
(For Print Publications)

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>3,276</td>
</tr>
<tr>
<td>2003</td>
<td>4,255</td>
</tr>
<tr>
<td>2004</td>
<td>1,406</td>
</tr>
<tr>
<td>2005</td>
<td>410</td>
</tr>
<tr>
<td>2006</td>
<td>417</td>
</tr>
<tr>
<td>2007</td>
<td>362</td>
</tr>
<tr>
<td>2008</td>
<td>221</td>
</tr>
<tr>
<td>2009</td>
<td>106</td>
</tr>
</tbody>
</table>

Note: Good performance criteria.
FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Print Publications and Downloads

FFYs 2002-2009

![Chart showing publications and downloads from 2002 to 2009.](chart.png)
FFY 2009 Work Plan Achievements
Business Results
A. Customer Focus Results — Print Publications and Downloads
Product Dissemination Growth
FFYs 2002-2009

Print Publications and Downloads

<table>
<thead>
<tr>
<th>Year</th>
<th>Print Publications</th>
<th>Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>27,558</td>
<td>36,263</td>
</tr>
<tr>
<td>2003</td>
<td>82,781</td>
<td>48,967</td>
</tr>
<tr>
<td>2004</td>
<td>119,044</td>
<td>165,118</td>
</tr>
<tr>
<td>2005</td>
<td>113,388</td>
<td>94,404</td>
</tr>
<tr>
<td>2006</td>
<td>168,547</td>
<td>147,346</td>
</tr>
<tr>
<td>2007</td>
<td>291,494</td>
<td>263,694</td>
</tr>
<tr>
<td>2008</td>
<td>426,072</td>
<td>405,670</td>
</tr>
<tr>
<td>2009</td>
<td>461,229</td>
<td>452,866</td>
</tr>
</tbody>
</table>

- 2002= Base Line Year
- 2003= 432% increase
- 2004= 20% increase
- 2005= 126.5% increase
- 2006= 142% increase
- 2007= 173% increase
- 2008= 146% increase
- 2009= 108% increase

↑ = Good
A. Customer Focus Results — Publications

FFYs 2002-2009

Publications Evaluation Scores

= Good
FFY 2009 Work Plan Achievements
Business Results
A. Customer Focus Results — Publications
FFYs 2002-2009

Publication Evaluation -- Usefulness/Helpfulness = YES

<table>
<thead>
<tr>
<th>Year</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
<td>98%</td>
<td>97%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results – Publication Delivery Time

3 Days Standard

FFYs 2002-2009

On Time Delivery of Publications

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>92%</td>
</tr>
<tr>
<td>2003</td>
<td>94%</td>
</tr>
<tr>
<td>2004</td>
<td>98%</td>
</tr>
<tr>
<td>2005</td>
<td>100%</td>
</tr>
<tr>
<td>2006</td>
<td>98%</td>
</tr>
<tr>
<td>2007</td>
<td>99%</td>
</tr>
<tr>
<td>2008</td>
<td>99.50%</td>
</tr>
<tr>
<td>2009</td>
<td>100%</td>
</tr>
</tbody>
</table>

Good
**FFY 2009 Work Plan Achievements**

**Business Results**

A. Customer Focus Results — Presentations and Training Participation

**FFYs 2001-2009**

**Attendees At Presentations**

<table>
<thead>
<tr>
<th>Year</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>3,993</td>
<td>2,999</td>
<td>5,034</td>
<td>1,505</td>
<td>2,735</td>
<td>4,076</td>
<td>3,322</td>
<td>1,885</td>
<td>1,505</td>
</tr>
</tbody>
</table>

**Presentations**

Goal = 25

<table>
<thead>
<tr>
<th>Year</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>32</td>
<td>36</td>
<td>30</td>
<td>54</td>
<td>46</td>
<td>34</td>
<td>37</td>
<td>32</td>
<td>27</td>
</tr>
</tbody>
</table>

**E-Government**

**Number of Online Learning Visits**

<table>
<thead>
<tr>
<th>Year</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>54,936</td>
<td>49,227</td>
<td>46,696</td>
<td>39,609</td>
</tr>
</tbody>
</table>
FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Presentations and Training Participation

FFYs 2001-2009

Participants in Training Events
(Training Conference Grants)  

=Good
FFY 2009 Work Plan Achievements
Business Results
A. Customer Focus Results - Electronic Government Services
FFYs 2006-2009

Number of People with Developmental Disabilities Employed in Digital Imaging

<table>
<thead>
<tr>
<th>Year</th>
<th>Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>50</td>
</tr>
<tr>
<td>2007</td>
<td>227</td>
</tr>
<tr>
<td>2008</td>
<td>489</td>
</tr>
<tr>
<td>2009</td>
<td>607</td>
</tr>
</tbody>
</table>

GOOD

NOTE: Employment can be full time, part time, intermittent, or temporary.
# FFY 2009 Work Plan Achievements

## Business Results

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

#### FFYs 2003-2009

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Visitors (3 Month Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>87,261</td>
</tr>
<tr>
<td>2004</td>
<td>109,218</td>
</tr>
<tr>
<td>2005</td>
<td>173,835</td>
</tr>
<tr>
<td>2006</td>
<td>163,604</td>
</tr>
<tr>
<td>2007</td>
<td>185,060</td>
</tr>
<tr>
<td>2008</td>
<td>202,814</td>
</tr>
<tr>
<td>2009</td>
<td>247,111</td>
</tr>
</tbody>
</table>

#### E-Government Number of Downloads

<table>
<thead>
<tr>
<th>Year</th>
<th>Downloads (3 Month Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>22,781</td>
</tr>
<tr>
<td>2004</td>
<td>48,937</td>
</tr>
<tr>
<td>2005</td>
<td>94,404</td>
</tr>
<tr>
<td>2006</td>
<td>147,746</td>
</tr>
<tr>
<td>2007</td>
<td>283,864</td>
</tr>
<tr>
<td>2008</td>
<td>405,670</td>
</tr>
<tr>
<td>2009</td>
<td>452,866</td>
</tr>
</tbody>
</table>
FFY 2009 Work Plan Achievements

Business Results

B. Financial and Market Results

FFYs 2003-2009

Matching Funds

Goal = 25% Match

Includes legislative support for self advocacy
FFY 2009 Work Plan Achievements

Business Results

B. Financial and Market Results

FFYs 2003-2009

Carry Over Funds

$10,000 $20,000 $30,000 $40,000 $50,000 $60,000 $70,000 $80,000 $90,000 $100,000 $110,000 $120,000 $130,000 $140,000 $150,000 $160,000 $170,000 $180,000 $190,000 $200,000 $210,000 $220,000 $230,000 $240,000 $250,000 $260,000 $270,000 $280,000 $290,000 $300,000 $310,000

2003 2004 2005 2006 2007 2008 2009

$58,873 $95,924 $166,260 $214,957 $232,344 $307,588 $220,422

↑ = Good
FFY 2009 Work Plan Achievements
Business Results
C. Human Resource Results
FFYs 2001-2009

Training and Development Hours on Quality

Person Hours of Training

= Good
FFY 2009 Work Plan Achievements
Business Results
D. Supplier Partner Results
Partners in Policymaking®
Years XVII-XX (Classes 21-24)
Longitudinal Survey Data Collected April 2009

IPSII Results
FFY 2009 Work Plan Achievements
Business Results
D. Supplier Partner Results
Partners in Policymaking®
End Results (IPSII)—Levels and Trends FFYs 2004-2009 (Classes 21-26)
FFY 2009 Work Plan Achievements
Business Results
D. Supplier Partner Results
African American Outreach
End Results (IPSII) FFYs 2004-2009
FFY 2009 Work Plan Achievements
Business Results
D. Supplier Partner Results
Hispanic Outreach
End Results (IPSII) FFYs 2004-2009

Independence

Productivity

Self Determination

Integration/Inclusion
FFY 2009 Work Plan Achievements
Business Results
D. Supplier/Partner Results
Self Advocacy SFY 2009 (State Funds) (SE, SW, NE Regions)

**Number of Training Sessions**

<table>
<thead>
<tr>
<th>Region</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southeast</td>
<td>13</td>
<td>12</td>
</tr>
<tr>
<td>Southwest</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>Northeast</td>
<td>8</td>
<td>12</td>
</tr>
</tbody>
</table>

**Self Advocates Attending Training Sessions**

<table>
<thead>
<tr>
<th>Region</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southeast</td>
<td>165</td>
<td>438</td>
</tr>
<tr>
<td>Southwest</td>
<td>147</td>
<td>457</td>
</tr>
<tr>
<td>Northeast</td>
<td>81</td>
<td>138</td>
</tr>
</tbody>
</table>

**Self Advocates as Teachers/Trainers**

<table>
<thead>
<tr>
<th>Region</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southeast</td>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td>Southwest</td>
<td>24</td>
<td>24</td>
</tr>
<tr>
<td>Northeast</td>
<td>15</td>
<td>16</td>
</tr>
</tbody>
</table>

**Training Sessions Evaluation Results**

- **Knowledge**: 4.5, 4.4, 4.5
- **Usefulness**: 4.4, 4.4, 4.4
- **Quality**: 4.7, 4.5
FFY 2009 Work Plan Achievements

Business Results

D. Supplier/Partner Results

Self Advocacy SFY 2009 (State Funds) (SE, SW, NE Regions)

End Results (IPSII) (%=Yes)

**Independence**

- Southeast: 95%
- Southwest: 97%
- Northeast: 94%

**Productivity**

- Southeast: 82%
- Southwest: 92%
- Northeast: 82%

**Self Determination**

- Southeast: 88%
- Southwest: 99%
- Northeast: 95%

**Integration/Inclusion**

- Southeast: 87%
- Southwest: 95%
- Northeast: 93%
FFY 2009 Work Plan Achievements
Business Results
D. Supplier/Partner Results
Self Advocacy FFY 2009 (Federal Funds) (Central, NW Regions)

- **Number of Training Sessions**
  - **Central**
    - 2008: 14
    - 2009: 14
  - **Northwest**
    - 2008: 40
    - 2009: 26

- **Self Advocates Attending Training Sessions**
  - **Central**
    - 2008: 236
    - 2009: 1,092
  - **Northwest**
    - 2008: 483
    - 2009: 391

- **Self Advocates as Teachers/Trainers**
  - **Central**
    - 2008: 31
    - 2009: 24
  - **Northwest**
    - 2008: 17
    - 2009: 20

- **Training Sessions Evaluation Results**
  - **Central**
    - Knowledge: 4.4
    - Usefulness: 4.6
    - Quality: 4.2
  - **Northwest**
    - Knowledge: 4.2
    - Usefulness: 4.3
    - Quality: 4.2
FFY 2009 Work Plan Achievements
Business Results
D. Supplier/Partner Results
Self Advocacy SFY 2009 (Federal Funds) (Central, NW Regions)
End Results (IPSII) (%=Yes)

**Independence**
- Central: 88% (2008), 90% (2009)
- Northwest: 86% (2008), 87% (2009)

**Productivity**
- Central: 80% (2008), 71% (2009), 84% (2009)
- Northwest: 71% (2008), 64% (2009)

**Self Determination**
- Central: 92% (2008), 92% (2009), 84% (2009)
- Northwest: 84% (2008), 89% (2009)

**Integration/Inclusion**
- Central: 90% (2008), 88% (2009), 92% (2009)
- Northwest: 88% (2008), 86% (2009)
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370 Centennial Office Building
658 Cedar Street
St Paul, MN 55155

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Fax: 651.297.7200
Toll Free: 877.348.0505
E-Mail: admin.dd@state.mn.us

Reduce, Reuse, Recycle
Go To Our Websites:
www.mnddc.org
www.mncdd.org
www.partnersinpolicymaking.com