Minnesota Governor’s Council on Developmental Disabilities
Business Results

Federal Fiscal Year 2017
(October 1, 2016 - September 30, 2017)
Customer Focus Results

A. Technical Assistance Contacts

FFYs 2007 - 2017

Technical Assistance Contacts
(includes repeat customers)

NOTE: FFY 2008: MNDisability.gov launched
FFY 2010: E-learning contacts added
July 2011: State government shutdown
FFY 2017

Business Results

Customer Focus Results
B. Total Compliments (mail/email)
Technical assistance; timeliness; and presentations, products/services, and Partners in Policymaking
FFYs 2007 - 2017

NOTE: Compliments are searched for actionable items
July 2011: State government shutdown
FFY 2017
Business Results
Customer Focus Results
C. Publication Orders
FFYs 2007 - 2017

Number of Orders for Print Publications

NOTE: July 2011: State government shutdown
Print publications are treated as an alternative to electronic versions and downloads
FFY 2017

Business Results

Customer Focus Results

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

FFYs 2007 - 2017

NOTE: July 2011: State government shutdown
FFY 2017

Business Results

Customer Focus Results

E. Publication Delivery Time

FFYs 2007 - 2017

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

NOTE: July 2011: State government shutdown
FFY 2017
Business Results

Customer Focus Results
F. Publication Evaluation
FFYs 2007 – 2017

NOTE: FFY2011: ASD Emergency Planning Kits evaluated at AuSM Conference
FFY 2017
Business Results
Customer Focus Results
G. Print Publications, Downloads, and Video Files
FFYs 2007 - 2017

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.
Customer Focus Results
H. Online Visits (Websites and Mobile Browsers)
FFYs 2007 – 2017

NOTE: July 2011: State government shutdown      July 2012: Software and website data collection methods changed
FFY 2013: Video files added
FFY 2017
Business Results
Customer Focus Results
I. MNDisability.gov Visitors
FFYs 2011 – 2017

NOTE: July 2011: State government shutdown
**FFY 2017**

**Business Results**

Customer Focus Results

J. Facebook Users and Facebook Visits/Views
K. Tech App Downloads

**J. Facebook Users and Facebook Visits/Views**

**FFY 2012 - 2017**

<table>
<thead>
<tr>
<th>Year</th>
<th>Facebook Users</th>
<th>Facebook Visits/Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>14,791</td>
<td>47,158</td>
</tr>
<tr>
<td>2013</td>
<td>33,582</td>
<td>54,457</td>
</tr>
<tr>
<td>2014</td>
<td>61,843</td>
<td>77,393</td>
</tr>
<tr>
<td>2015</td>
<td>122,184</td>
<td>216,279</td>
</tr>
<tr>
<td>2016</td>
<td>143,161</td>
<td>273,867</td>
</tr>
<tr>
<td>2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**K. Tech App Downloads**

**FFY 2013 - 2017**

<table>
<thead>
<tr>
<th>App</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autism 5-Point Scale</td>
<td>24,502</td>
<td>28,489</td>
<td>46,992</td>
<td>74,303</td>
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<tr>
<td>Telling Your Story</td>
<td>1,230</td>
<td>1,973</td>
<td>3,379</td>
<td>7,771</td>
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</tbody>
</table>

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

**NOTE:** Totals are cumulative from release date.
FFY 2017
Business Results

Customer Focus Results
L. LMS* Online Learning Visits
M. Online Learning IPSII Results (scale of 1 – 5; 5 = highest)

* Learning Management System
NOTE: Learning management system began tracking March 2014
FFY 2017
Business Results
Customer Focus Results
N. Cosponsored Training Conferences - Attendees
FFYs 2007 - 2017

Attendees at Cosponsored Training Conferences

<table>
<thead>
<tr>
<th>Year</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY2007</td>
<td>2638</td>
</tr>
<tr>
<td>FFY2008</td>
<td>2241</td>
</tr>
<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>
</tr>
<tr>
<td>FFY2013</td>
<td>3254</td>
</tr>
<tr>
<td>FFY2014</td>
<td>2328</td>
</tr>
<tr>
<td>FFY2015</td>
<td>1830</td>
</tr>
<tr>
<td>FFY2016</td>
<td>1324</td>
</tr>
<tr>
<td>FFY2017</td>
<td>1499</td>
</tr>
</tbody>
</table>

= Good
FFY 2017
Business Results
Financial and Market Results
A. Matching Funds
FFYs 2009 - 2017

NOTE: FFYs 2009 & 2010 includes legislative support for self advocacy totaling over $100,00 per year
FFY 2017
Business Results

Financial and Market Results
B. Carry Forward Funds
FFYs 2009 - 2017

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
- FFY 2017: $294,221

↑ = Good


FFY 2017

Business Results

Human Resource Results

A. Training Hours – Council Members and Staff

FFYs 2008 - 2017

Core Learning and Quality Improvement Training

Person Hours of Training

↑ = Good

<table>
<thead>
<tr>
<th>Year</th>
<th>Person Hours of Training</th>
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<tbody>
<tr>
<td>FFY2008</td>
<td>512.25</td>
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<tr>
<td>FFY2009</td>
<td>445.75</td>
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<tr>
<td>FFY2010</td>
<td>561.75</td>
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<tr>
<td>FFY2011</td>
<td>540</td>
</tr>
<tr>
<td>FFY2012</td>
<td>539</td>
</tr>
<tr>
<td>FFY2013</td>
<td>483.25</td>
</tr>
<tr>
<td>FFY2014</td>
<td>460</td>
</tr>
<tr>
<td>FFY2015</td>
<td>511</td>
</tr>
<tr>
<td>FFY2016</td>
<td>486</td>
</tr>
<tr>
<td>FFY2017</td>
<td>524.75</td>
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</table>
Supplier /Partner Results
A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)
Levels and Trends FFYs 2012 – 2017

**Independence**

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<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Pre</td>
<td>4.7</td>
<td>4.9</td>
<td>3.5</td>
<td>2.4</td>
<td>3.0</td>
<td>2.8</td>
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<tr>
<td>Post</td>
<td>4.0</td>
<td>4.0</td>
<td>5.0</td>
<td>5.0</td>
<td>5.0</td>
<td>4.8</td>
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</tbody>
</table>

**Productivity**

<table>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Pre</td>
<td>3.5</td>
<td>3.5</td>
<td>3.2</td>
<td>2.2</td>
<td>2.3</td>
<td>2.8</td>
</tr>
<tr>
<td>Post</td>
<td>4.6</td>
<td>4.8</td>
<td>5.0</td>
<td>5.0</td>
<td>5.0</td>
<td>4.8</td>
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</tbody>
</table>

**Self Determination**

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre</td>
<td>3.9</td>
<td>3.9</td>
<td>3.6</td>
<td>2.6</td>
<td>3.5</td>
<td>3.1</td>
</tr>
<tr>
<td>Post</td>
<td>4.6</td>
<td>4.9</td>
<td>5.0</td>
<td>5.0</td>
<td>5.0</td>
<td>4.9</td>
</tr>
</tbody>
</table>

**Integration/Inclusion**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre</td>
<td>4.0</td>
<td>4.0</td>
<td>3.3</td>
<td>2.6</td>
<td>2.4</td>
<td>2.6</td>
</tr>
<tr>
<td>Post</td>
<td>4.6</td>
<td>4.9</td>
<td>5.0</td>
<td>5.0</td>
<td>5.0</td>
<td>4.8</td>
</tr>
</tbody>
</table>
C. Partners in Policymaking® IPSII Results
Longitudinal Study (May 2017)
Years XXVI to XXVIII (Classes 30 – 32)
FFY 2017
Business Results
Supplier /Partner Results
B. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends (Classes 28 – 34) FFYs 2010-2017

Independence

Productivity

Self Determination

Integration/Inclusion

Class 28  Class 29  Class 30  Class 31  Class 32  Class 33  Class 34
Pre  Post

Class 28  Class 29  Class 30  Class 31  Class 32  Class 33  Class 34
Pre  Post

Class 28  Class 29  Class 30  Class 31  Class 32  Class 33  Class 34
Pre  Post

Class 28  Class 29  Class 30  Class 31  Class 32  Class 33  Class 34
Pre  Post
FFY 2017

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 2013 - 2017

Number of Training Sessions

Self Advocates Attending Training Sessions

Self Advocates as Trainers/Teachers

Training Session Evaluation Results FFY 2017
Supplier/Partner Results
D. Self Advocacy – SAM Central and NW Regions
IPSI Results (% = Yes) FFYs 2012 - 2017

**Independence**
- Central: 97%, 98%, 100%, 98%, 99%, 100%, 99%
- Northwest: 100%, 98%, 100%, 100%, 98%, 100%, 91%

**Productivity**
- Central: 81%, 100%, 87%, 96%, 95%, 77%, 62%, 77%, 100%, 100%, 100%, 74%
- Northwest: 97%, 100%, 99%, 100%, 100%, 94%, 91%, 100%, 100%, 100%, 100%

**Self Determination**
- Central: 97%, 100%, 99%, 100%, 100%, 100%, 98%
- Northwest: 94%, 100%, 94%, 98%, 100%, 98%, 94%, 92%, 94%, 98%

**Integration/Inclusion**
- Central: 94%, 98%, 100%, 98%, 94%, 94%, 94%, 92%, 98%, 100%
- Northwest: 94%, 98%, 100%, 100%, 100%, 100%, 100%, 100%, 98%
E. Self Advocacy – Anti-Bullying Campaign

Training Sessions, Attendees, Evaluation Results (scale of 1-5, 5-highest) FFY 2013-2017

Training Session Attendees FFYs 2013-2017

- Teachers:
  - FFY 2013: 23
  - FFY 2014: 24
  - FFY 2015: 32
  - FFY 2016: 59
  - FFY 2017: 45

- Students:
  - FFY 2013: 330
  - FFY 2014: 468
  - FFY 2015: 596
  - FFY 2016: 1009
  - FFY 2017: 1010

Training Session Evaluation Results FFYs 2013-2017

- Knowledge:
  - FFY 2013: 4.6
  - FFY 2014: 4.8
  - FFY 2015: 4.7
  - FFY 2016: 4.6
  - FFY 2017: 4.6

- Usefulness:
  - FFY 2013: 4.5
  - FFY 2014: 4.6
  - FFY 2015: 4.6
  - FFY 2016: 4.6
  - FFY 2017: 4.6

- Quality:
  - FFY 2013: 4.6
  - FFY 2014: 4.7
  - FFY 2015: 4.7
  - FFY 2016: 4.6
  - FFY 2017: 4.6
FFY 2017
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)
FFY2013-2017

Number of Self Advocates as Trainers/Teachers

IPSII Results (Scale of 1-5, 5 = highest)
FFY 2017

Business Results

Supplier/Partner Results
G. Individuals Employed, and IPSII Results (scale of 1 - 5, 5 = highest)
FFY 2013-2017

Individuals Employed

IPSII Results (scale of 1-5, 5=highest)
FFY 2017

Business Results
Supplier/Partner Results
H. Employment
Training Sessions Attendees and Evaluation Results FFYs 2013-2017

Training Session Attendees

<table>
<thead>
<tr>
<th></th>
<th>FFY 2013</th>
<th>FFY 2014</th>
<th>FFY 2015</th>
<th>FFY 2016</th>
<th>FFY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals/Families</td>
<td>68</td>
<td>21</td>
<td>114</td>
<td>121</td>
<td>98</td>
</tr>
<tr>
<td>Businesses/Service Providers</td>
<td>39</td>
<td>11</td>
<td></td>
<td>98</td>
<td>25</td>
</tr>
</tbody>
</table>

Training Session Evaluation Results FFYs 2013-2017

<table>
<thead>
<tr>
<th></th>
<th>FFY 2013</th>
<th>FFY 2014</th>
<th>FFY 2015</th>
<th>FFY 2016</th>
<th>FFY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge</td>
<td>4.2</td>
<td>4.7</td>
<td>4.4</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>Usefulness</td>
<td>4.3</td>
<td>4.5</td>
<td>4.3</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>Quality</td>
<td>4.4</td>
<td>4.9</td>
<td>4.7</td>
<td>4.3</td>
<td>4.3</td>
</tr>
</tbody>
</table>

For 2016, 4 sessions were rated in terms of useful/helpful = 82% yes
Rating (1 to 10 scale; 10 = highest): 8.1