

# Minnesota Governor's Council on Developmental Disabilities Business Results

Federal Fiscal Year 2012  
(October 1, 2011 - September 30, 2012)

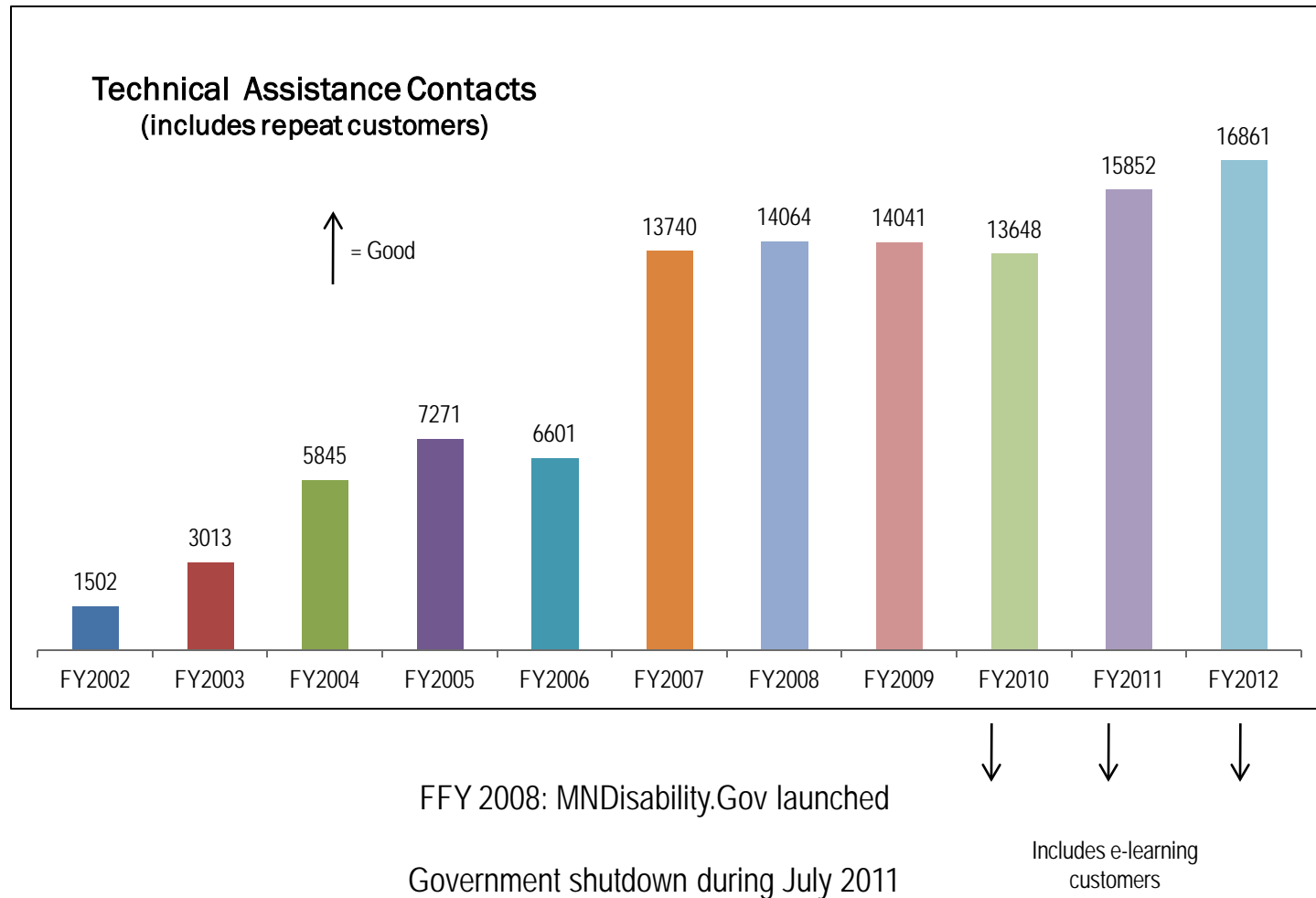
# FFY 2012

## Business Results

### Customer Focus Results

#### A. Technical Assistance Contacts

##### FFYs 2002 - 2012



# FFY 2012

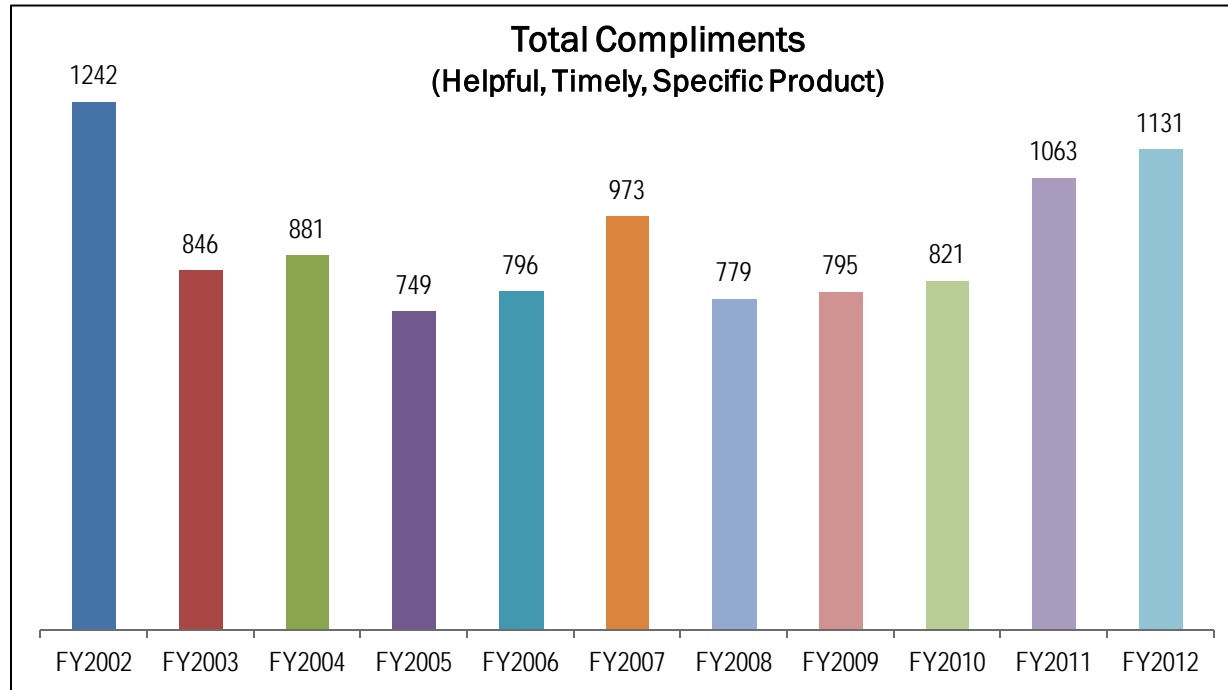
## Business Results

### 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 - 2012



↓  
MTARS visit

Note: Compliments are searched for actionable items

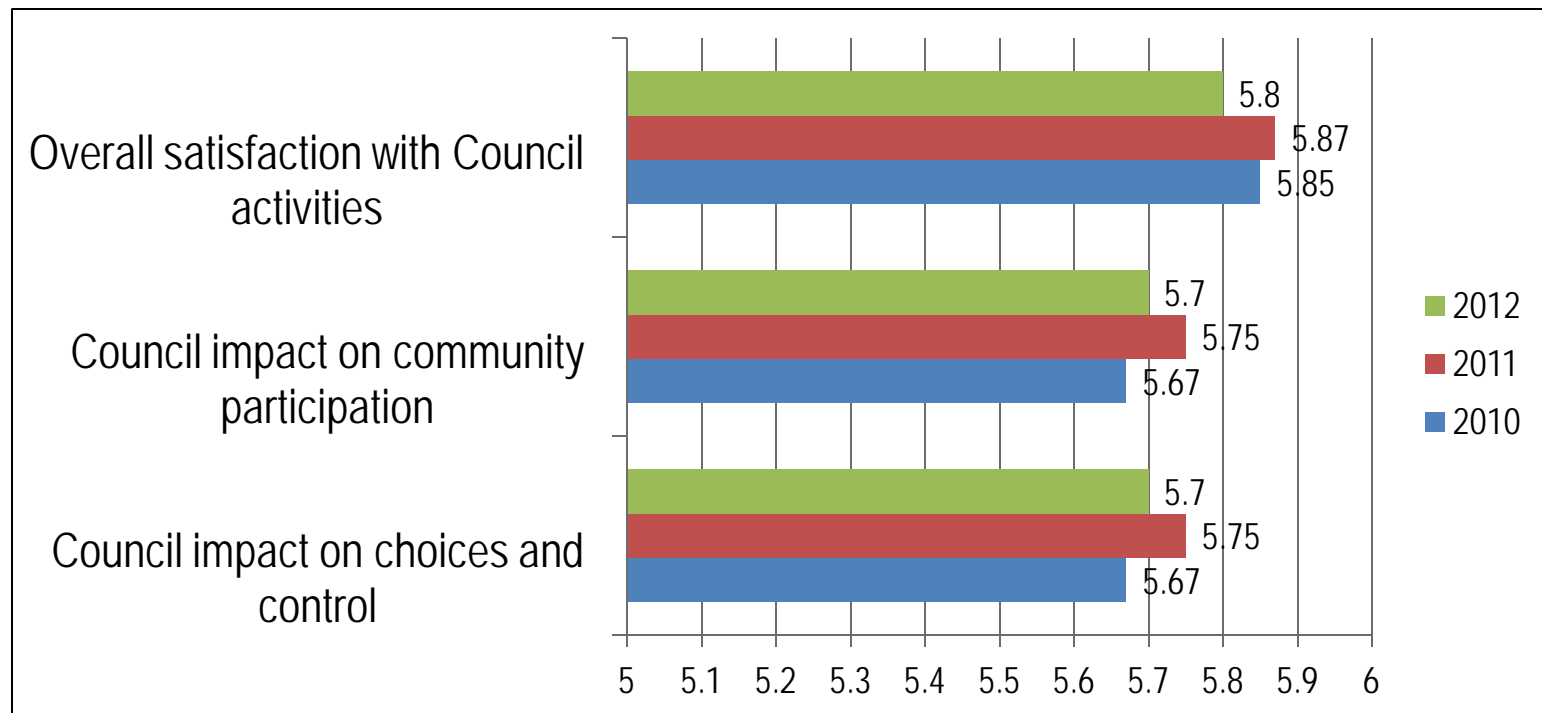
Government shutdown during July 2011

# FFY 2012

## Business Results

### Customer Focus Results

C. Stakeholder Survey Ratings (scale of 1 – 6; 6 = highest)  
FFYs 2010 - 2012



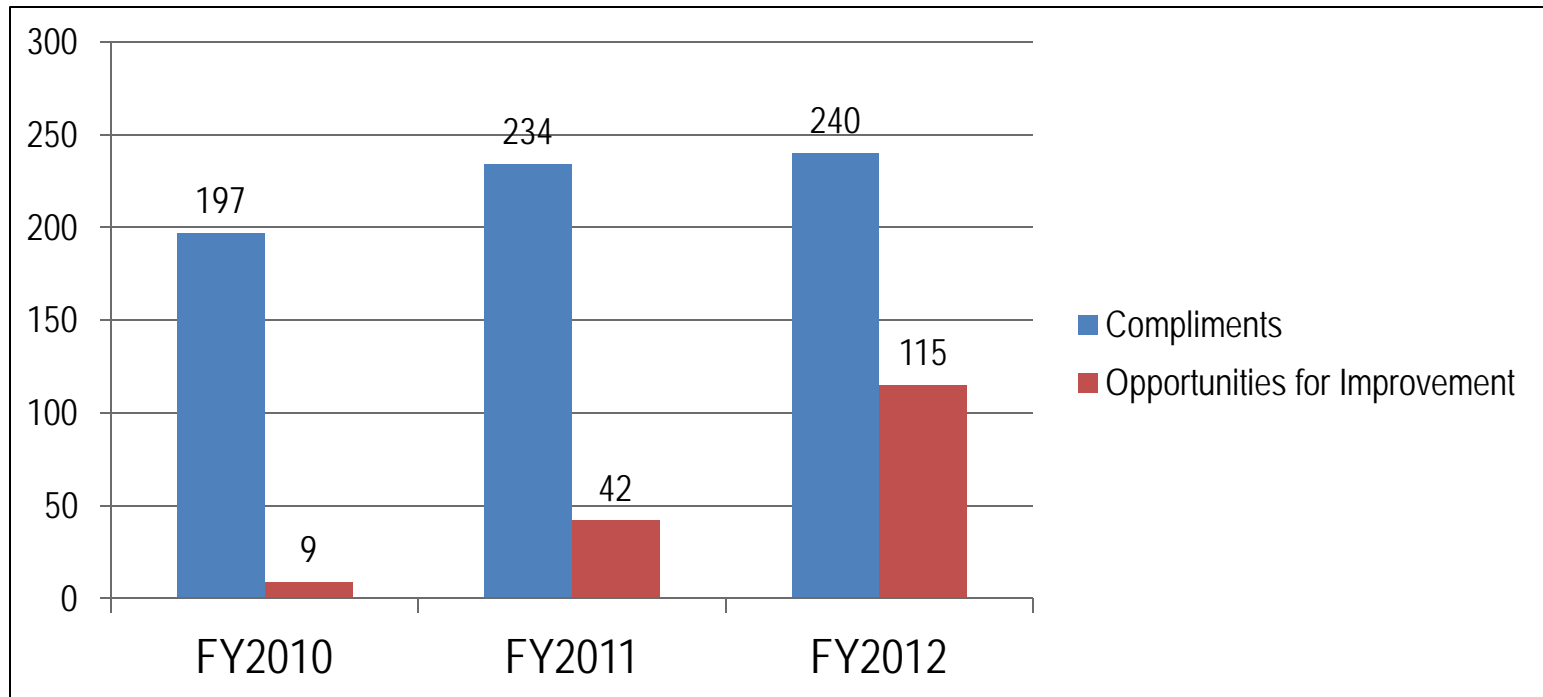
Government shutdown during July 2011

# FFY 2012

## Business Results

### Customer Focus Results

#### D. Stakeholder Surveys - Compliments and Opportunities for Improvement FFYs 2010 - 2012



2010: Total of 73 respondents

2011: Total of 92 respondents

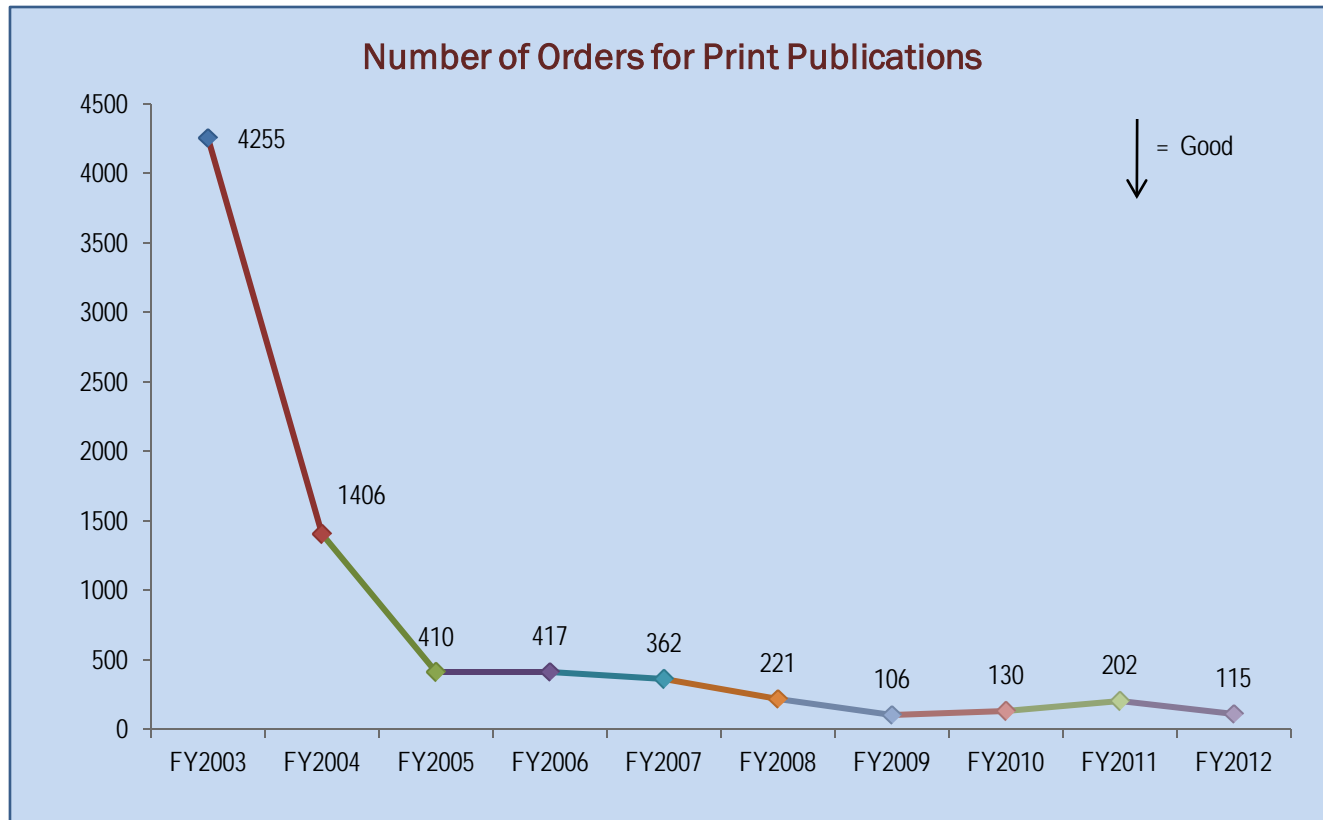
2012: Total of 100 respondents

Government shutdown during July 2011

# FFY 2012

## Business Results

Customer Focus Results  
E. Publication Orders  
FFYs 2003 - 2012



Government shutdown during July 2011

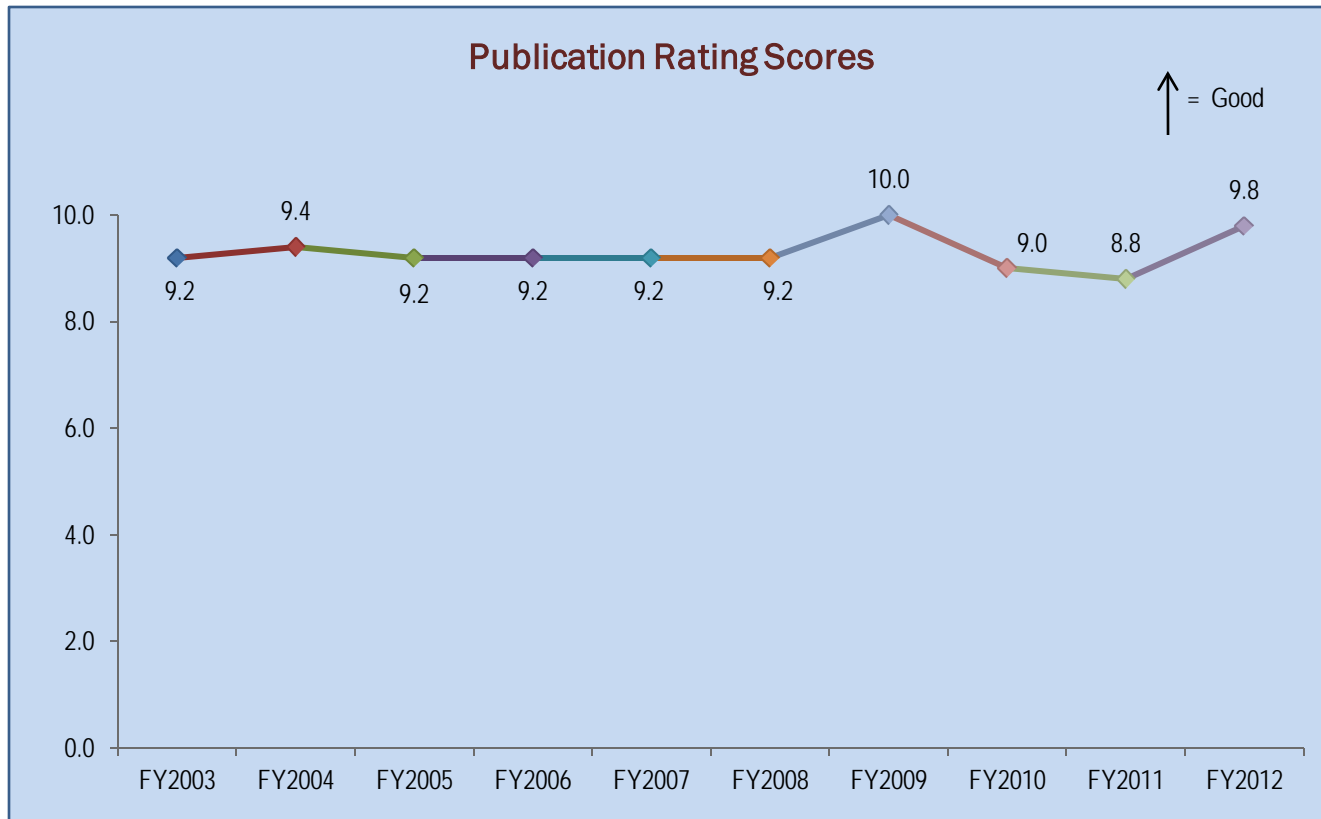
Print publications are treated as an alternative to electronic versions and downloads

# FFY 2012

## Business Results

### Customer Focus Results

F. Publications Rating (scale of 1 – 10; 10 = highest)  
FFYs 2003 - 2012

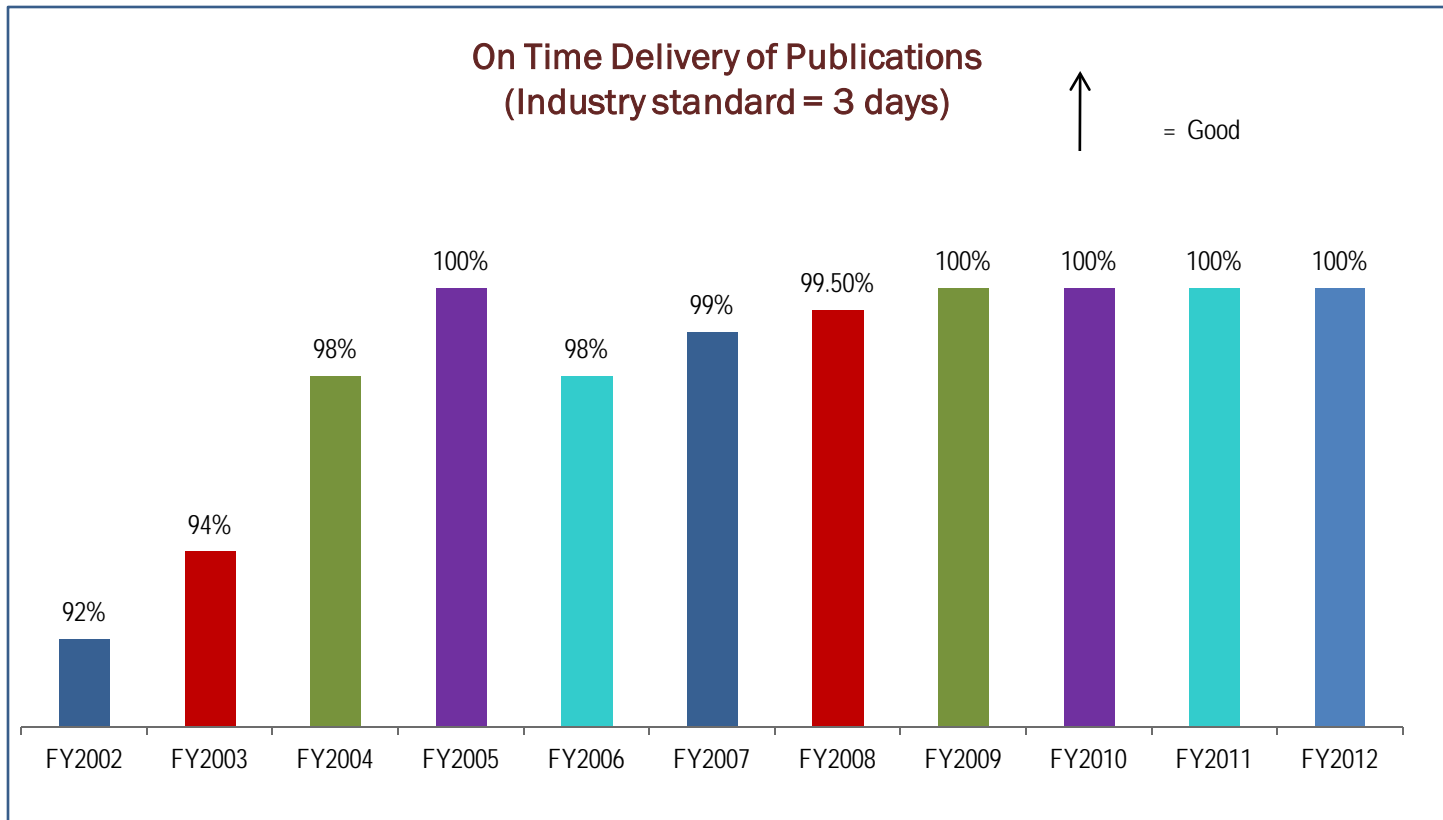


Government shutdown during July 2011

# FFY 2012

## Business Results

Customer Focus Results  
G. Publication Delivery Time  
FFYs 2002 - 2012



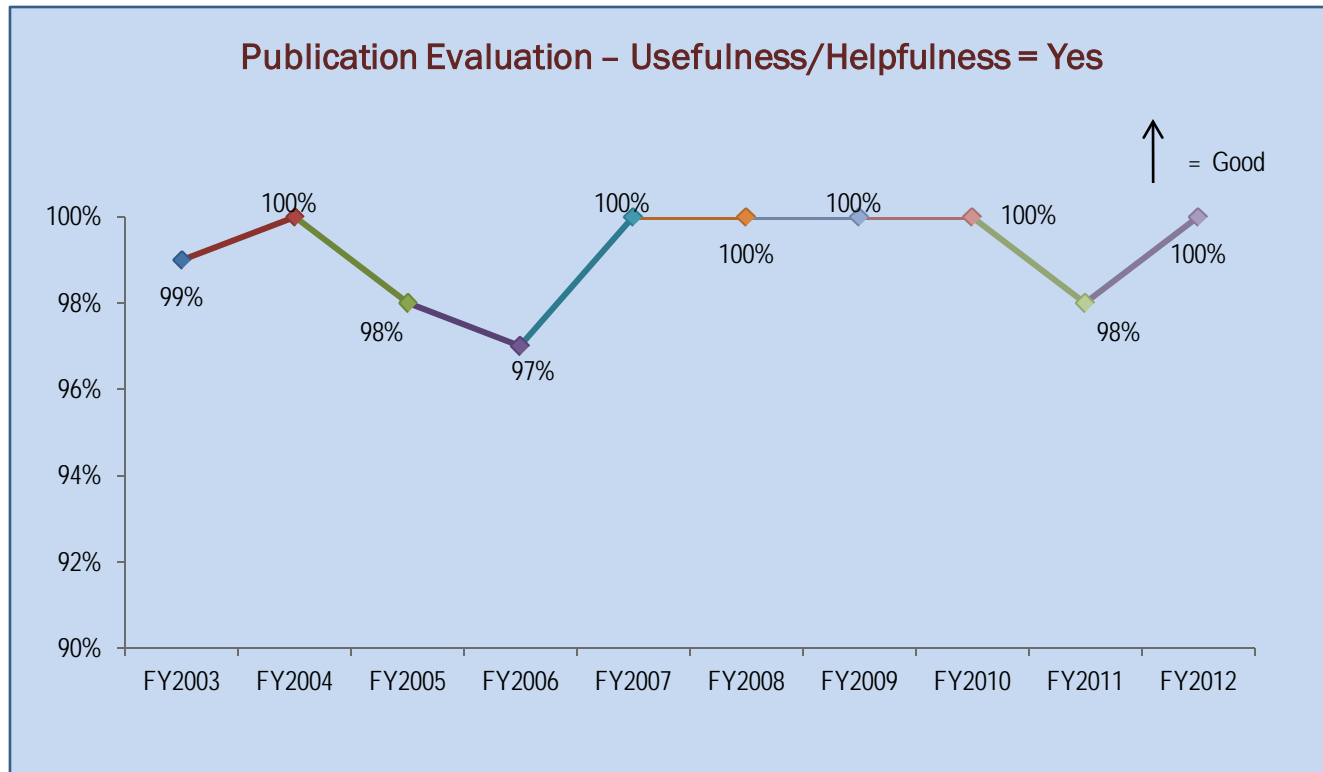
Government shutdown during July 2011



# FFY 2012

## Business Results

Customer Focus Results  
H. Publication Evaluation  
FFYs 2003 – 2012



FFY2011: ASD Emergency Planning Kits were evaluated at AuSM Conference

# FFY 2012

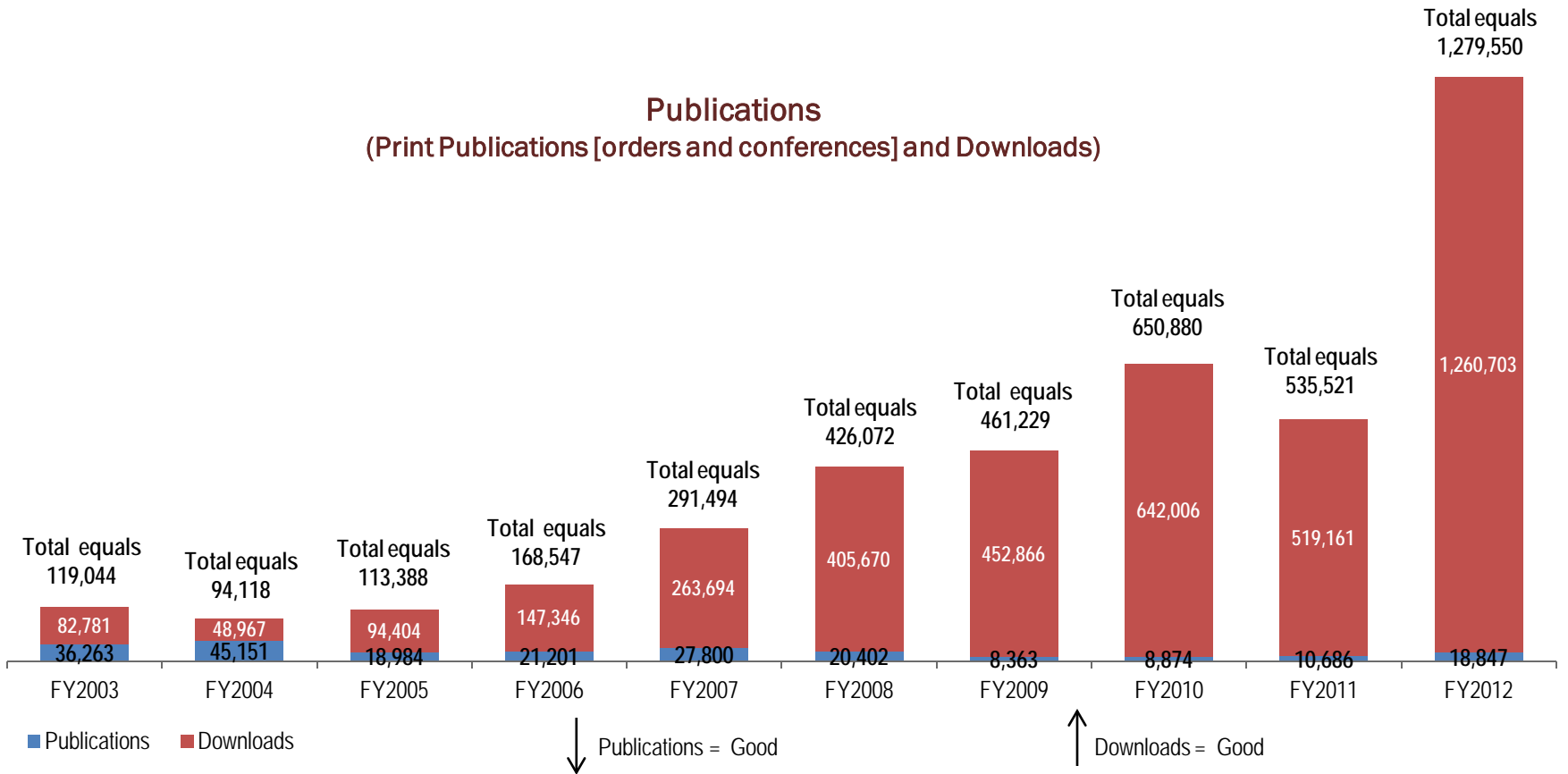
## Business Results

### Customer Focus Results

#### I. Print Publications and Downloads

FFYs 2003 - 2012

**Publications**  
(Print Publications [orders and conferences] and Downloads)



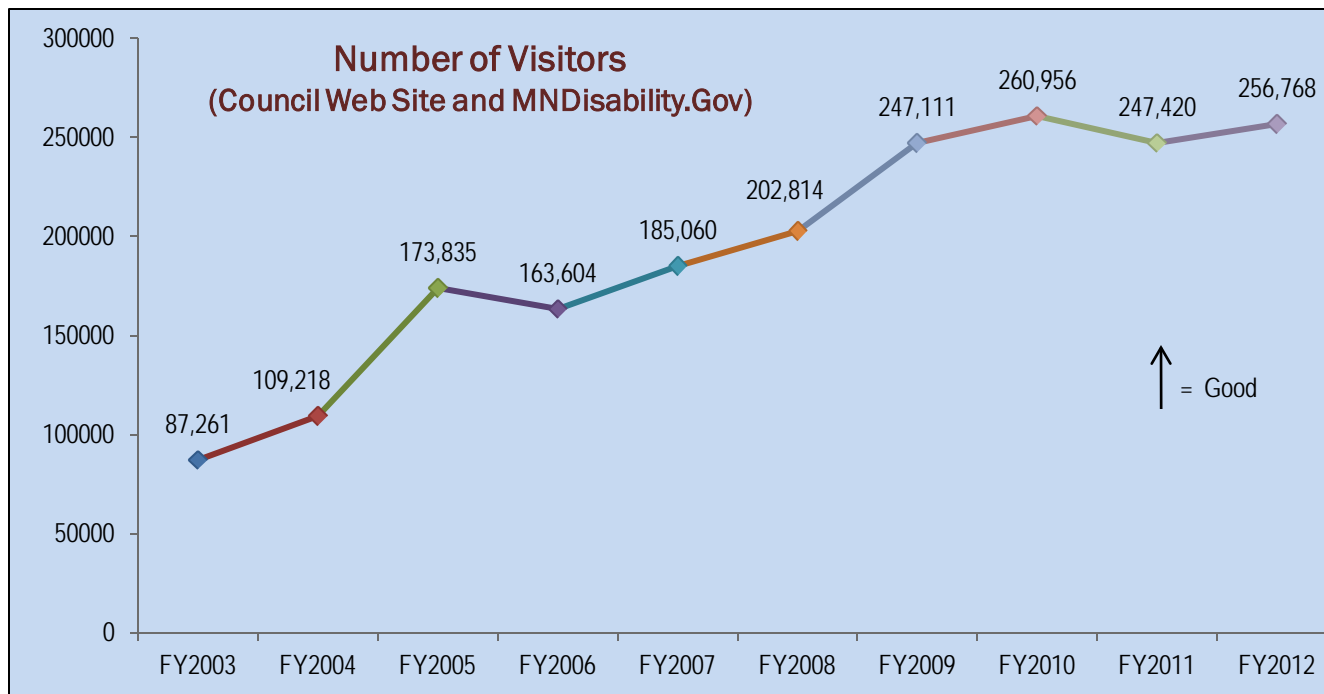
Government shutdown during July 2011

NOTE: Software and website data collection methods changed July 2012

# FFY 2012 Business Results

## Customer Focus Results

### J. Web Site Visitors FFYs 2003 – 2012



NOTE: Software and website data collection methods changed July 2012.

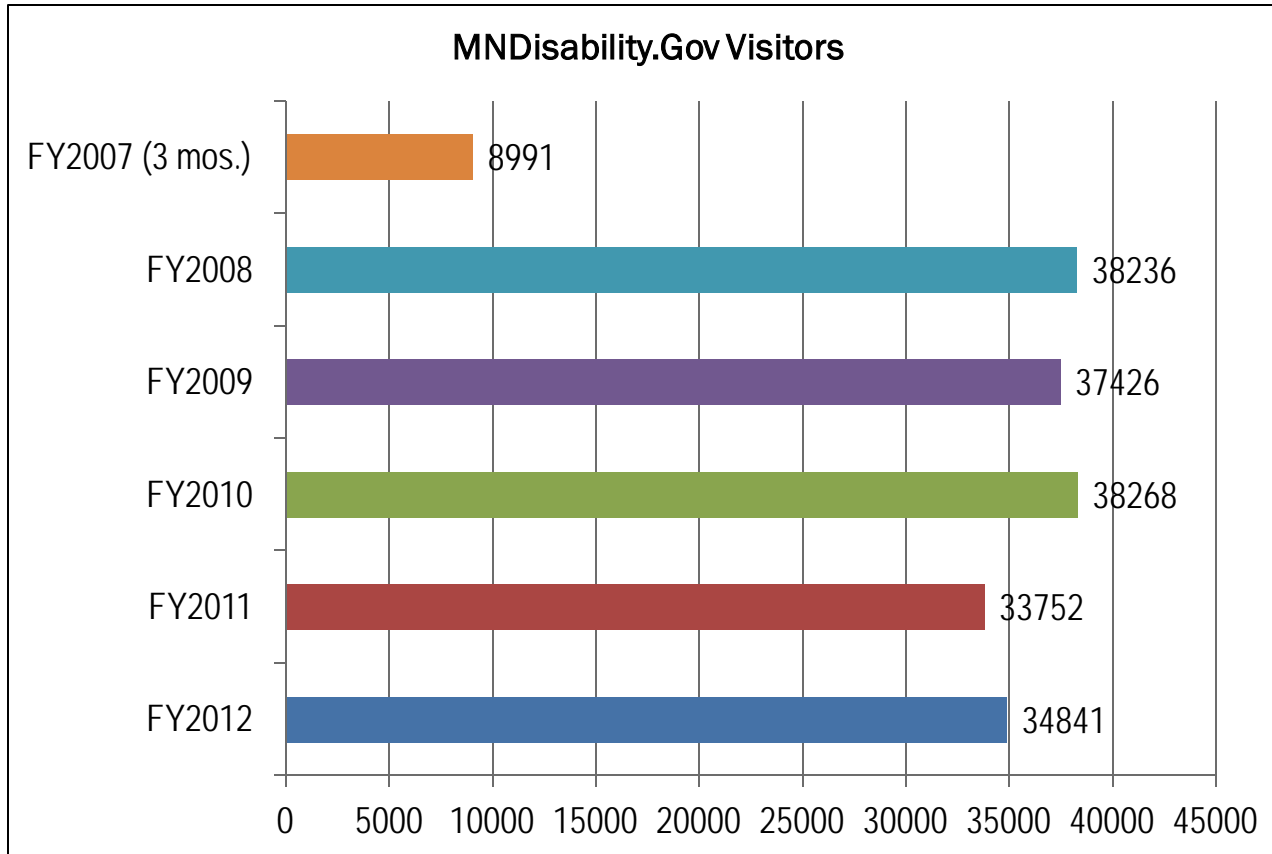
# FFY 2012

## Business Results

Customer Focus Results

K. MNDisability.Gov Visitors

FFYs 2007 – 2012

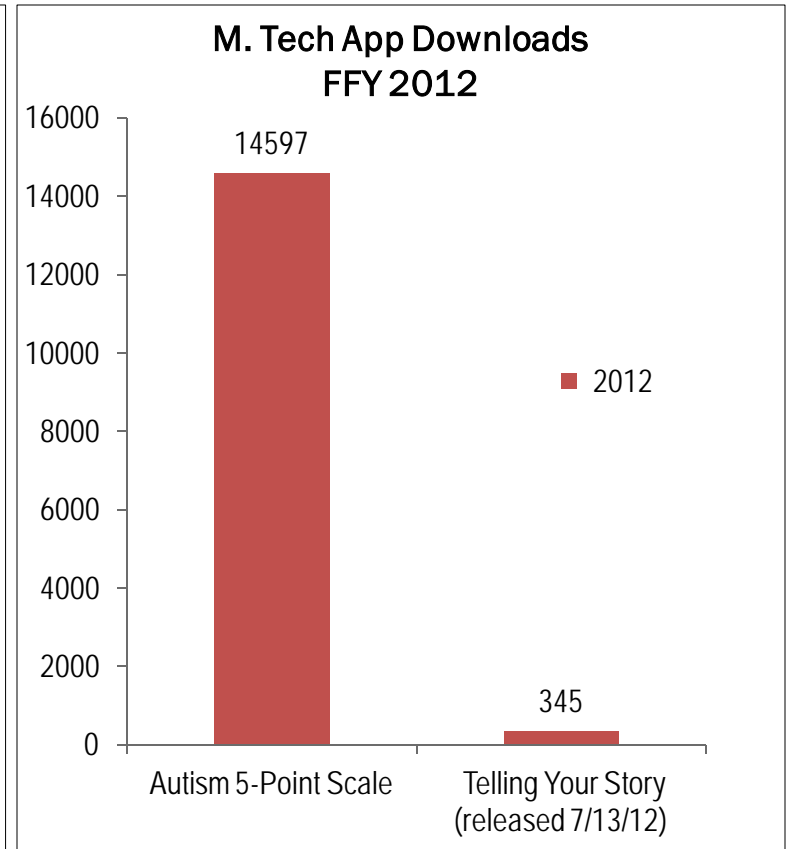
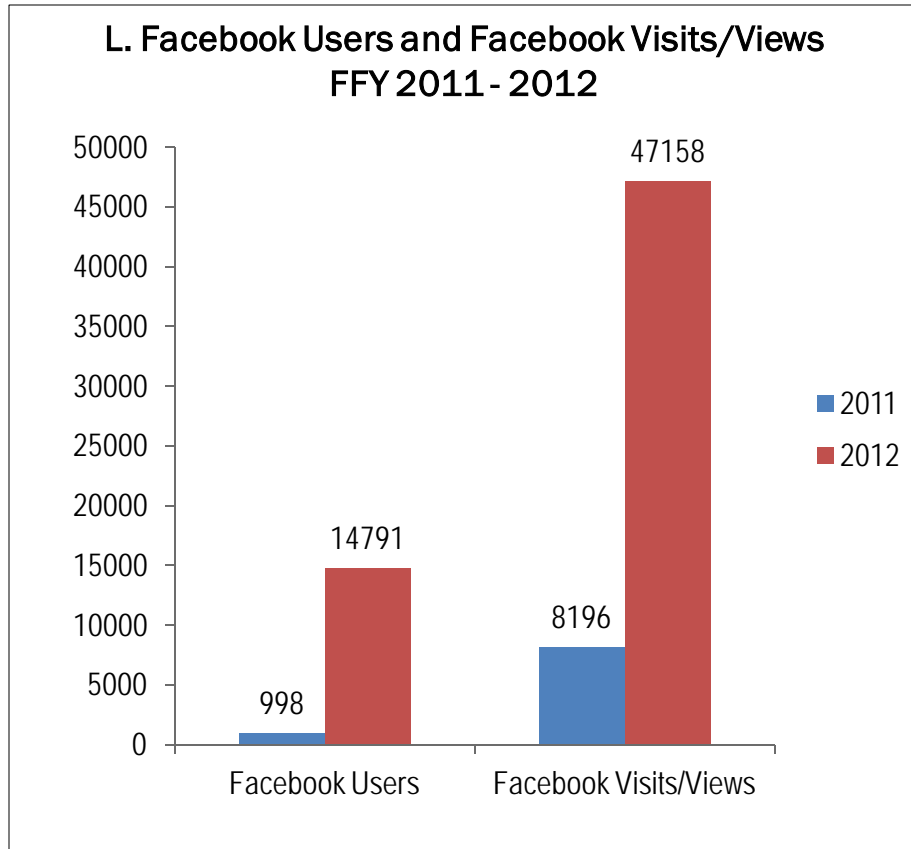


Government shutdown during July 2011

# FFY 2012

## Business Results

Customer Focus Results  
L. Facebook Users and Facebook Visits/Views  
M. Tech App Downloads



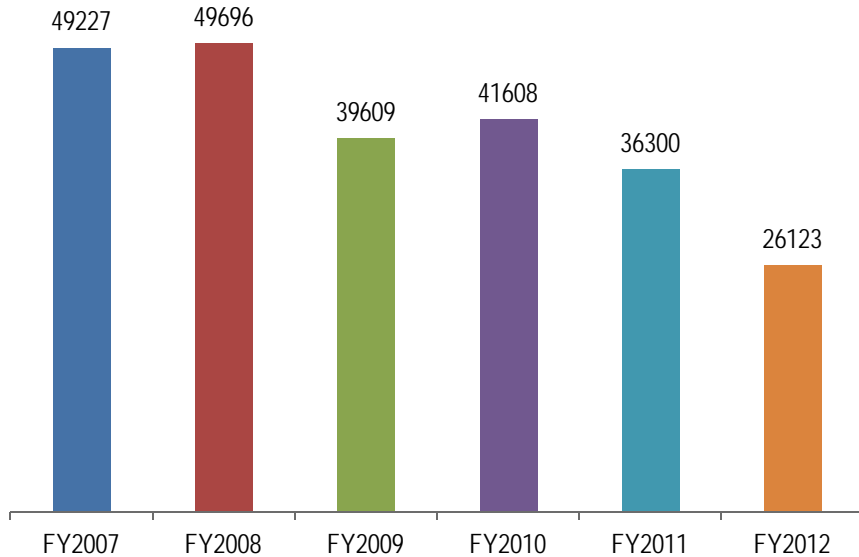
NOTE: Tracking measures changed in 2012;  
data results are for eight months.

# FFY 2012

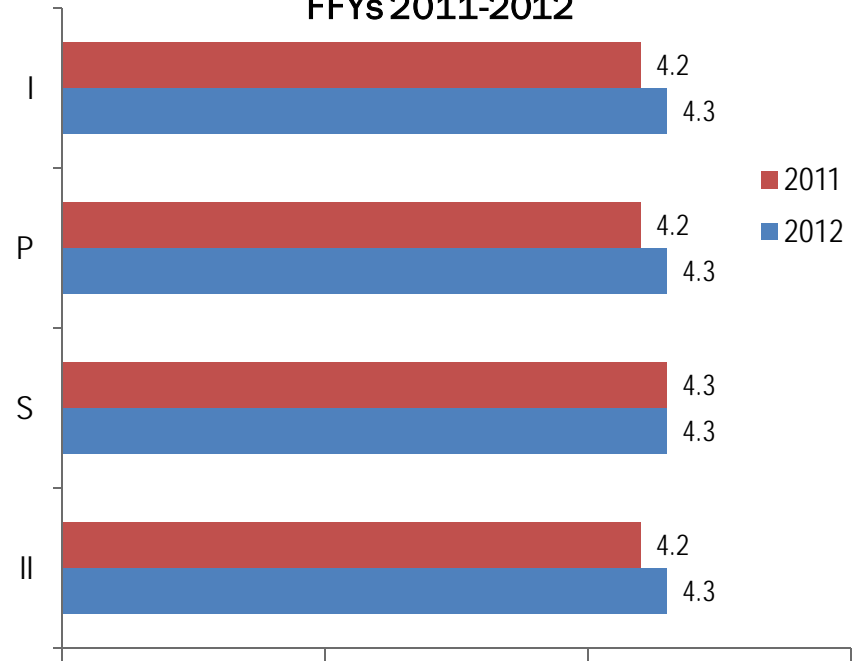
## Business Results

Customer Focus Results  
N. Online Learning Visits and  
O. Online Learning IPSII Results (scale of 1 – 5; 5 = highest)

N. Number of Online Learning Visits  
FFYs 2007-2012



O. Online Learning IPSII Results  
FFYs 2011-2012



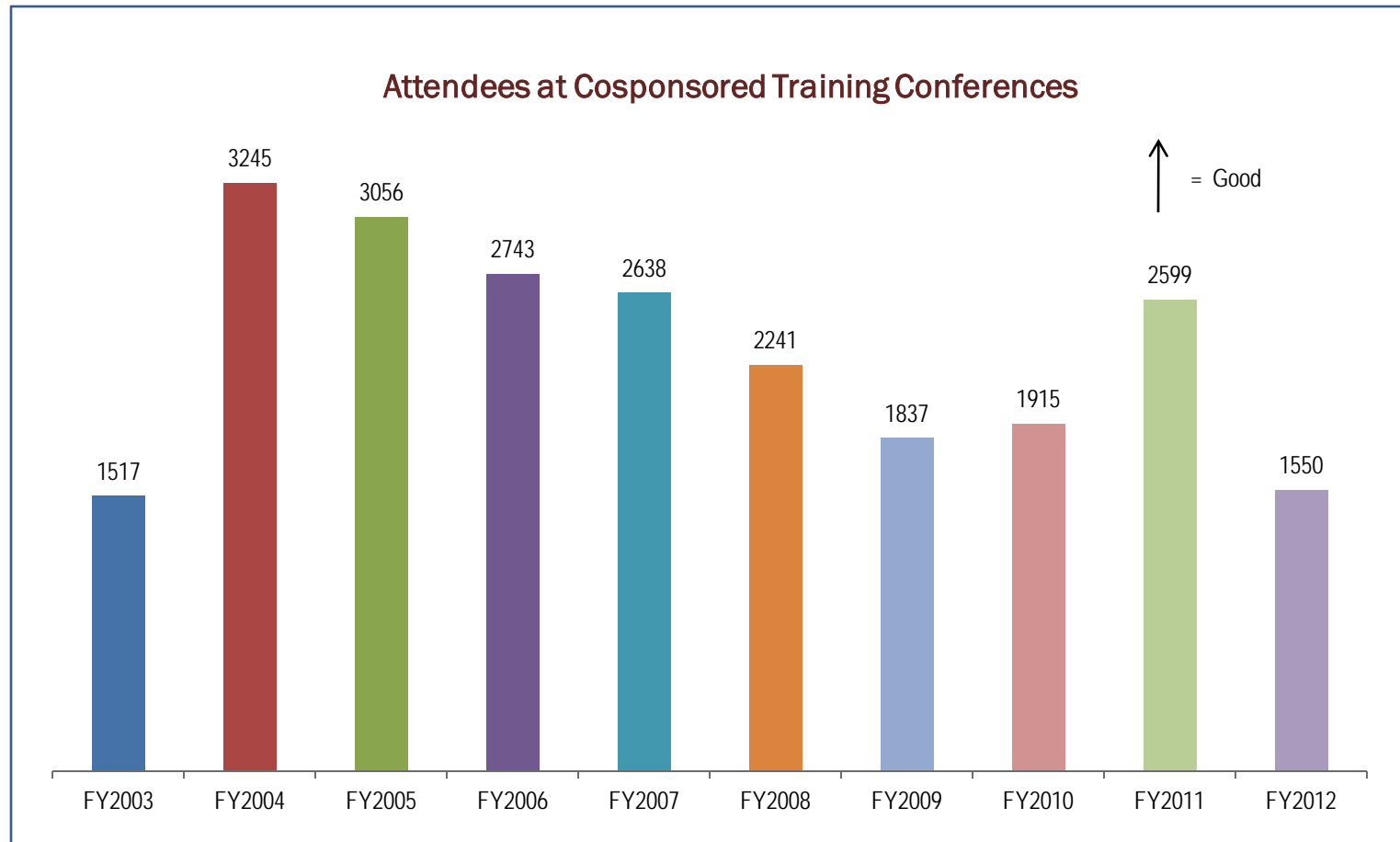
Government shutdown during July 2011

# FFY 2012

## Business Results

### Customer Focus Results

#### P. Cosponsored Training Conferences - Attendees FFYs 2003 - 2012



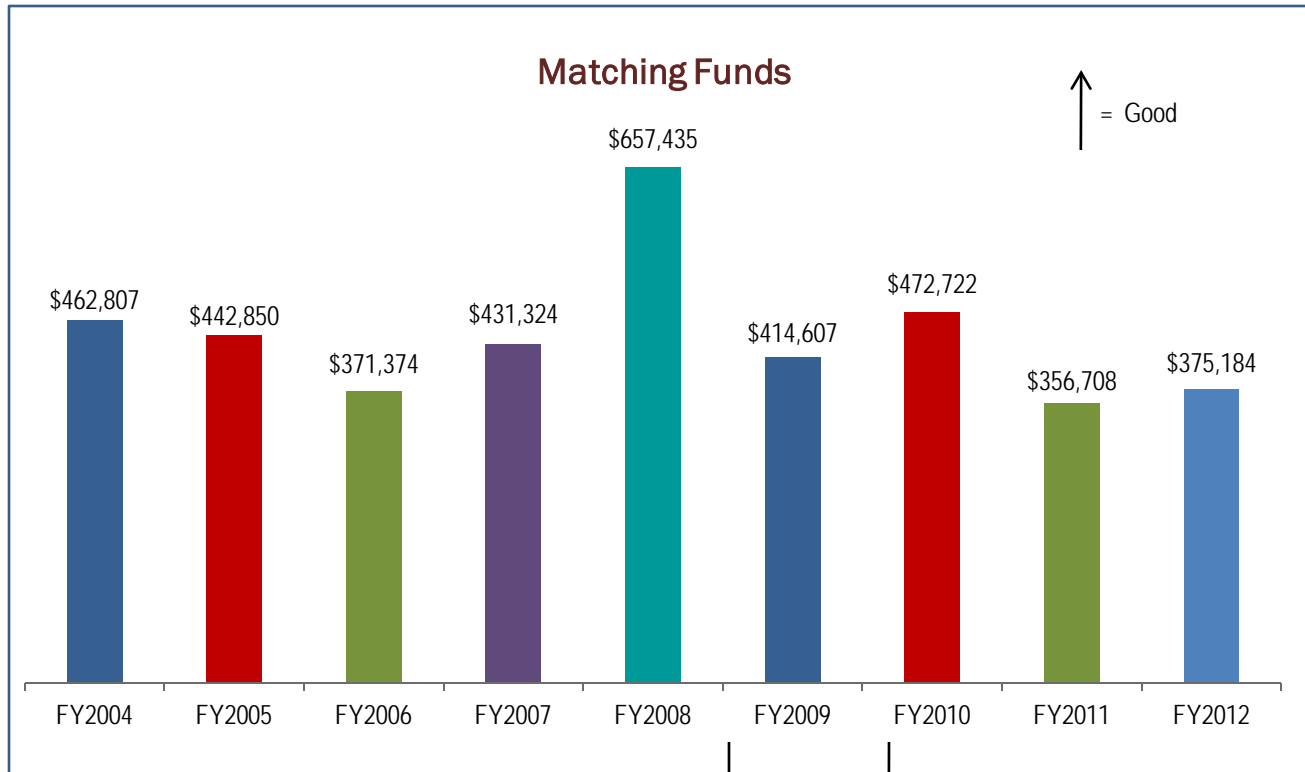
# FFY 2012

## Business Results

### Financial and Market Results

#### A. Matching Funds (25% of Federal Allocation) FFYs 2004 - 2012

Goal = 25% Match



\$336,748  
FFY2004

\$336,748  
FFY2005

\$337,118  
FFY2006

\$340,534  
FFY2007

\$341,423  
FFY2008

\$341,423  
FFY2009

\$341,423  
FFY2010

\$340,740  
FFY2011

\$340,300  
FFY2012

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

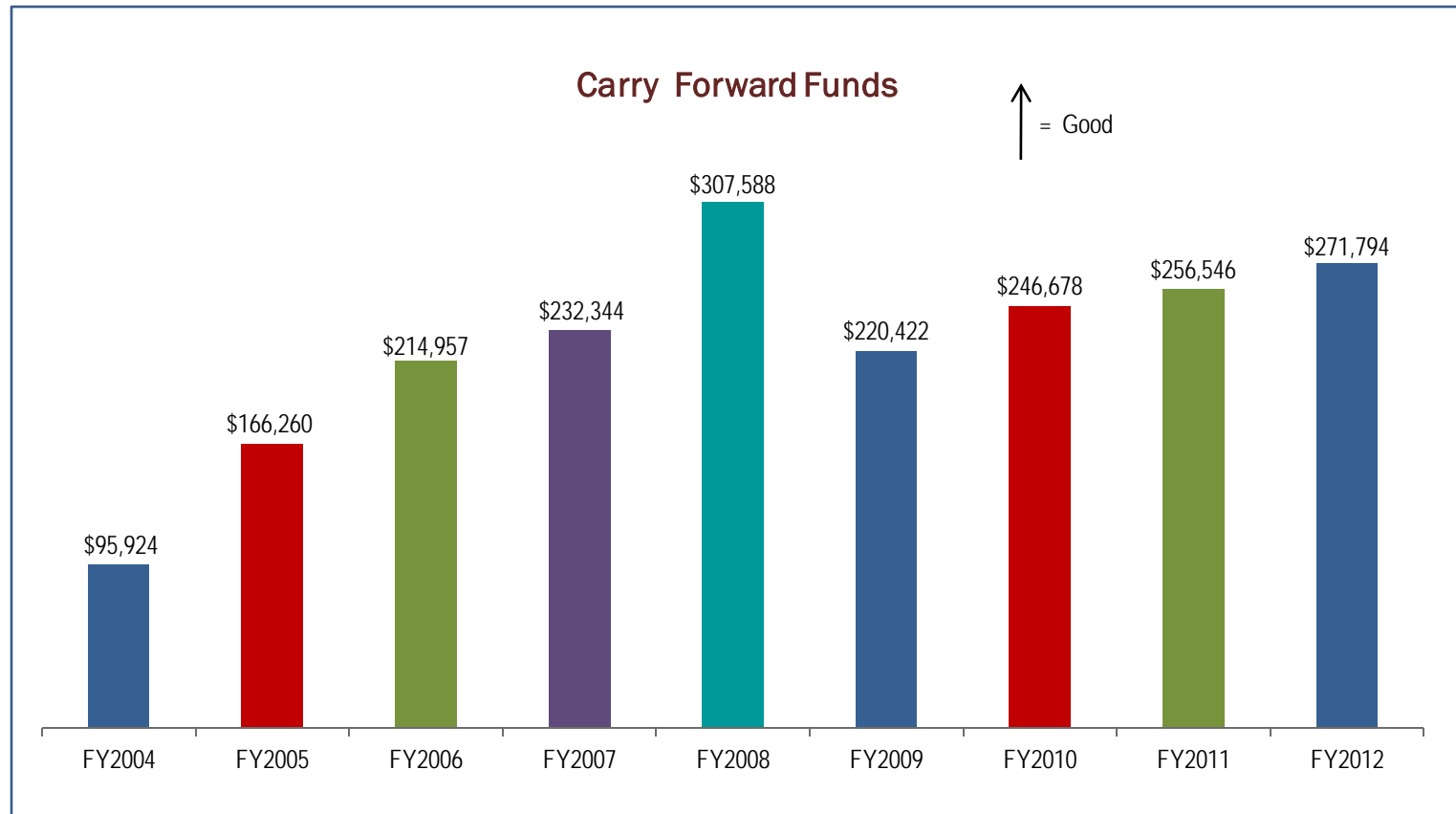


# FFY 2012

## Business Results

Financial and Market Results

B. Carry Forward Funds  
FFYs 2004 - 2012



Government shutdown during July 2011

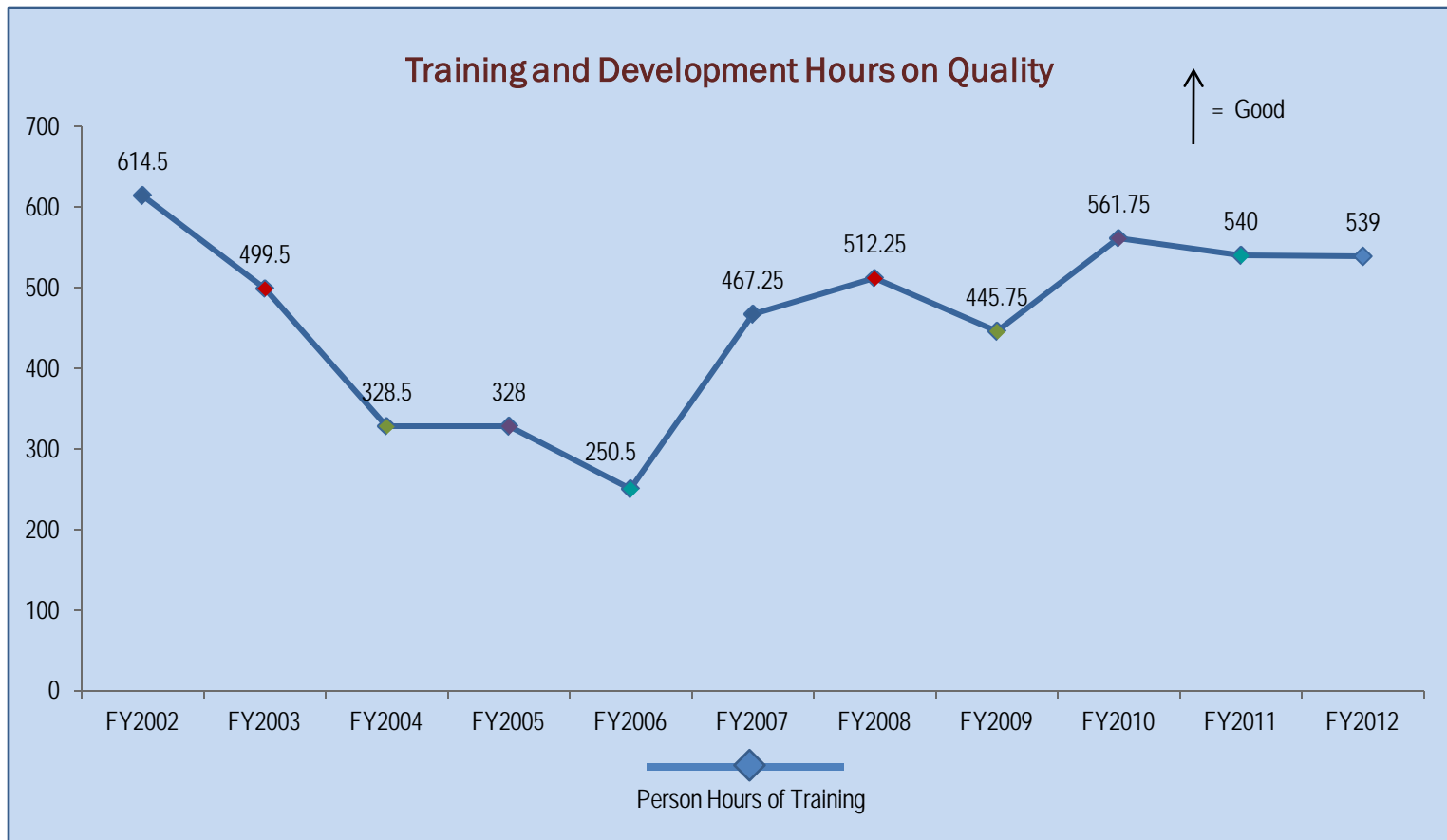
# FFY 2012

## Business Results

### Human Resource Results

#### A. Training Hours on Quality Improvement

##### FFYs 2002 - 2012



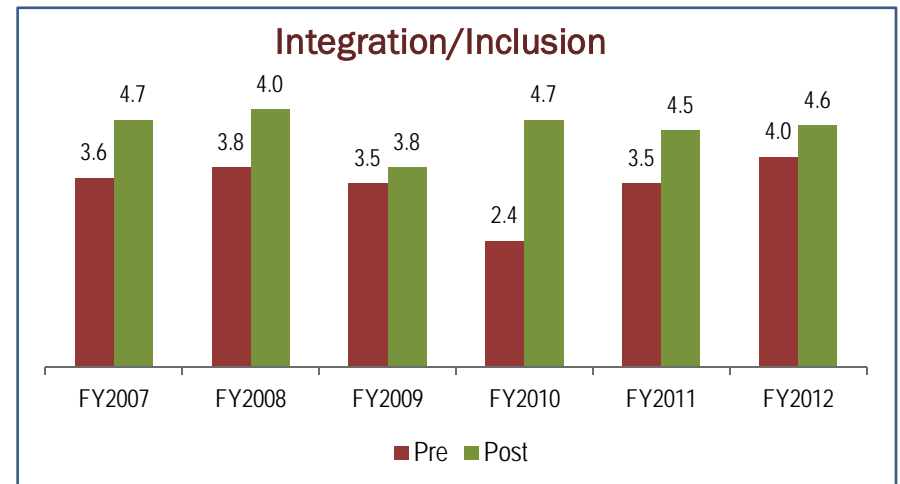
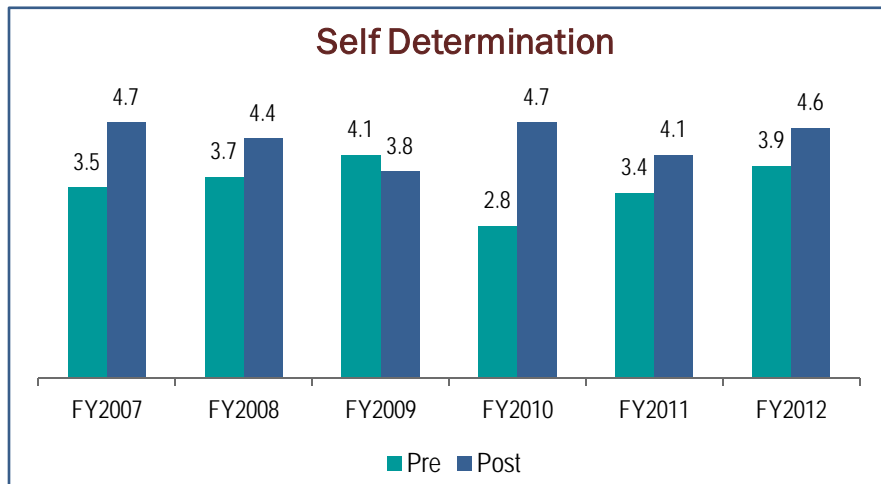
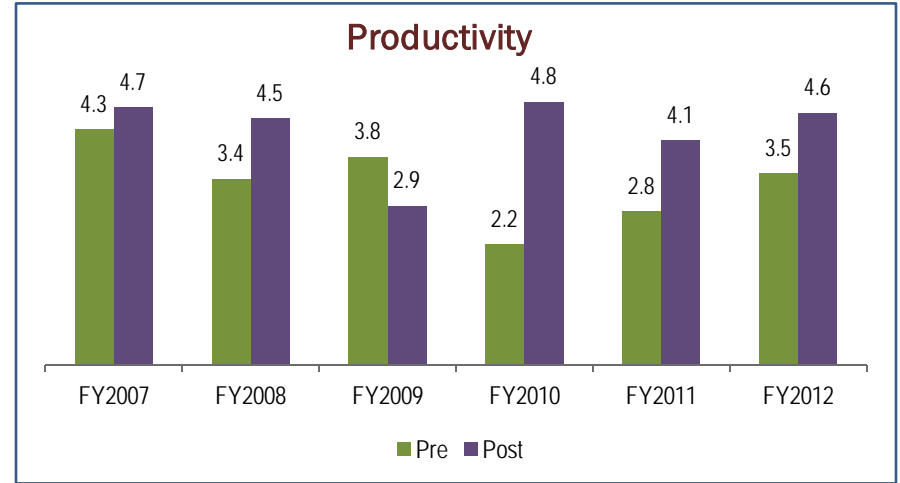
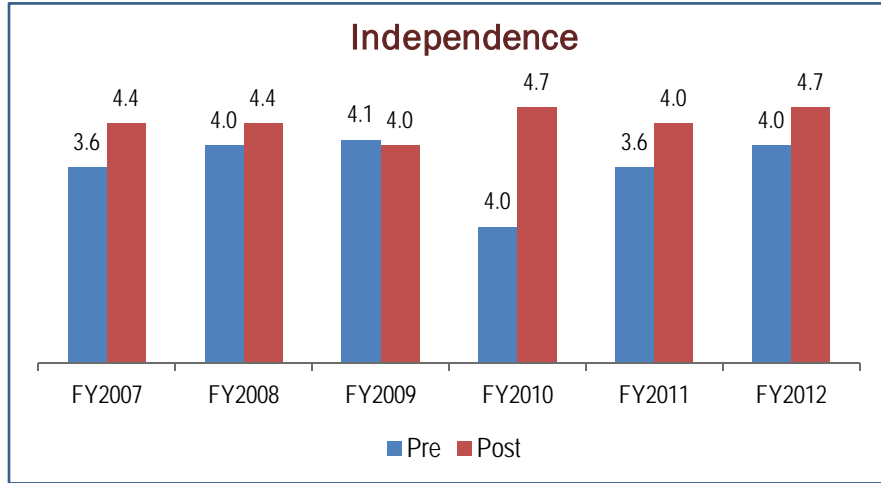
Government shutdown during July 2011

# FFY 2012

## Business Results

### Supplier / Partner Results

#### A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest) Levels and Trends FFYs 2007 – 2012

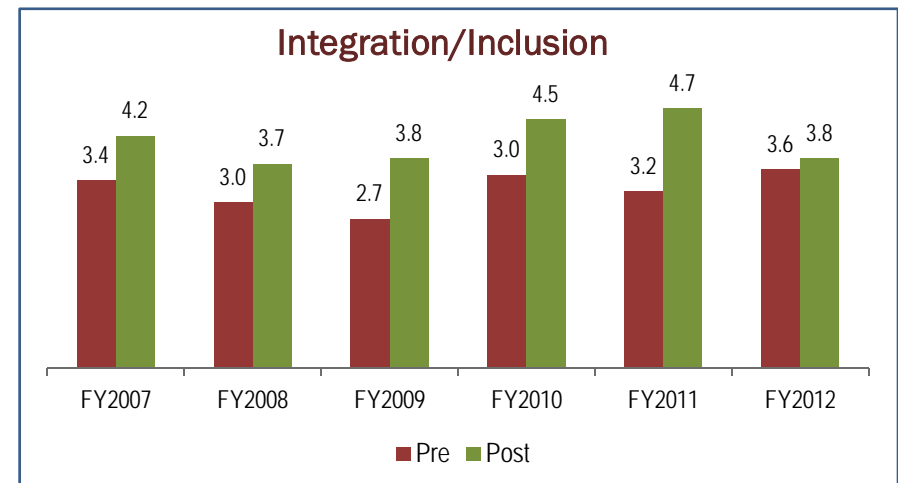
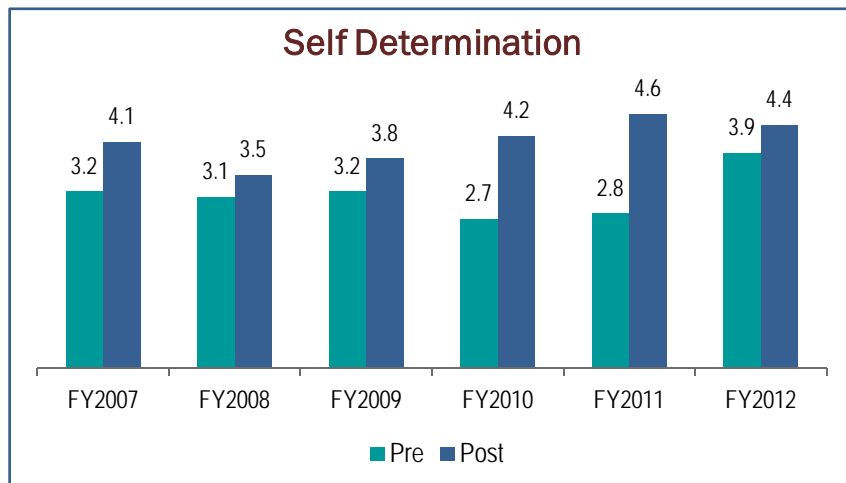
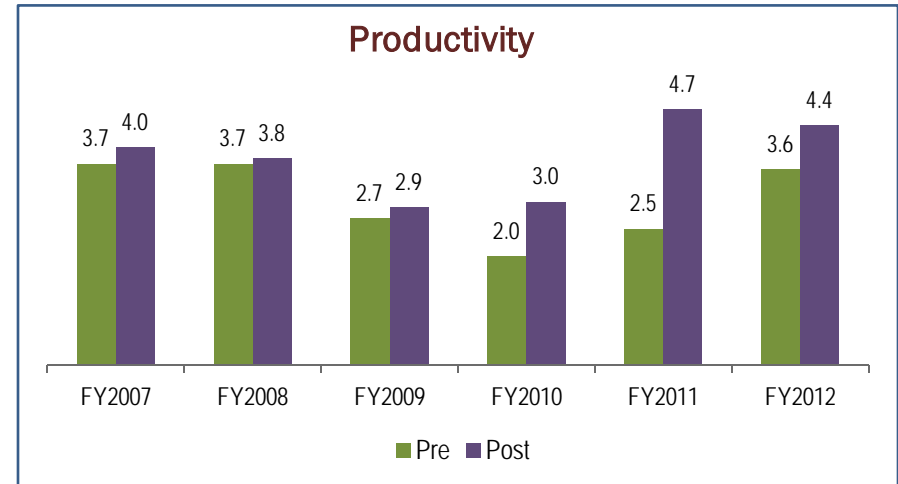
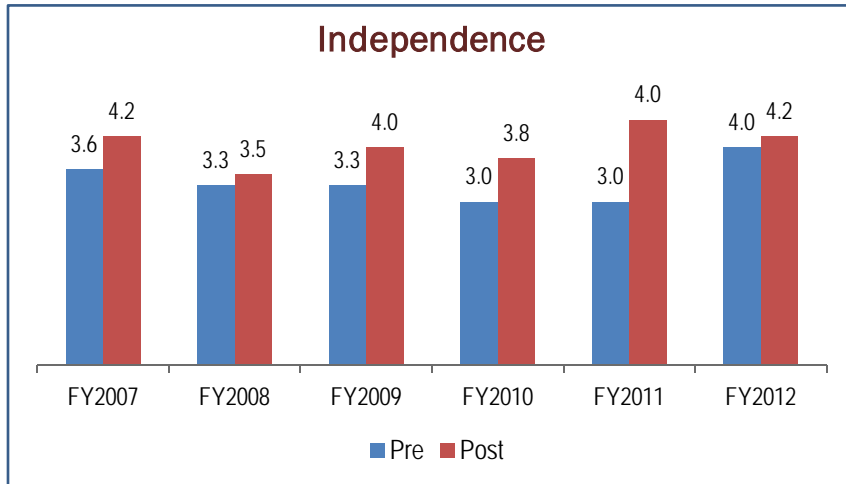


# FFY 2012

## Business Results

### Supplier / Partner Results

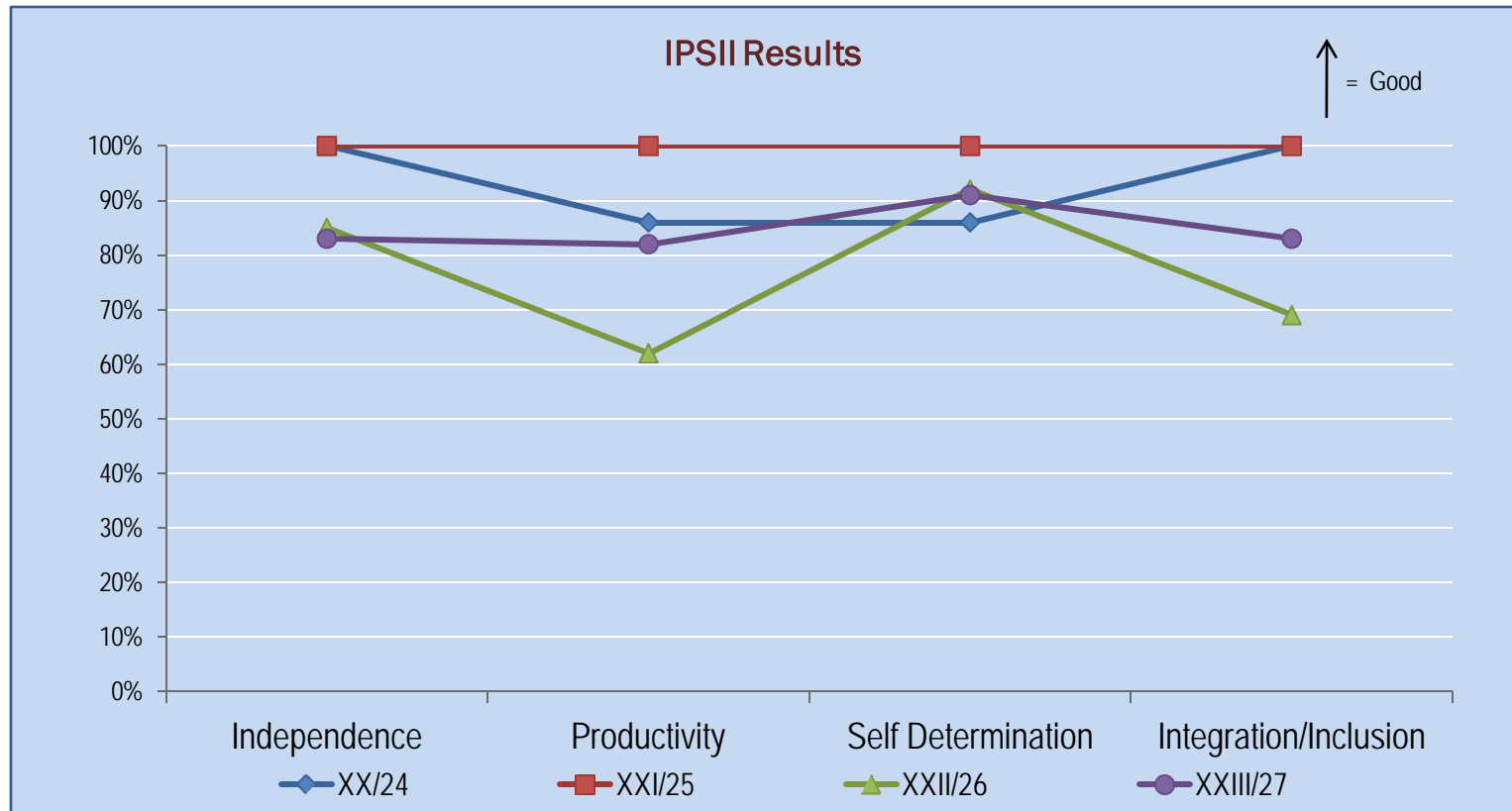
B. Latino Outreach Pre-Post IPSII (scale of 1 – 5; 5 = highest)  
Levels and Trends FFYs 2007 – 2012



# FFY 2012

## Business Results

Supplier/Partner Results  
C. Partners in Policymaking® IPSII Results  
Longitudinal Study (April 2012)  
Years XX to XXIII (Classes 24 – 27)

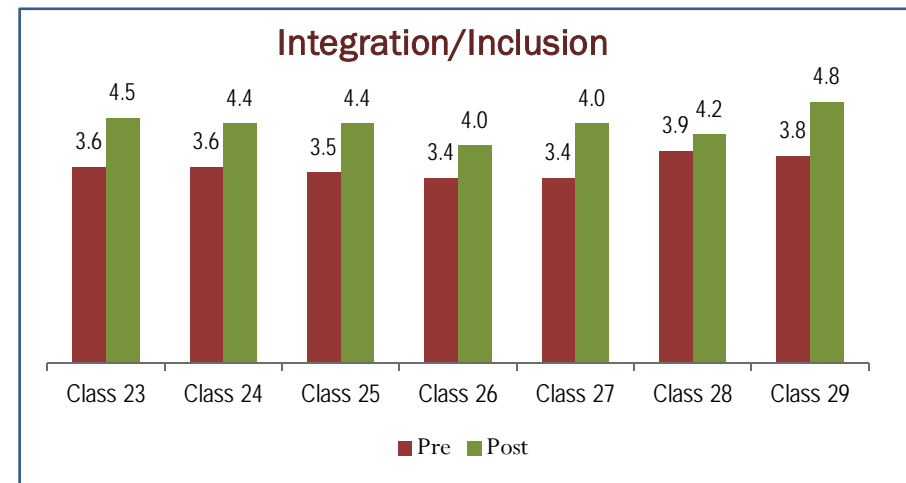
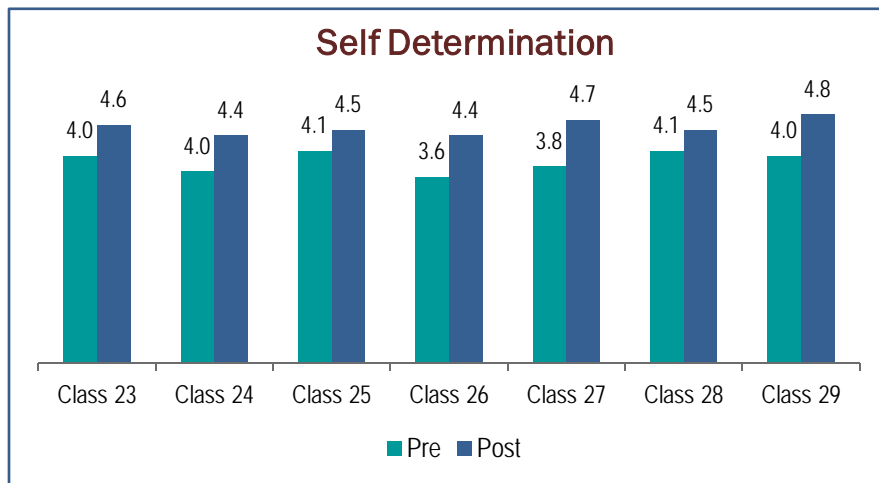
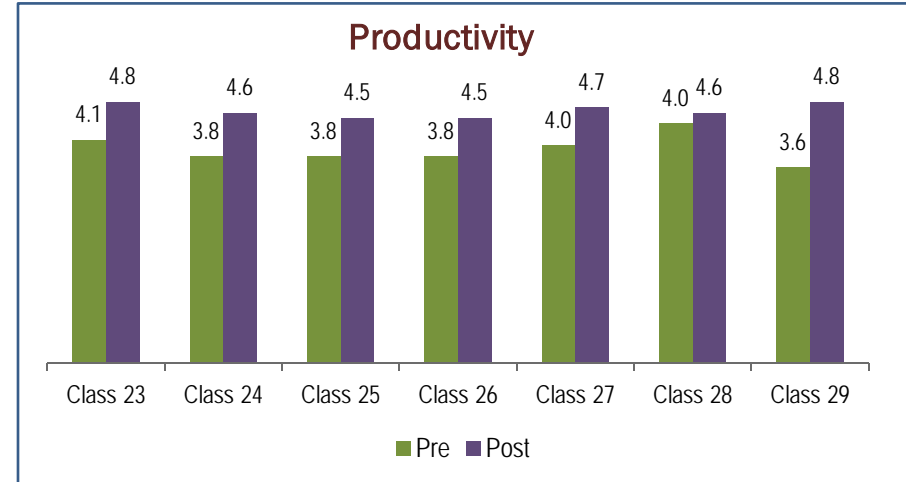
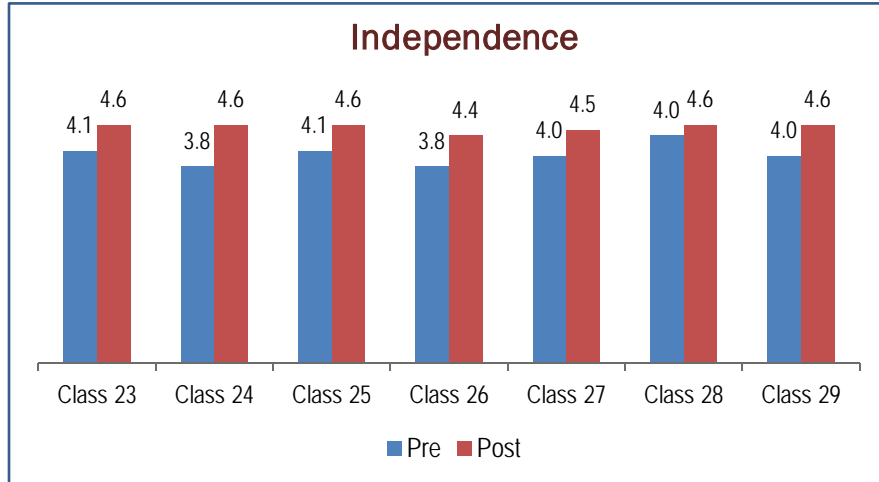


# FFY 2012

## Business Results

### Supplier / Partner Results

D. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)  
Levels and Trends (Classes 23 – 29) FFYs 2006-2012



# FFY 2012

## Business Results

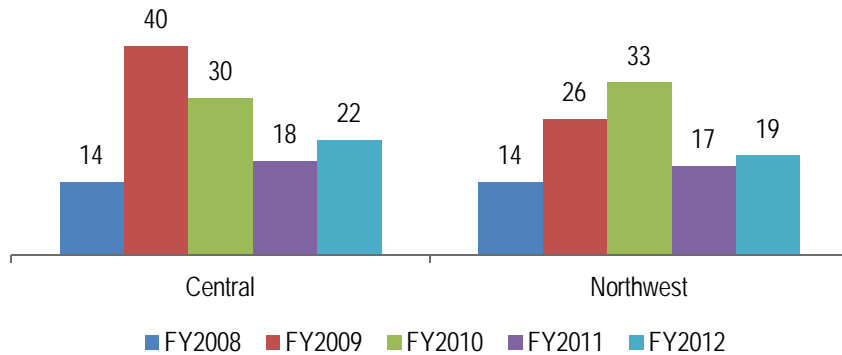
Supplier/Partner Results

E. Self Advocacy – Central and NW Regions

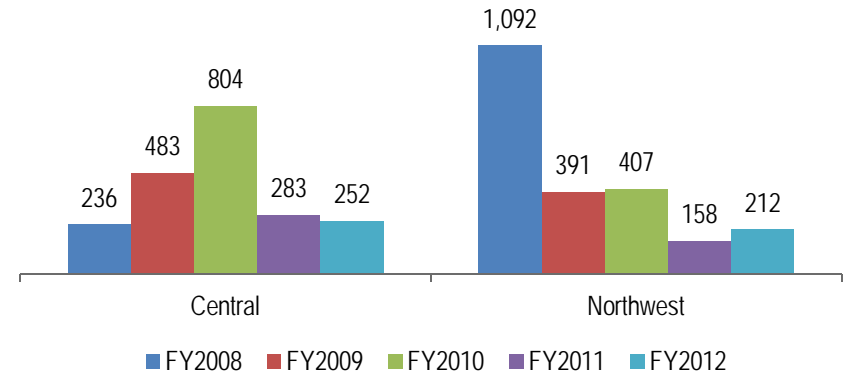
Training Sessions and Attendees, Teachers/Trainers, Evaluation Results

(scale of 1 – 5; 5 = highest) FFYs 2008 - 2012

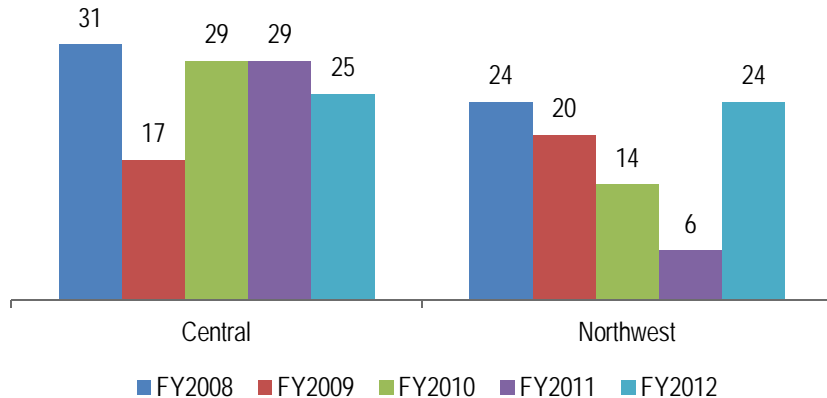
### Number of Training Sessions



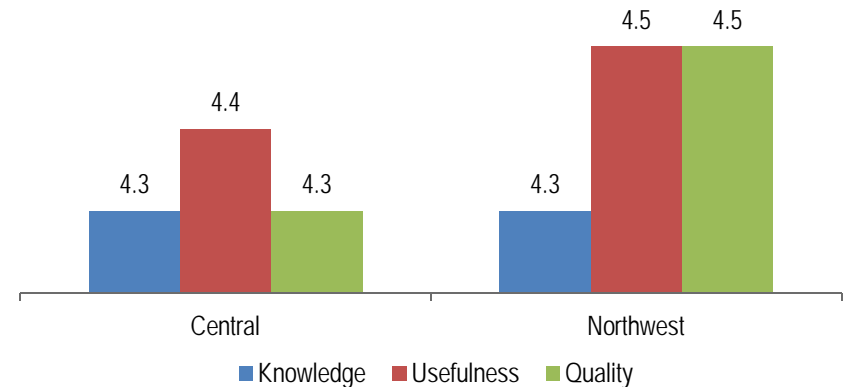
### Self Advocates Attending Training Sessions



### Self Advocates as Trainers/Teachers



### Training Session Evaluation Results FY2012

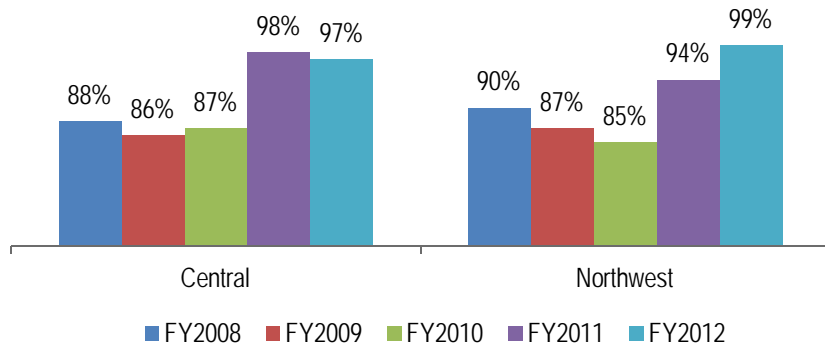


# FFY 2012

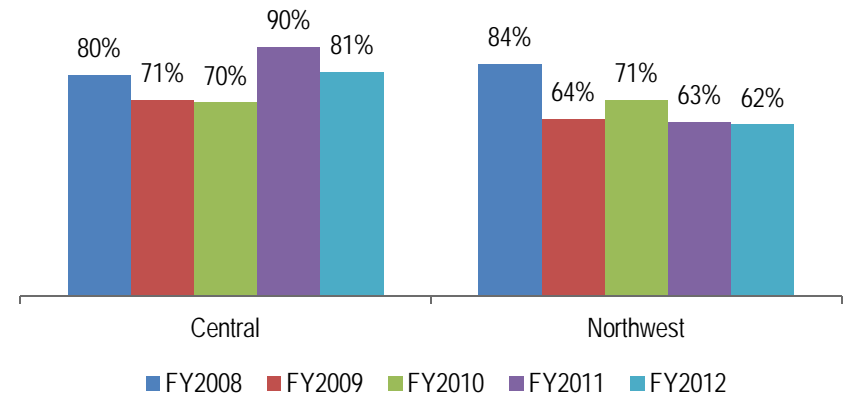
## Business Results

Supplier/Partner Results  
F. Self Advocacy – Central and NW Regions  
IPSII Results (% = Yes) FFYs 2008 - 2012

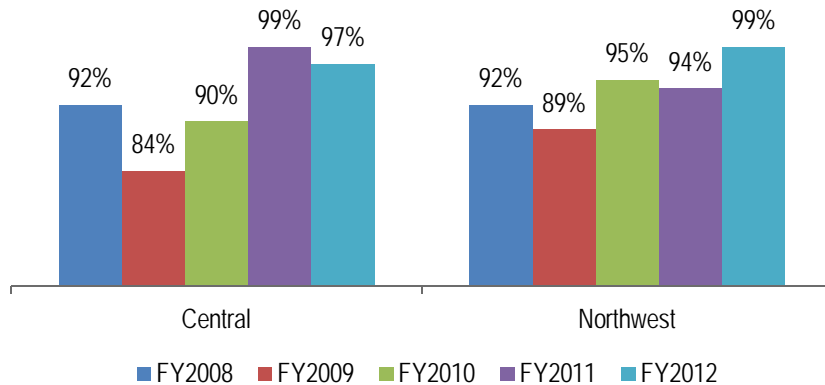
### Independence



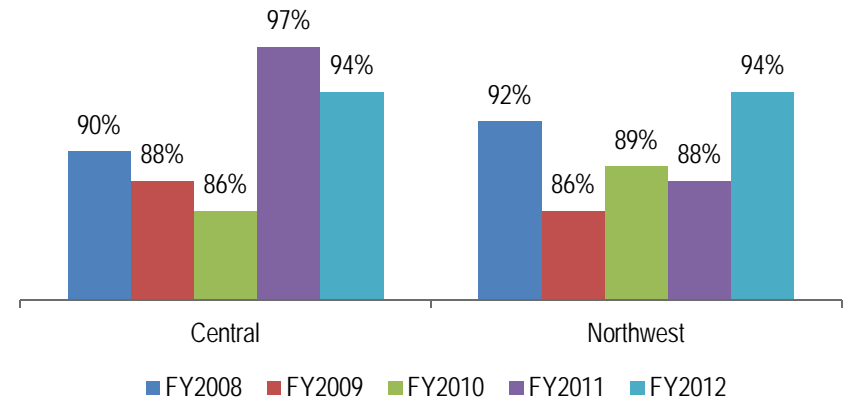
### Productivity



### Self Determination



### Integration/Inclusion





# Governor's Council on Developmental Disabilities

## Minnesota Department of Administration

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658 Cedar Street  
Saint Paul, Minnesota 55155

[www.mnddc.org](http://www.mnddc.org)

[www.mncdd.org](http://www.mncdd.org)

[www.partnersinpolicymaking.com](http://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](mailto:admin.dd@state.mn.us)

Reduce, Reuse, Recycle