FFY 2004 Work Plan Achievements
Business Results
Customer Focus Results – Technical Assistance and Compliments

Technical Assistance Requests (Unique)
Goal = 10% Increase

Total Compliments
(helpful, timely, specific product)

*MTARS visit June 2002
FFY 2004 Work Plan Achievements
Business Results
Customer Focus Results – Publications

Number of Publication Orders
Annualized/FFYs 1999-2004

Annual Number of Publications Disseminated
(1999-2004)

Publications Evaluation Scores
(1999-2004)

Publication Evaluation – Usefulness/helpfulness=YES
(1999-2004)

*Includes Website flyer mailings in January and February.

FFY 1996 figure represents budget cuts

Goal=90% - 95%

Target=90% - 95%

Goal=90% - 95%

**Includes Website flyer mailings in January and February.**

**FFY 1996 figure represents budget cuts.**

Goal=90% - 95%

= Good

Goal=90% - 95%

= Good
FFY 2004 Work Plan Achievements
Business Results
Customer Focus Results – Presentations and Training Participation

**Presentations**
- **Goal:** 25
- **Attendees in Presentations:**
  - 2000: 34
  - 2001: 32
  - 2002: 36
  - 2003: 30
  - 2004: 54

**Attendees at Presentations**
- **Goal:** 2,500
- **Attendees:**
  - 2000: 3,312
  - 2001: 3,993
  - 2002: 6,265
  - 2003: 2,599
  - 2004: 5,034

**Participants in Training Events**
- **Goal:** 25
- **Participants:**
  - (Training Conferences Grants)
  - 2000: 1,191
  - 2001: 1,846
  - 2002: 1,461
  - 2003: 1,517
  - 2004: 3,245
Partners in Policymaking®
Performance as Advocates
Longitudinal Survey Data Collected February 2004

Percentage of Letters/Emails

- Class 16: 57%
- Class 17: 83%
- Class 18: 71%
- Class 19: 80%
- General Population: 12%

Percentage of Visits

- Class 16: 57%
- Class 17: 83%
- Class 18: 71%
- Class 19: 70%

Percentage of Phone Calls

- Class 16: 87%
- Class 17: 83%
- Class 18: 57%
- Class 19: 60%
Partners in Policymaking®
Performance as Advocates
Longitudinal Survey Data Collected February 2004

(IPSII Results)
Partners in Policymaking®
End Results (IPSII) – Levels and Trends
FFY 2001-2004

Independence

<table>
<thead>
<tr>
<th>Class</th>
<th>Pre</th>
<th>Post</th>
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<tbody>
<tr>
<td>18</td>
<td>4</td>
<td>4.2</td>
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<td>19</td>
<td>3.7</td>
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<td>20</td>
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<td>21</td>
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Productivity

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<th>Post</th>
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<tbody>
<tr>
<td>18</td>
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<tr>
<td>21</td>
<td>4.1</td>
<td>3.9</td>
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</table>
Partners in Policymaking®
End Results (IPSII) – Levels and Trends
FFY 2001-2004

Self Determination

Integration/Inclusion
African American Outreach
FFYs 2002-2004

Independence

Productivity

Inclusion

Self-Determination
Asian Outreach
FFY 2004

![Bar Chart](chart.png)

- Independence
- Productivity
- Self-Determination
- Inclusion

<table>
<thead>
<tr>
<th>Year</th>
<th>Independence</th>
<th>Productivity</th>
<th>Self-Determination</th>
<th>Inclusion</th>
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</thead>
<tbody>
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<tr>
<td>2004 (post)</td>
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<td>2004 (post)</td>
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</table>

Yes
No
Publication Delivery Time FFY 2004 – 3 days standard

On Time Delivery of Publications

= Good
Electronic Government Services
Operational Plan Performance Goals Approved by Commissioner
FFYs 2002-2004

E-Government (Unique Visitors)

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<thead>
<tr>
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<td>2004</td>
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E-Government Number of Downloads

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<tr>
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<td>2004</td>
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</table>

2002 data not collected