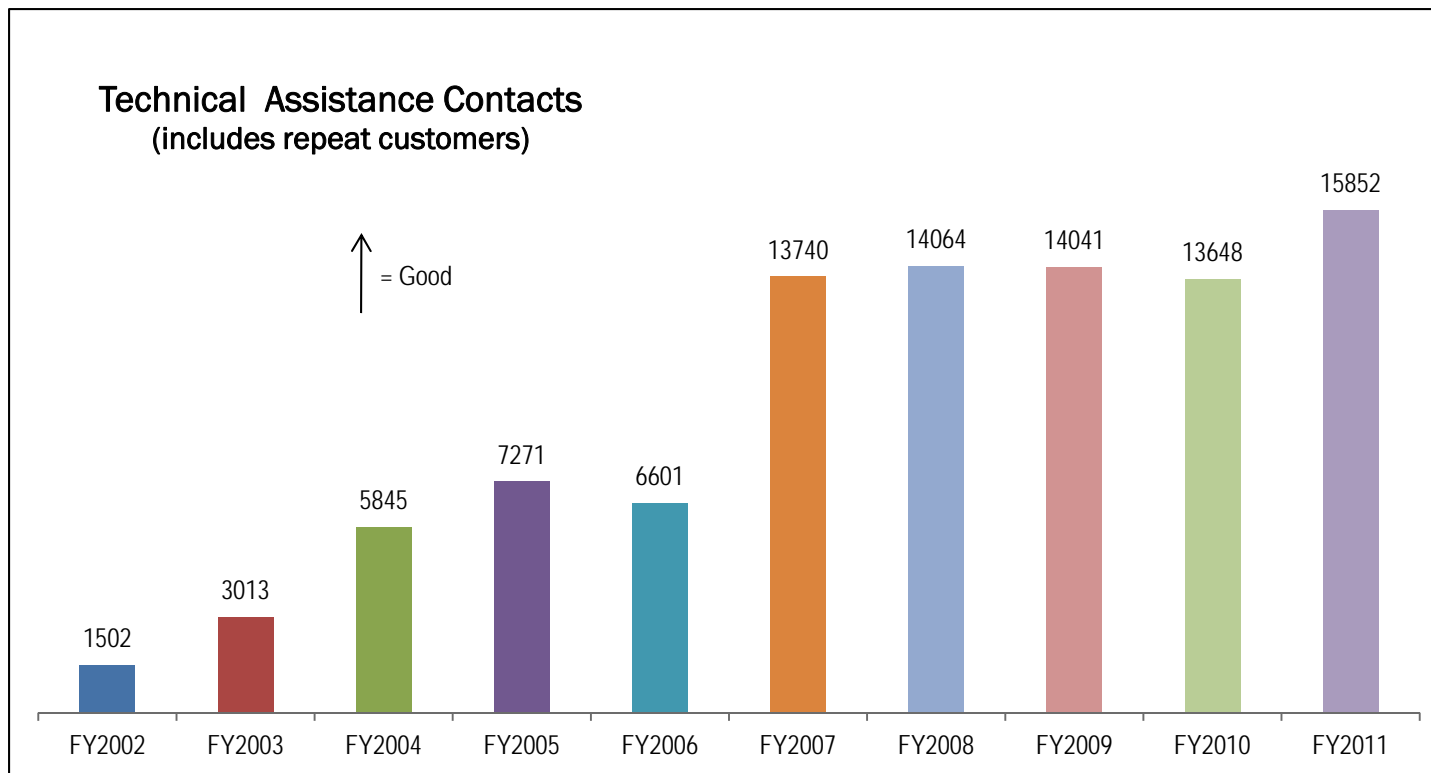


Minnesota Governor's Council on
Developmental Disabilities
Business Results

Federal Fiscal Year 2011
(October 1, 2010 - September 30, 2011)

FFY 2011 Business Results

Customer Focus Results A. Technical Assistance Contacts FFYs 2002 - 2011



FFY 2008: MNDisability.Gov launched

Includes e-learning

Government shutdown during July 2011

FFY 2011

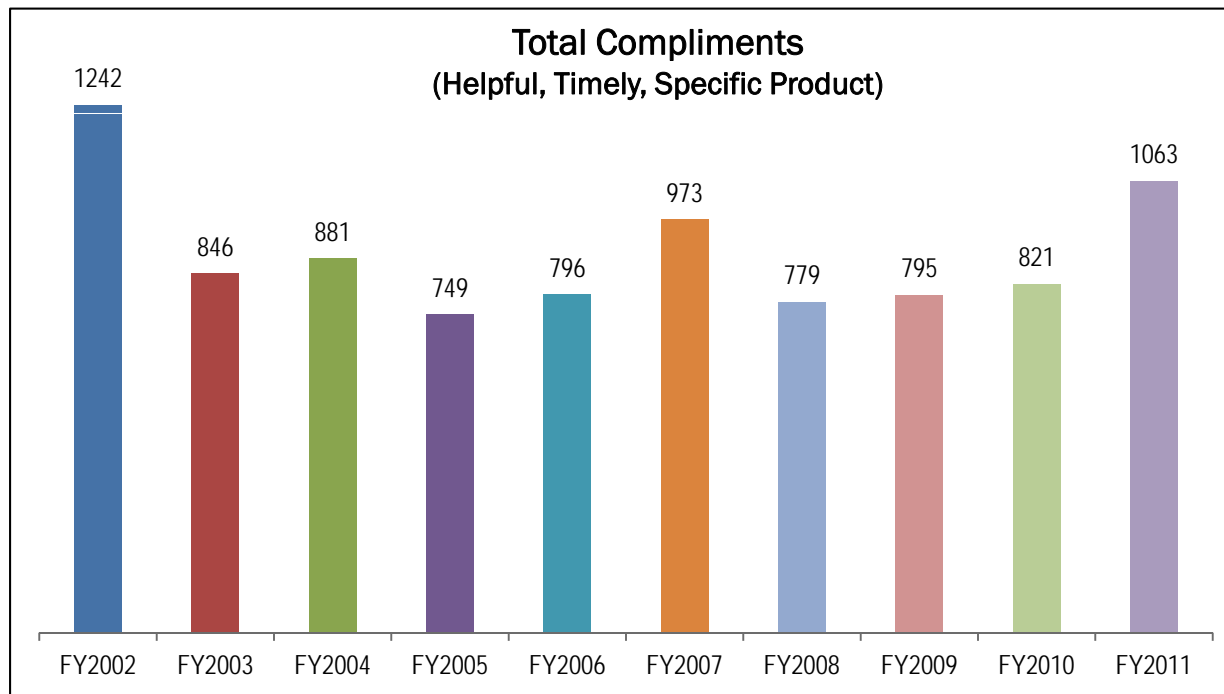
Business Results

Customer Focus Results

B. Total Compliments (mail/email)

For technical assistance and specific products and services
(web site, presentations, Partners in Policymaking courses)

FFYs 2002 - 2011



↑ = Good

↓
MTARS visit

Note: Compliments are searched for actionable items

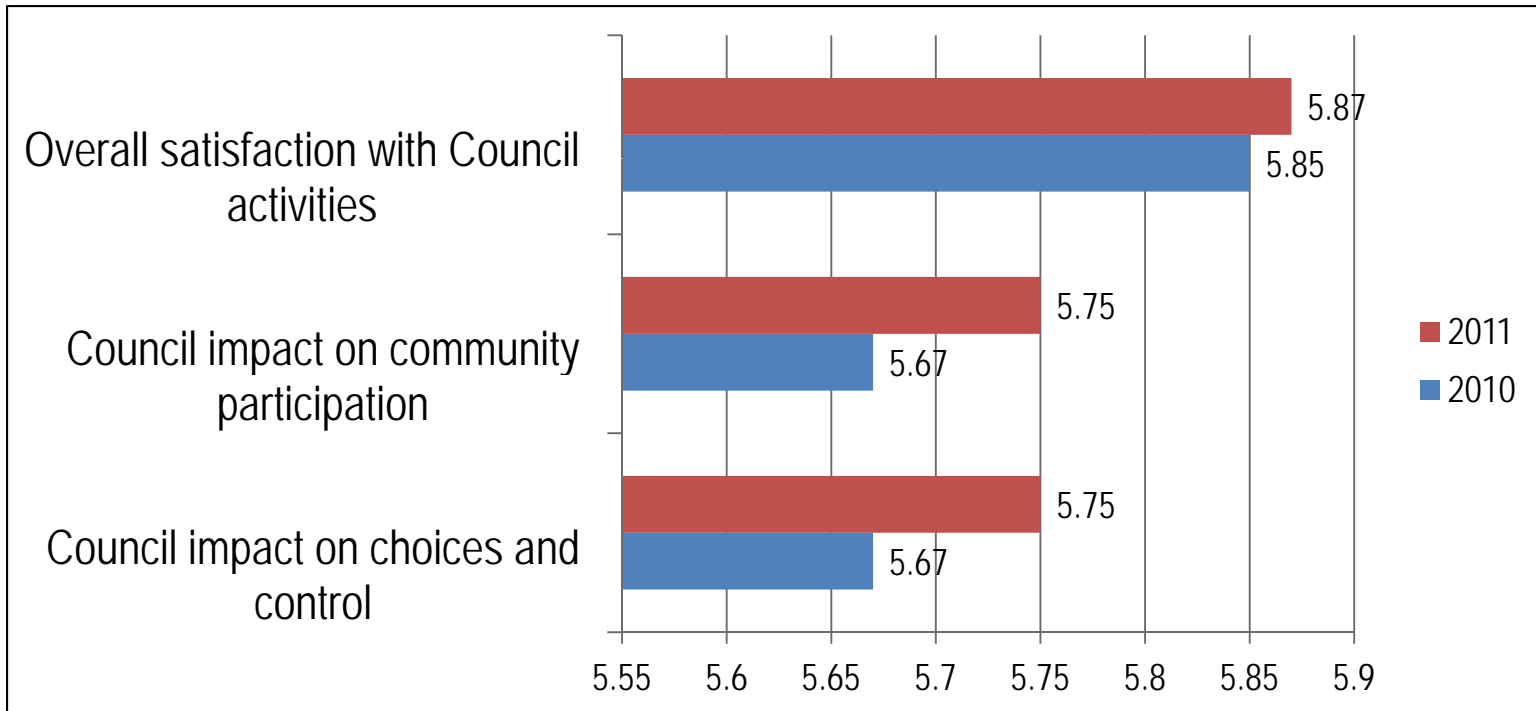
Government shutdown during July 2011

FFY 2011

Business Results

Customer Focus Results

C. Stakeholder Survey Ratings (scale of 1 – 6; 6 = highest)
FFYs 2010 - 2011



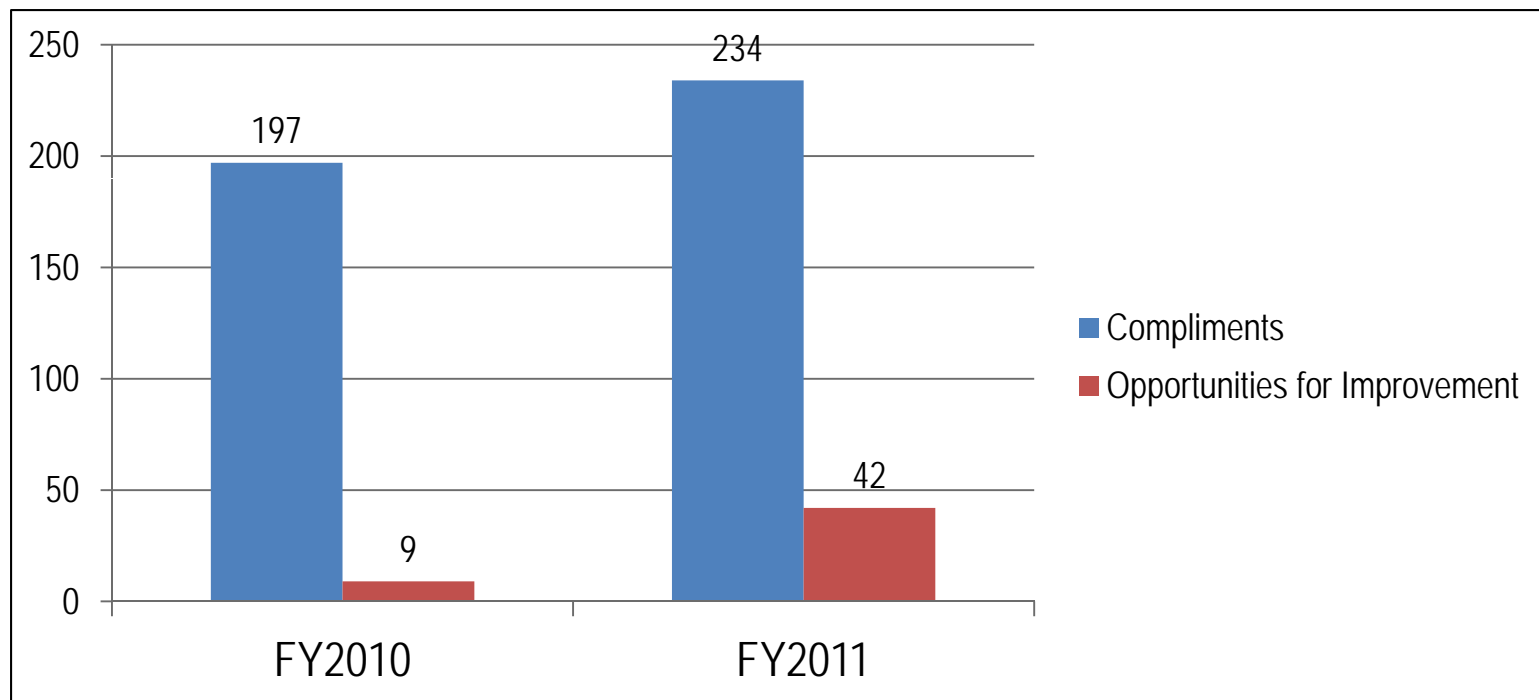
Government shutdown during July 2011

FFY 2011

Business Results

Customer Focus Results

D. Stakeholder Surveys - Compliments and Opportunities for Improvement FFYs 2010 - 2011



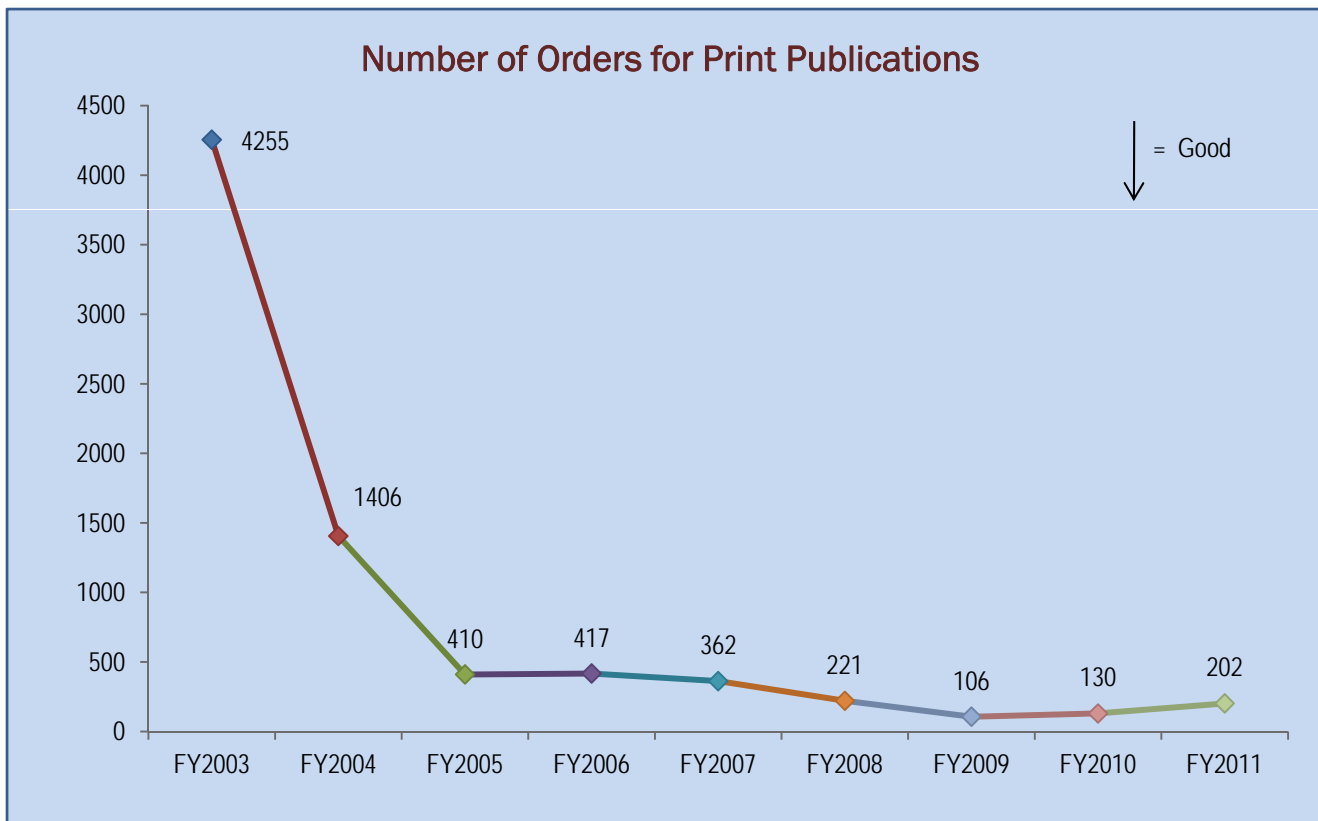
2010: Total of 73 respondents

2011: Total of 92 respondents

Government shutdown during July 2011

FFY 2011 Business Results

Customer Focus Results
E. Publication Orders
FFYs 2003 - 2011

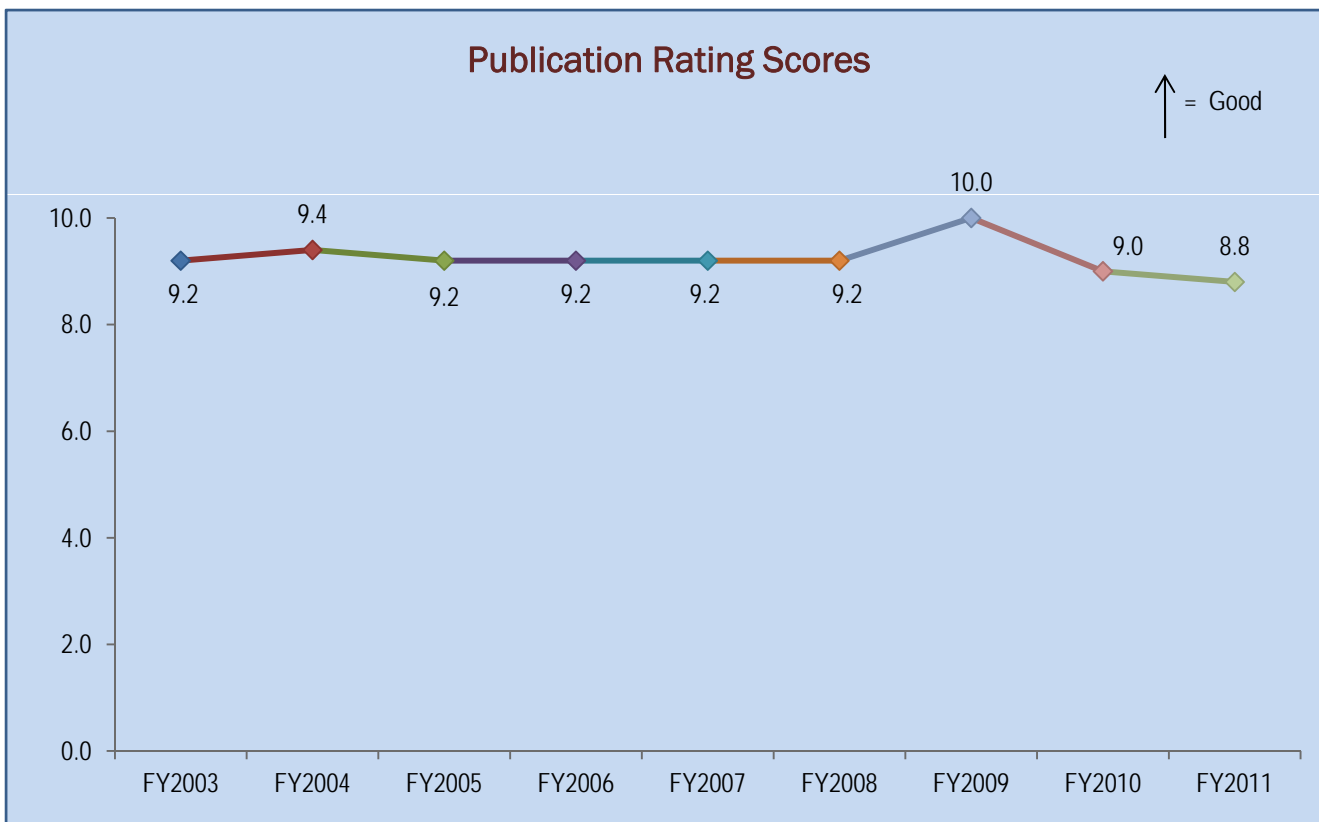


Government shutdown during July 2011

Print publications are treated as an alternative to electronic versions and downloads

FFY 2011 Business Results

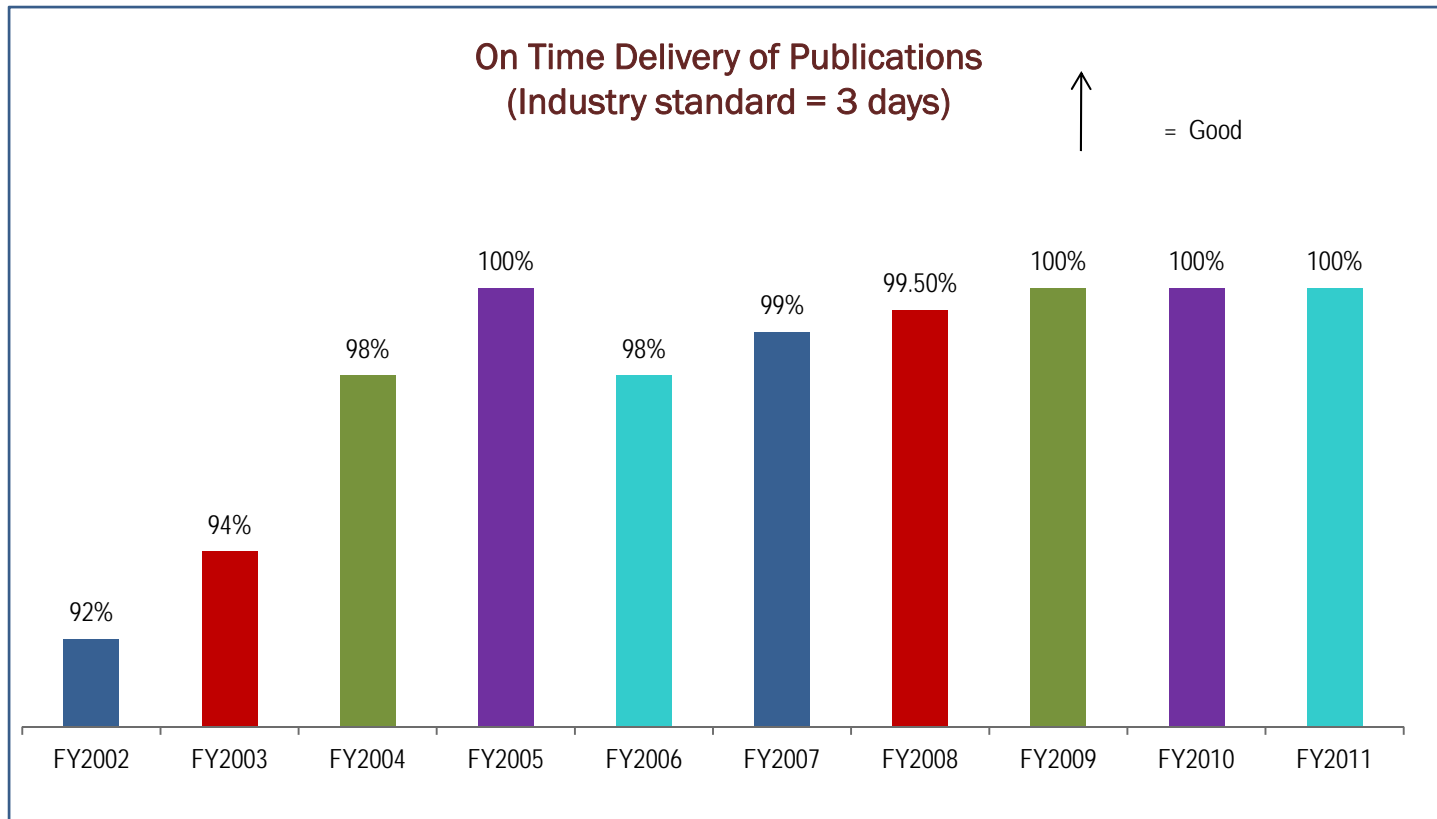
Customer Focus Results
F. Publications Rating (scale of 1 – 10; 10 = highest)
FFYs 2003 - 2011



Government shutdown during July 2011

FFY 2011 Business Results

Customer Focus Results
G. Publication Delivery Time
FFYs 2002 - 2011

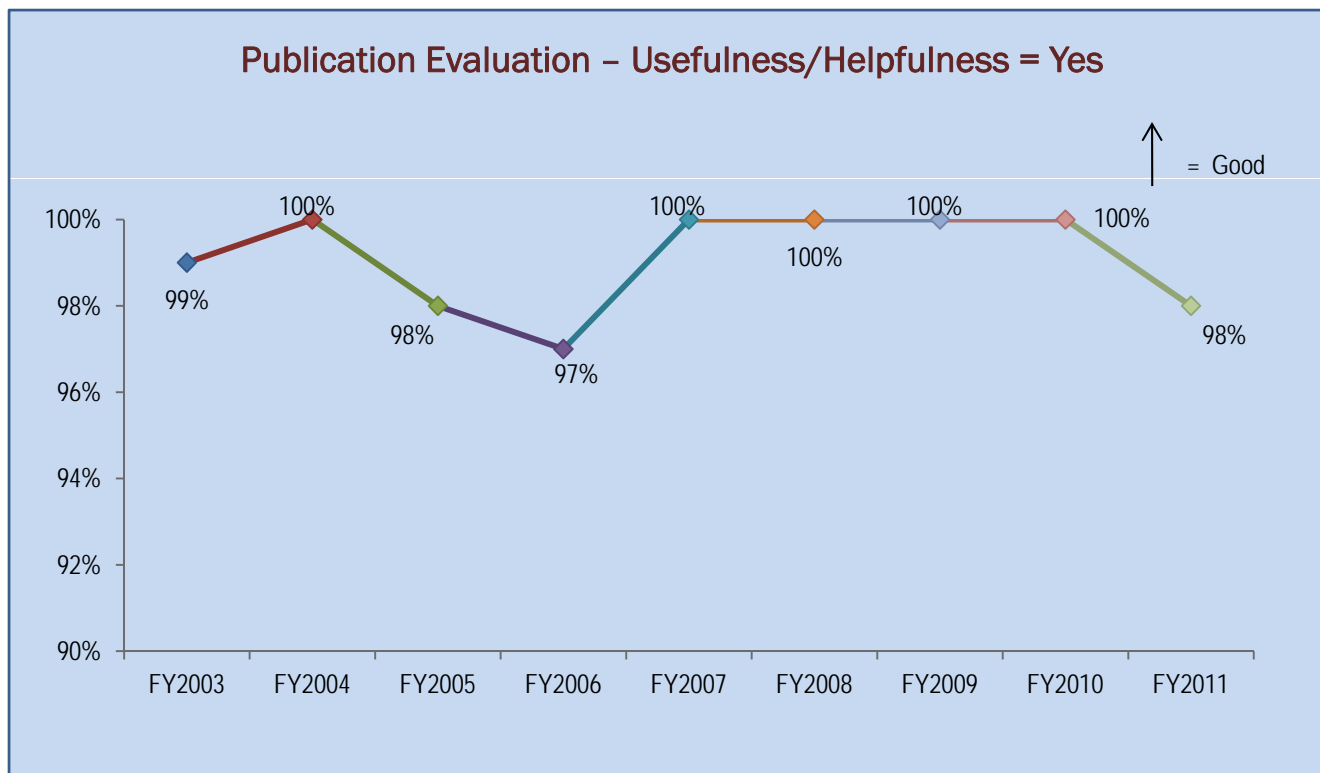


Government shutdown during July 2011

FFY 2011

Business Results

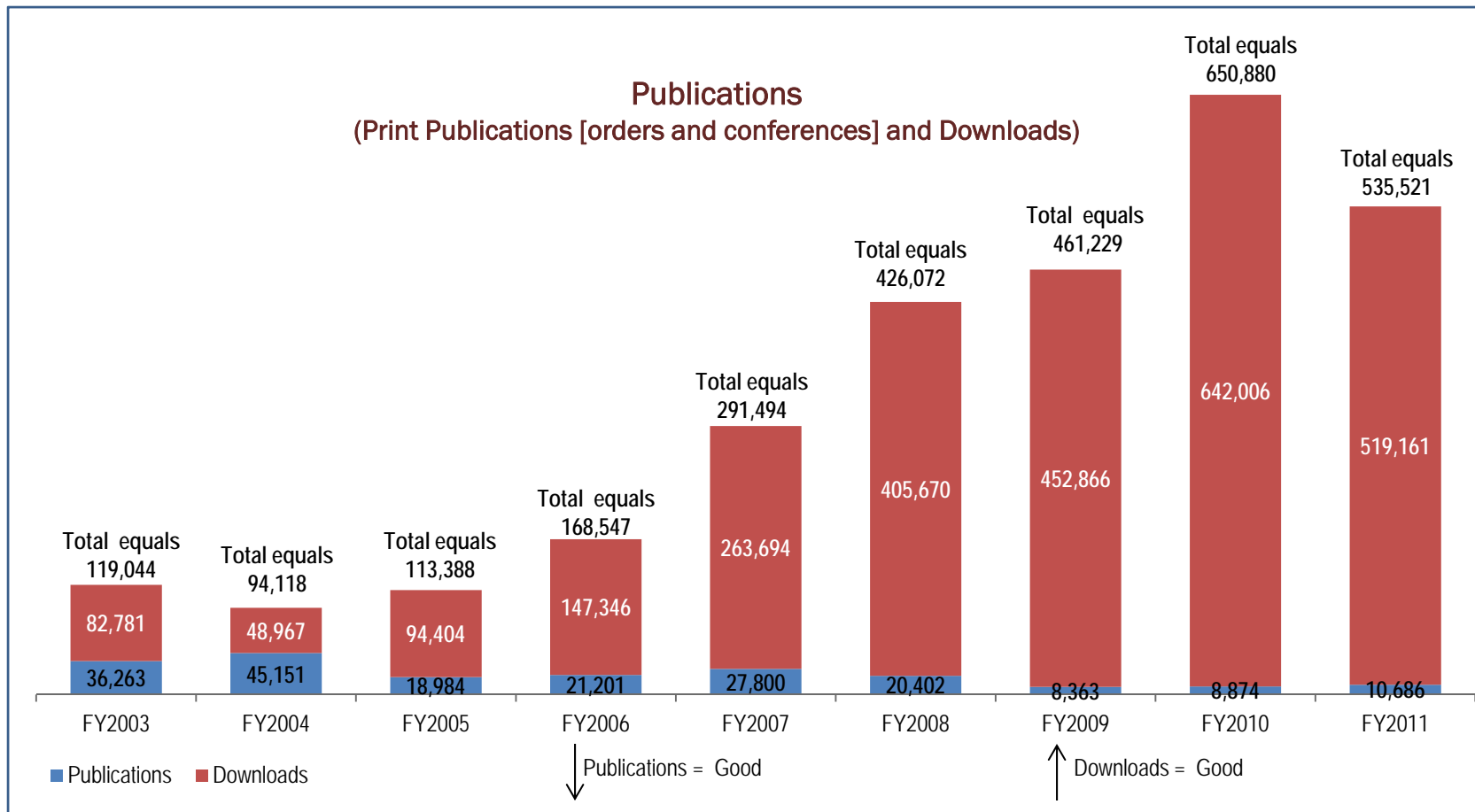
Customer Focus Results
H. Publication Evaluation
FFYs 2003 - 2011



FFY2011: ASD Emergency Planning Kits were evaluated at AuSM Conference

FFY 2011 Business Results

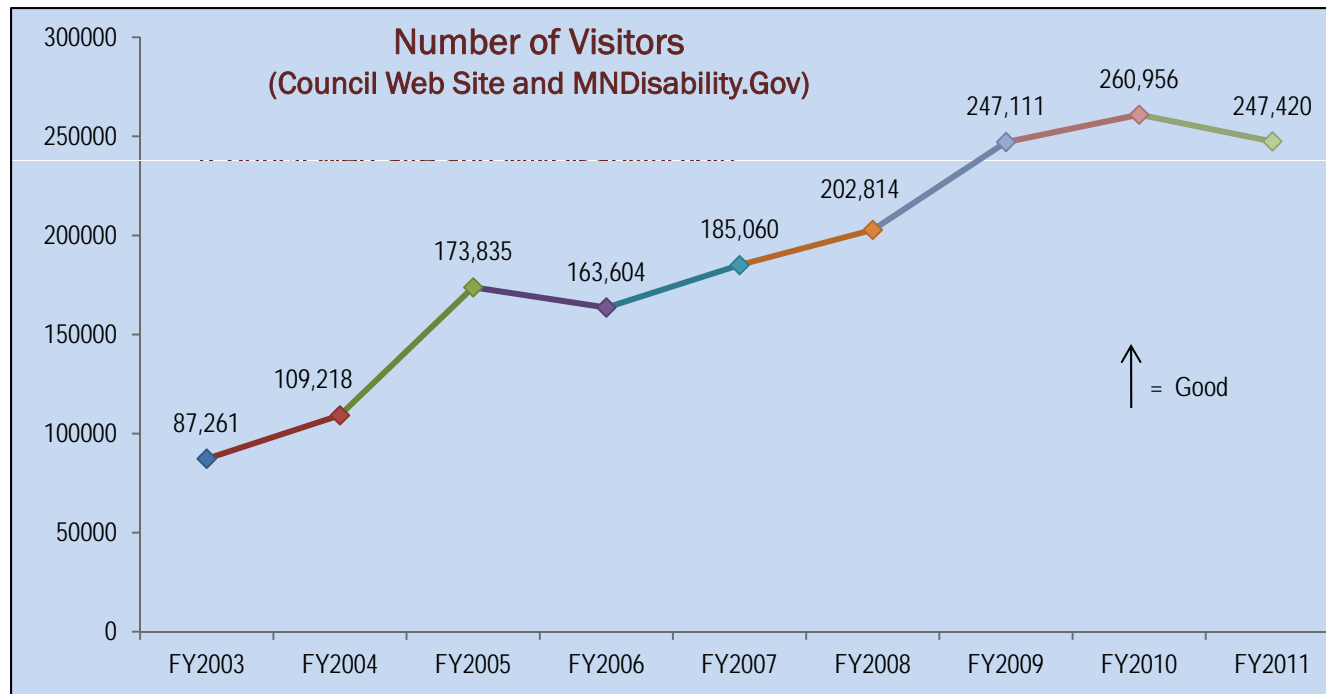
Customer Focus Results I. Print Publications and Downloads FFYs 2003 - 2011



Government shutdown during July 2011

FFY 2011 Business Results

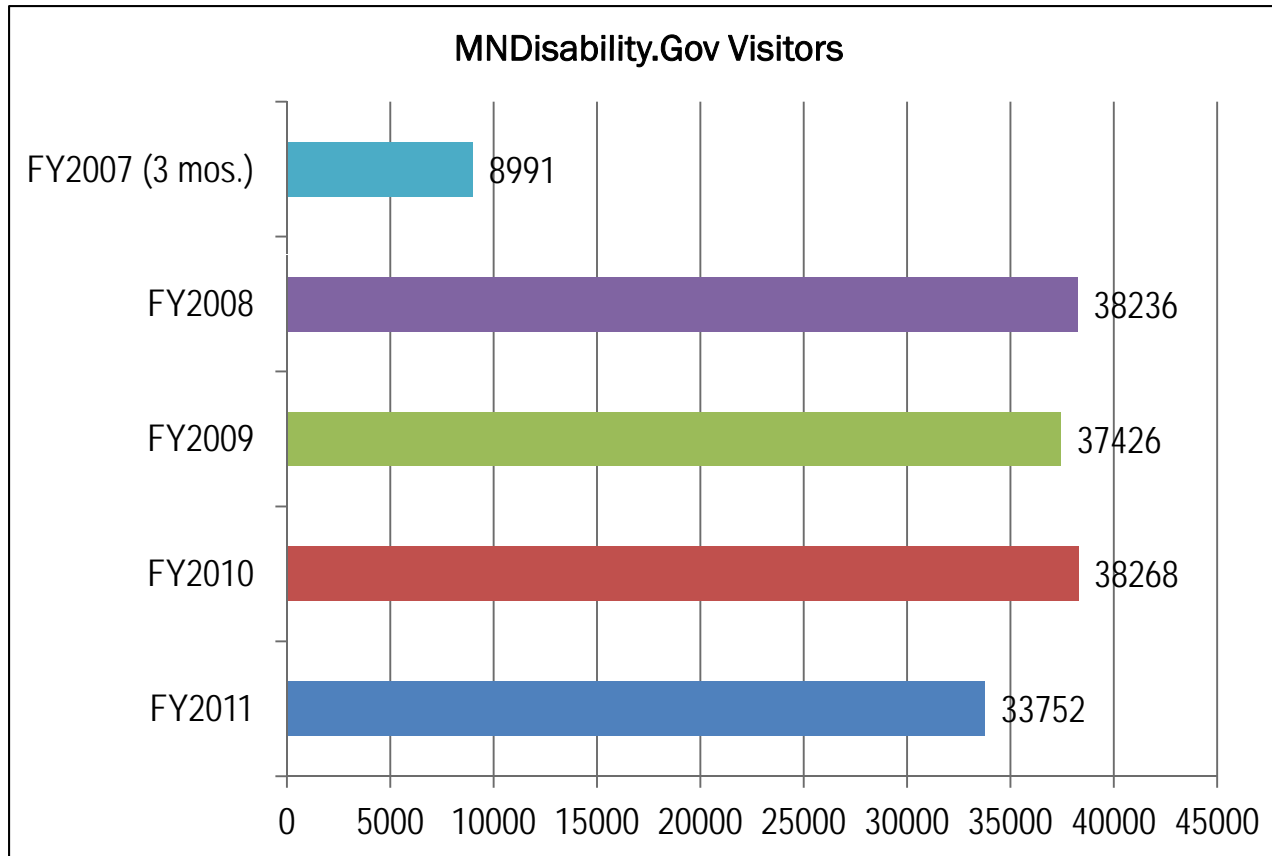
Customer Focus Results J. Electronic Government Services - Visitors FFYs 2003 – 2011



Government shutdown during July 2011

FFY 2011 Business Results

Customer Focus Results
K. MNDisability.Gov Visitors



Government shutdown during July 2011

FFY 2011

Business Results

Customer Focus Results

L. Facebook Users and M. Number of Facebook Visits/Views

L. Facebook Users	
Year	Total number across all months
2011	998

M. Number of Facebook Visits/Views	
Year	Total number across all months
2011	8196

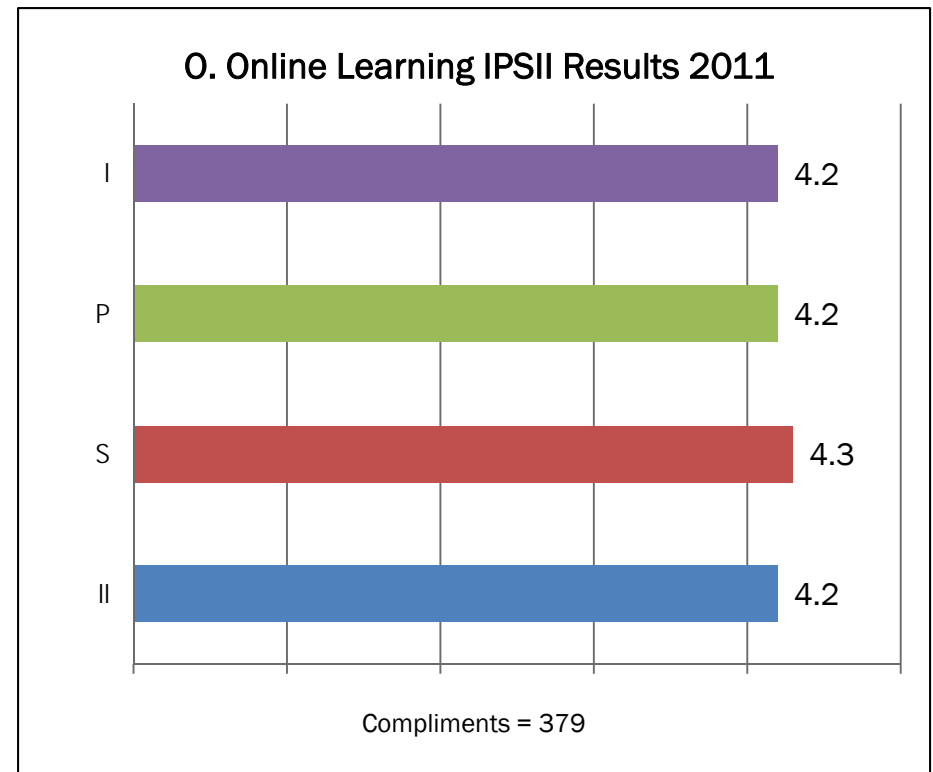
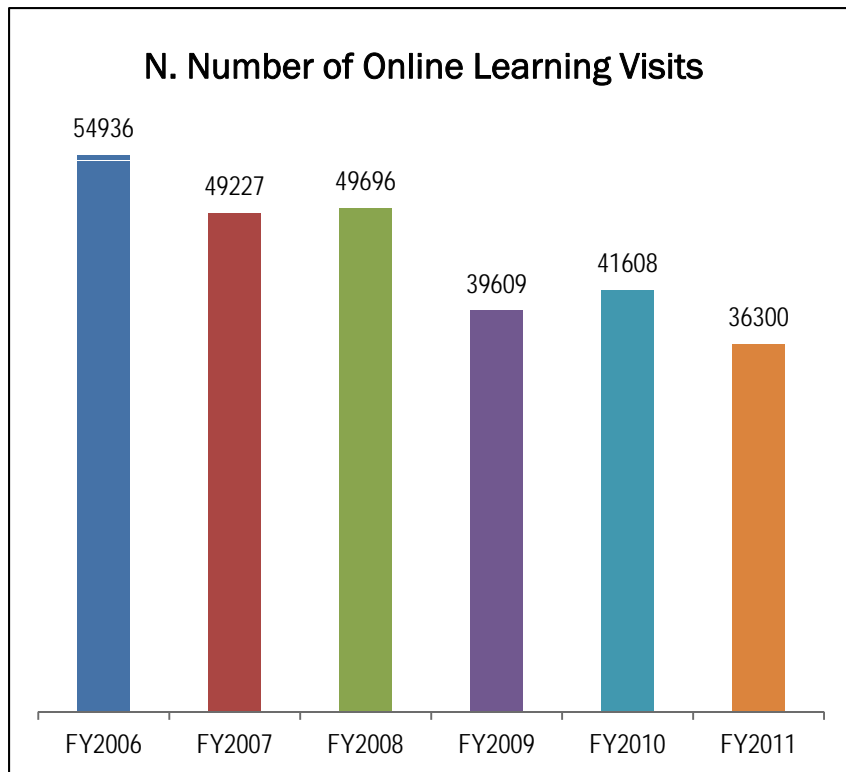
Government shutdown during July 2011

FFY 2011

Business Results

Customer Focus Results

N. E-Government Services - Online Learning Visits and
O. Online Learning IPSII Results (scale of 1 – 5; 5 = highest)
FFYs 2006 - 2011

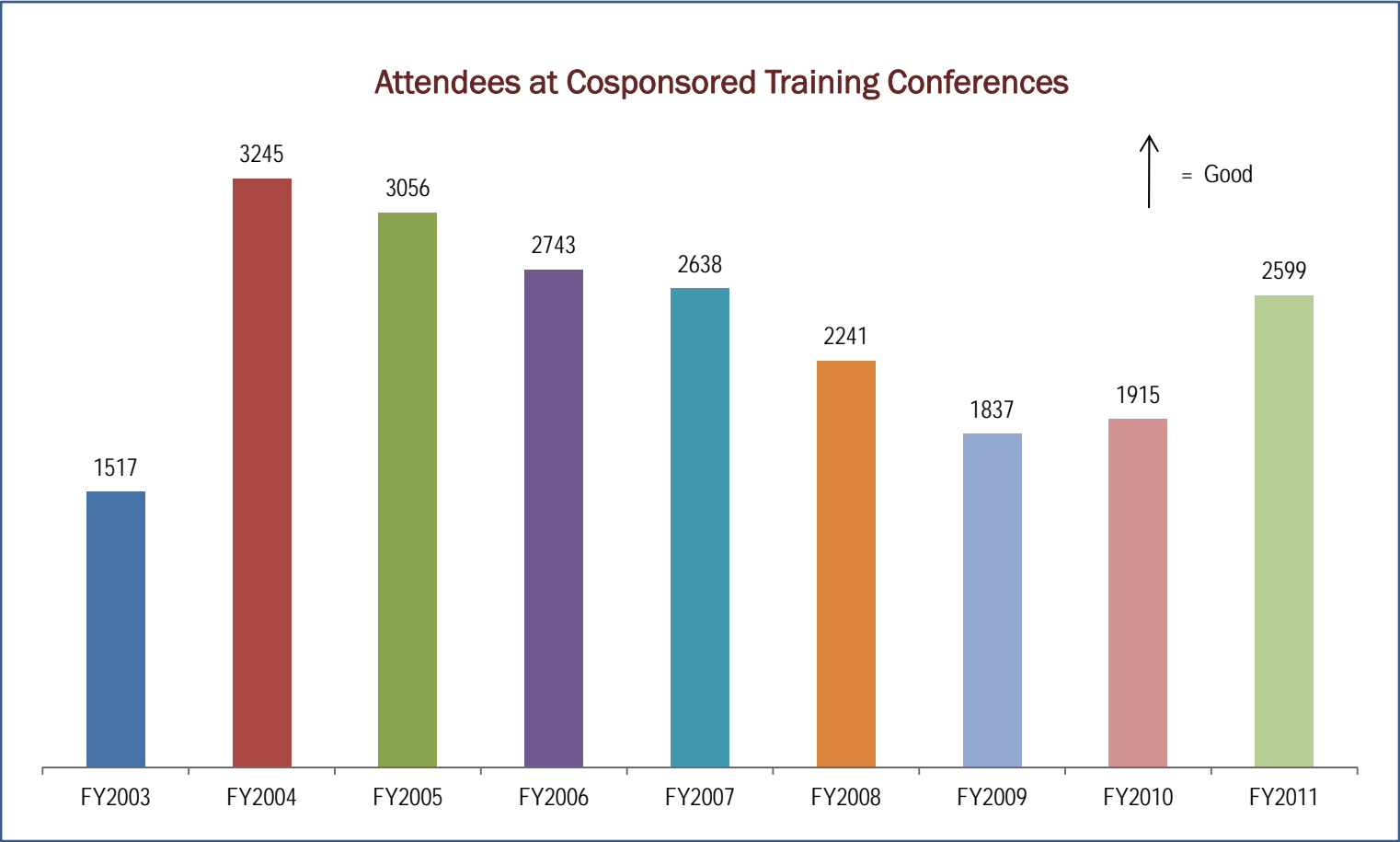


Government shutdown during July 2011

FFY 2011

Business Results

Customer Focus Results
P. Cosponsored Training Conferences - Attendees
FFYs 2003 - 2011



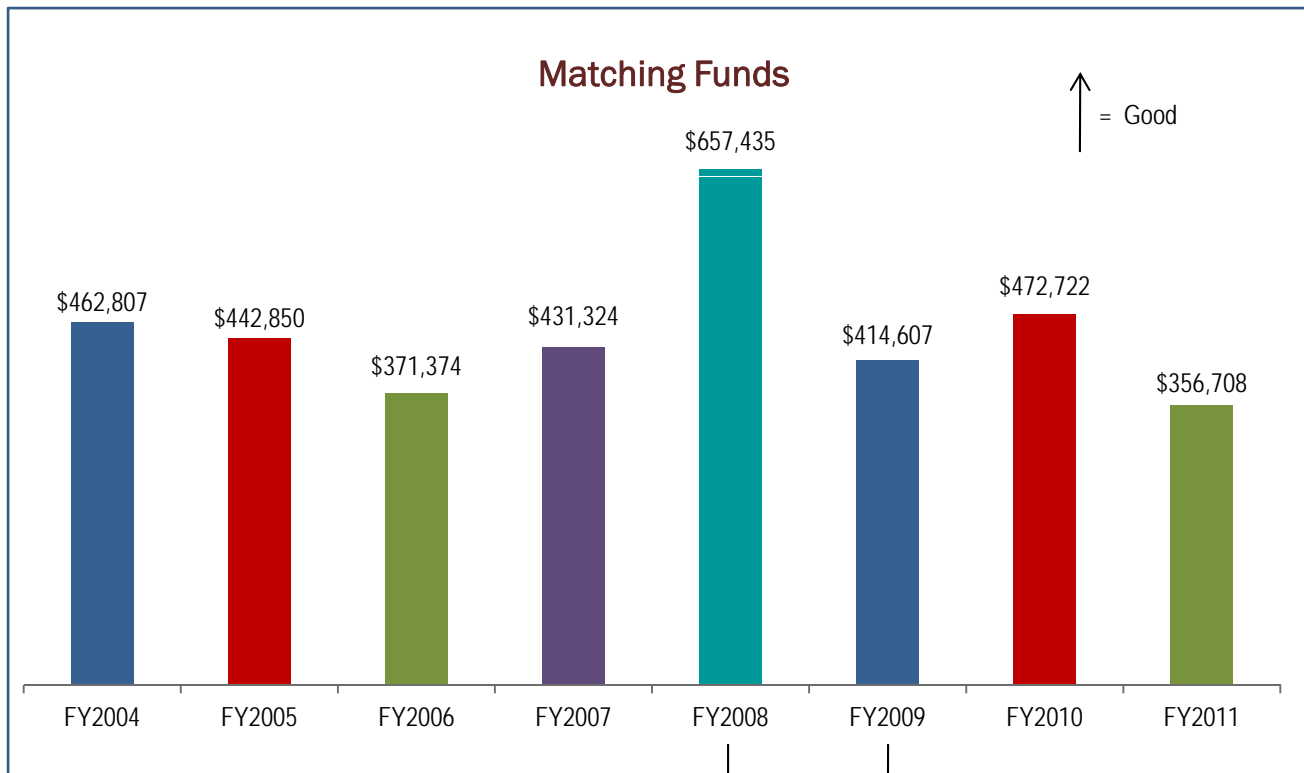
FFY 2011

Business Results

Financial and Market Results

A. Matching Funds (25% of Federal Allocation)

FFYs 2004 - 2011



Goal = 25% Match

\$336,748.00
FFY2004

\$336,748.00
FFY2005

\$337,118.00
FFY2006

\$340,534.12
FFY2007

\$341,423.00
FFY2008

\$341,423.00
FFY2009

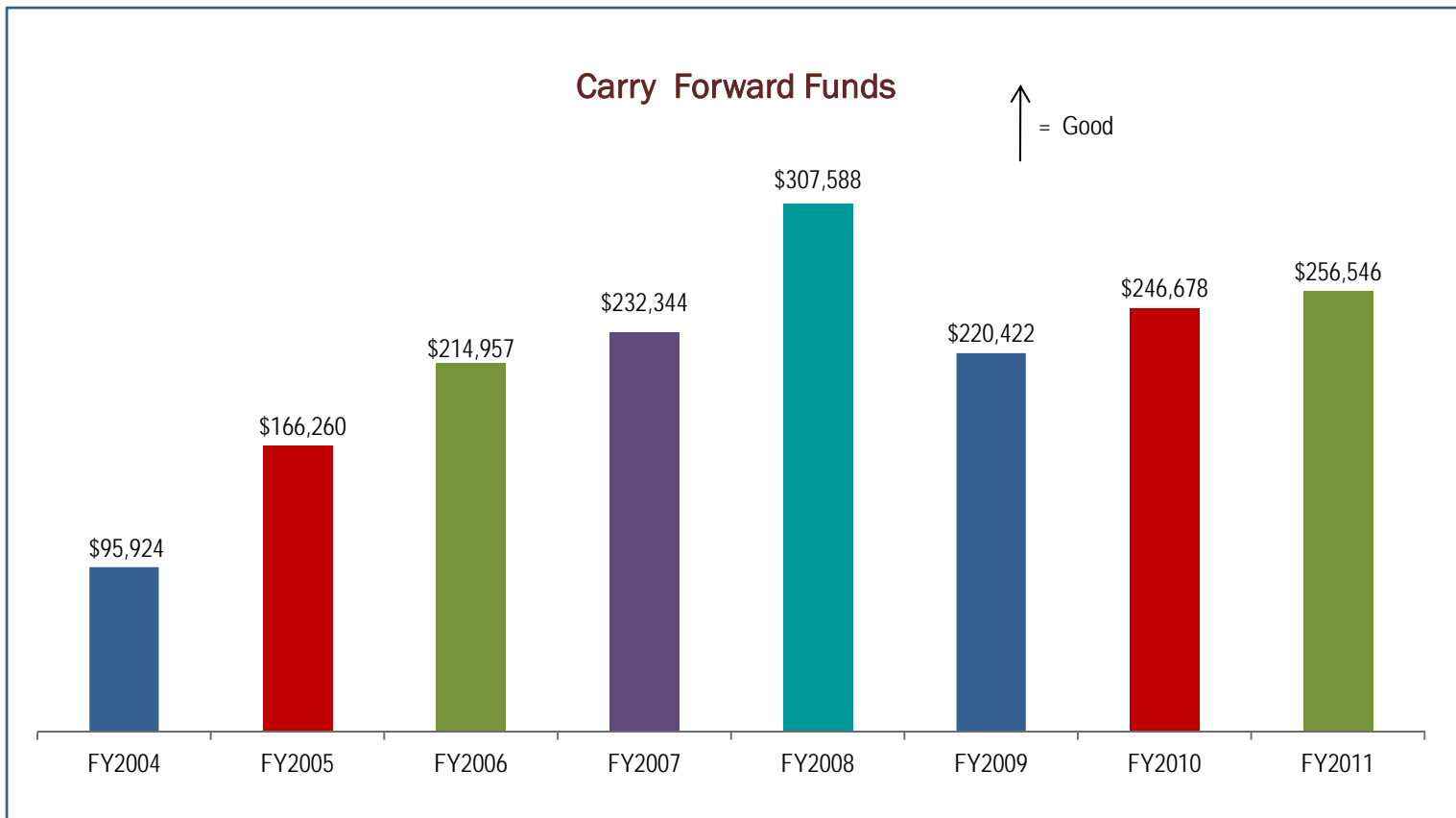
\$341,423.00
FFY2010

\$340,740.00
FFY2011

Includes legislative support for self advocacy
totaling over \$100,00 per year

FFY 2011 Business Results

Financial and Market Results B. Carry Forward Funds FFYs 2004 - 2011



Government shutdown during July 2011

FFY 2011 Business Results

Human Resource Results A. Training Hours on Quality Improvement FFYs 2002 - 2011



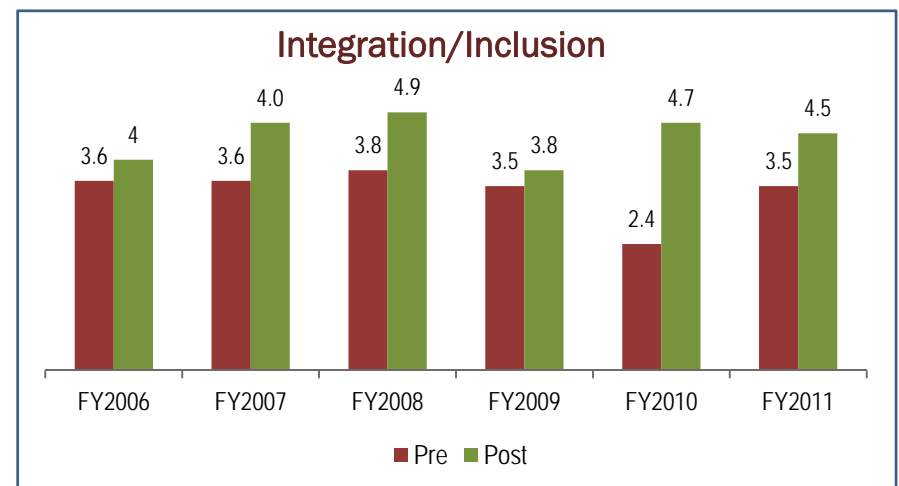
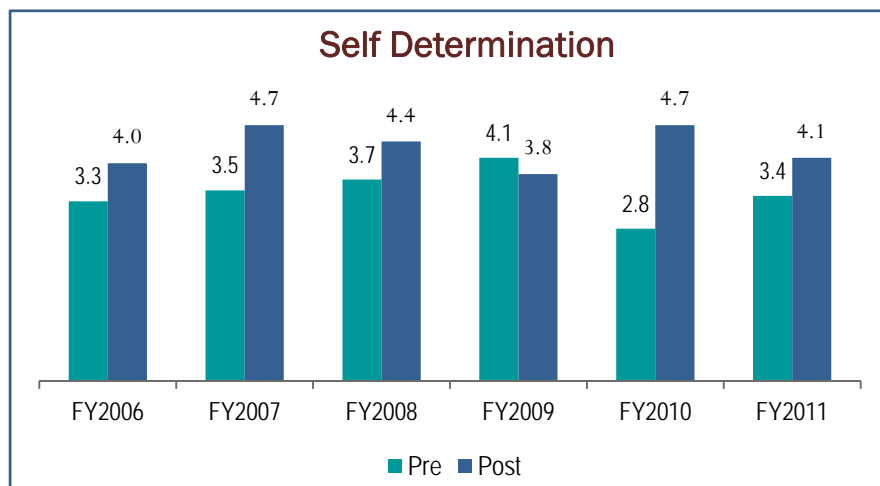
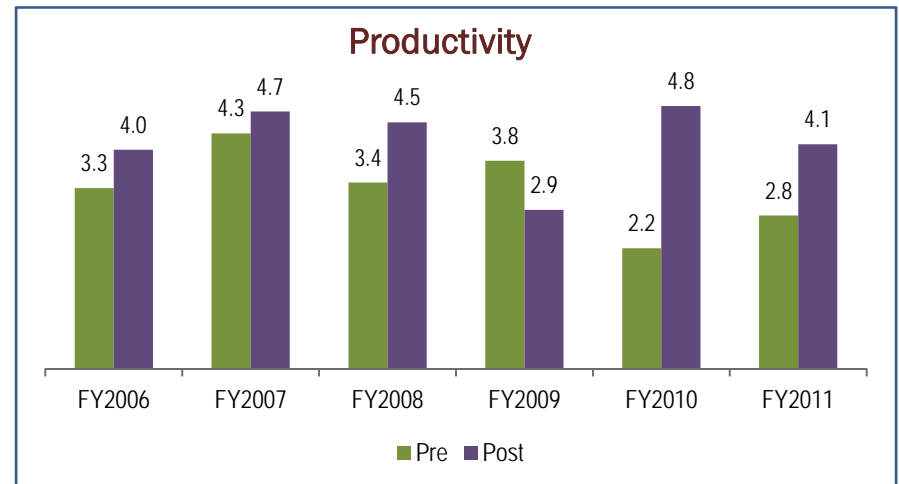
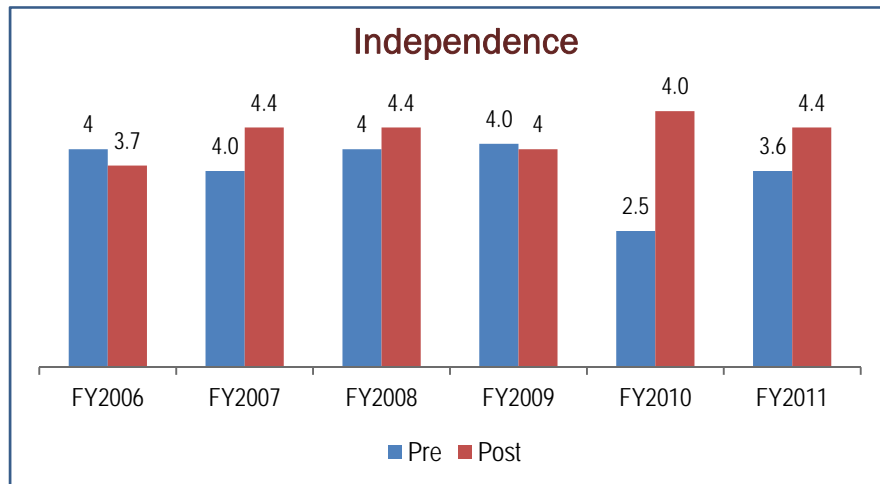
Government shutdown during July 2011

FFY 2011

Business Results

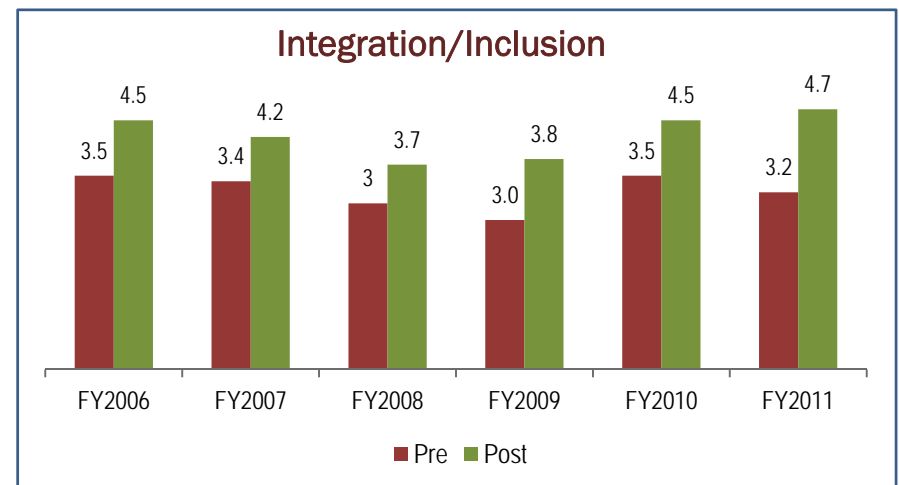
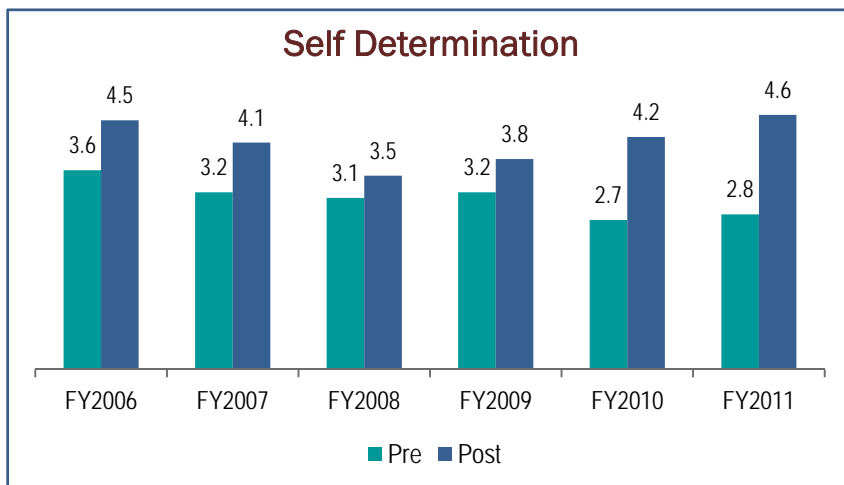
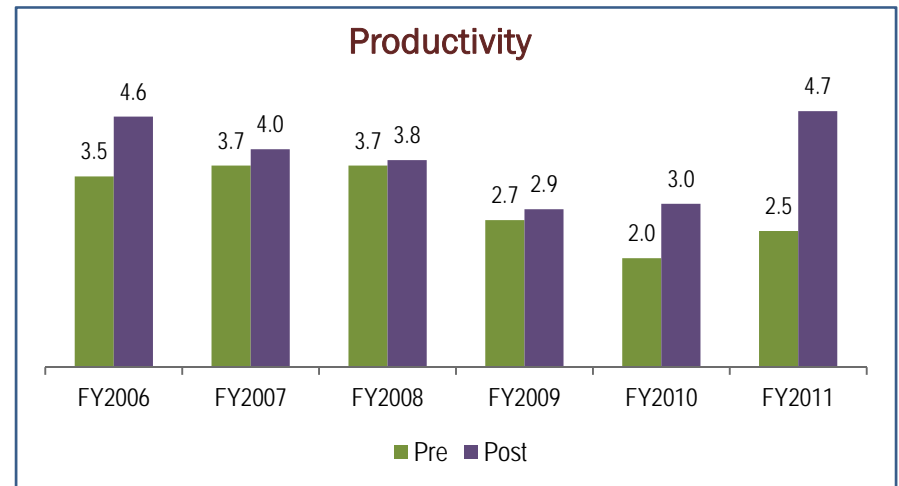
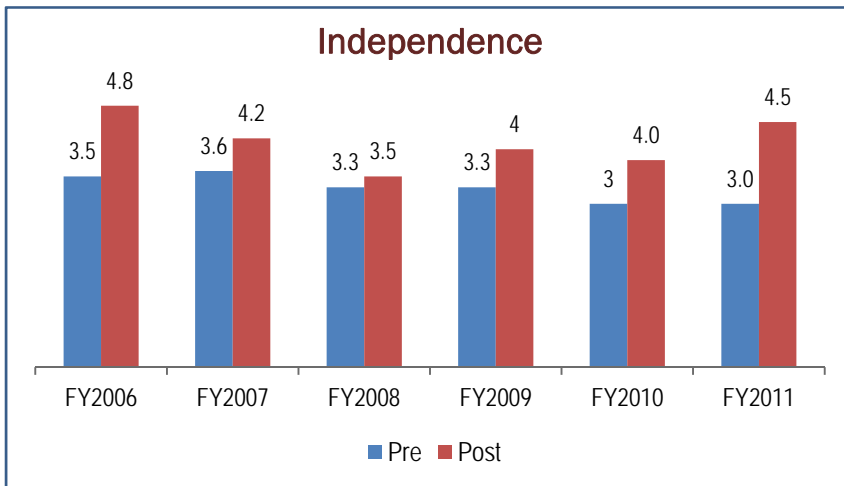
Supplier / Partner Results

A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest) Levels and Trends FFYs 2006 – 2011



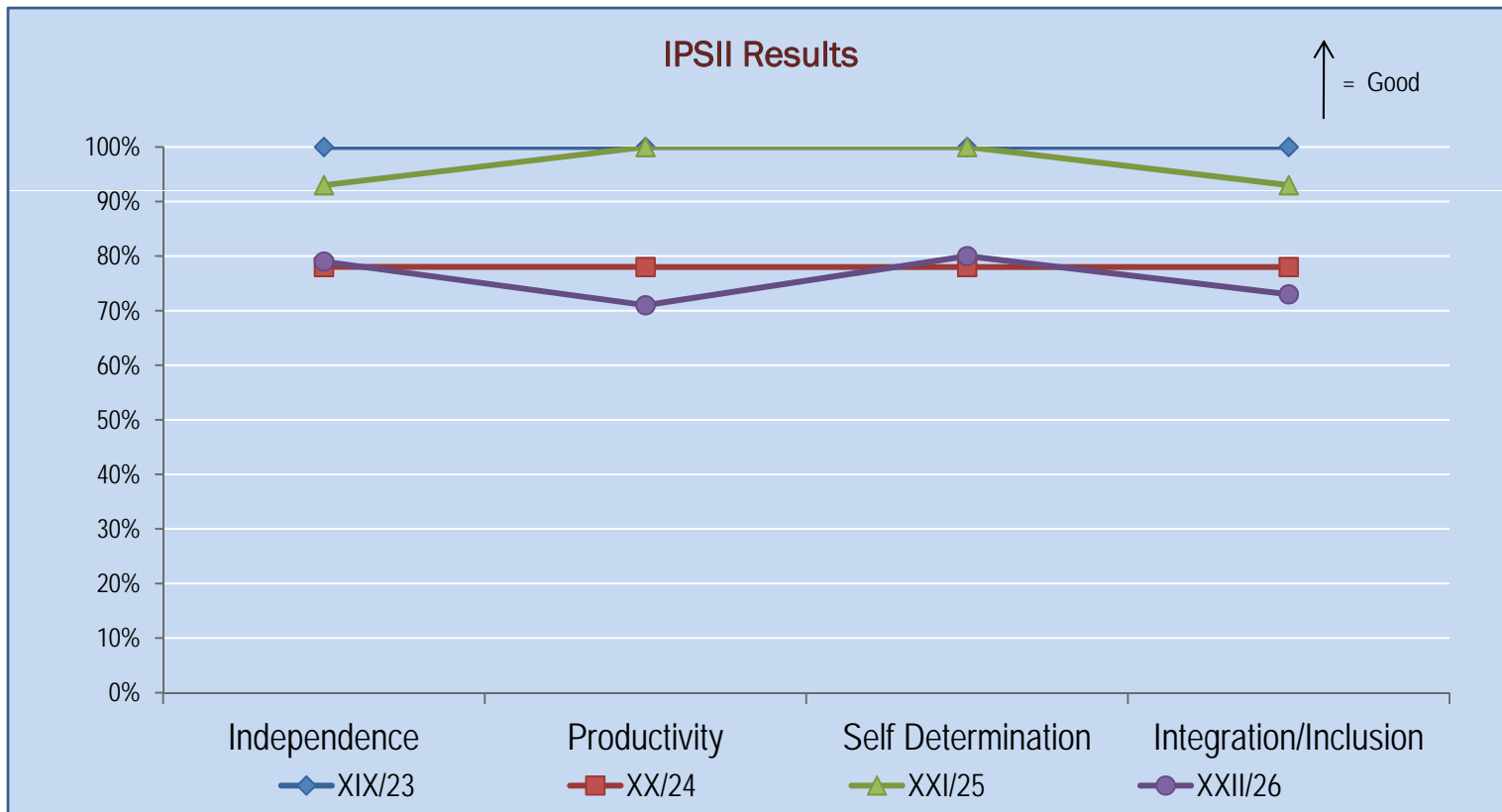
FFY 2011 Business Results

Supplier / Partner Results
B. Latino Outreach Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends FFYs 2006 – 2011



FFY 2011 Business Results

Supplier/Partner Results
C. Partners in Policymaking® IPSII Results
Longitudinal Study (May 2011)
Years XIX to XXII (Classes 23 – 26)

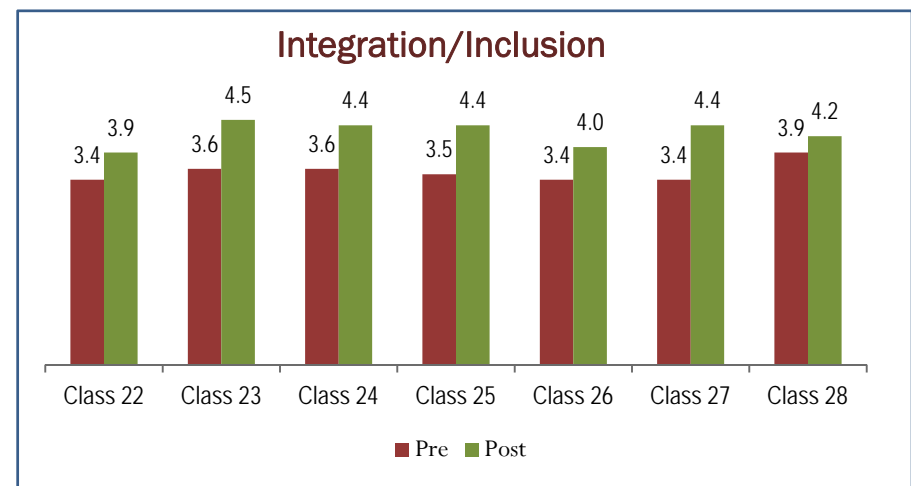
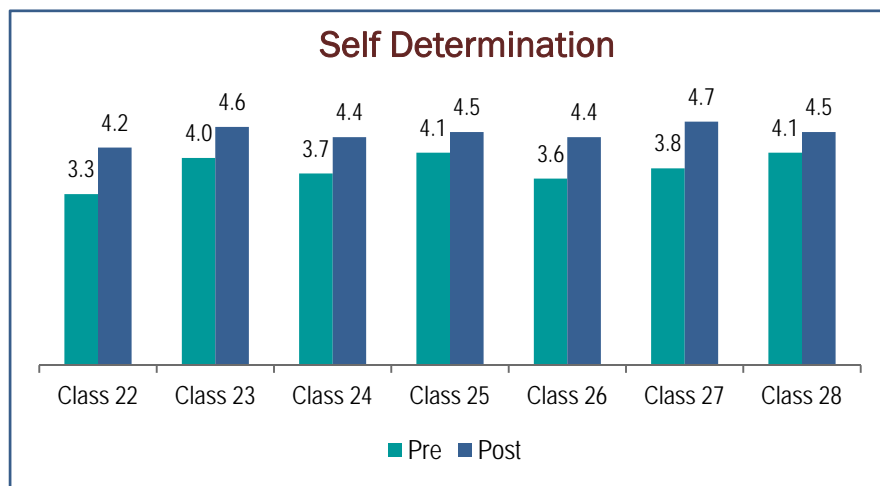
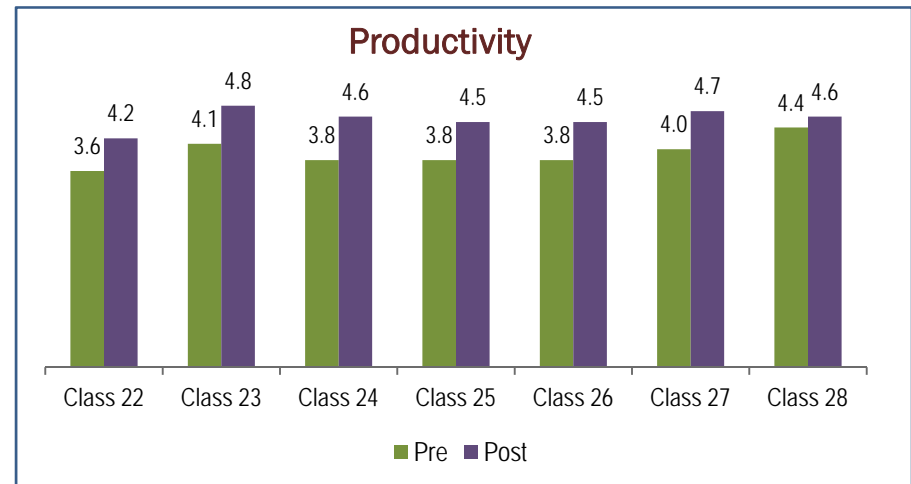
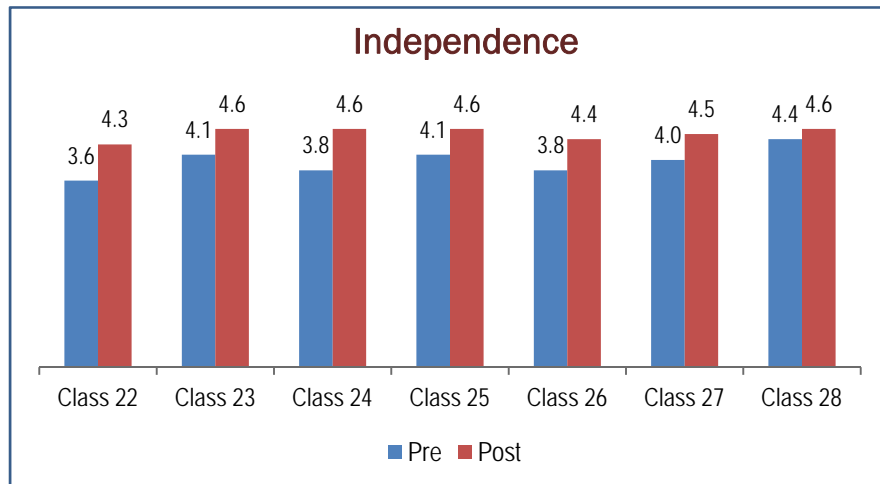


FFY 2011

Business Results

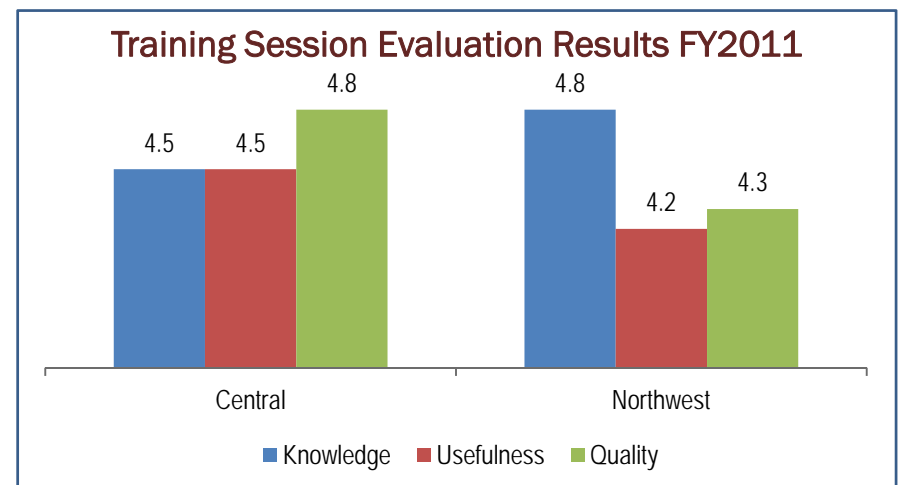
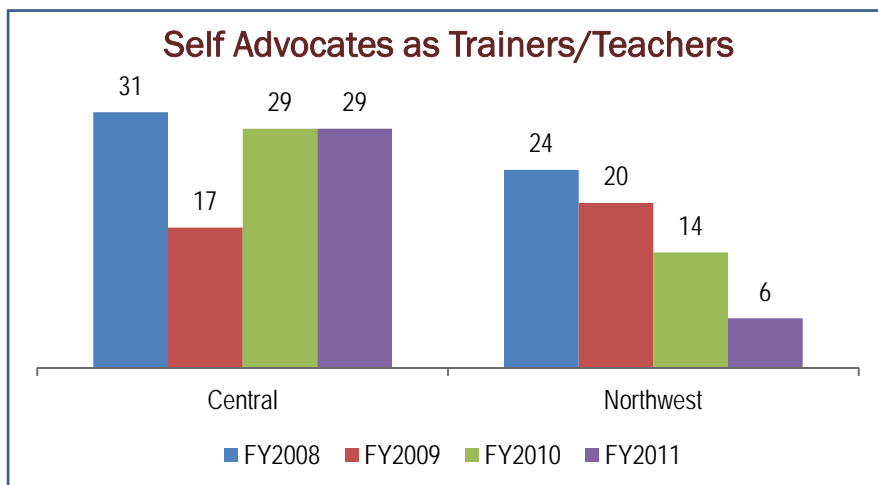
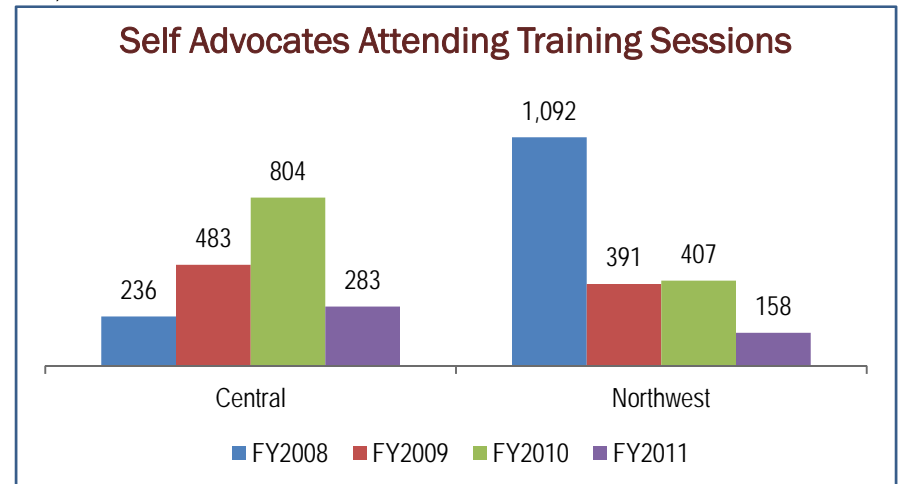
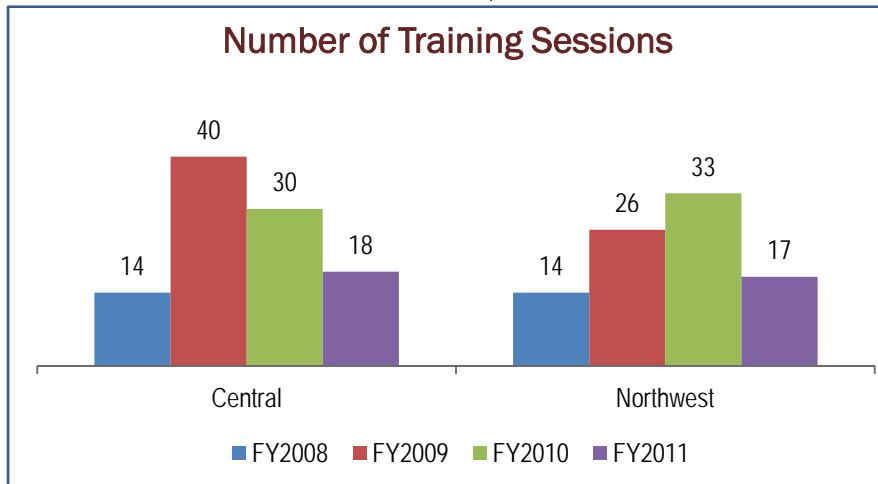
Supplier / Partner Results

D. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends (Classes 22 – 28) FFYs 2005-2011



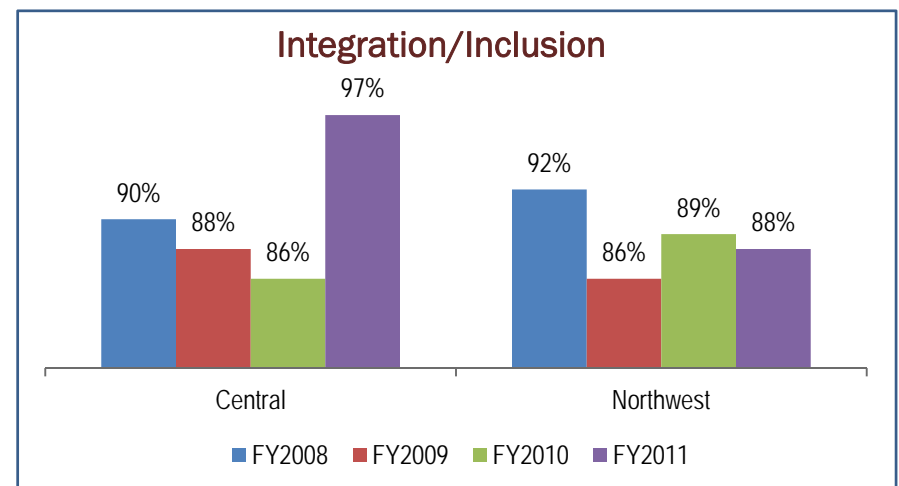
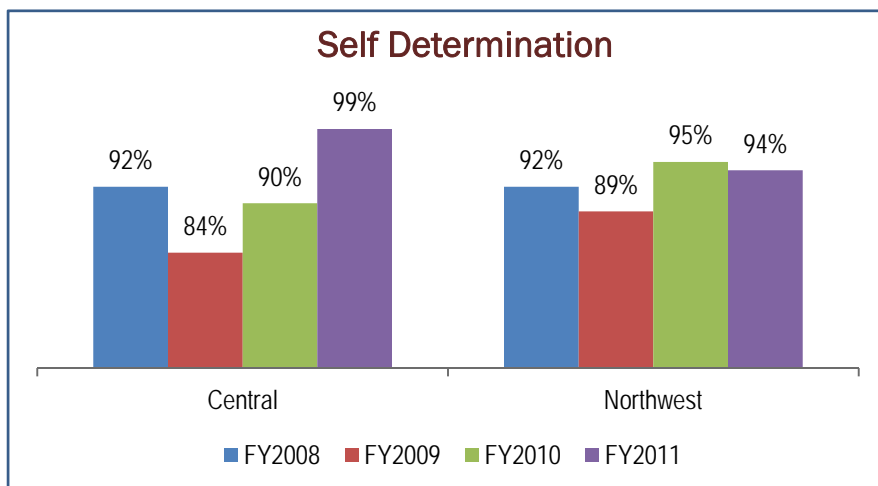
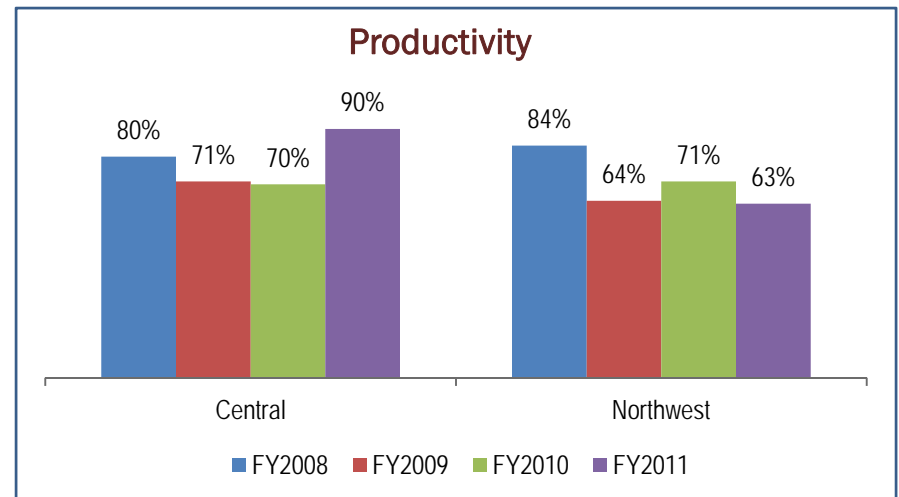
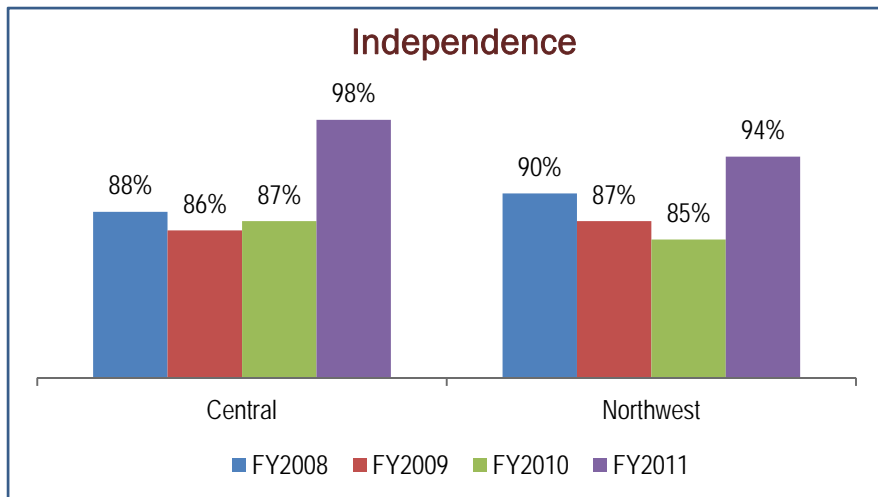
FFY 2011 Business Results

Supplier/Partner Results
E. Self Advocacy – Central and NW Regions
Training Sessions and Attendees, Teachers/Trainers, Evaluation Results
(scale of 1 – 5; 5 = highest) FFYs 2008 - 2011



FFY 2011 Business Results

Supplier/Partner Results
F. Self Advocacy – Central and NW Regions
IPSII Results (% = Yes) FFYs 2008 - 2011



Governor's Council on Developmental Disabilities

Minnesota Department of Administration

370 Centennial Office Building
658 Cedar Street
Saint Paul, Minnesota 55155

www.mnddc.org

www.mncdd.org

www.partnersinpolicymaking.com

Call: 651.296.4018

MN Relay Service: 800.627.3529 or 711

Fax: 651.297.7200

Toll Free: 877.348.0505

Email: admin.dd@state.mn.us

Reduce, Reuse, Recycle