Minnesota Governor’s Council on Developmental Disabilities
Business Results

Federal Fiscal Year 2016
(October 1, 2015 - September 30, 2016)
Technical Assistance Contacts
(includes repeat customers)

NOTE: FFY 2008: MNDisability.gov launched
FFY 2010: E-learning contacts added
July 2011: State government shutdown
FFY 2016

Business Results

Customer Focus Results

B. Total Compliments (mail/email)

Technical assistance; timeliness; and presentations, products/services, and Partners in Policymaking

FFYs 2007 - 2016

NOTE: Compliments are searched for actionable items
July 2011: State government shutdown
Print publications are treated as an alternative to electronic versions and downloads
FFY 2016

Business Results

Customer Focus Results

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

FFYs 2007 - 2016

NOTE: July 2011: State government shutdown
FFY 2016
Business Results

Customer Focus Results
E. Publication Delivery Time
FFYs 2007 - 2016

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

NOTE: July 2011: State government shutdown
FFY 2016
Business Results
Customer Focus Results
F. Publication Evaluation
FFYs 2007 – 2016

NOTE: FFY2011: ASD Emergency Planning Kits evaluated at AuSM Conference
FFY 2016

Business Results
Customer Focus Results
G. Print Publications, Downloads, and Video Files
FFYs 2007 - 2016

NOTE: July 2011: State government shutdown    July 2012: Software and website data collection methods changed
FFY 2013: Video files added    FFYs 2014 and 2015: Decrease in downloads due to IT infrastructure changes; some IP addresses dropped.
FFY 2016
Business Results
Customer Focus Results
H. Online Visits (Websites and Mobile Browsers)
FFYs 2007 – 2016

Total Number of Visitors (Websites and MNDisability.Gov) and Visits from Mobile Browsers

NOTE: July 2011: State government shutdown      July 2012: Software and website data collection methods changed
FFY 2013: Video files added
FFY 2016

Business Results

Customer Focus Results

I. MNDisability.gov Visitors

FFYs 2011 – 2016

<table>
<thead>
<tr>
<th>Year</th>
<th>Visitors</th>
</tr>
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<tr>
<td>FFY2011</td>
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<td>41152</td>
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<tr>
<td>FFY2016</td>
<td>43961</td>
</tr>
</tbody>
</table>

NOTE: July 2011: State government shutdown
NOTE: Tracking measures changed in 2012; results are for eight months in 2012.

NOTE: Totals are cumulative from release date.
FFY 2016

Business Results

Customer Focus Results

L. LMS* Online Learning Visits

M. Online Learning IPSII Results (scale of 1 – 5; 5 = highest)

L. LMS* Online Learning Visits

FFYs 2014-2016

M. Online Learning IPSII Results

FFYs 2013-2016

* Learning Management System

NOTE: Learning management system began tracking March 2014
Customer Focus Results

N. Cosponsored Training Conferences - Attendees
FFYs 2007 - 2016

Attendees at Cosponsored Training Conferences

- FFY 2007: 2638
- FFY 2008: 2241
- FFY 2009: 1837
- FFY 2010: 1915
- FFY 2011: 2599
- FFY 2012: 1550
- FFY 2013: 3254
- FFY 2014: 2328
- FFY 2015: 1830
- FFY 2016: 1324

Business Results

= Good
FFY 2016

Business Results

Financial and Market Results

A. Matching Funds

FFYs 2009 - 2016

NOTE: FFYs 2009 & 2010 includes legislative support for self advocacy totaling over $100,000 per year
FFY 2016
Business Results

Financial and Market Results
B. Carry Forward Funds
FFYs 2009 - 2016

![Bar Chart](#)

**Carry Forward Funds**

- **FFY 2009**: $220,422
- **FFY 2010**: $246,678
- **FFY 2011**: $256,546
- **FFY 2012**: $271,794
- **FFY 2013**: $241,959
- **FFY 2014**: $250,599
- **FFY 2015**: $266,985
- **FFY 2016**: $310,928

↑ = Good
FFY 2016
Business Results
Human Resource Results
A. Training Hours – Council Members and Staff
FFYs 2007 - 2016

Core Learning and Quality Improvement Training

Person Hours of Training

← = Good
FFY 2016

Business Results

Supplier /Partner Results
A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)
Levels and Trends FFYs 2011 – 2016

**Independence**
- FFY2011: 3.6 (Pre) 4.4 (Post)
- FFY2012: 4 (Pre) 4.7 (Post)
- FFY2013: 4 (Pre) 4.9 (Post)
- FFY2014: 3.5 (Pre) 5 (Post)
- FFY2015: 2.4 (Pre) 3 (Post)
- FFY2016: 5 (Pre) 5 (Post)

**Productivity**
- FFY2011: 2.8 (Pre) 4.1 (Post)
- FFY2012: 3.5 (Pre) 4.6 (Post)
- FFY2013: 3.5 (Pre) 4.8 (Post)
- FFY2014: 3.2 (Pre) 5 (Post)
- FFY2015: 2.2 (Pre) 5 (Post)
- FFY2016: 5 (Pre) 5 (Post)

**Self Determination**
- FFY2011: 3.4 (Pre) 4.1 (Post)
- FFY2012: 3.9 (Pre) 4.6 (Post)
- FFY2013: 3.9 (Pre) 4.9 (Post)
- FFY2014: 3.6 (Pre) 5 (Post)
- FFY2015: 2.6 (Pre) 3.5 (Post)
- FFY2016: 5 (Pre) 5 (Post)

**Integration/Inclusion**
- FFY2011: 3.5 (Pre) 4.5 (Post)
- FFY2012: 4 (Pre) 4.6 (Post)
- FFY2013: 4 (Pre) 4.9 (Post)
- FFY2014: 3.3 (Pre) 5 (Post)
- FFY2015: 2.6 (Pre) 2.4 (Post)
- FFY2016: 5 (Pre) 5 (Post)
FFY 2016
Business Results

Supplier/Partner Results
C. Partners in Policymaking® IPSII Results
Longitudinal Study (February 2016)
Years XXIV to XXVII (Classes 28 – 31)
FFY 2016
Business Results
Supplier /Partner Results
B. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends (Classes 27 – 33) FFYs 2009-2016

**Independence**

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<tr>
<th>Class 27</th>
<th>Class 28</th>
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<th>Class 31</th>
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**Productivity**

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**Self Determination**

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**Integration/Inclusion**

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FFY 2016
Business Results

Supplier/Partner Results
C. Self Advocacy – SAM Central and NW Regions
Training Sessions and Attendees, Teachers/Trainers, Evaluation Results
(scale of 1 – 5; 5 = highest) FFYs 2012 - 2016

---

**Number of Training Sessions**

- **Central**
  - FFY2012: 22
  - FFY2013: 21
  - FFY2014: 21
  - FFY2015: 20
  - FFY2016: 20

- **Northwest**
  - FFY2012: 19
  - FFY2013: 17
  - FFY2014: 17
  - FFY2015: 14

---

**Self Advocates Attending Training Sessions**

- **Central**
  - FFY2012: 252
  - FFY2013: 136
  - FFY2014: 312
  - FFY2015: 353
  - FFY2016: 577

- **Northwest**
  - FFY2012: 182
  - FFY2013: 463
  - FFY2014: 262
  - FFY2015: 212
  - FFY2016: 463

---

**Self Advocates as Trainers/Teachers**

- **Central**
  - FFY2012: 25
  - FFY2013: 20
  - FFY2014: 21
  - FFY2015: 24
  - FFY2016: 23

- **Northwest**
  - FFY2012: 60
  - FFY2013: 46
  - FFY2014: 53
  - FFY2015: 46
  - FFY2016: 11

---

**Training Session Evaluation Results FFY 2016**

- **Central**
  - Knowledge: 4.3
  - Usefulness: 4.2
  - Quality: 4.2

- **Northwest**
  - Knowledge: 4.6
  - Usefulness: 4.7
  - Quality: 4.2
Supplier/Partner Results

D. Self Advocacy – SAM Central and NW Regions

IPSII Results (% = Yes) FFYs 2011 - 2016

**Independence**
- Central: 100% (FFY 2016), 98% (FFY 2015), 99% (FFY 2014), 98% (FFY 2013), 97% (FFY 2012)
- Northwest: 100% (FFY 2016), 99% (FFY 2015), 95% (FFY 2014), 98% (FFY 2013), 93% (FFY 2012)

**Productivity**
- Central: 90% (FFY 2011), 63% (FFY 2012), 87% (FFY 2013), 96% (FFY 2014), 100% (FFY 2015)
- Northwest: 81% (FFY 2011), 62% (FFY 2012), 92% (FFY 2013), 100% (FFY 2014), 100% (FFY 2015)

**Self Determination**
- Central: 99% (FFY 2011), 100% (FFY 2012), 94% (FFY 2013), 100% (FFY 2014), 100% (FFY 2015)
- Northwest: 97% (FFY 2011), 94% (FFY 2012), 94% (FFY 2013), 99% (FFY 2014), 100% (FFY 2015)

**Integration/Inclusion**
- Central: 97% (FFY 2011), 100% (FFY 2012), 98% (FFY 2013), 100% (FFY 2014), 100% (FFY 2015)
- Northwest: 88% (FFY 2011), 94% (FFY 2012), 94% (FFY 2013), 92% (FFY 2014), 100% (FFY 2015)
FFY 2016

Business Results

Supplier/Partner Results
E. Self Advocacy – Anti-Bullying Campaign
Training Sessions, Attendees, Evaluation Results (scale of 1-5, 5-highest) FFY 2013-2016

Number of Training Sessions FFYs 2013-2016

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Training Session Attendees FFYs 2013-2016

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Training Session Evaluation Results FFYs 2013-2016

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FFY 2016
Business Results

Supplier/Partner Results
F. Self Advocacy – Anti-Bullying Campaign
Self Advocates as Trainers/Teachers and IPSII Results (scale of 1-5, 5=highest)
FFY 2013-2016

### Number of Self Advocates as Trainers/Teachers

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<thead>
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<th>FP</th>
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<th>RS</th>
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<td>FFY2015</td>
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<tr>
<td>FFY2016</td>
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</table>

### IPSII Results (Scale of 1-5, 5=highest)

<table>
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<th>P</th>
<th>S</th>
<th>II</th>
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<td>FFY2016</td>
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</tbody>
</table>
Supplier/Partner Results

G. Individuals Employed, and IPSII Results (scale of 1 - 5, 5 = highest)

FFY 2013-2016
Training Session Attendees

- Individuals/Families:
  - FFY 2013: 68
  - FFY 2014: 21
  - FFY 2015: 114
  - FFY 2016: 121

- Businesses/Service Providers:
  - FFY 2013: 39
  - FFY 2014: 11
  - FFY 2015: 354
  - FFY 2016: 98

Training Session Evaluation Results FFYs 2013-2016

- Individuals/Families and/or Businesses:

<table>
<thead>
<tr>
<th>Year</th>
<th>Knowledge</th>
<th>Usefulness</th>
<th>Quality</th>
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<tbody>
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<td>2015</td>
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</tbody>
</table>

For 2016, 4 sessions were rated in terms of useful/helpful = 82% yes

Rating (1 to 10 scale; 10 = highest): 8.1