

Minnesota Governor's Council on Developmental Disabilities Business Results

Federal Fiscal Year 2019
(October 1, 2018 - September 30, 2019)

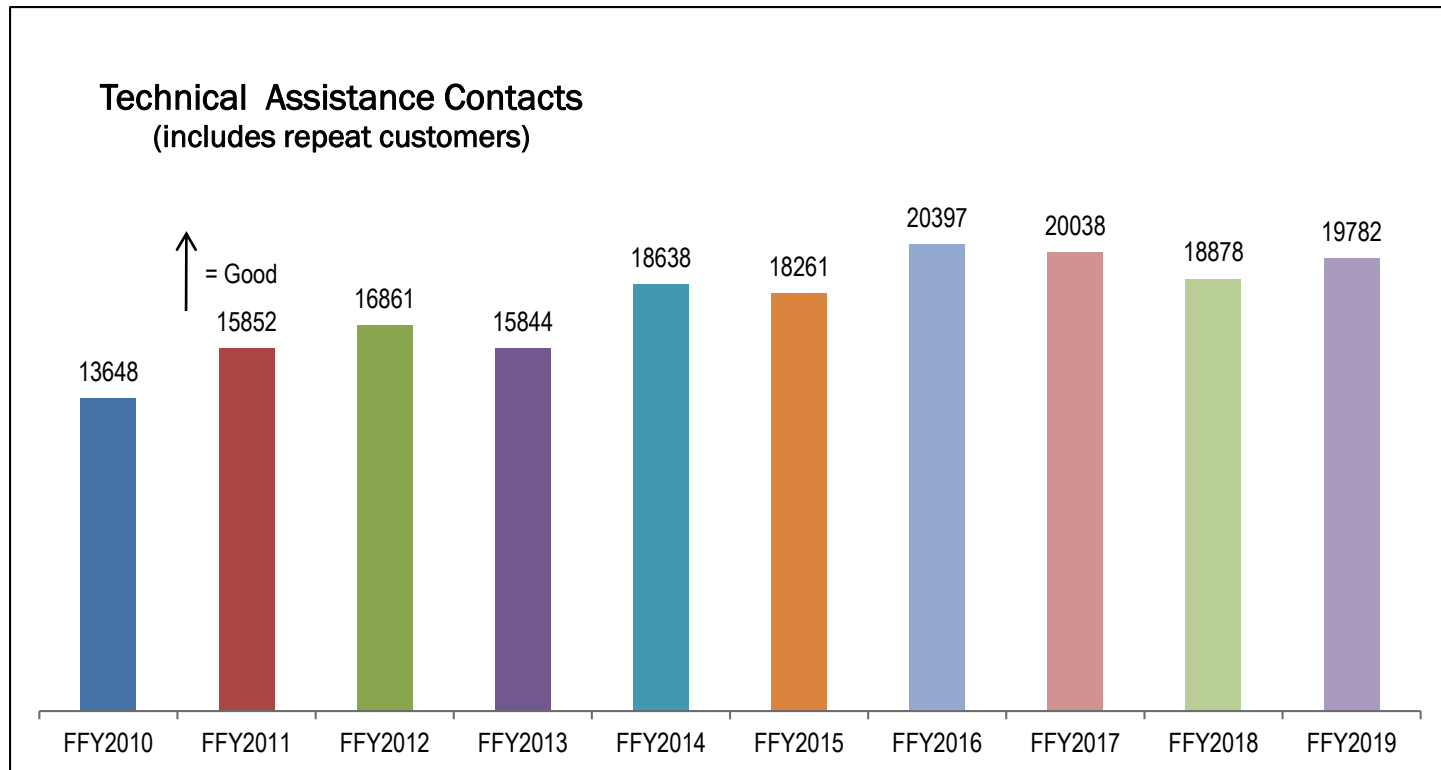
FFY 2019

Business Results

Customer Focus Results

A. Technical Assistance Contacts

FFYs 2010 - 2019



FFY 2019

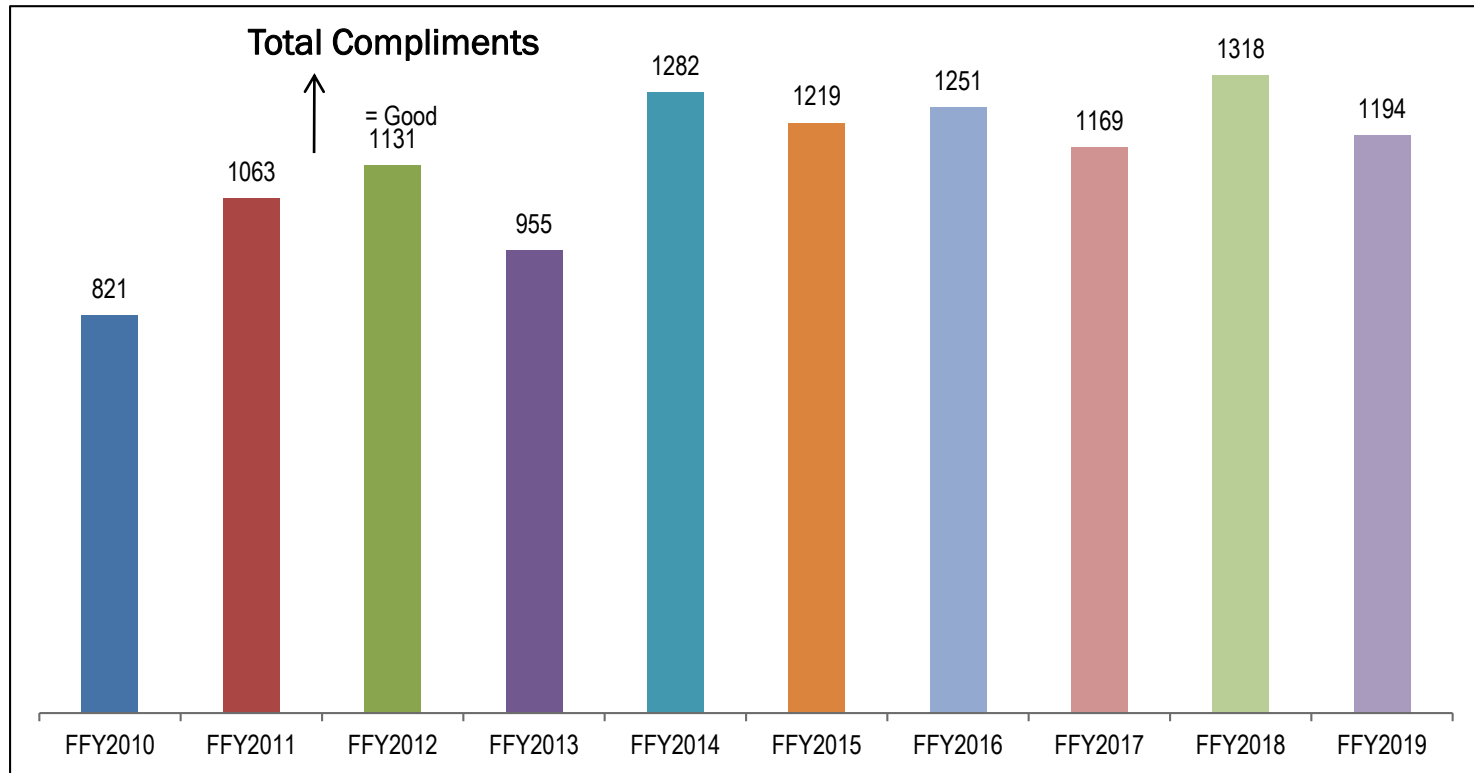
Business Results

Customer Focus Results

B. Total Compliments (mail/email)

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

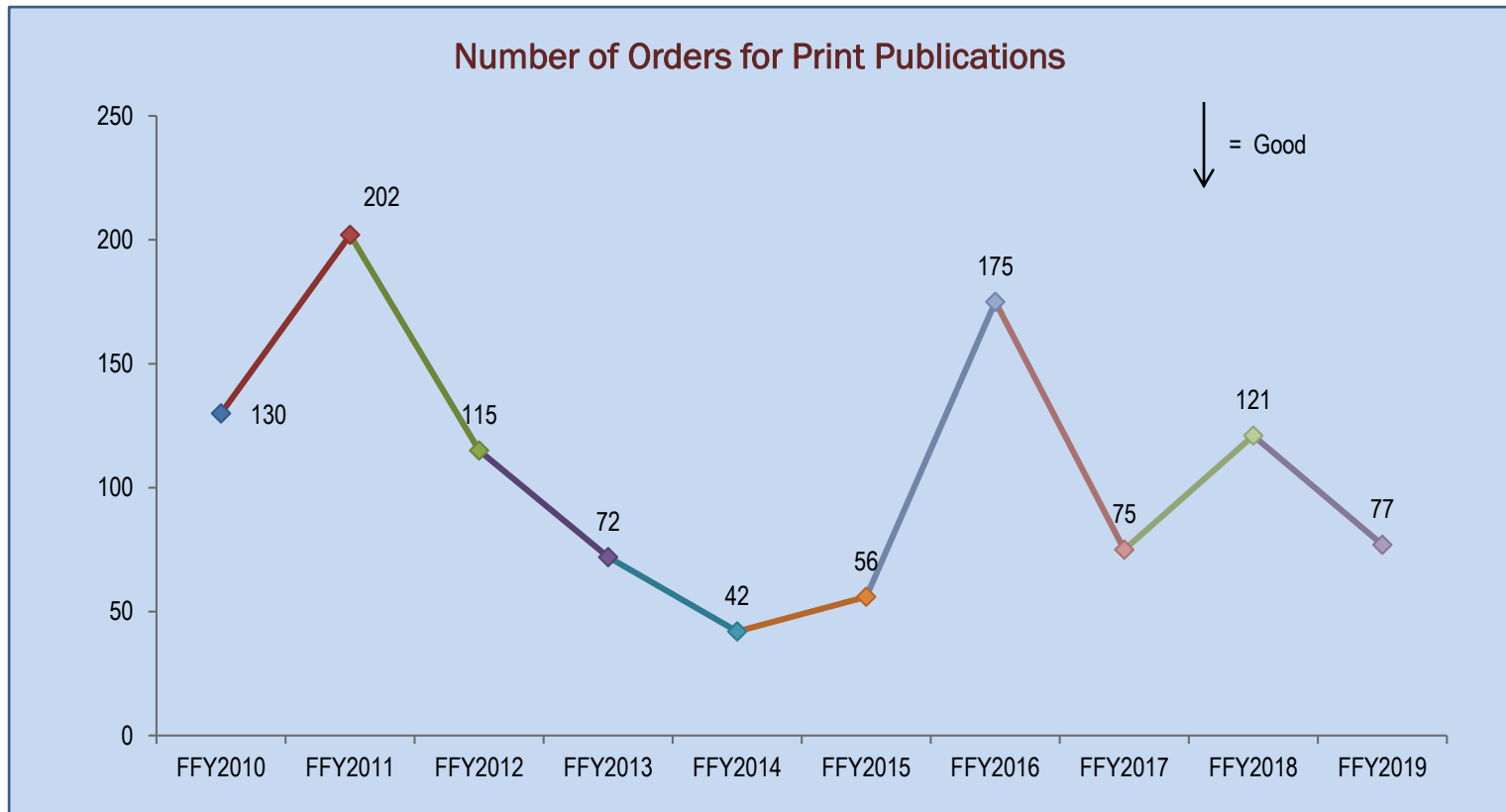
FFYs 2010 - 2019



FFY 2019

Business Results

Customer Focus Results
C. Publication Orders
FFYs 2010 - 2019



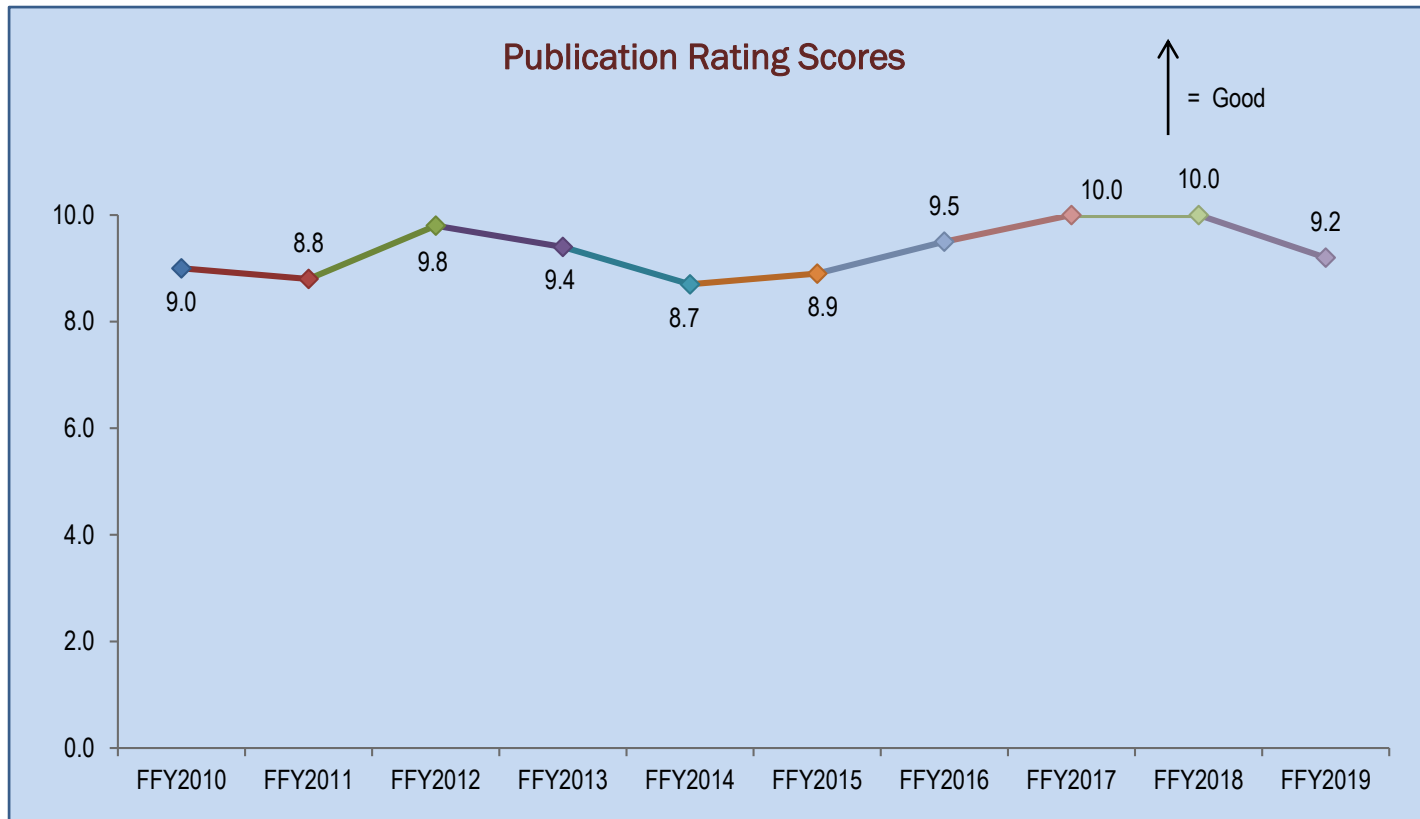
Print publications are treated as an alternative to electronic versions and downloads

FFY 2019

Business Results

Customer Focus Results

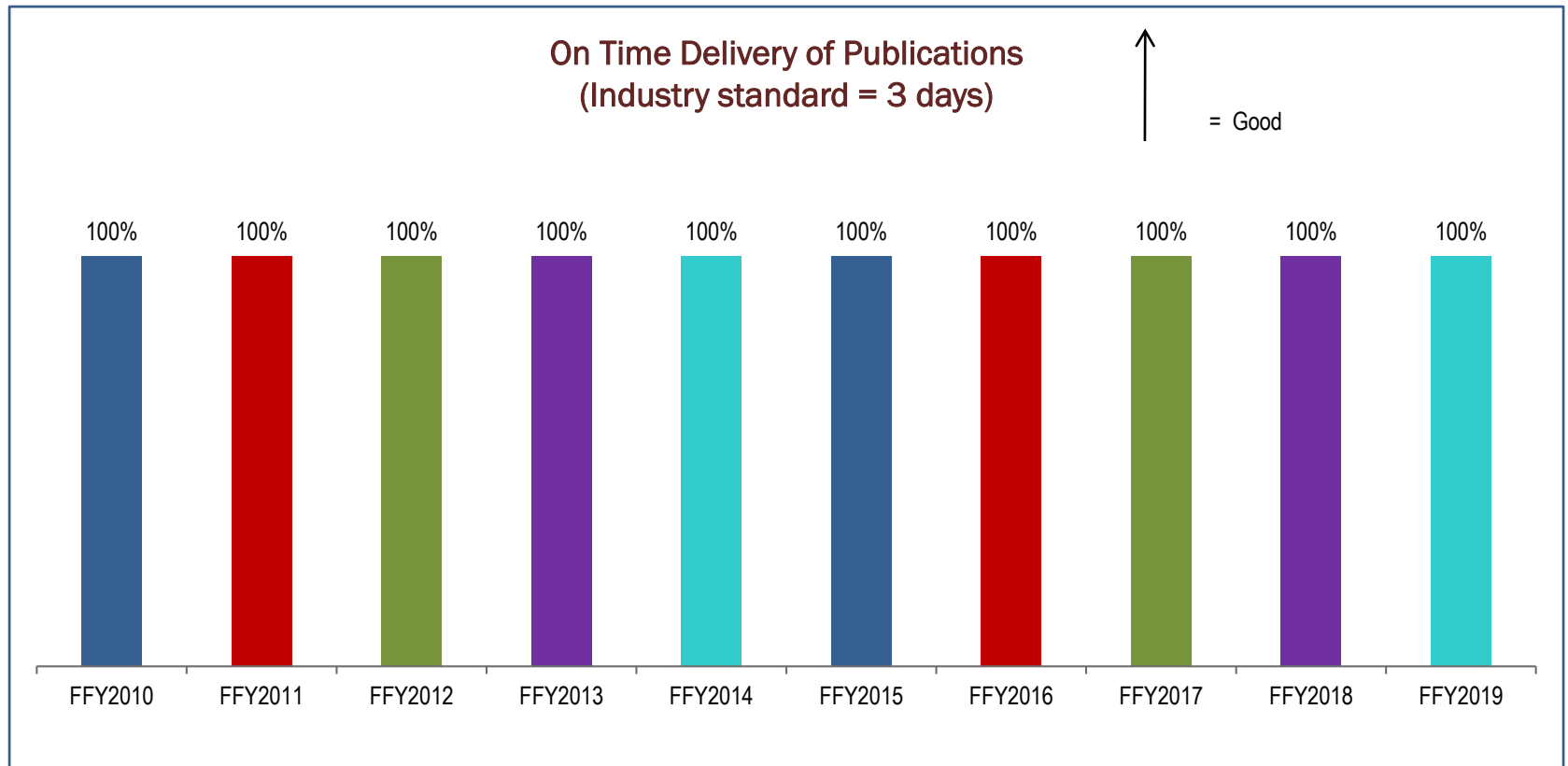
D. Publications Rating (scale of 1 – 10; 10 = highest)
FFYs 2010 - 2019



FFY 2019

Business Results

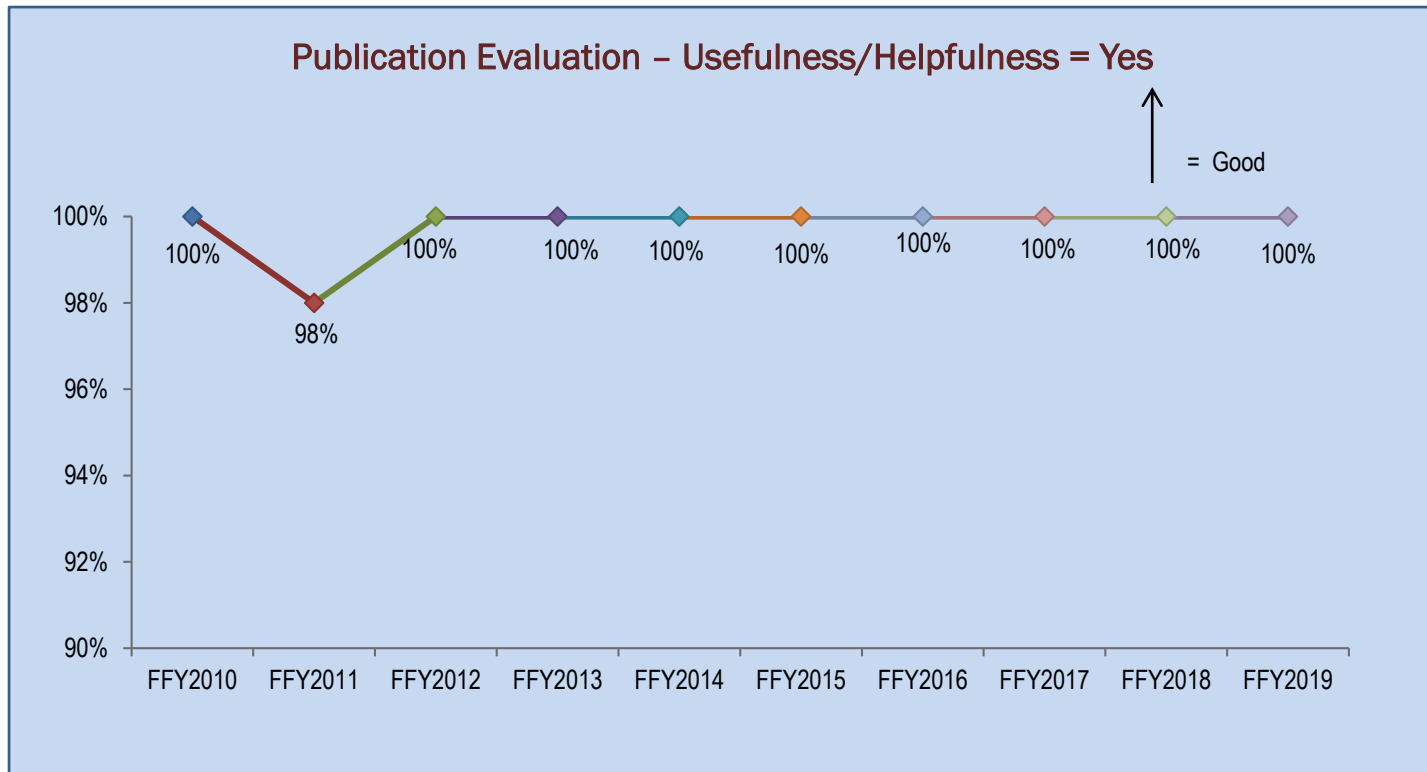
Customer Focus Results
E. Publication Delivery Time
FFYs 2010 - 2019



FFY 2019

Business Results

Customer Focus Results
F. Publication Evaluation
FFYs 2010 – 2019

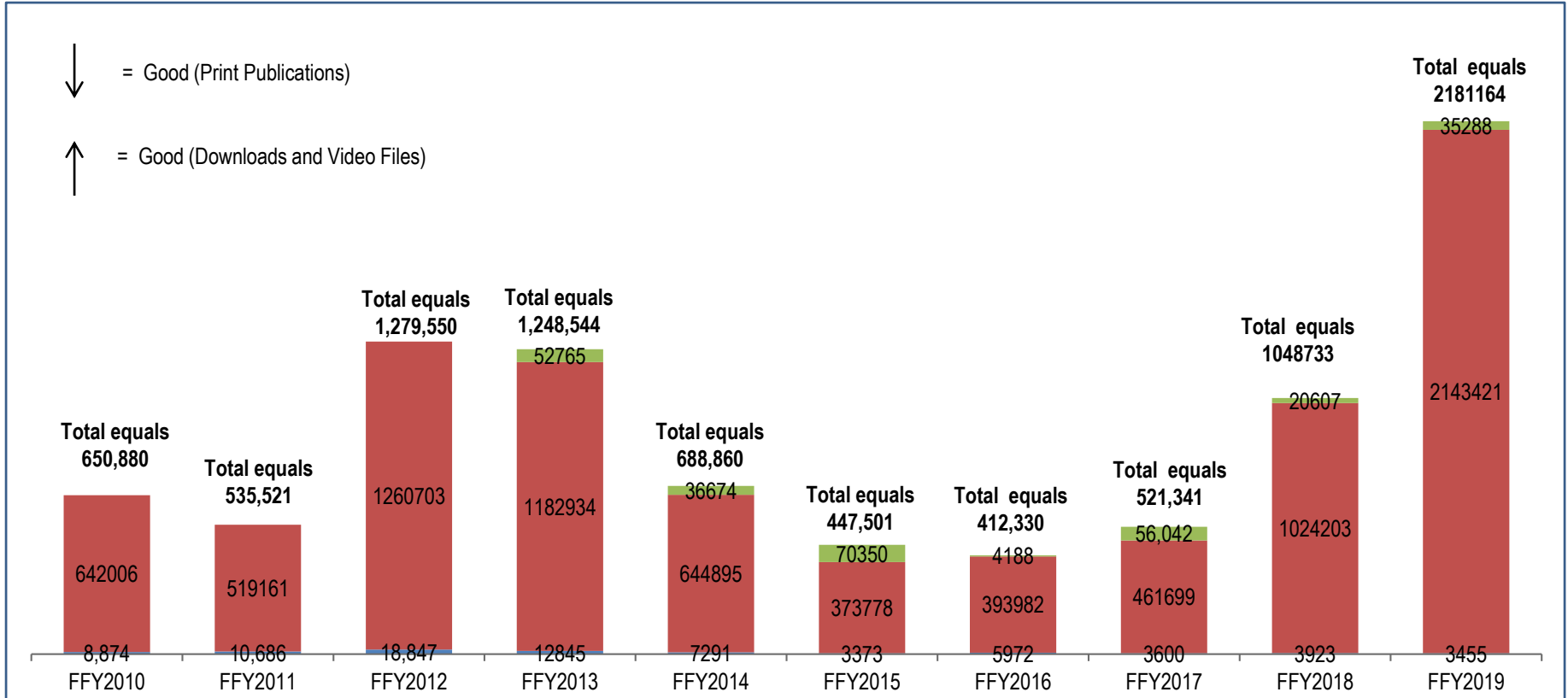


FFY 2019

Business Results

Customer Focus Results

G. Print Publications, Downloads, and Video Files FFYs 2010 - 2019



■ Print Publications ■ Downloads ■ Video Files

FFY 2013: Video files added FFYs 2014 and 2015: Decrease in downloads due to IT infrastructure changes; some IP addresses dropped.

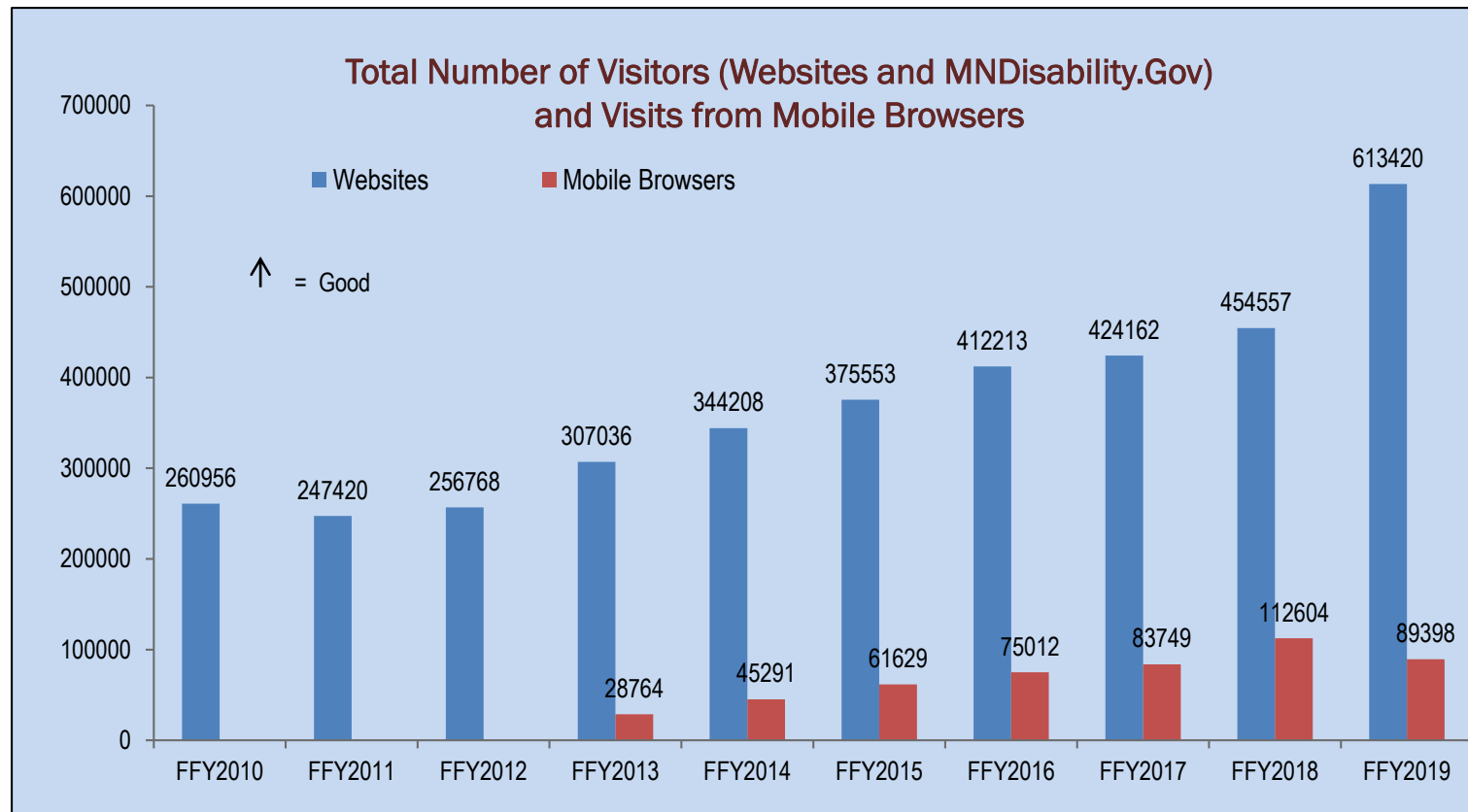
FFY 2019

Business Results

Customer Focus Results

H. Online Visits (Websites and Mobile Browsers)

FFYs 2010 – 2019



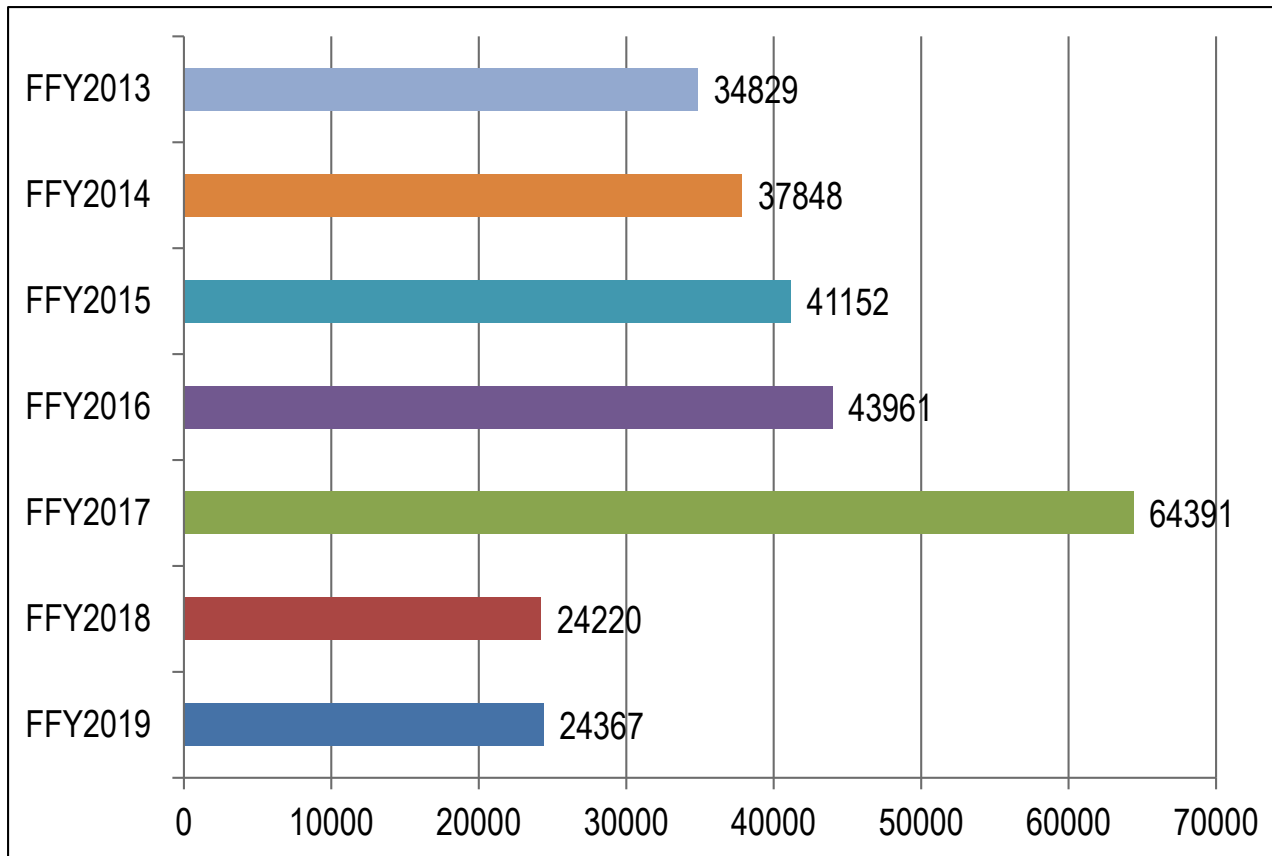
FFY 2019

Business Results

Customer Focus Results

I. MNDisability.gov Visitors

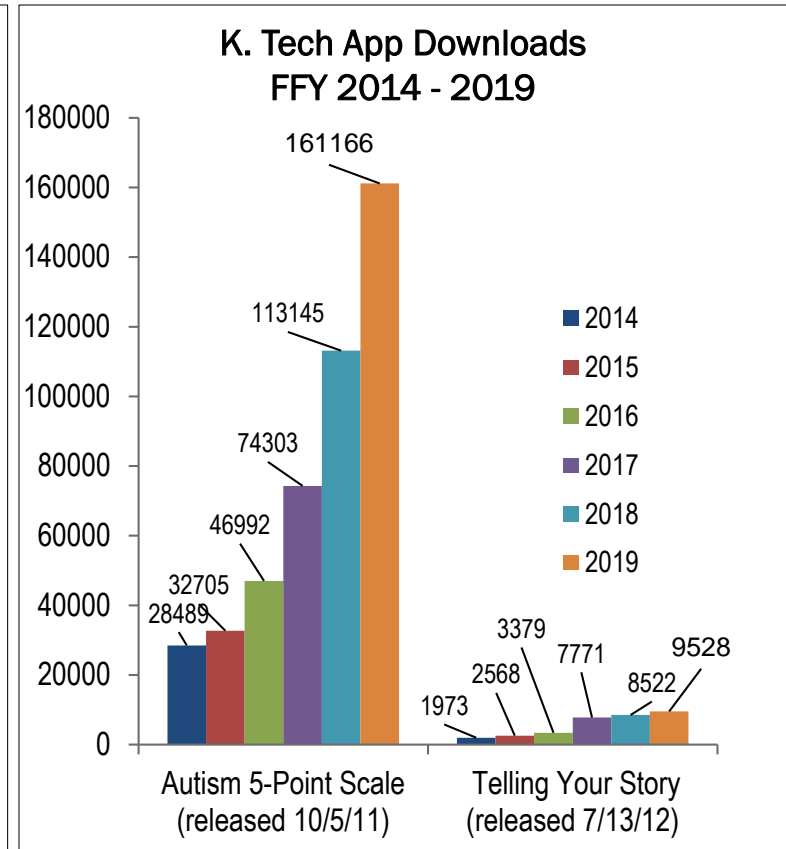
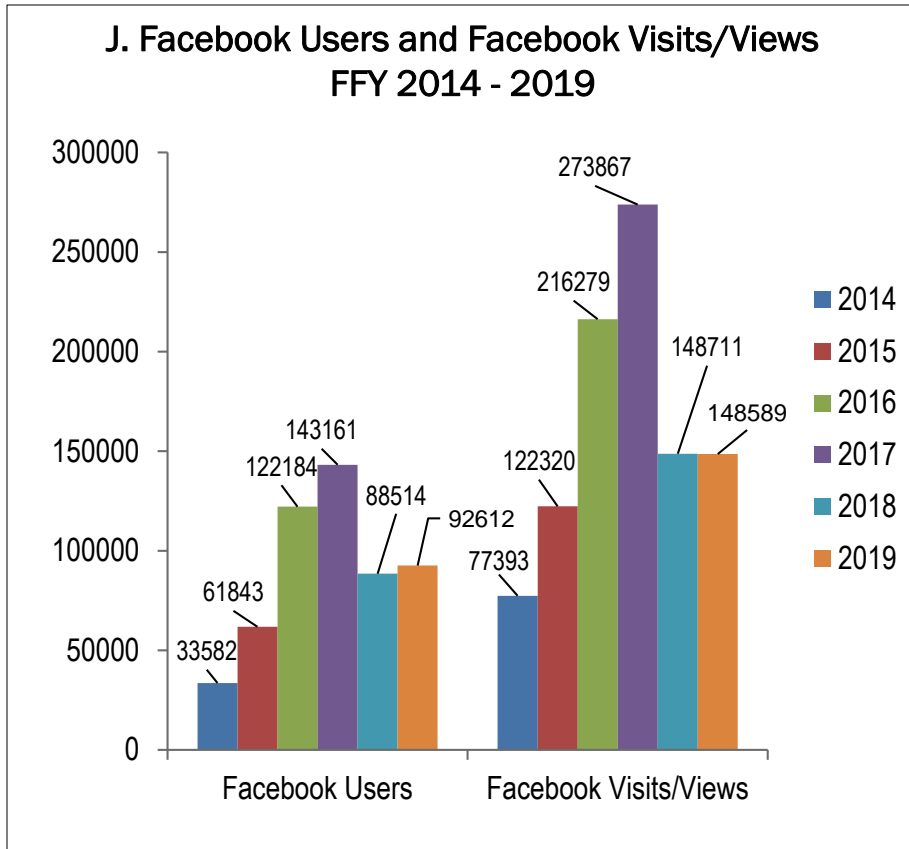
FFYs 2013 – 2019



FFY 2019

Business Results

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



NOTE: Totals are cumulative from release date

FFY 2019

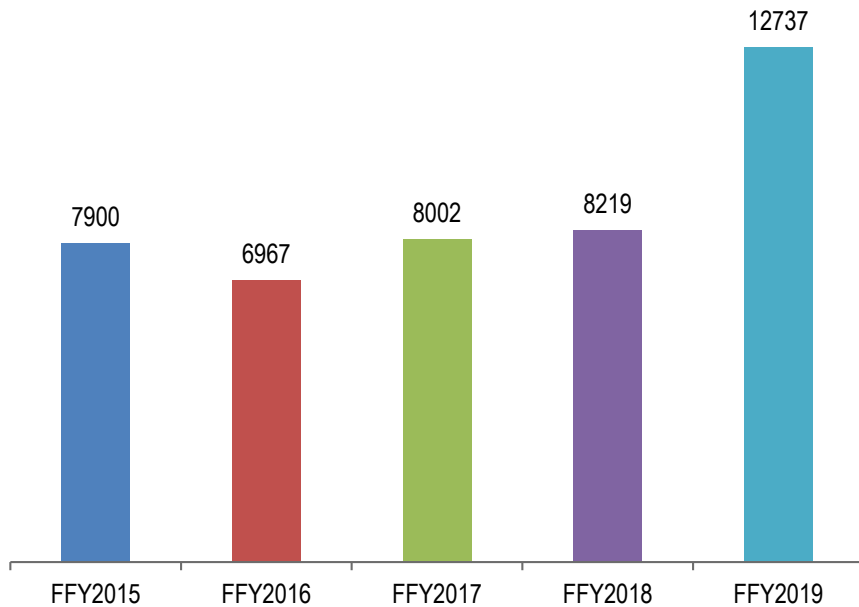
Business Results

Customer Focus Results

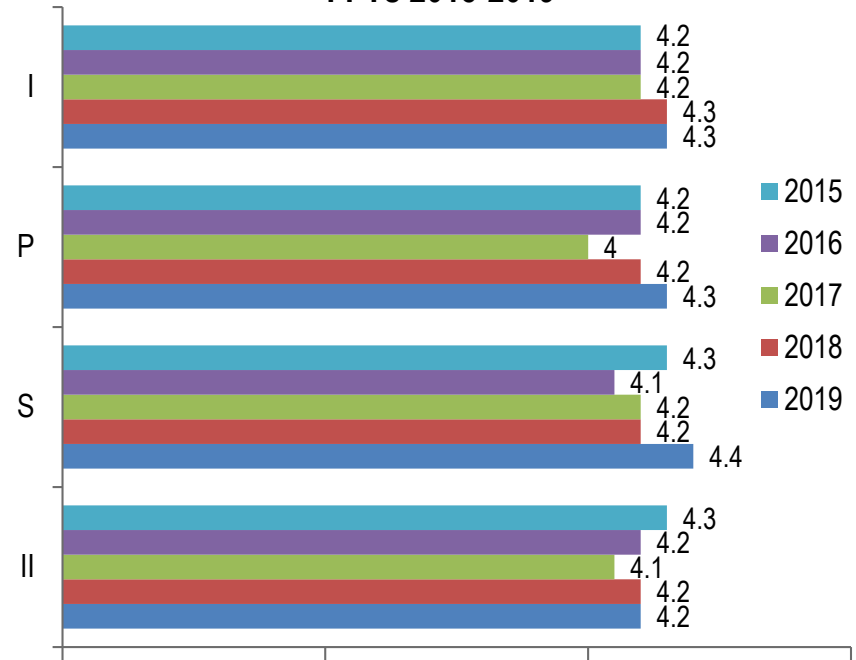
L. LMS* Online Learning Visits

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

**L. LMS* Online Learning Visits
FFYs 2015-2019**



**M. Online Learning IPSII Results
FFYs 2015-2019**



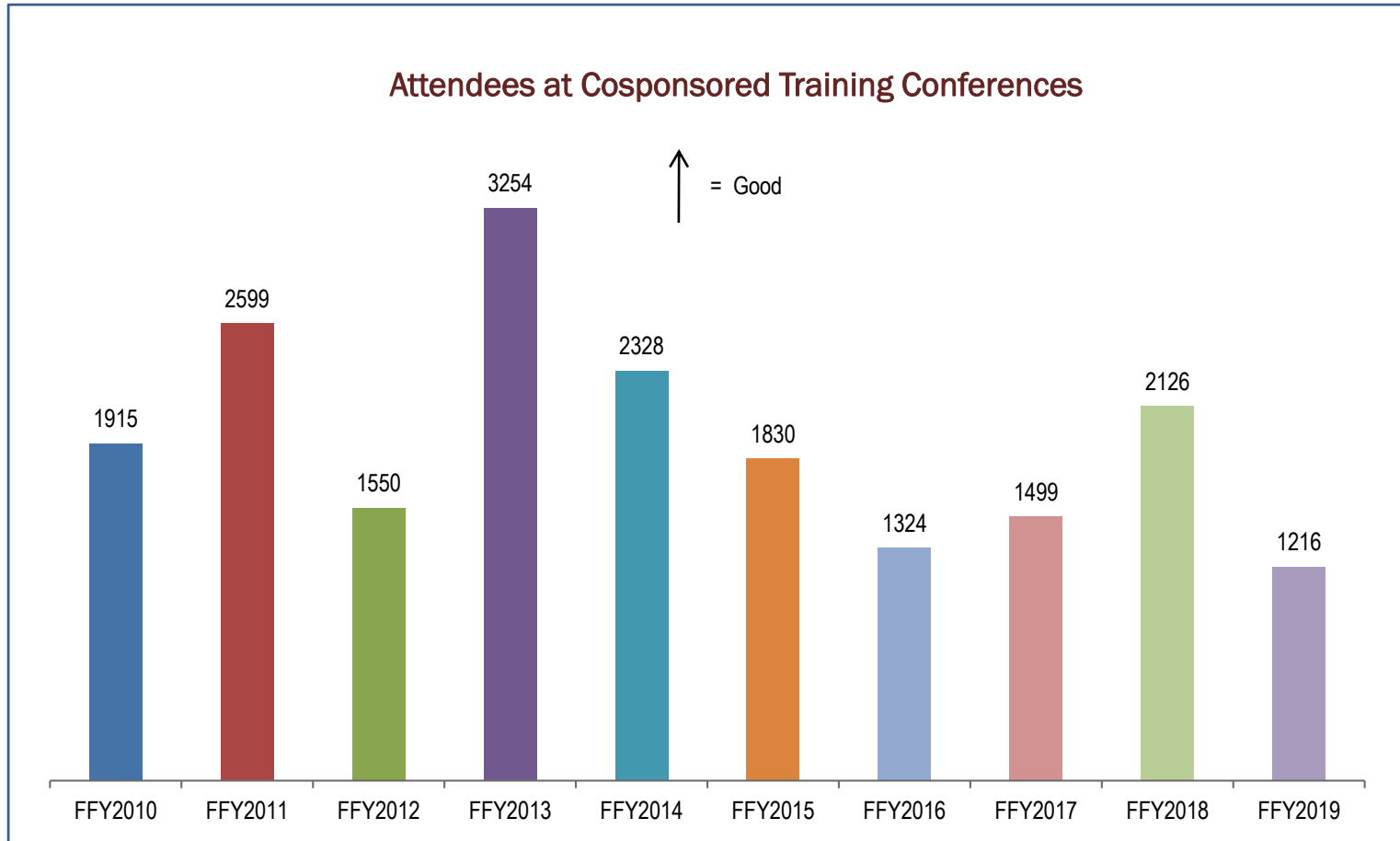
* Learning Management System

NOTE: Learning management system began tracking March 2014

FFY 2019

Business Results

Customer Focus Results
N. Cosponsored Training Conferences - Attendees
FFYs 2010 - 2019



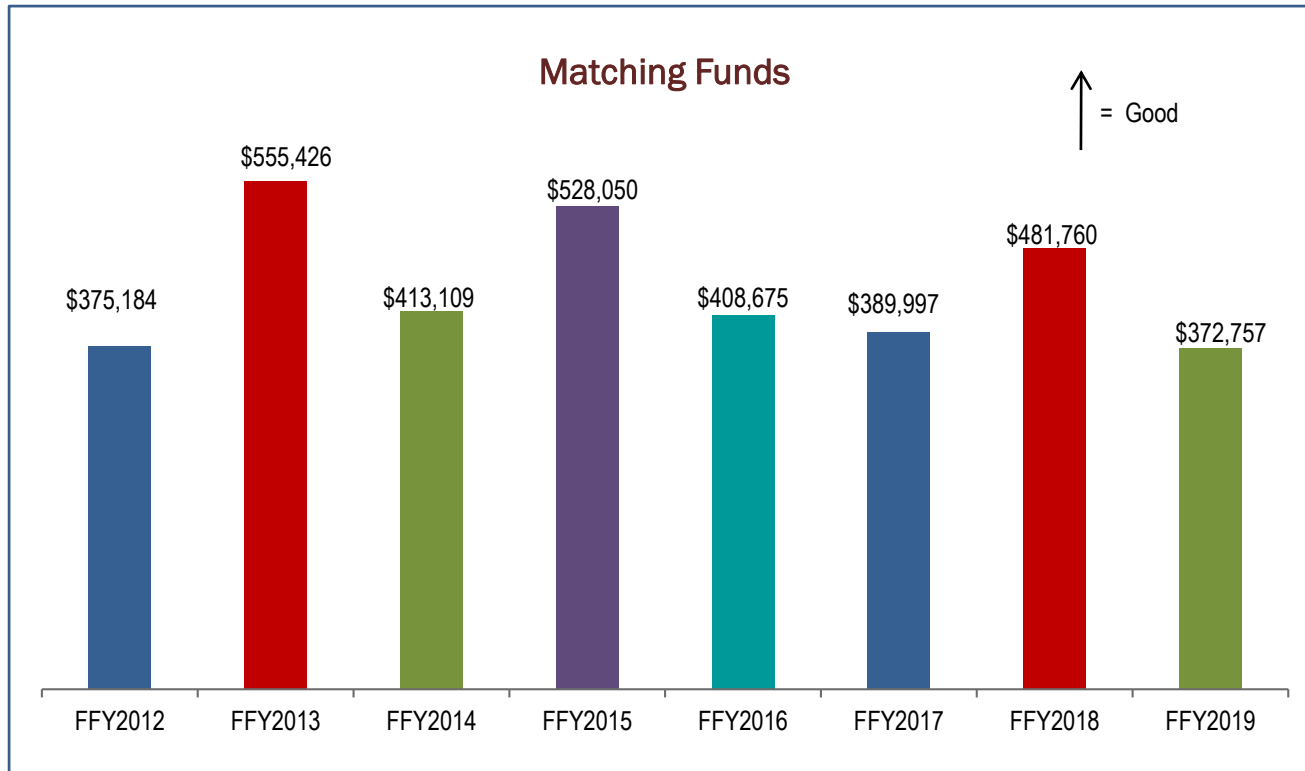
FFY 2019

Business Results

Financial and Market Results

A. Matching Funds FFYs 2012 - 2019

Goal = 25% Match



FFY2019
\$347,922

FFY2018
\$343,490

FFY2017
\$341,603

FFY2016
\$338,347

FFY2015
\$337,358

FFY2014
\$323,591

FFY2013
\$338,965

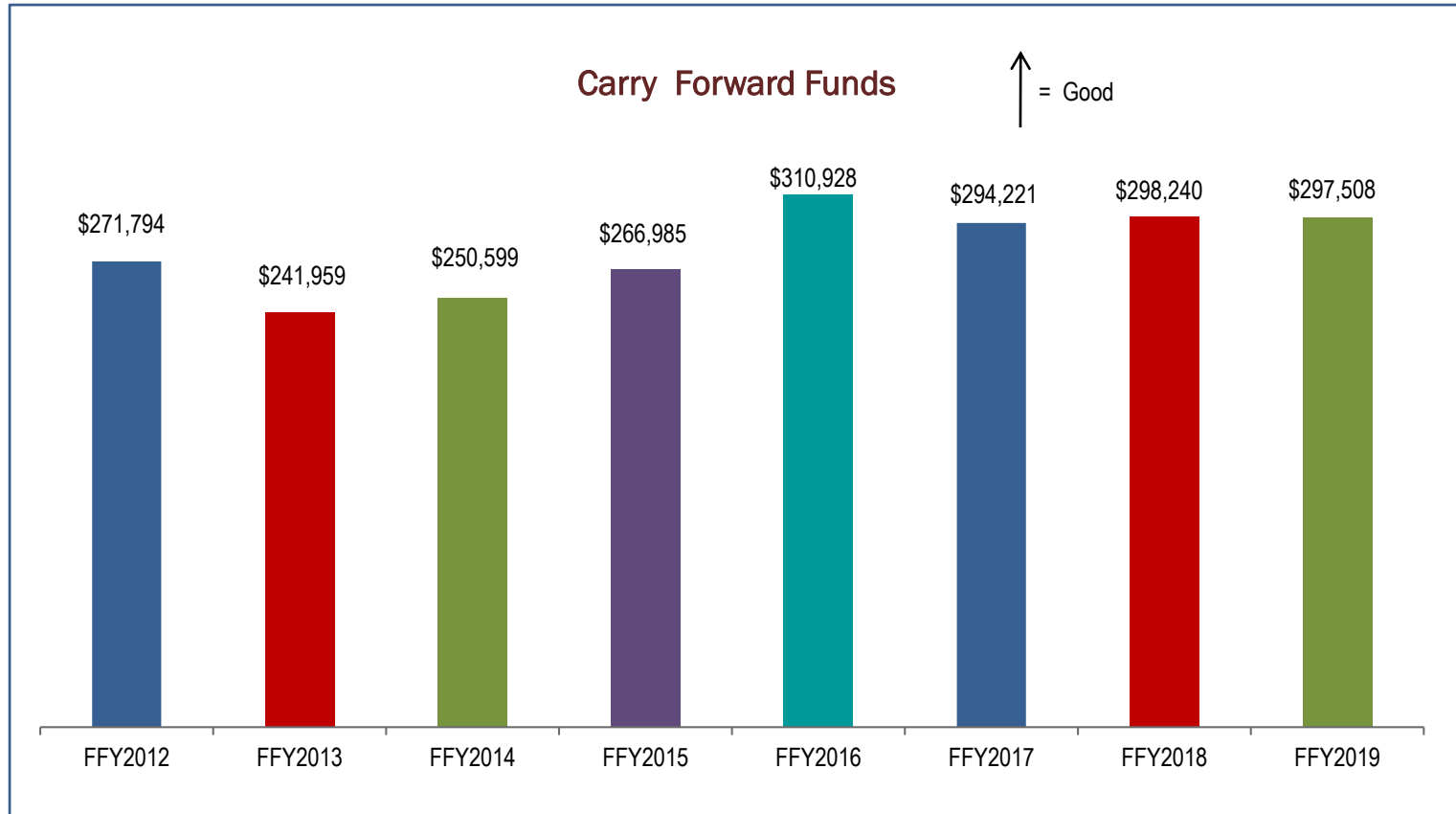
FFY2012
\$340,300

FFY 2019

Business Results

Financial and Market Results

B. Carry Forward Funds
FFYs 2012 - 2019

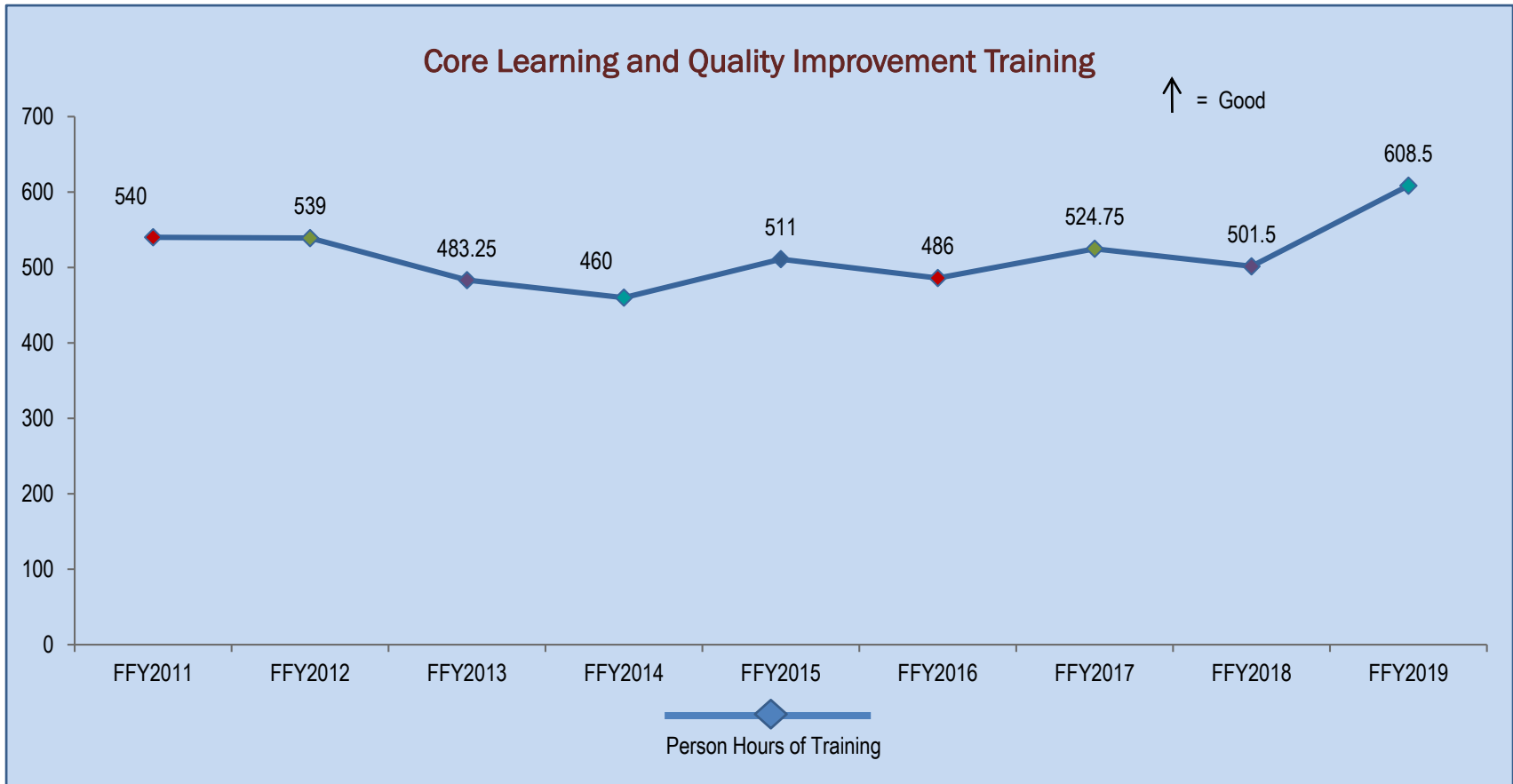


FFY 2019

Business Results

Human Resource Results

A. Training Hours – Council Members and Staff FFYs 2011 - 2019

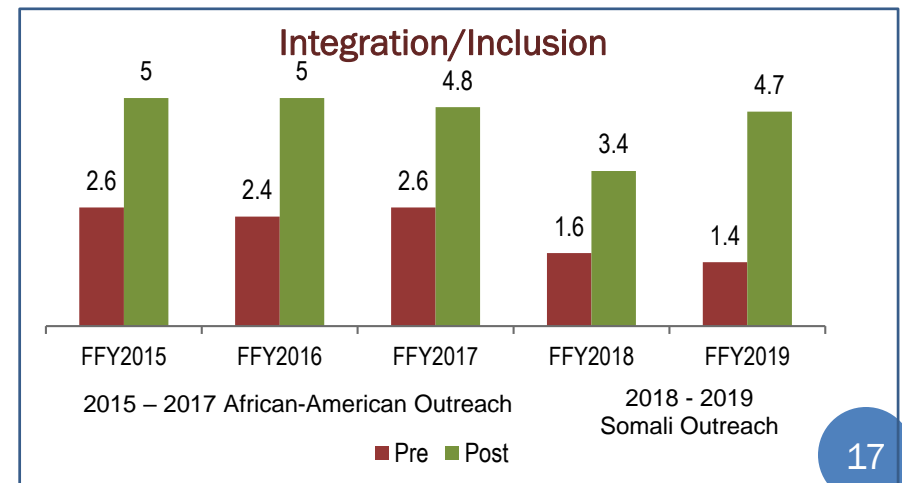
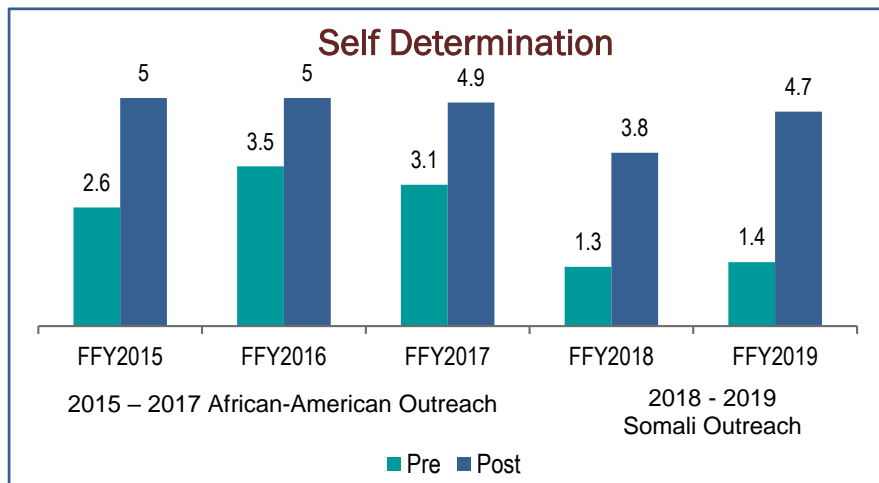
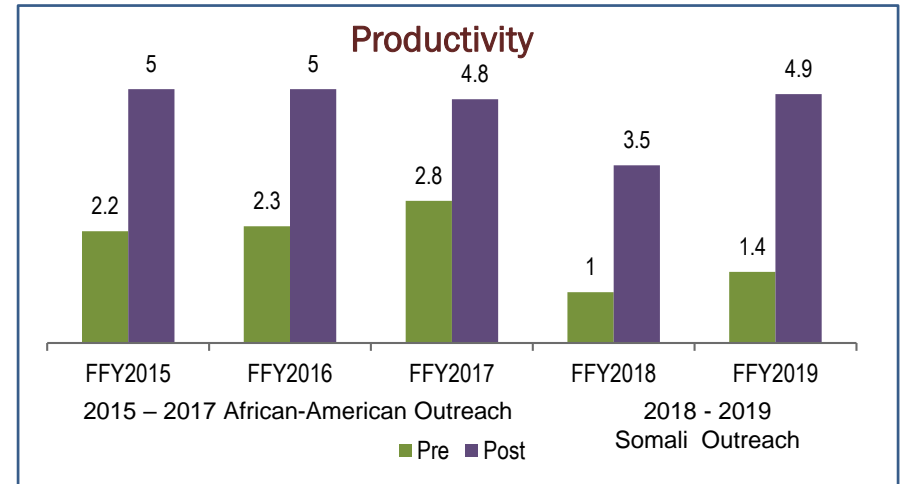
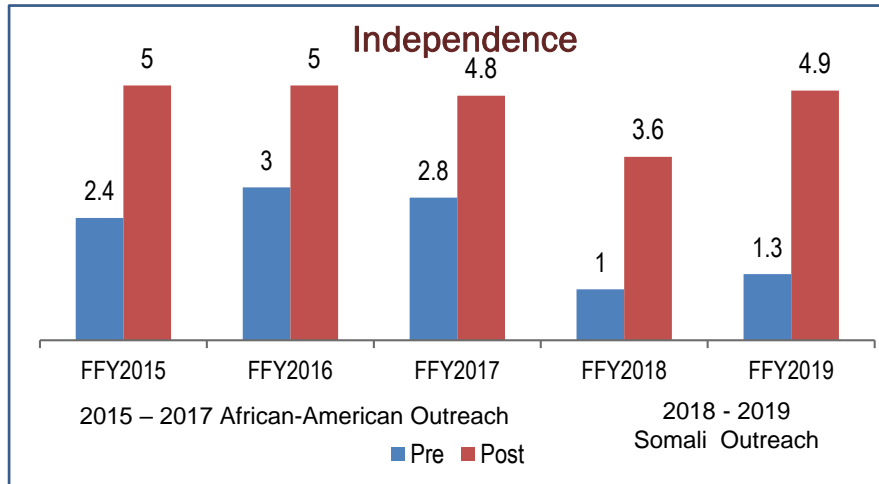


FFY 2019

Business Results

Supplier / Partner Results

A. African American and Somali Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest) Levels and Trends FFYs 2015 – 2019

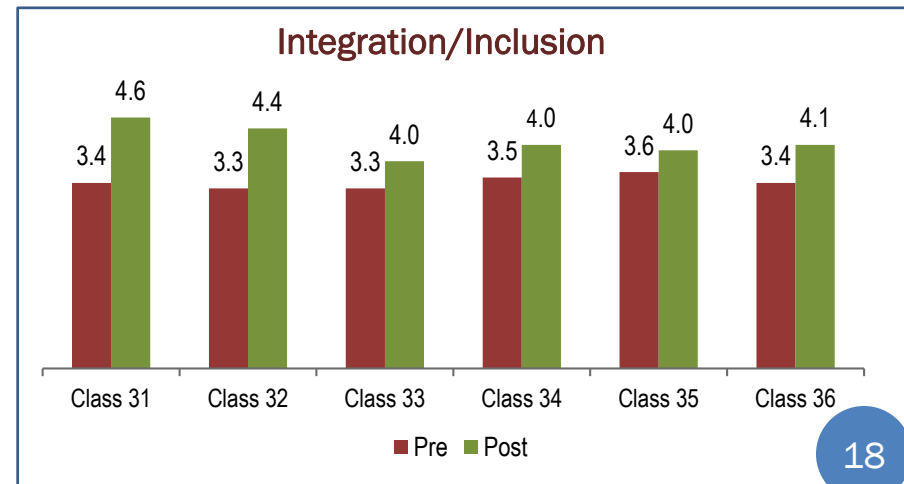
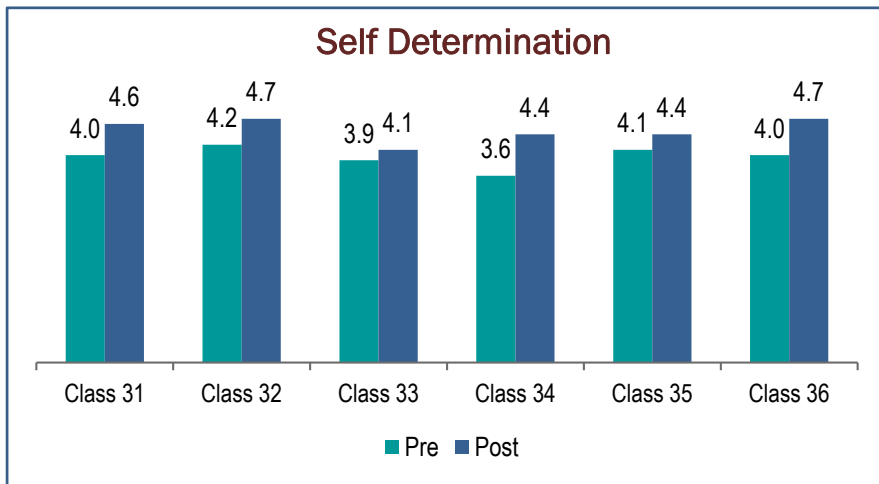
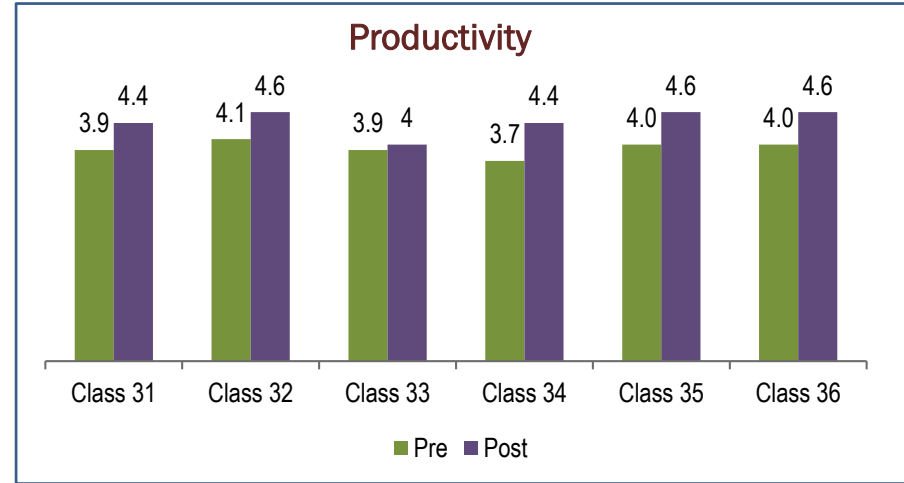
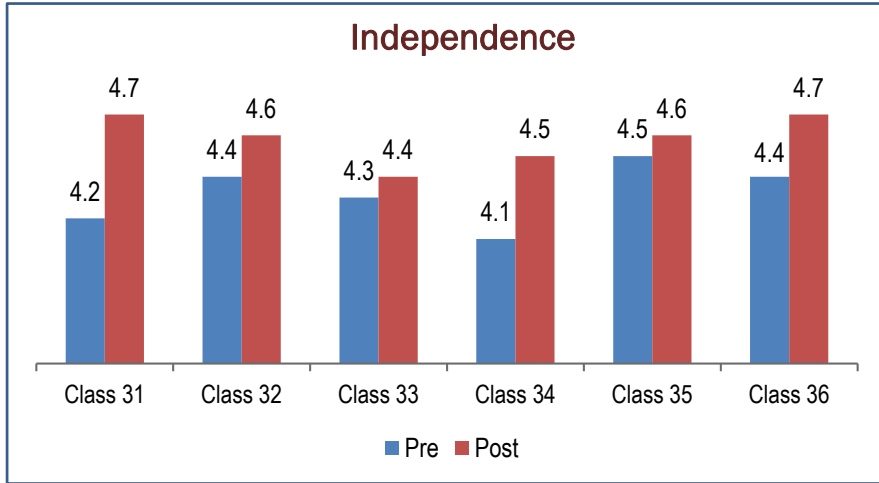


FFY 2019

Business Results

Supplier / Partner Results

B. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends (Classes 31 – 36) FFYs 2013-2019



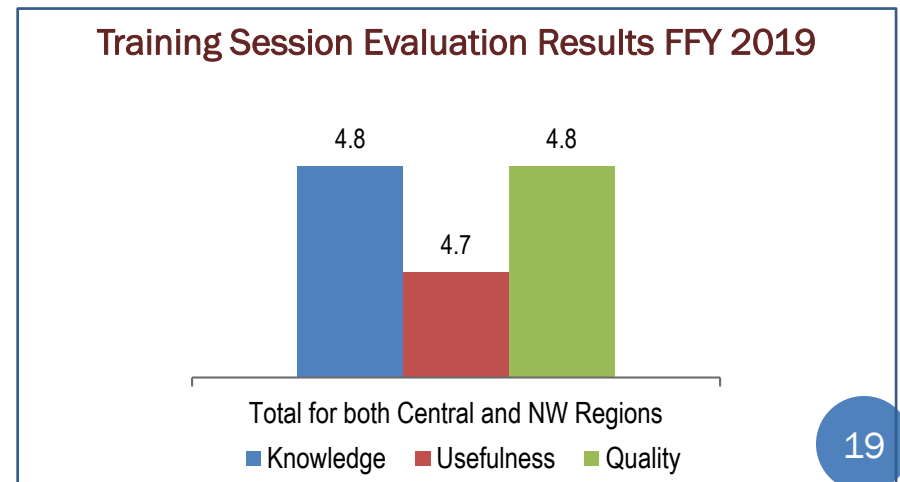
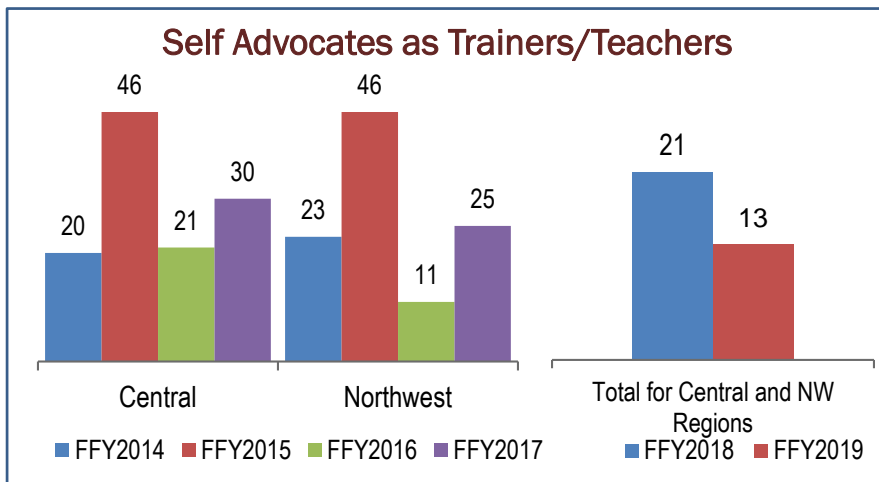
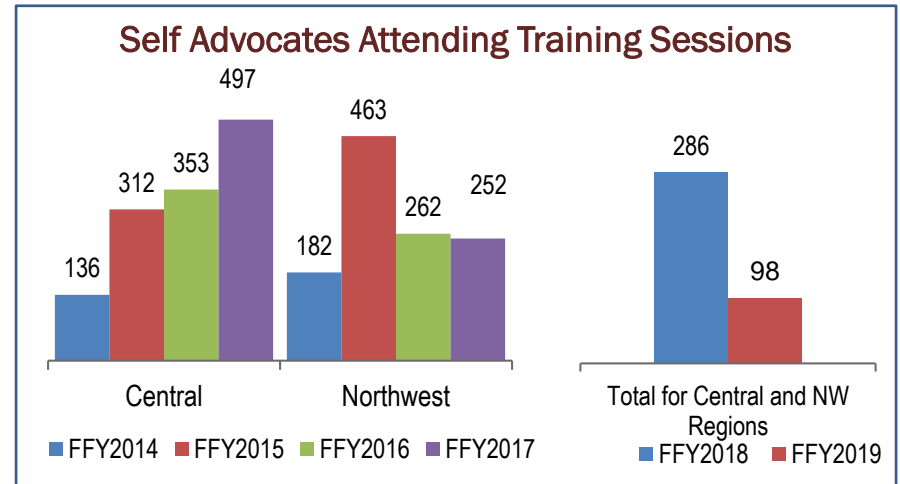
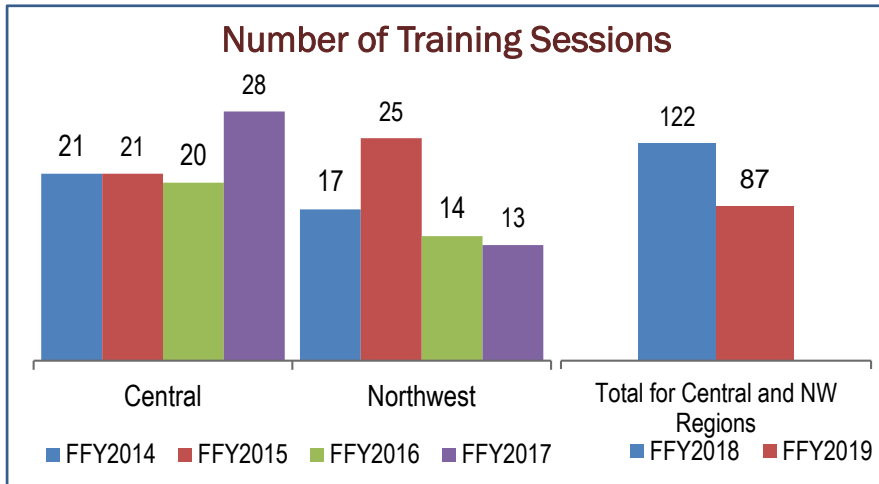
FFY 2019

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 2014 - 2019

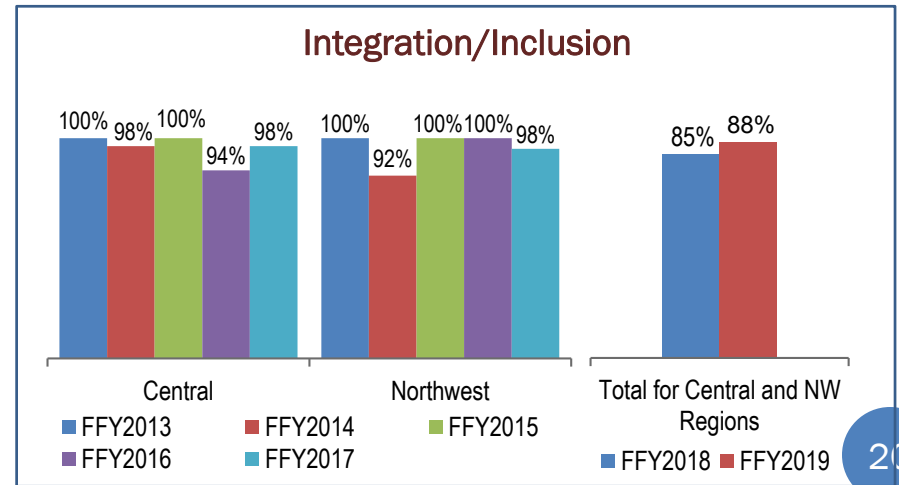
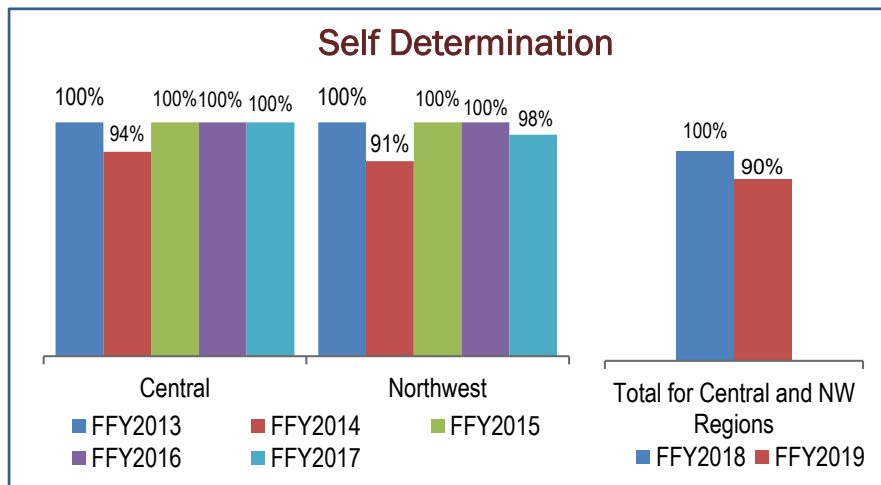
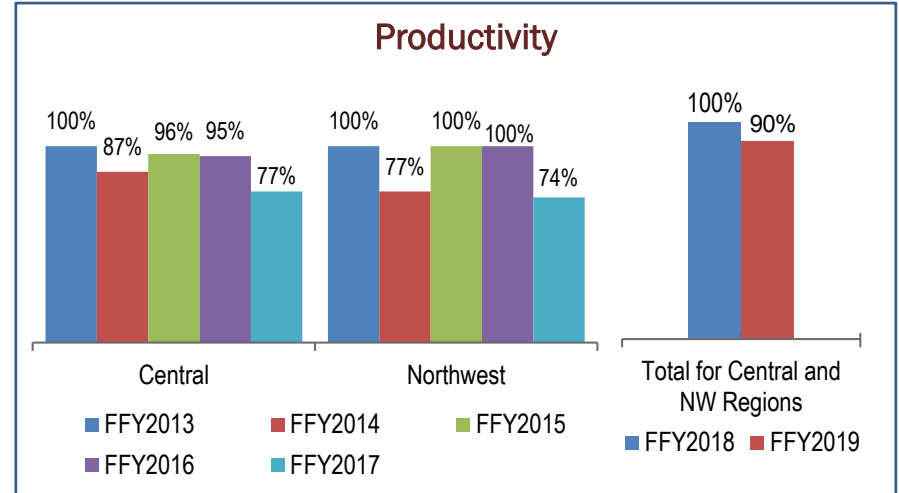
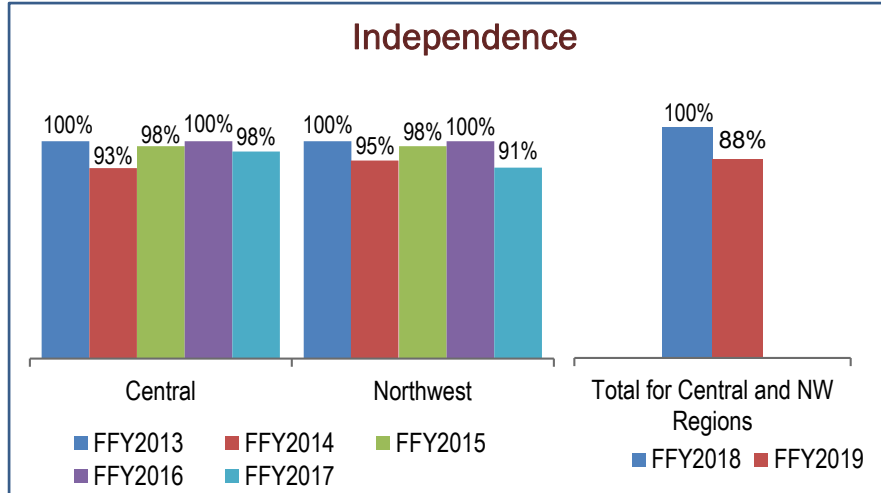


FFY 2019

Business Results

Supplier/Partner Results

D. Self Advocacy – SAM Central and NW Regions IPSII Results (% = Yes) FFYs 2013 - 2019

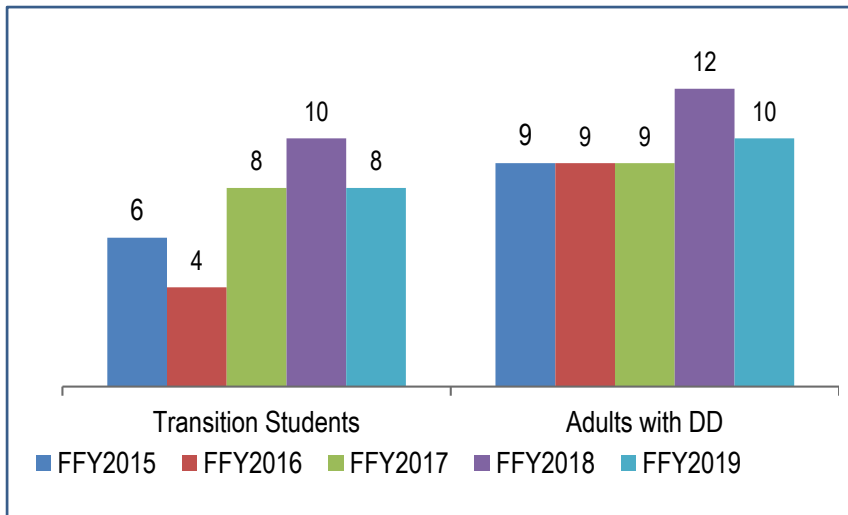


FFY 2019

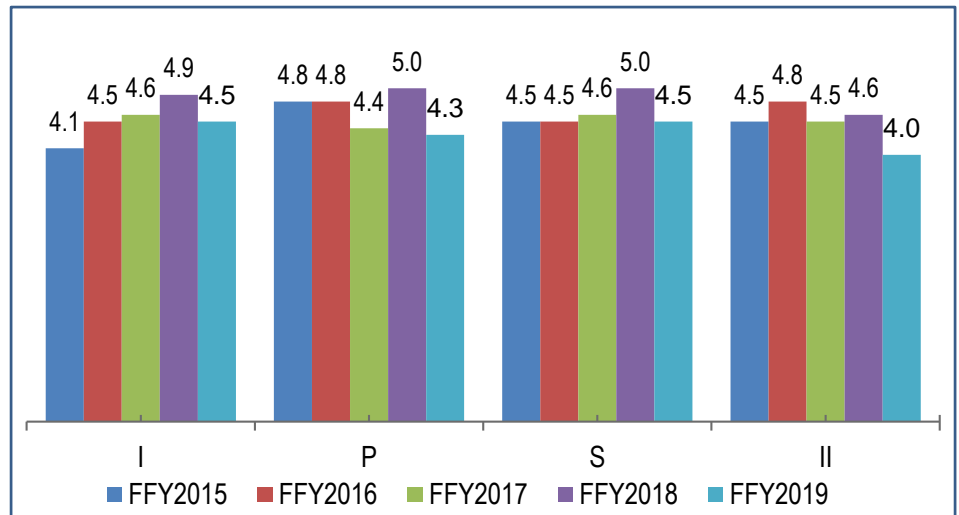
Business Results

Supplier/Partner Results
 G. Individuals Employed, and IPSII Results (scale of 1 - 5, 5 = highest)
 FFY 2015-2019

Individuals Employed



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



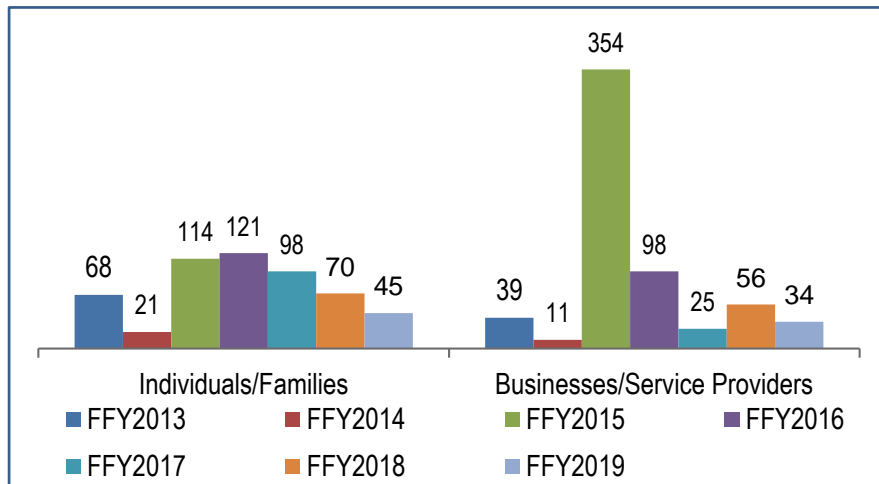
FFY 2019

Business Results

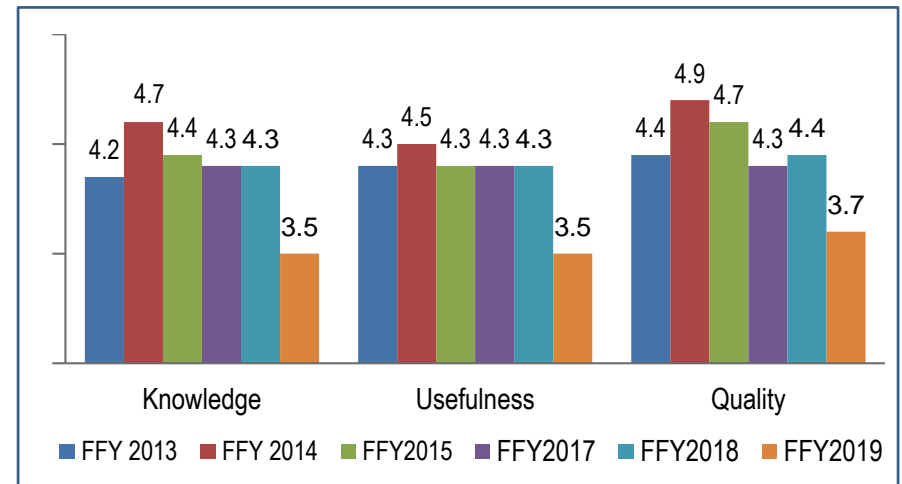
Supplier/Partner Results
H. Employment

Training Sessions Attendees and Evaluation Results FFYs 2013-2019

Training Session Attendees



Training Session Evaluation Results FFYs 2013-2019
Individuals/Families and/or Businesses



Results are on a scale of 1-5; 5 = highest)

For 2016 only, 4 sessions were rated in terms of useful/helpful = 82% yes and overall rating of 8.1 (scale of 1 - 10; 10 = highest)

Governor's Council on Developmental Disabilities

Minnesota Department of Administration

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www.mn.gov/mnddc
www.mn.gov/mnddc/pipm

Alternative formats are available upon request.

Please contact the Council office:

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- 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