Minnesota Governor’s Council on Developmental Disabilities
Business Results

Federal Fiscal Year 2013
(October 1, 2012 - September 30, 2013)
FFY 2013
Business Results
Customer Focus Results
A. Technical Assistance Contacts
FFYs 2003 - 2013

NOTE: FFY 2008: MNDisability.gov launched
FFY 2010: E-learning contacts added
July 2011: State government shutdown
FFY 2013
Business Results

Customer Focus Results
B. Total Compliments (mail/email)
Technical assistance; timeliness; and presentations, products/services, and Partners in Policymaking
FFYs 2002 - 2013

NOTE: Compliments are searched for actionable items
FFY 2002: MTARS visit
July 2011: State government shutdown
Customer Focus Results

C. Stakeholder Survey Ratings (scale of 1 – 6; 6 = highest)

FFYs 2010 - 2013

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**Overall satisfaction with Council activities**

- 2013: 5.8
- 2012: 5.8
- 2011: 5.87
- 2010: 5.85

**Council impact on community participation**

- 2013: 5.8
- 2012: 5.75
- 2011: 5.7
- 2010: 5.67

**Council impact on choices and control**

- 2013: 5.9
- 2012: 5.75
- 2011: 5.7
- 2010: 5.67

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**NOTE:** July 2011: State government shutdown
FFY 2013
Business Results
Customer Focus Results
D. Stakeholder Surveys - Compliments and Opportunities for Improvement
FFYs 2010 - 2013

FFY2010: Total of 73 respondents
FFY2011: Total of 92 respondents
FFY2012: Total of 100 respondents
FFY2013: Total of 103 respondents

NOTE: July 2011: State government shutdown
FFY 2013
Business Results
Customer Focus Results
E. Publication Orders
FFYs 2003 - 2013

NOTE: July 2011: State government shutdown
Print publications are treated as an alternative to electronic versions and downloads
FFY 2013 

Business Results

Customer Focus Results

F. Publications Rating (scale of 1 – 10; 10 = highest)

FFYs 2003 - 2013

NOTE: July 2011: State government shutdown
FFY 2013
Business Results

Customer Focus Results
G. Publication Delivery Time
FFYs 2002 - 2013

On Time Delivery of Publications
(Industry standard = 3 days)

NOTE: July 2011: State government shutdown
FFY 2013

Business Results

Customer Focus Results

H. Publication Evaluation

FFYs 2003 – 2013

Publication Evaluation – Usefulness/Helpfulness = Yes

NOTE: FFY2011: ASD Emergency Planning Kits evaluated at AuSM Conference
FFY 2013

Business Results

Customer Focus Results

I. Print Publications, Downloads, and Video Files

FFYs 2004 - 2013

Publications
Print Publications, Downloads and Video Files (2013)

Total equals 1,279,550
Total equals 1,248,544

NOTE:
July 2011: State government shutdown
July 2012: Software and website data collection methods changed
FFY 2013: Video files added
FFY 2013
Business Results
Customer Focus Results
J. Online Visits (Websites and Mobile Browsers)
FFYs 2004 – 2013

![Chart showing total number of visitors (websites and MNDisability.Gov) and visits from mobile browsers from FFY 2004 to FFY 2013.](chart.png)

**NOTE:**
- July 2012: Software and website data collection methods changed
- FFY 2013: Mobile browser visits added
FFY 2013
Business Results

Customer Focus Results
K. MNDisability.gov Visitors
FFYs 2008 – 2013

NOTE: July 2011: State government shutdown
FFY 2013
Business Results

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

L. Facebook Users and Facebook Visits/Views
FFY 2011 - 2013

M. Tech App Downloads
FFY 2012 - 2013

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

NOTE: Totals are cumulative from release date.
FFY 2013
Business Results

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

NOTE: July 2011: State government shutdown
FFY 2013
Business Results
Customer Focus Results
P. Cosponsored Training Conferences - Attendees
FFYs 2003 - 2013

Attendees at Cosponsored Training Conferences

<table>
<thead>
<tr>
<th>Year</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY2003</td>
<td>1517</td>
</tr>
<tr>
<td>FFY2004</td>
<td>3245</td>
</tr>
<tr>
<td>FFY2005</td>
<td>3056</td>
</tr>
<tr>
<td>FFY2006</td>
<td>2743</td>
</tr>
<tr>
<td>FFY2007</td>
<td>2638</td>
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<tr>
<td>FFY2008</td>
<td>2241</td>
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<tr>
<td>FFY2009</td>
<td>1837</td>
</tr>
<tr>
<td>FFY2010</td>
<td>1915</td>
</tr>
<tr>
<td>FFY2011</td>
<td>2599</td>
</tr>
<tr>
<td>FFY2012</td>
<td>1550</td>
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<tr>
<td>FFY2013</td>
<td>3254</td>
</tr>
</tbody>
</table>

↑ = Good
Matching Funds

FFY 2013
Business Results
Financial and Market Results
A. Matching Funds
FFYs 2004 - 2013

NOTE: FFYs 2009 & 2010 includes legislative support for self advocacy totaling over $100,000 per year
Financial and Market Results

B. Carry Forward Funds

FFYs 2004 - 2013

NOTE: July 2011: State government shutdown
Training and Development Hours on Quality Improvement

FFYs 2002 - 2013

Business Results

Human Resource Results

A. Training Hours on Quality Improvement

NOTE: July 2011: State government shutdown
Supplier /Partner Results

A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)
Levels and Trends FFYS 2008 – 2013

<table>
<thead>
<tr>
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<tbody>
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<td>4.0</td>
<td>4.0</td>
<td>2.5</td>
<td>4.0</td>
<td>4.0</td>
<td>4.9</td>
</tr>
<tr>
<td><strong>Productivity</strong></td>
<td>3.4</td>
<td>3.8</td>
<td>2.9</td>
<td>2.2</td>
<td>2.8</td>
<td>3.5</td>
</tr>
<tr>
<td><strong>Self Determination</strong></td>
<td>3.7</td>
<td>4.1</td>
<td>2.8</td>
<td>3.9</td>
<td>4.6</td>
<td>4.9</td>
</tr>
<tr>
<td><strong>Integration/Inclusion</strong></td>
<td>3.8</td>
<td>3.5</td>
<td>2.4</td>
<td>2.9</td>
<td>3.5</td>
<td>4.0</td>
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</table>

FFY 2013
Business Results

Supplier /Partner Results

A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)
Levels and Trends FFYS 2008 – 2013

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<td>3.5</td>
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</table>
FFY 2013
Business Results
Supplier /Partner Results
B. Latino Outreach Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends FFYs 2008 – 2013

Independence

Productivity

Self Determination

Integration/Inclusion

---
Pre  |  Post

---
Pre  |  Post

---
Pre  |  Post

---
Pre  |  Post
FFY 2013
Business Results
Supplier/Partner Results
C. Partners in Policymaking® IPSII Results
Longitudinal Study (May 2013)
Years XXI to XXIV (Classes 25 – 28)

IPSII Results

Independence  Productivity  Self Determination  Integration/Inclusion

XXI/25  XXII/26  XXIII/27  XXIV/28

→ = Good
FFY 2013

Business Results

Supplier / Partner Results

D. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends (Classes 24 – 30) FFYs 2007-2013

**Independence**

<table>
<thead>
<tr>
<th>Class 24</th>
<th>Class 25</th>
<th>Class 26</th>
<th>Class 27</th>
<th>Class 28</th>
<th>Class 29</th>
<th>Class 30</th>
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</thead>
<tbody>
<tr>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
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<td>3.8</td>
<td>4.4</td>
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<td>4.3</td>
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</table>

**Productivity**

<table>
<thead>
<tr>
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<th>Class 25</th>
<th>Class 26</th>
<th>Class 27</th>
<th>Class 28</th>
<th>Class 29</th>
<th>Class 30</th>
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</thead>
<tbody>
<tr>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
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<td>3.8</td>
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<td>4.5</td>
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</table>

**Self Determination**

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<tr>
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</thead>
<tbody>
<tr>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
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<td>4.5</td>
<td>4.8</td>
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</tbody>
</table>

**Integration/Inclusion**

<table>
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<tbody>
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<td>Post</td>
<td>Pre</td>
<td>Post</td>
<td>Pre</td>
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<td>3.5</td>
<td>4</td>
<td>3.4</td>
<td>4</td>
<td>3.9</td>
</tr>
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Class 24 | Class 25 | Class 26 | Class 27 | Class 28 | Class 29 | Class 30 |
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<tbody>
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<td>Post</td>
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<tr>
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<td>3.4</td>
<td>3.9</td>
<td>3.9</td>
<td>4.0</td>
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</tr>
</tbody>
</table>

FFY 2013
Business Results
Supplier/Partner Results
E. Self Advocacy – SAM Central and NW Regions
Training Sessions and Attendees, Teachers/Trainers, Evaluation Results
(scale of 1 – 5; 5 = highest) FFYs 2008 - 2013

**Number of Training Sessions**

**Self Advocates Attending Training Sessions**

**Self Advocates as Trainers/Teachers**

**Training Session Evaluation Results FFY2013**
Supplier/Partner Results
F. Self Advocacy – SAM Central and NW Regions
IPSII Results (% = Yes) FFYs 2008 - 2013

Independence
- 88% 86% 87% 98% 97% 100%
- 90% 87% 85% 94% 99% 100%
Central Northwest

Productivity
- 80% 71% 70% 90% 81% 100%
- 84% 64% 71% 63% 62% 100%
Central Northwest

Self Determination
- 92% 84% 90% 99% 97% 100%
- 92% 89% 94% 99% 100%
Central Northwest

Integration/Inclusion
- 90% 88% 86% 97% 94% 100%
- 92% 86% 94% 98% 100%
Central Northwest
**FFY 2013**

**Business Results**

Supplier/Partner Results

G. Self Advocacy – Anti-Bullying Campaign

Training Sessions, Attendees, Evaluation Results (scale of 1-5, 5-highest) FFY 2013

### Number of Training Sessions FFY2013

- **Sessions:** 11

### Training Session Attendees FFY2013

- **Students:** 330
- **Teachers:** 23

### Training Session Evaluation Results FFY2013

- **Knowledge:** 4.6
- **Usefulness:** 4.5
- **Quality:** 4.6
FFY 2013
Business Results

Supplier/Partner Results
H. Self Advocacy – Anti-Bullying Campaign
Self Advocates as Trainers/Teachers and IPSII Results (scale of 1-5, 5-highest)
FFY2013

Number of Self Advocates as Trainers/Teachers

IPSII Results (% = Yes)

<table>
<thead>
<tr>
<th>I</th>
<th>P</th>
<th>S</th>
<th>II</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.8</td>
<td>4.8</td>
<td>4.7</td>
<td>4.9</td>
</tr>
</tbody>
</table>

FFY2013
Supplier/Partner Results
I. Individuals Employed, and IPSII Results (% = Yes)

FFY 2013

### Individuals Employed

<table>
<thead>
<tr>
<th></th>
<th>FFY 2013</th>
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</thead>
<tbody>
<tr>
<td>Transition Students</td>
<td>6</td>
</tr>
<tr>
<td>Adults with DD</td>
<td>6</td>
</tr>
</tbody>
</table>

### IPSII Results (% = Yes)

<table>
<thead>
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<th>FFY 2013</th>
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<tbody>
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<td>I</td>
<td>100%</td>
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<tr>
<td>P</td>
<td>100%</td>
</tr>
<tr>
<td>S</td>
<td>100%</td>
</tr>
<tr>
<td>II</td>
<td>100%</td>
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FFY 2013
Business Results
Supplier/Partner Results
J. Employment
Training Sessions Attendees and Evaluation Results FFY 2013

Training Session Attendees

<table>
<thead>
<tr>
<th></th>
<th>Individuals/Families</th>
<th>Businesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY2013</td>
<td>68</td>
<td>39</td>
</tr>
</tbody>
</table>

Training Session Evaluation Results FFY 2013

<table>
<thead>
<tr>
<th></th>
<th>Individuals/Families</th>
<th>Businesses</th>
</tr>
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<tbody>
<tr>
<td>Knowledge</td>
<td>4.1</td>
<td>4.2</td>
</tr>
<tr>
<td>Usefulness</td>
<td>4.2</td>
<td>4.3</td>
</tr>
<tr>
<td>Quality</td>
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<td>4.6</td>
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