

Governor's Council on Developmental Disabilities

Business Results

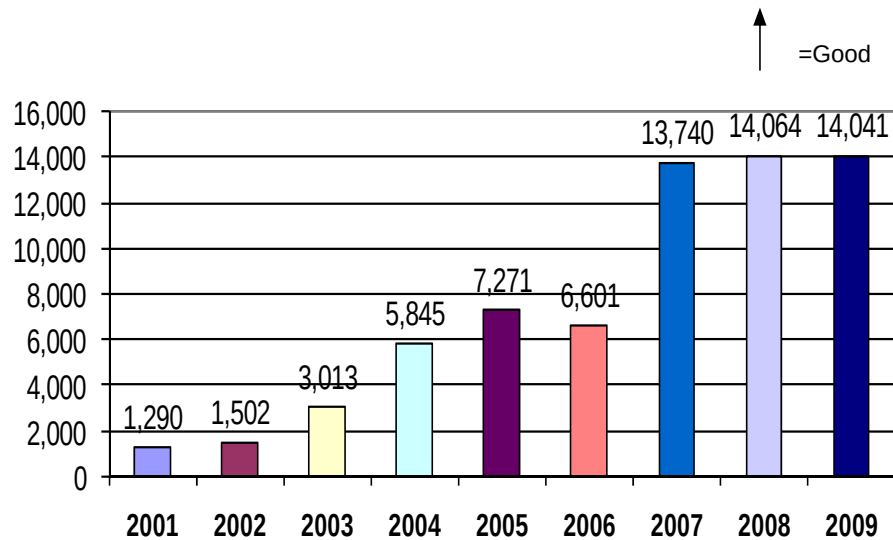
Federal Fiscal Year 2009
(October 1, 2008 – September 30, 2009)

FFY 2009 Work Plan Achievements

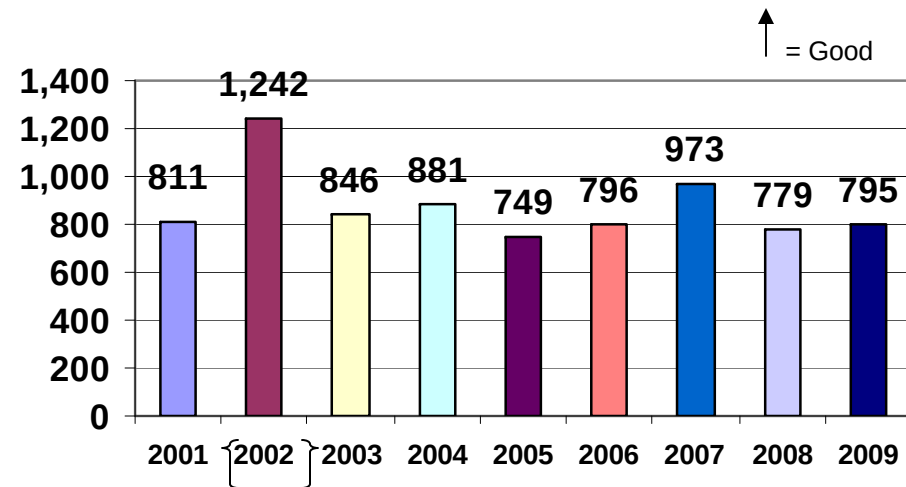
Business Results

A. Customer Focus Results-- Technical Assistance and Compliments FFYs 2001-2009

Technical Assistance Contacts



Total Compliments
(Helpful, Timely, Specific Product)



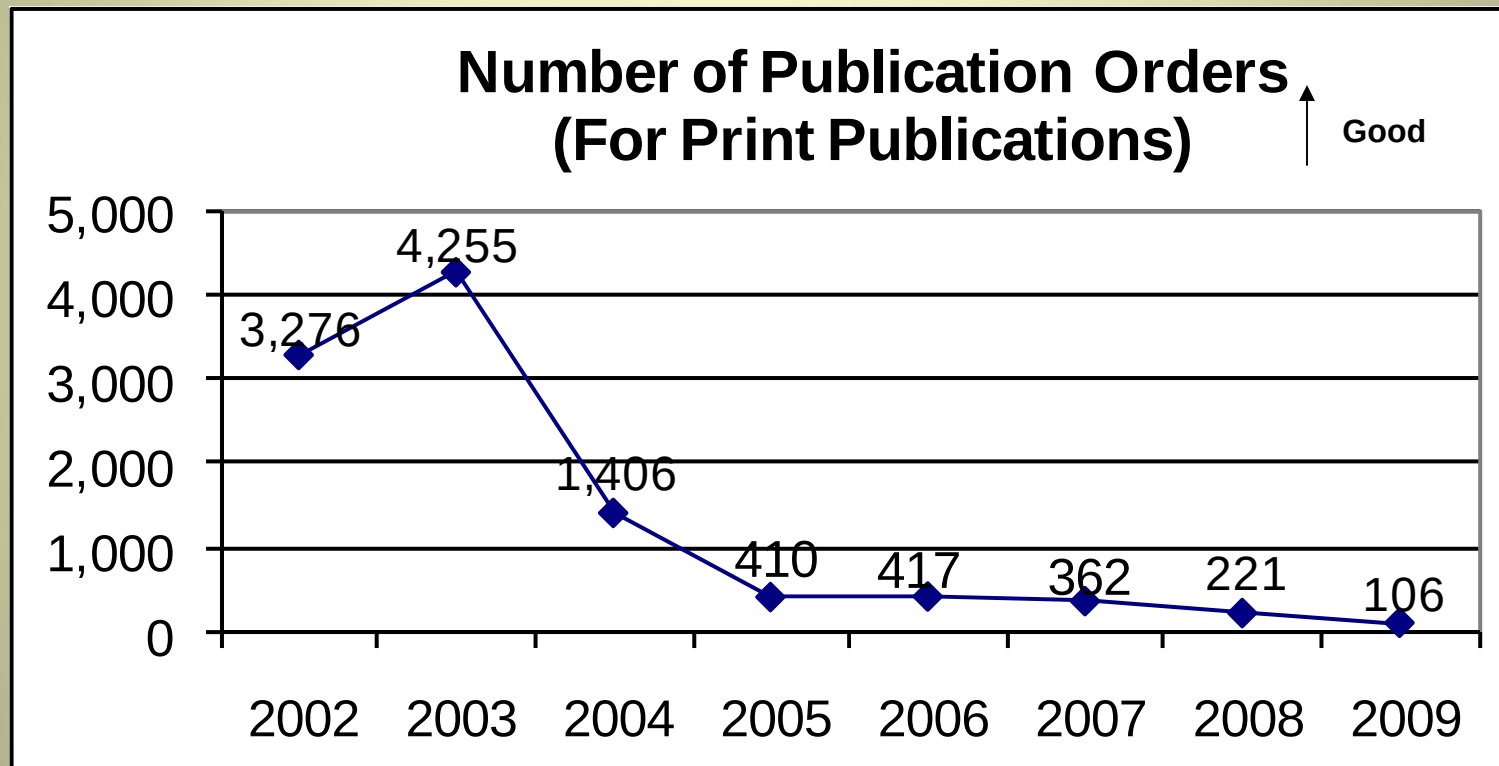
Includes e-learning

FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

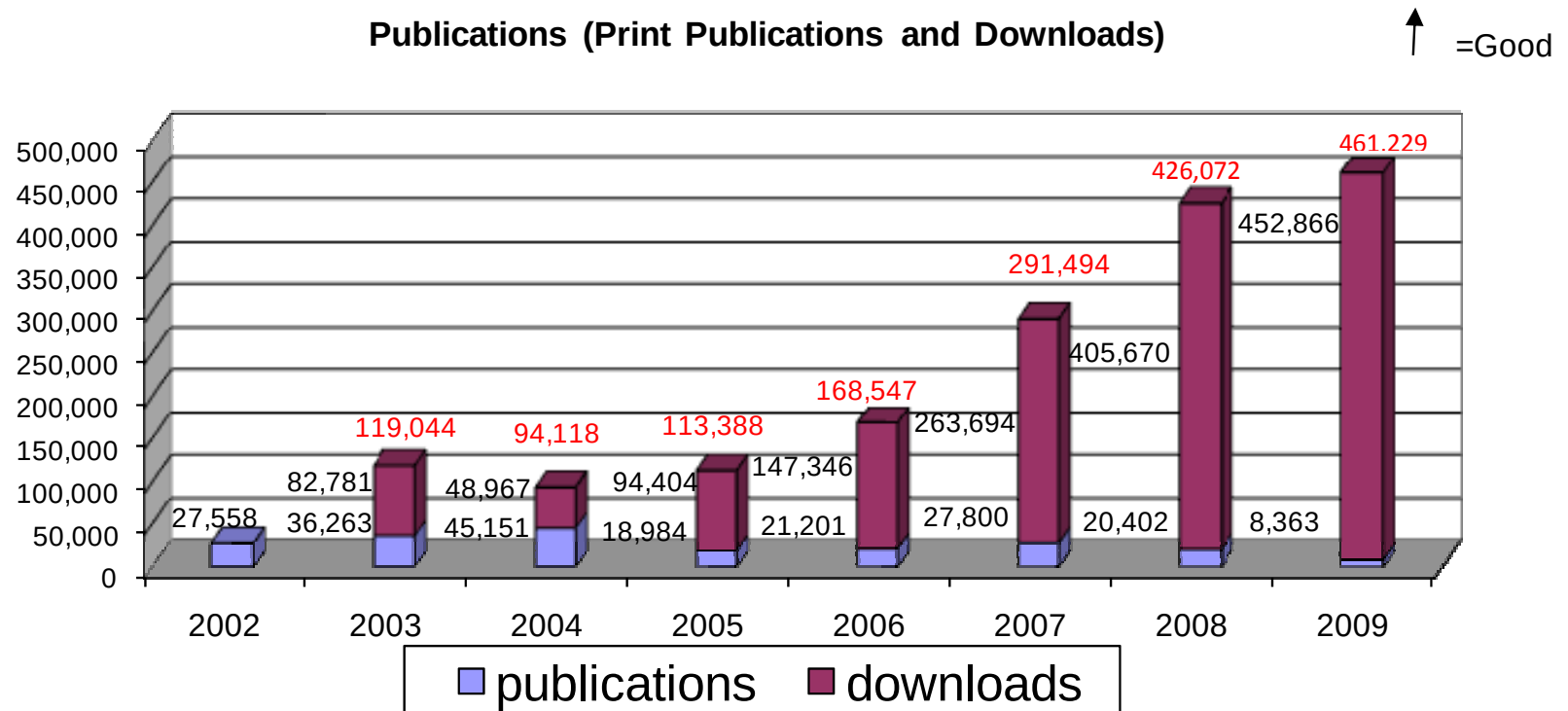
FFYs 2002-2009



FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Print Publications and Downloads FFYs 2002-2009



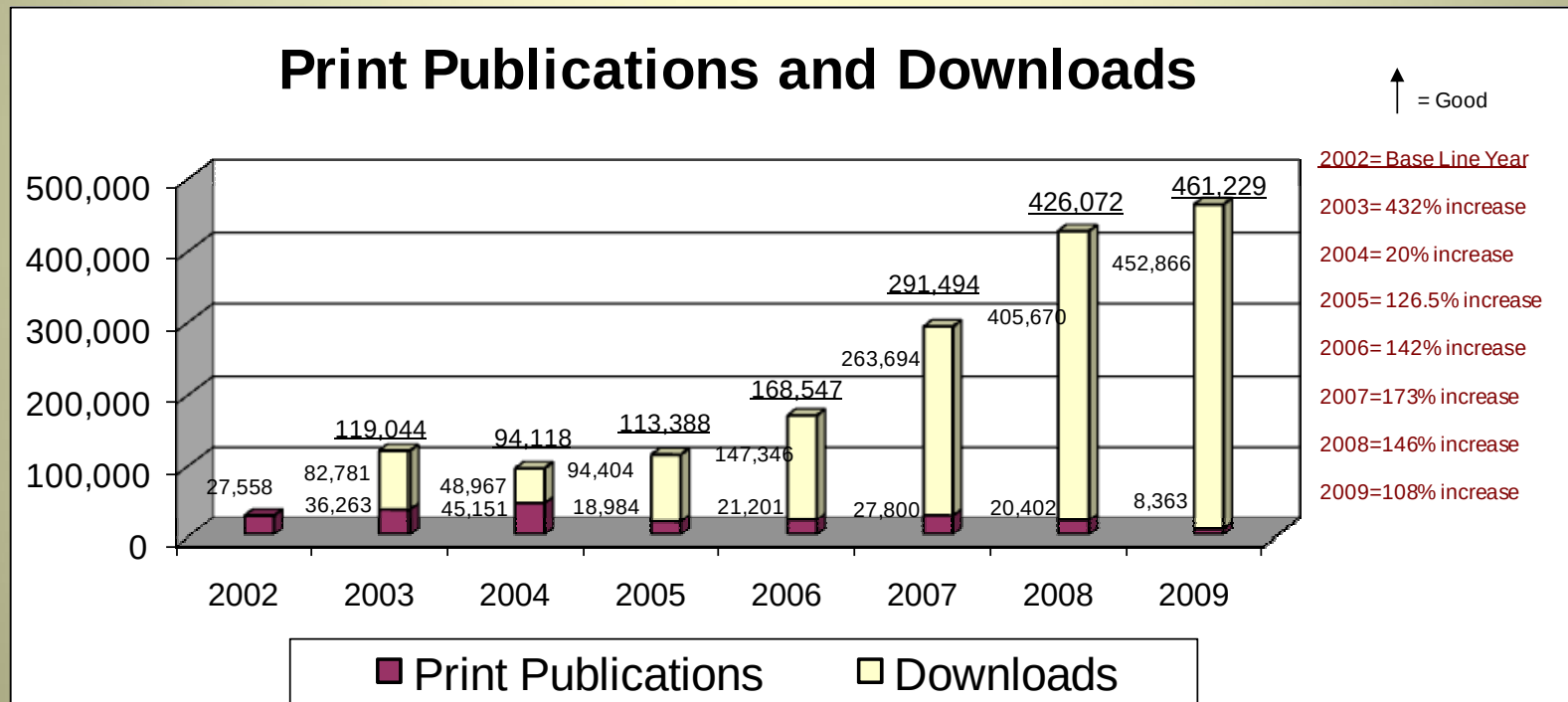
FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Print Publications and Downloads

Product Dissemination Growth

FFYs 2002-2009

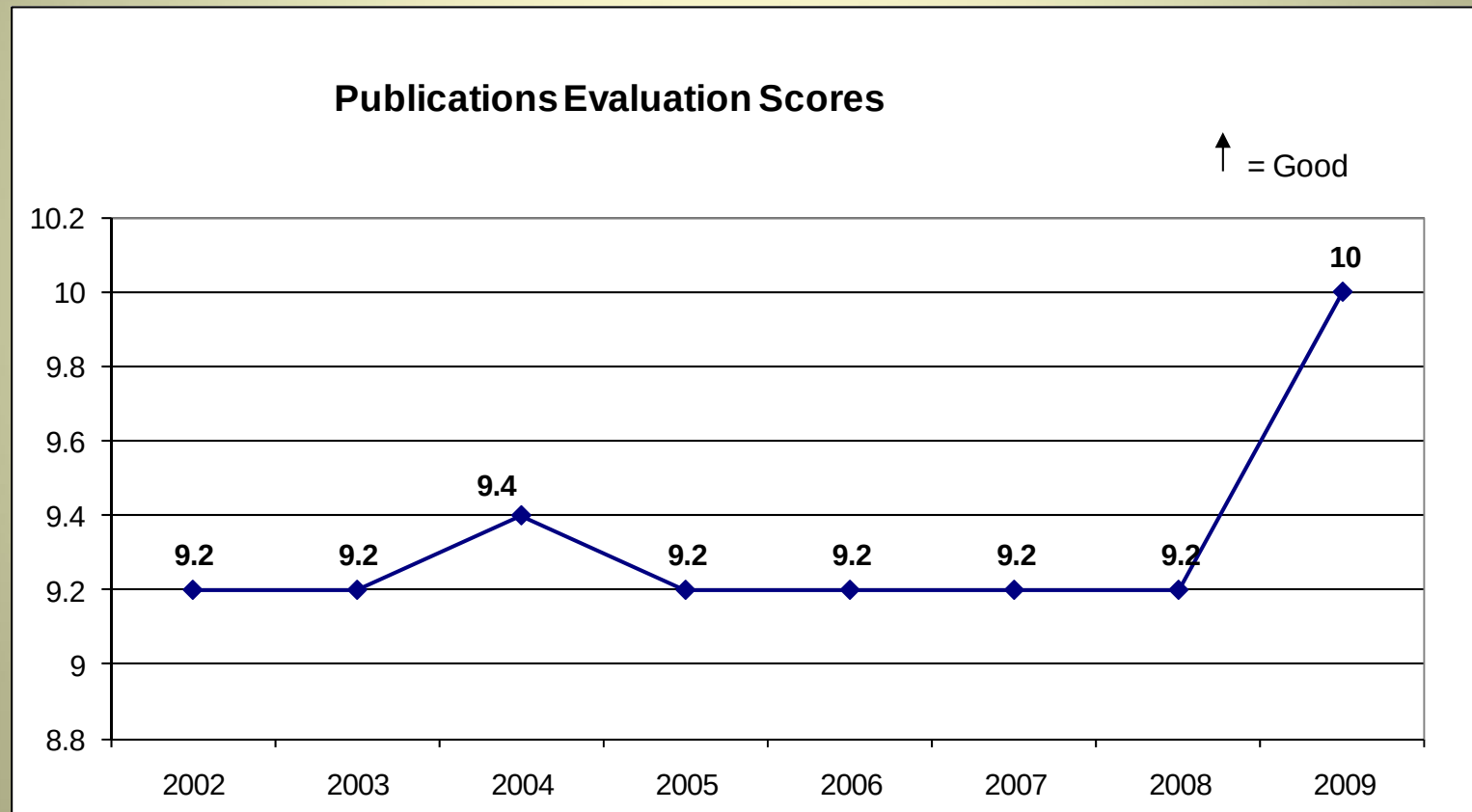


FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

FFYs 2002-2009

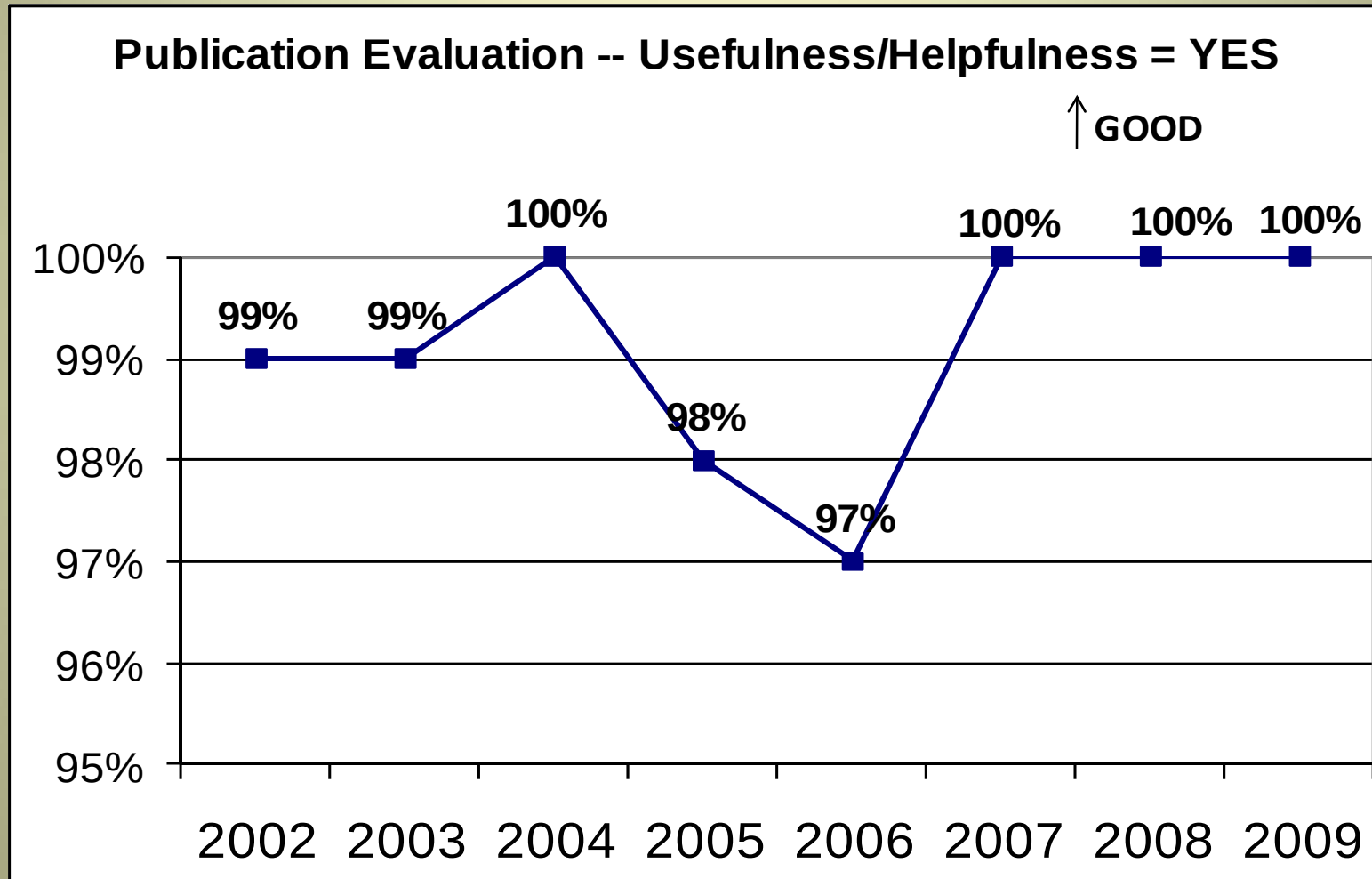


FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

FFYs 2002-2009



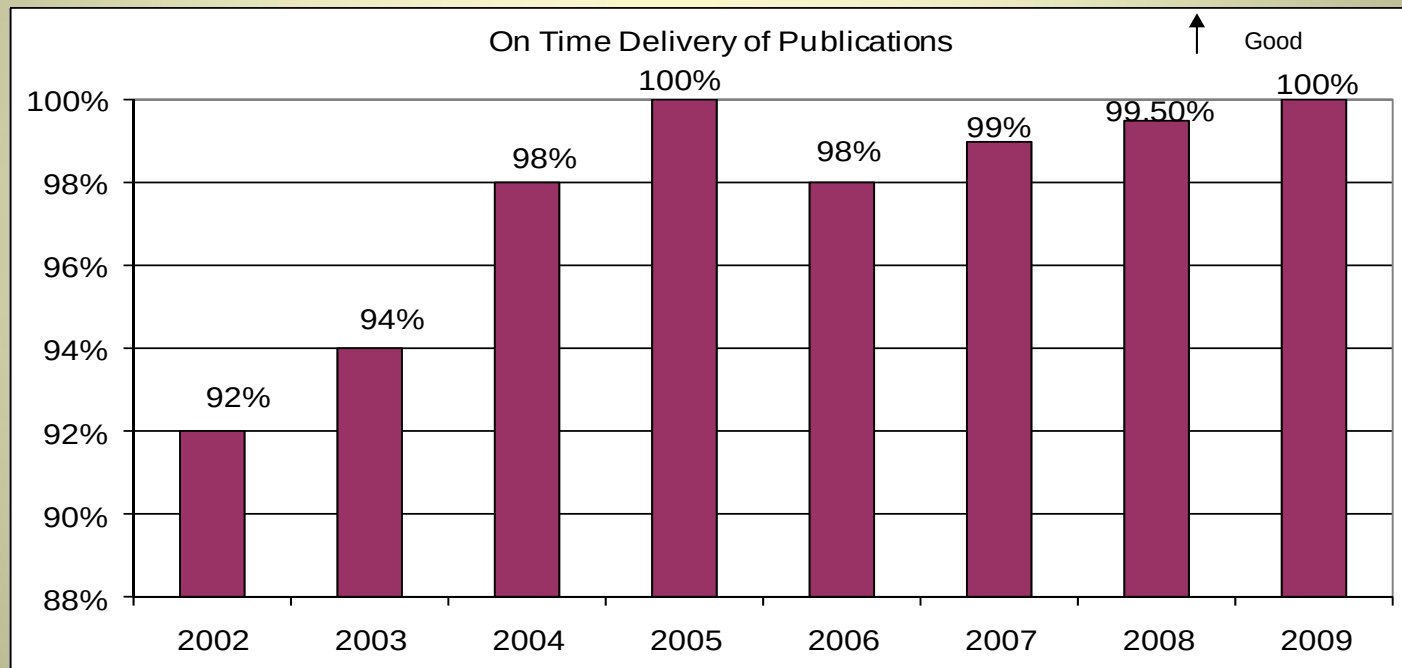
FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results – Publication Delivery Time

3 Days Standard

FFYs 2002-2009



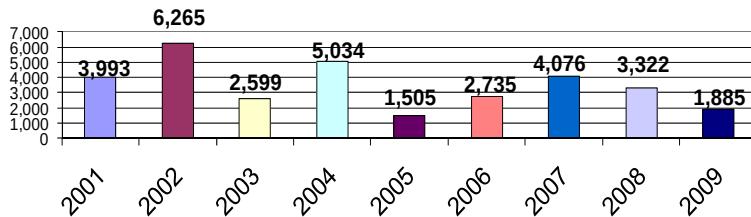
FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results — Presentations and Training Participation FFYs 2001-2009

Attendees At Presentations

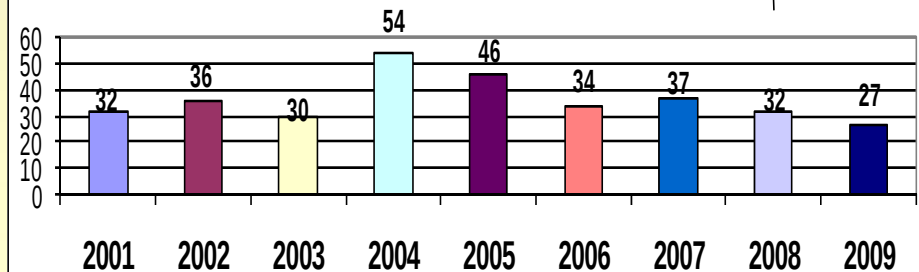
↑ = Good



Presentations

Goal = 25

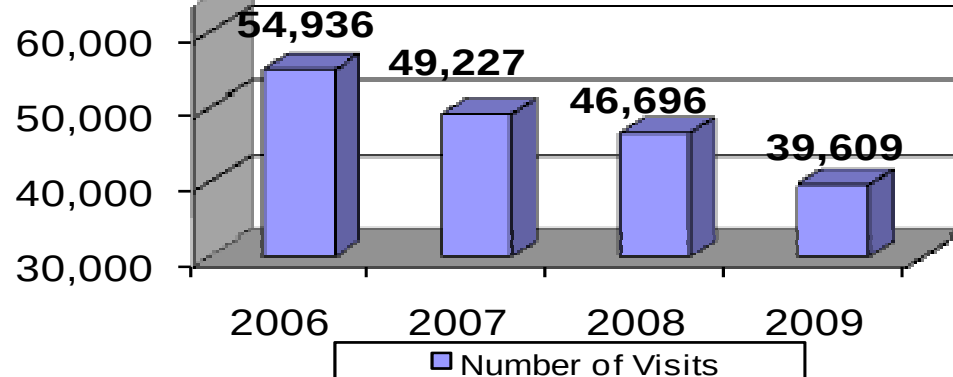
↑ = Good



FFYs 2006-2009

E-Government
Number of Online Learning Visits

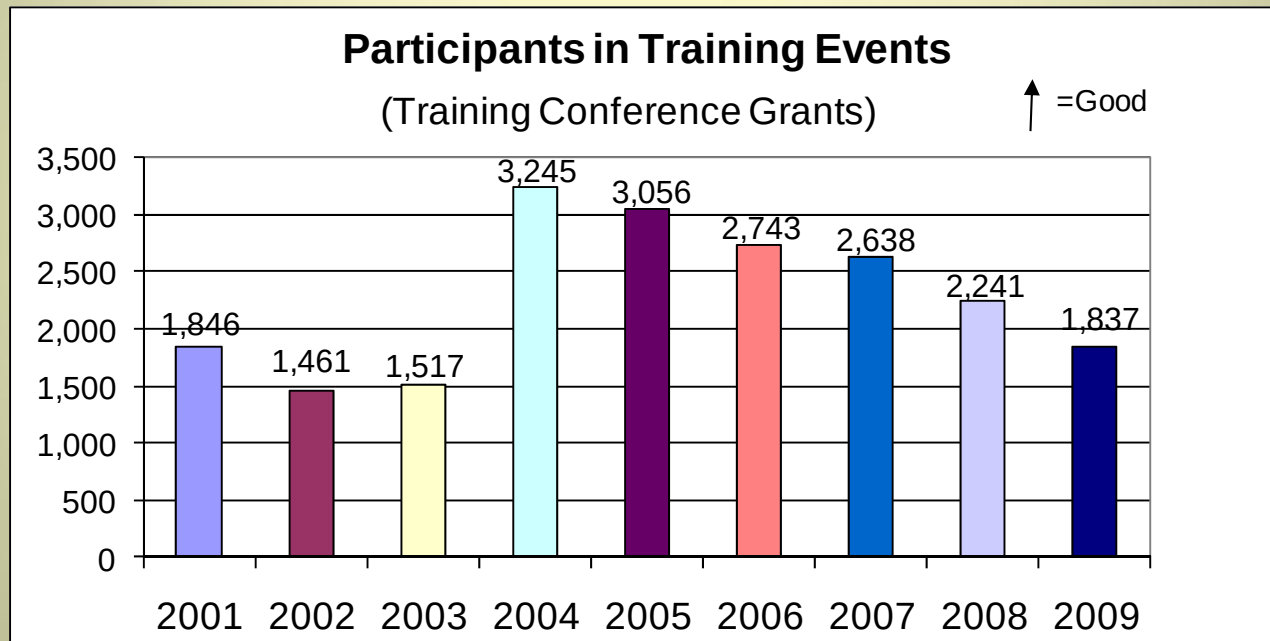
↑ Good



FFY 2009 Work Plan Achievements

Business Results

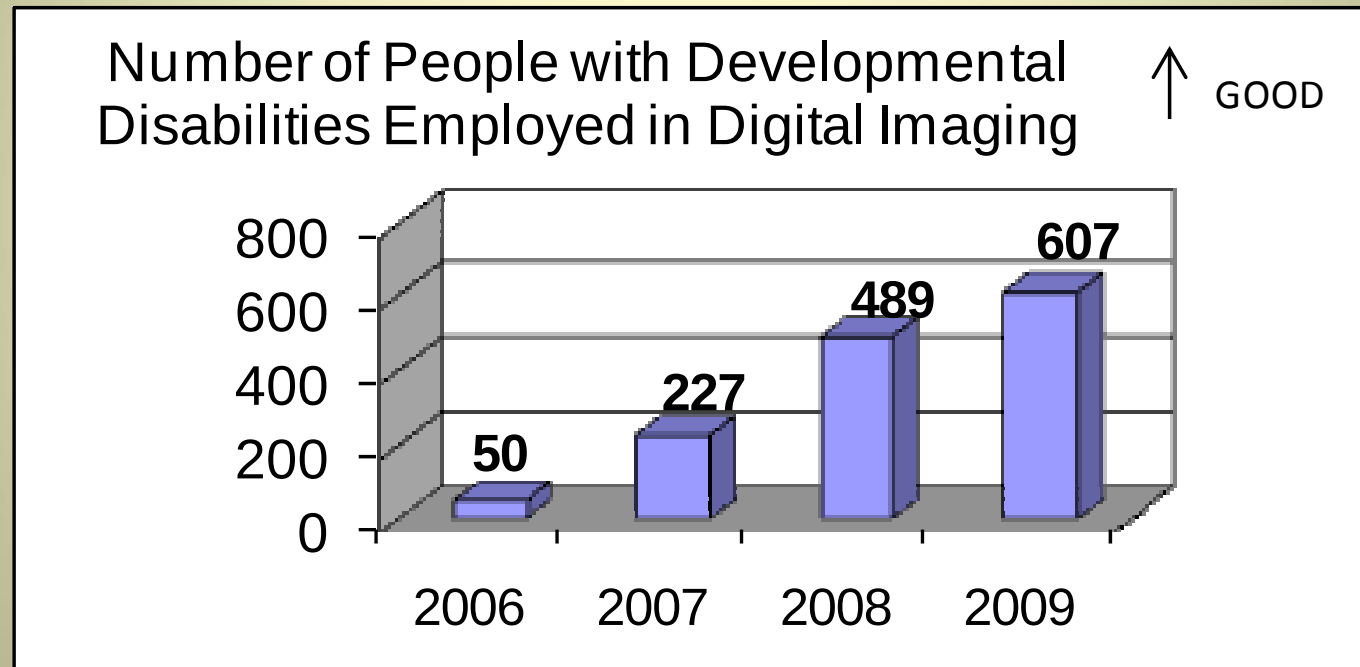
A. Customer Focus Results — Presentations and Training Participation FFYs 2001-2009



FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results - Electronic Government Services FFYs 2006- 2009



NOTE: Employment can be full time, part time, intermittent, or temporary.

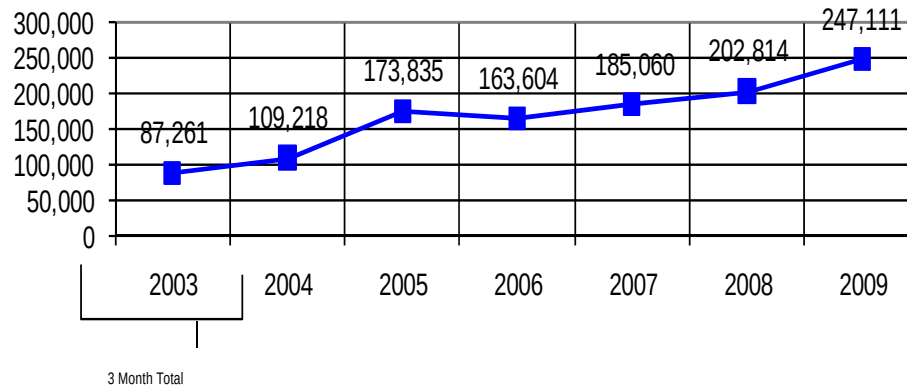
FFY 2009 Work Plan Achievements

Business Results

A. Customer Focus Results - Electronic Government Services FFYs 2003-2009

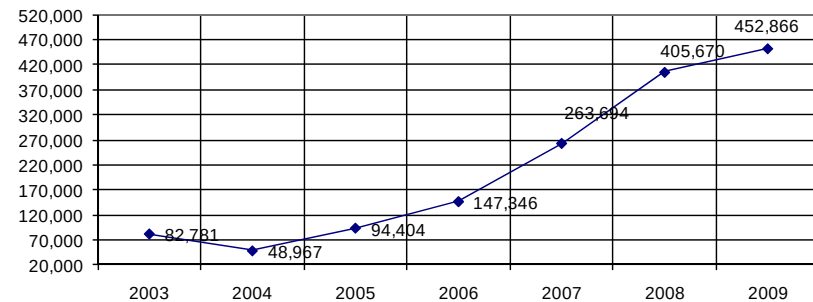
**E-Government
Number of Visitors**

↑ = Good



**E-Government
Number of Downloads**

↑ = Good

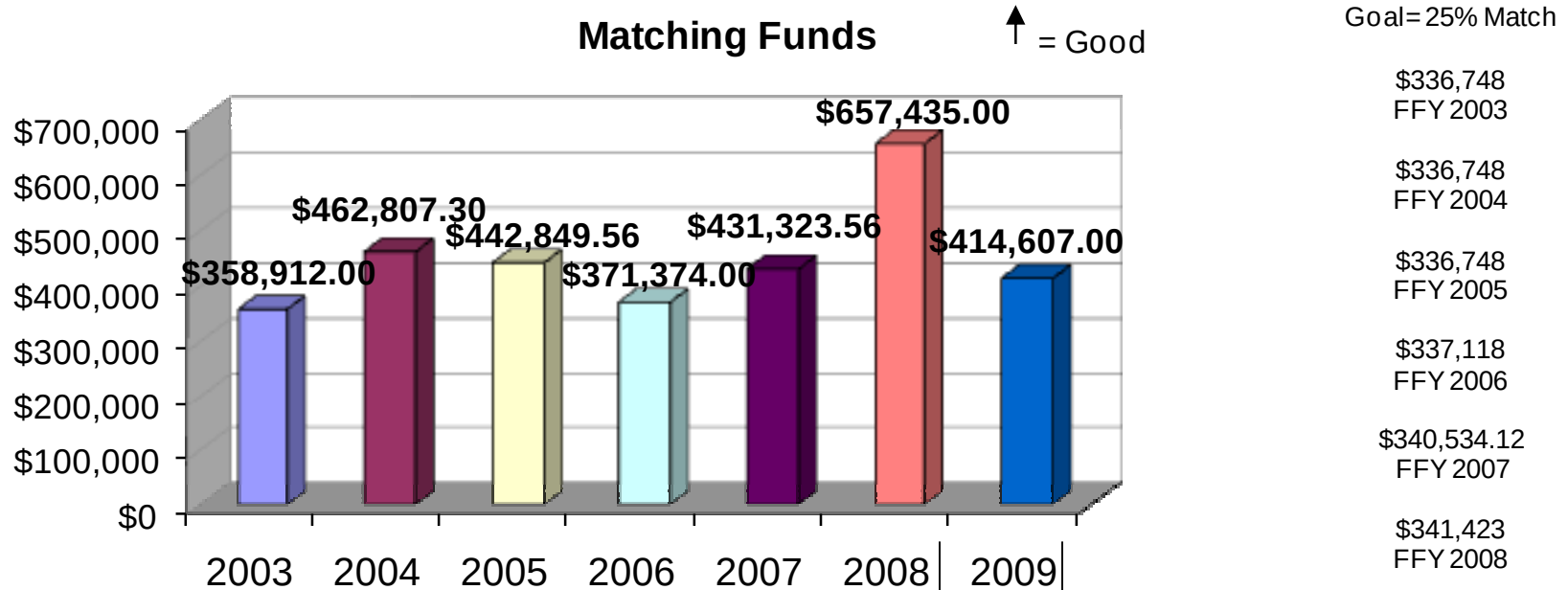


FFY 2009 Work Plan Achievements

Business Results

B. Financial and Market Results

FFYs 2003-2009



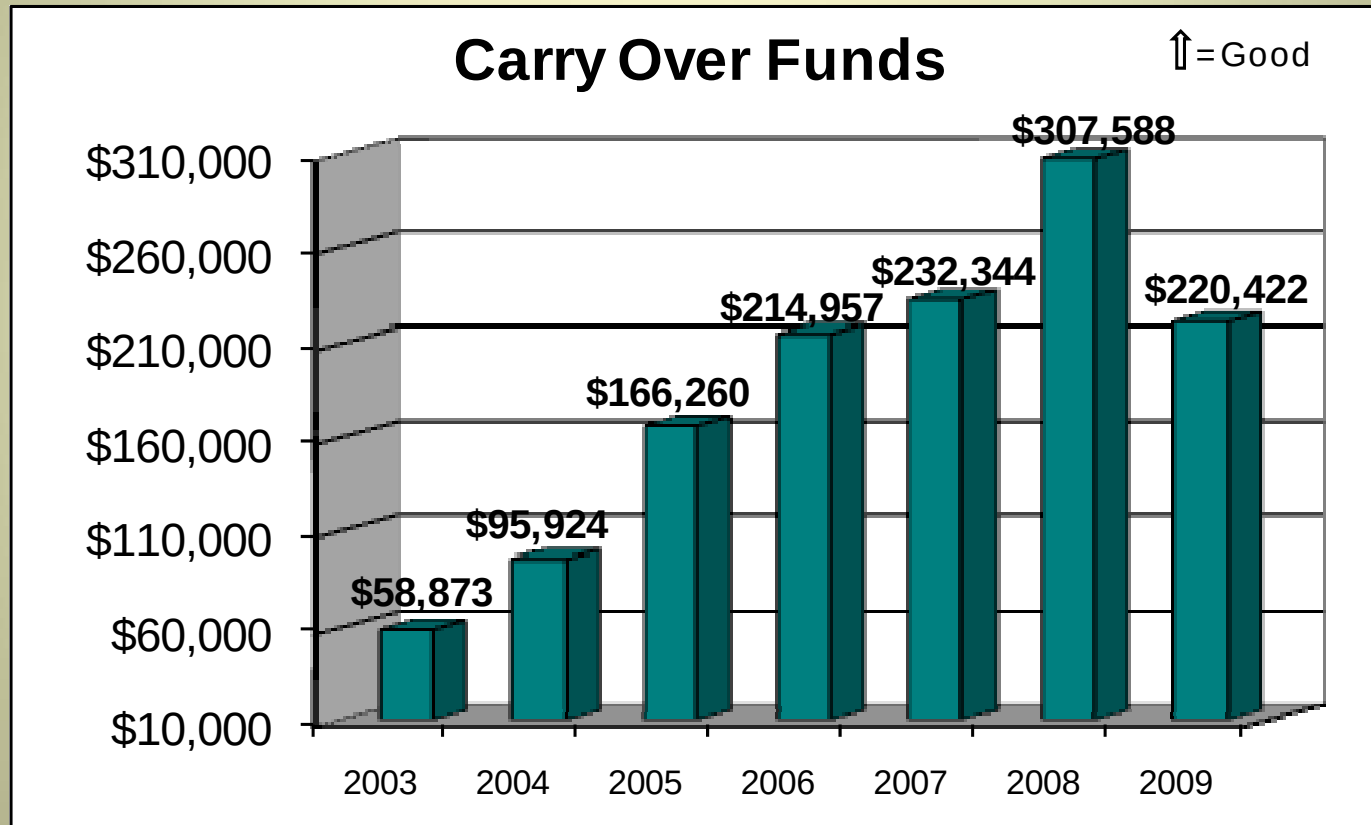
Includes legislative support for self advocacy

FFY 2009 Work Plan Achievements

Business Results

B. Financial and Market Results

FFYs 2003-2009

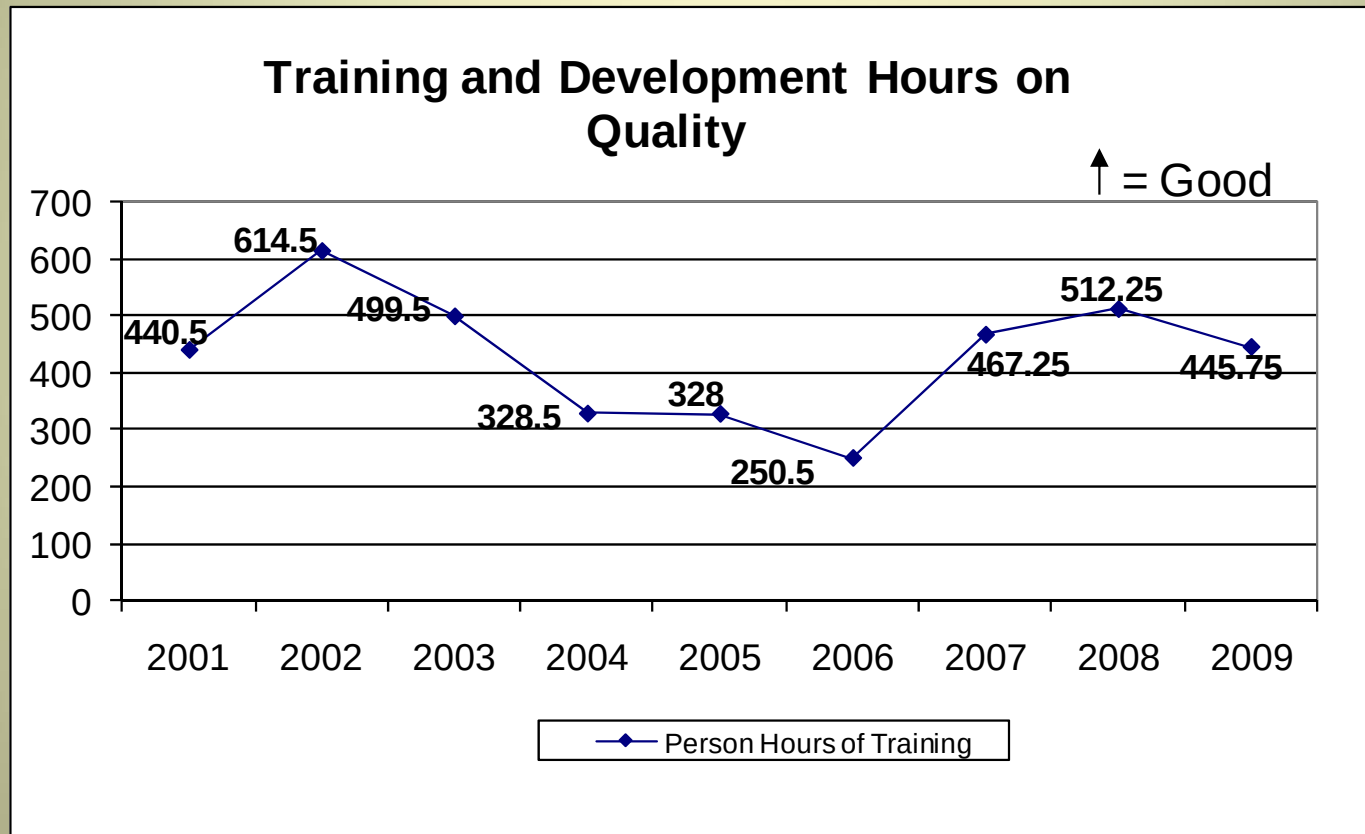


FFY 2009 Work Plan Achievements

Business Results

C. Human Resource Results

FFYs 2001-2009



FFY 2009 Work Plan Achievements

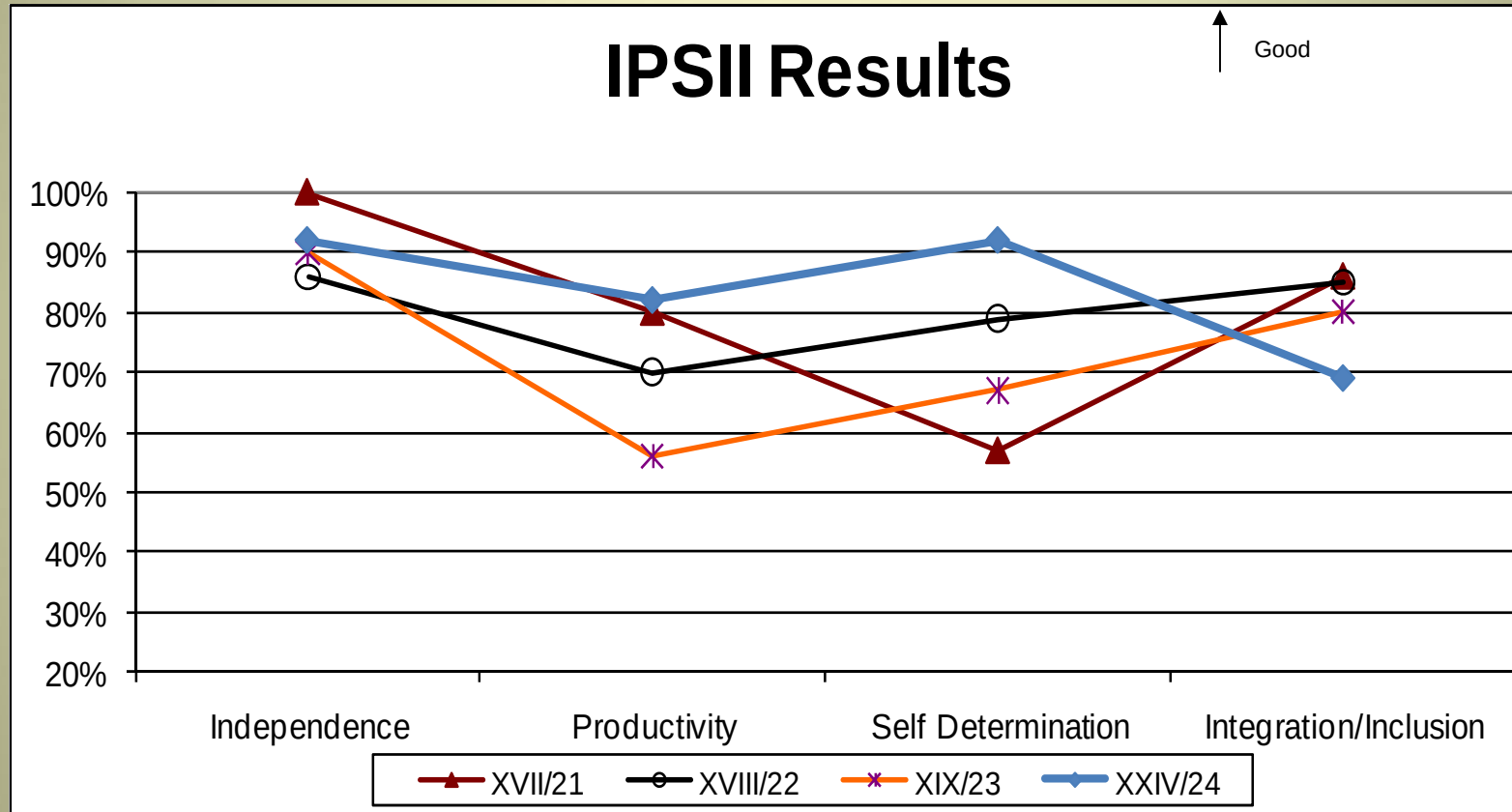
Business Results

D. Supplier Partner Results

Partners in Policymaking®

Years XVII-XX (Classes 21-24)

Longitudinal Survey Data Collected April 2009



FFY 2009 Work Plan Achievements

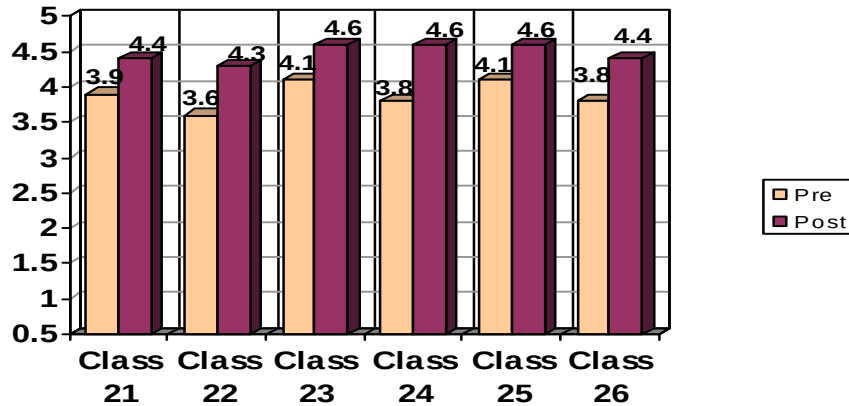
Business Results

D. Supplier Partner Results

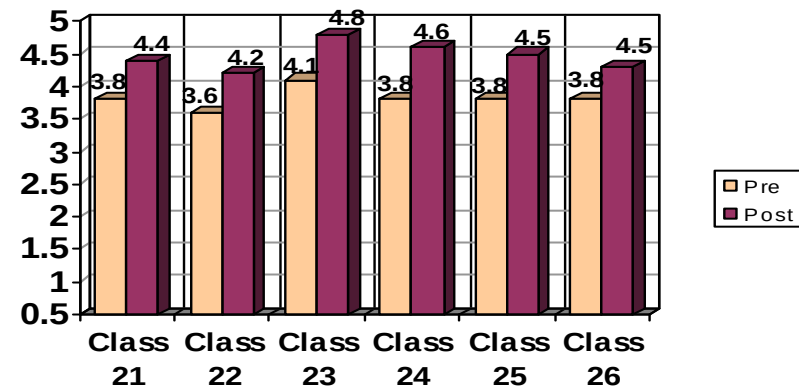
Partners in Policymaking®

End Results (IPSII)—Levels and Trends FFYs 2004-2009 (Classes 21-26)

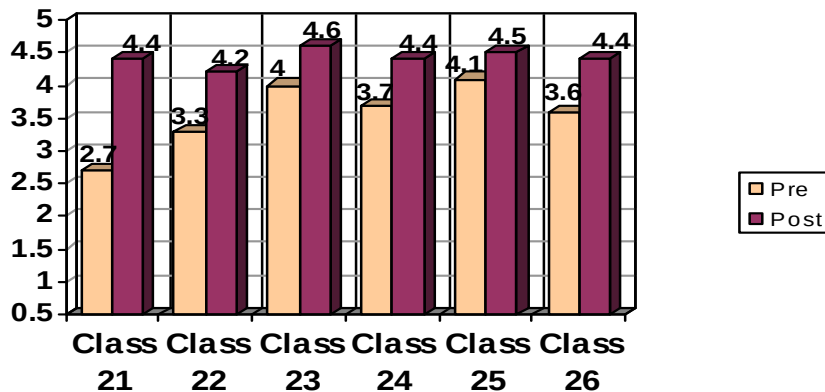
Independence



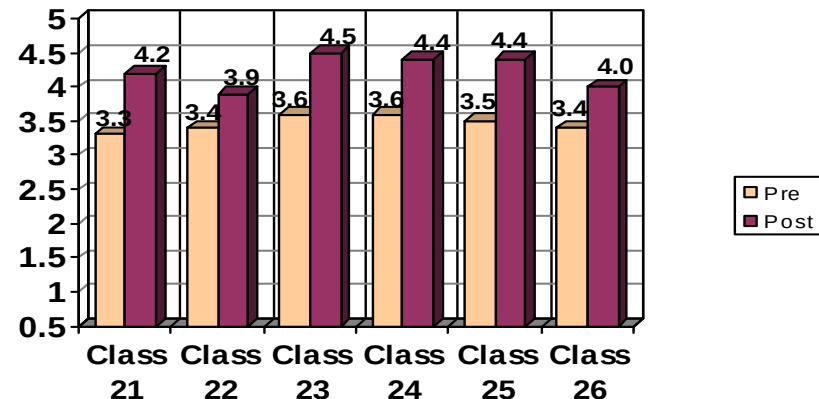
Productivity



Self Determination



Integration/Inclusion



FFY 2009 Work Plan Achievements

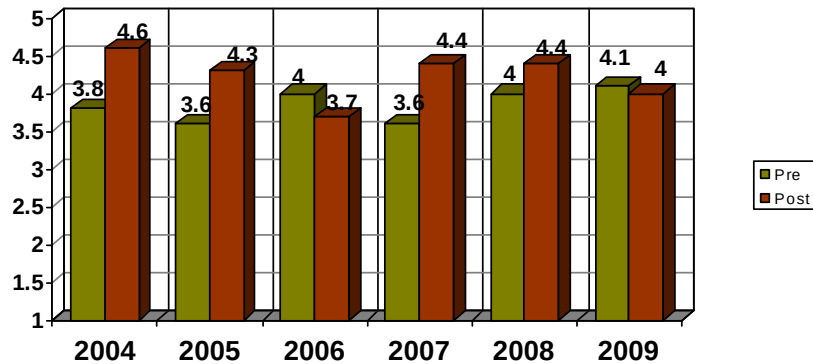
Business Results

D. Supplier Partner Results

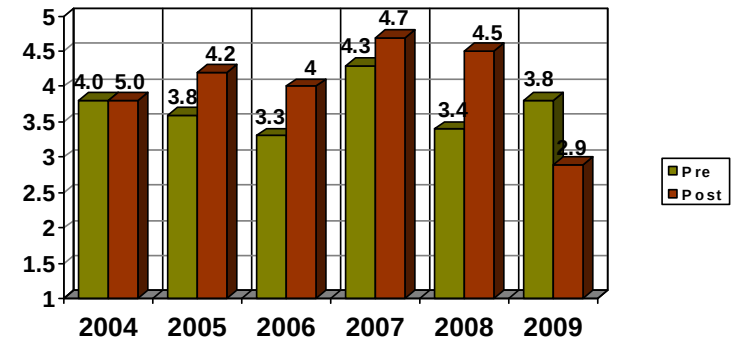
African American Outreach

End Results (IPSII) FFYs 2004-2009

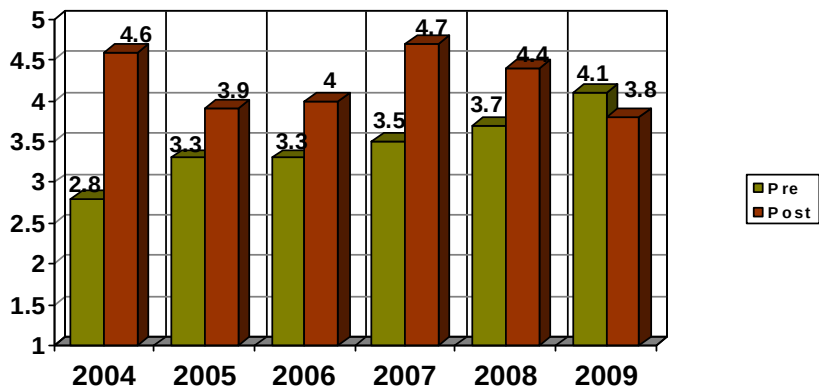
Independence



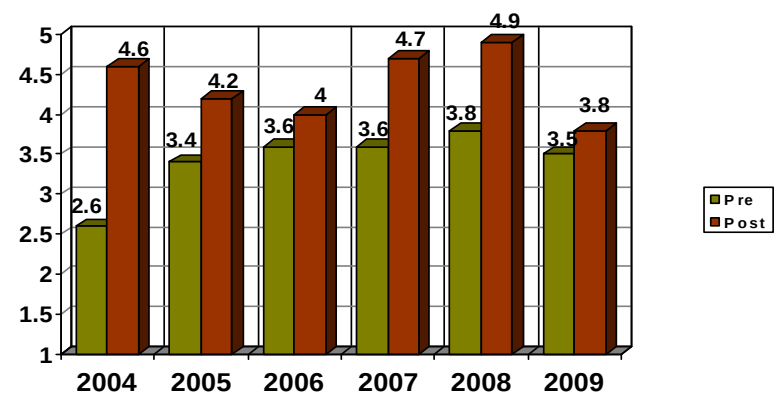
Productivity



Self Determination



Integration/Inclusion



FFY 2009 Work Plan Achievements

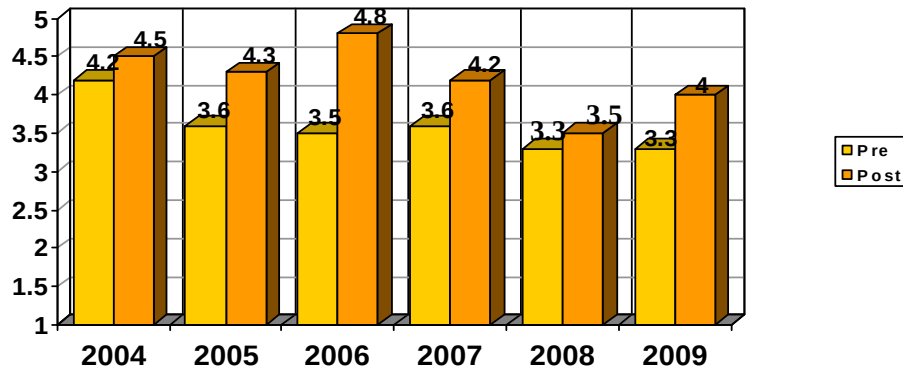
Business Results

D. Supplier Partner Results

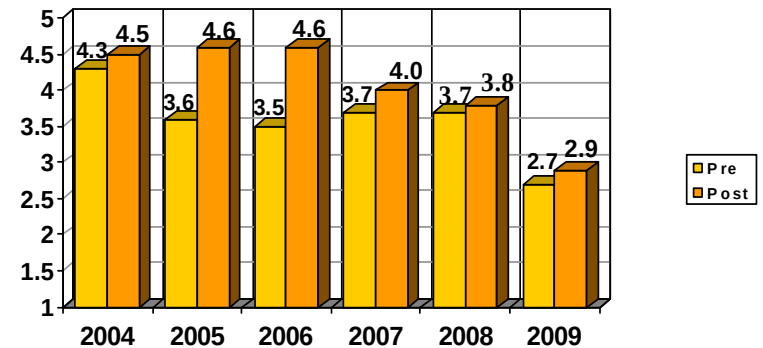
Hispanic Outreach

End Results (IPSII) FFYs 2004-2009

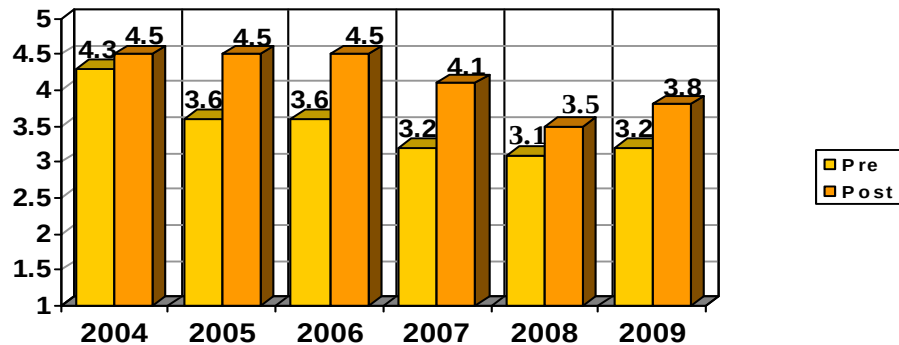
Independence



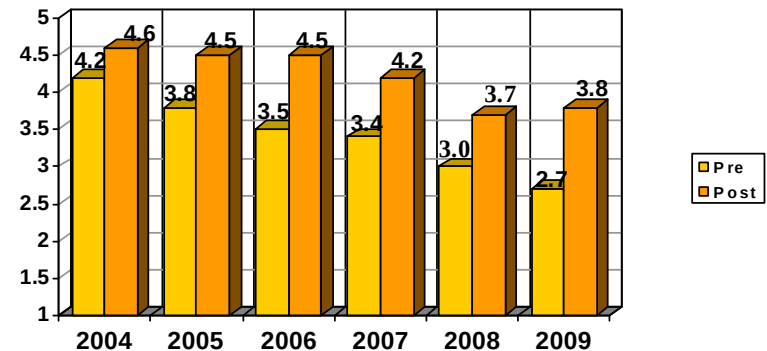
Productivity



Self Determination



Integration/Inclusion



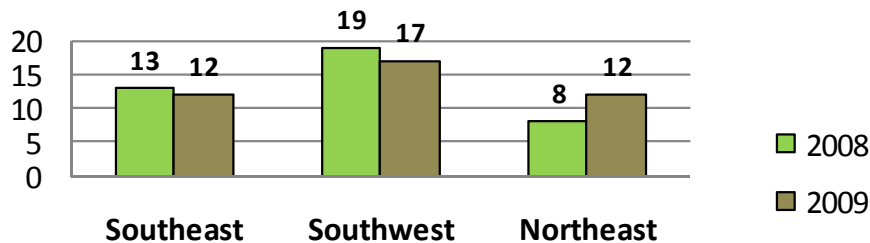
FFY 2009 Work Plan Achievements

Business Results

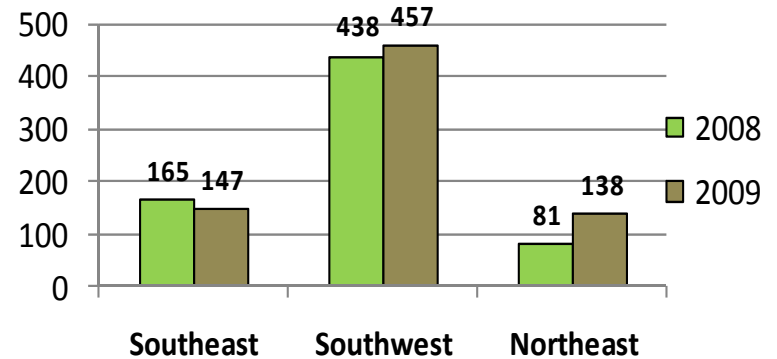
D. Supplier/Partner Results

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

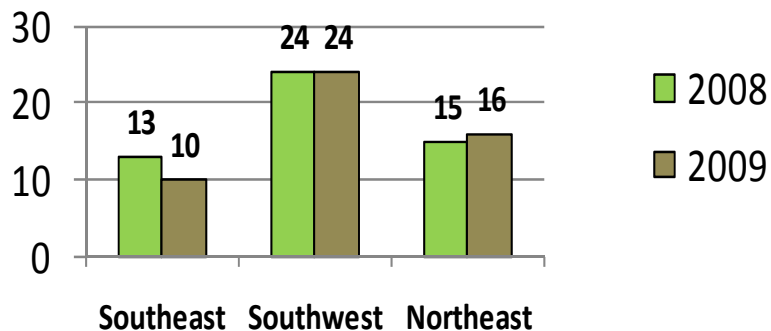
Number of Training Sessions



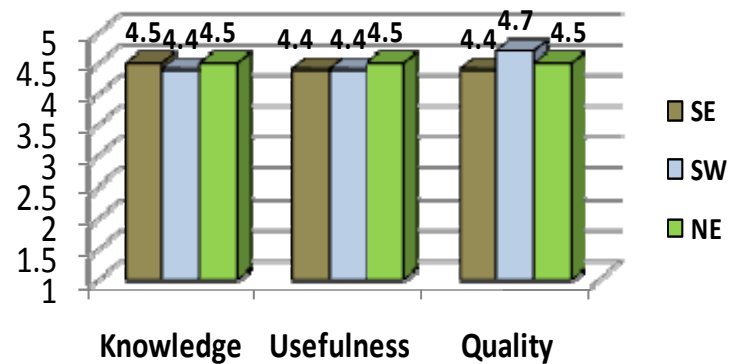
Self Advocates Attending Training Sessions



Self Advocates as Teachers/Trainers



Training Sessions Evaluation Results



FFY 2009 Work Plan Achievements

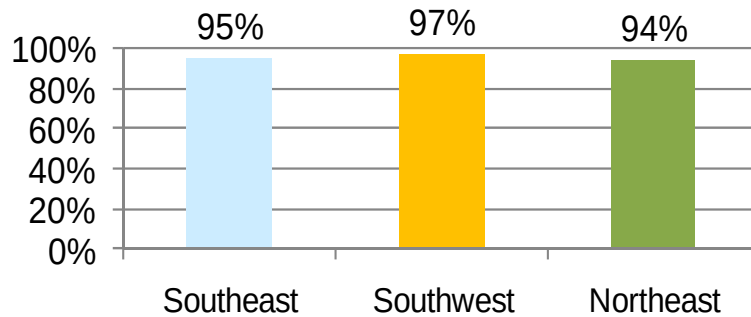
Business Results

D. Supplier/Partner Results

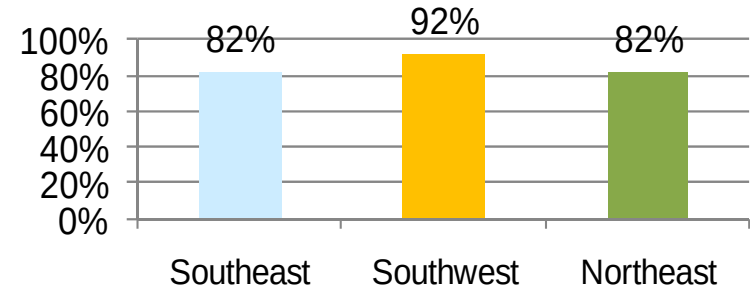
Self Advocacy SFY 2009 (State Funds) (SE, SW, NE Regions)

End Results (IPSII) (%=Yes)

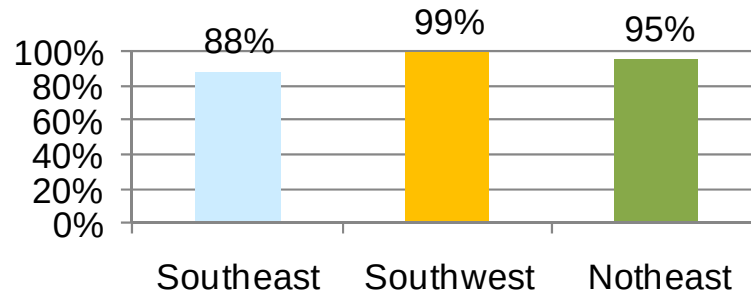
Independence



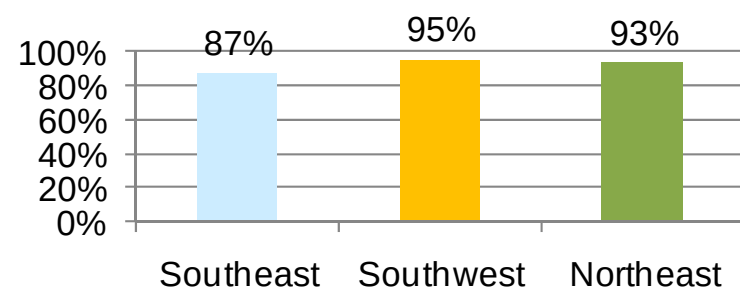
Productivity



Self Determination



Integration/Inclusion

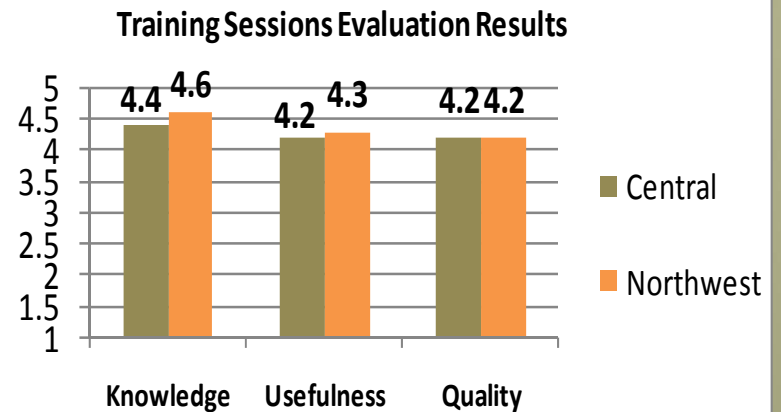
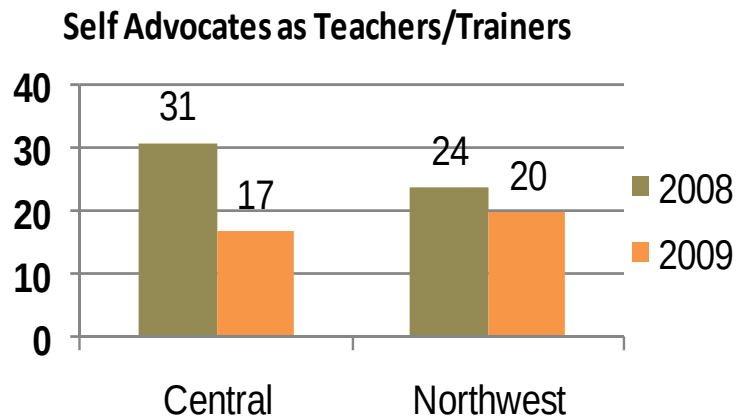
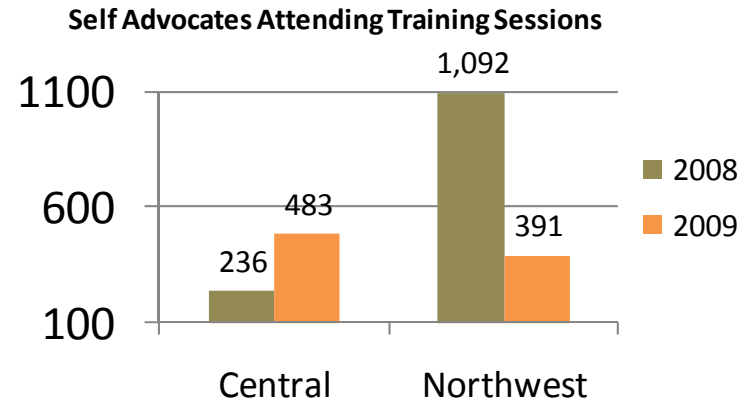
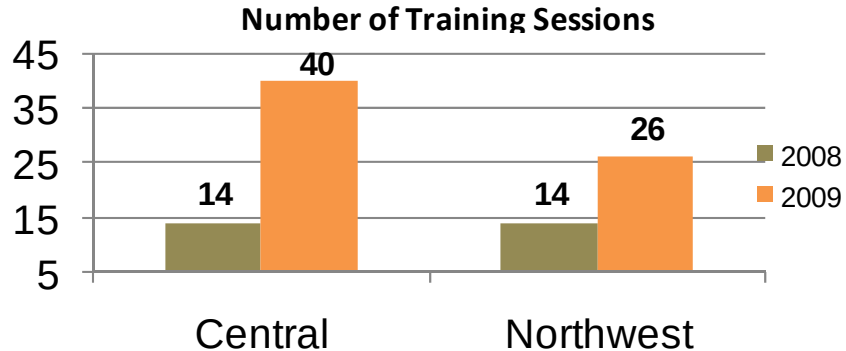


FFY 2009 Work Plan Achievements

Business Results

D. Supplier/Partner Results

Self Advocacy FFY 2009 (Federal Funds) (Central, NW Regions)



FFY 2009 Work Plan Achievements

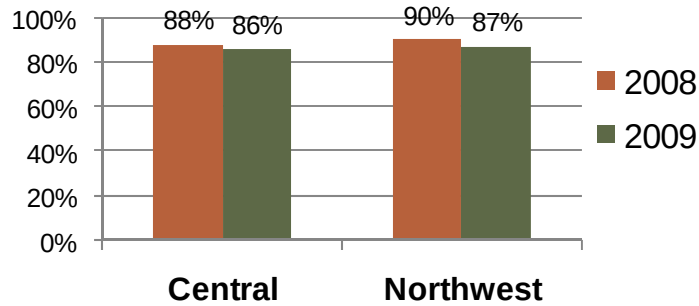
Business Results

D. Supplier/Partner Results

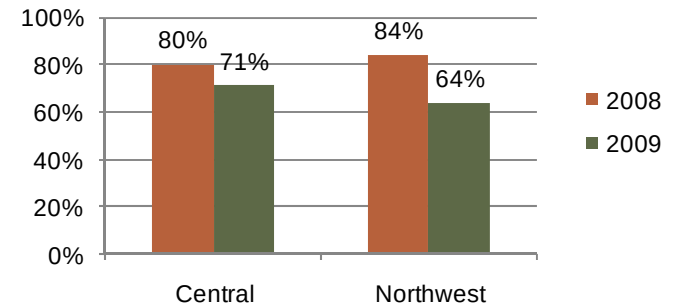
Self Advocacy SFY 2009 (Federal Funds) (Central, NW Regions)

End Results (IPSII) (%=Yes)

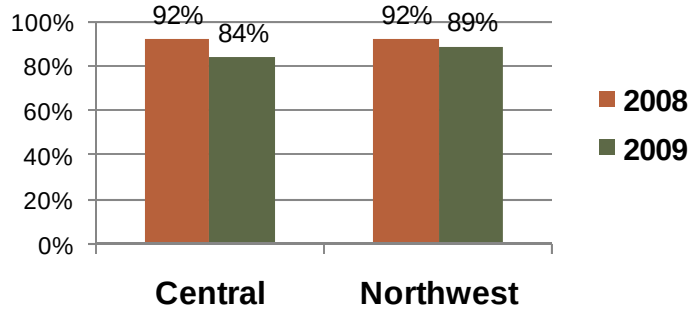
Independence



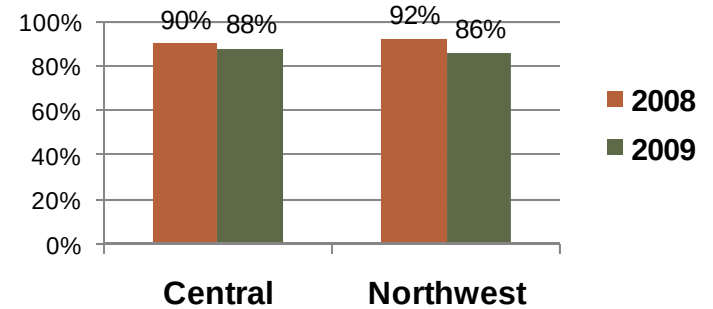
Productivity



Self Determination



Integration/Inclusion



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Reduce, Reuse, Recycle

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