

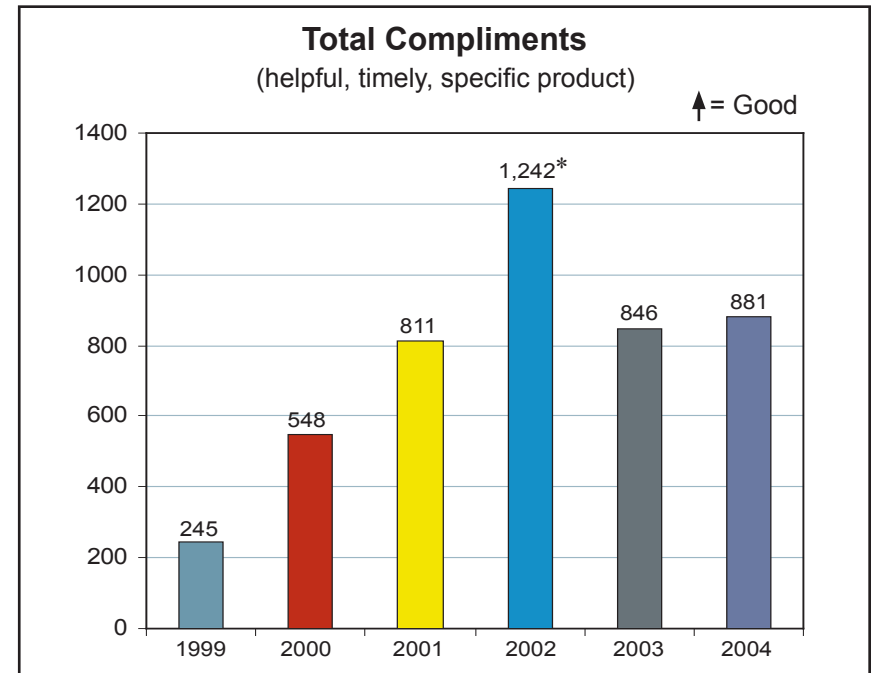
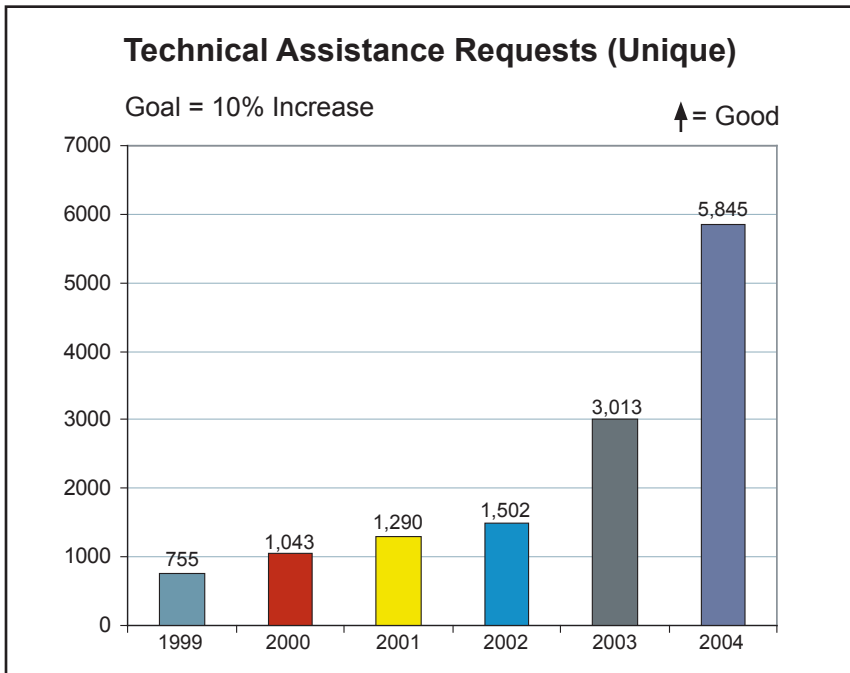
To request alternative formats, including audio tape or Braille, please contact:

Minnesota Governor's Council on Developmental Disabilities  
Department of Administration  
370 Centennial Office Building  
658 Cedar Street  
St. Paul, Minnesota 55155  
(651) 296-4018 voice  
(877) 348-0505 toll free  
(651) 297-7200 fax  
Minnesota Relay Service: (800) 627-3529 OR 711  
Email: [admin.dd@state.mn.us](mailto:admin.dd@state.mn.us)  
Or visit our website: <http://mn.gov/mnddc/>

# FFY 2004 Work Plan Achievements

## Business Results

### Customer Focus Results – Technical Assistance and Compliments

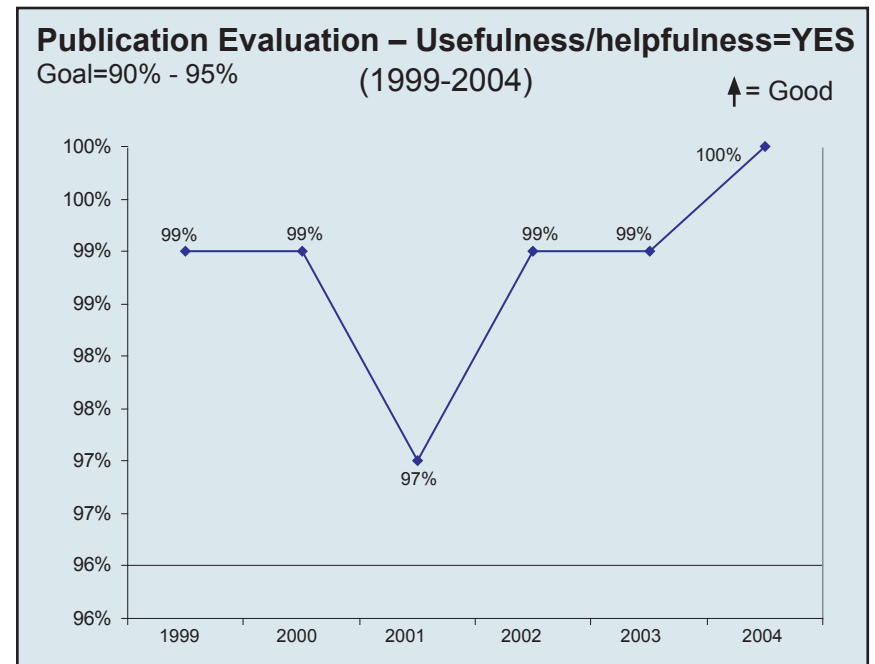
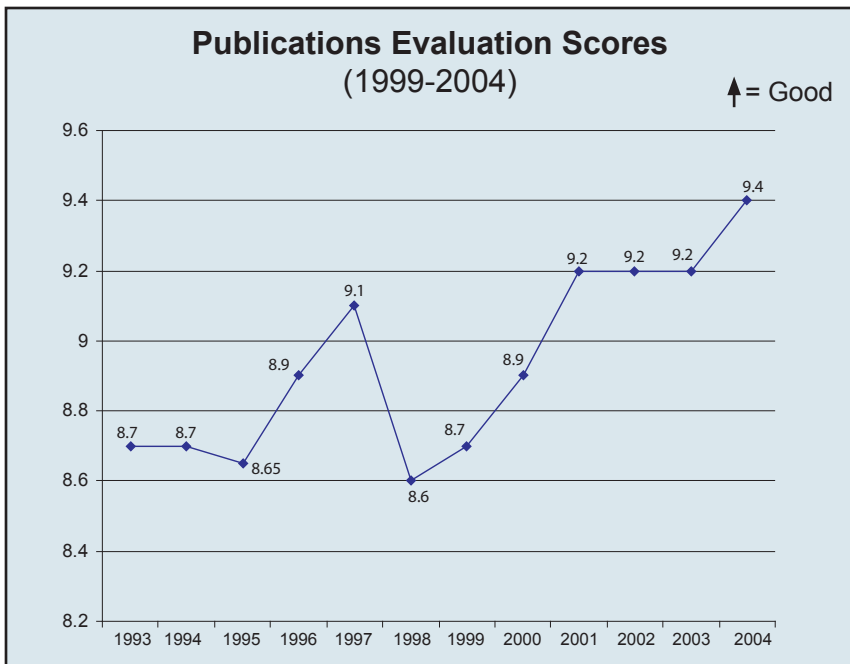
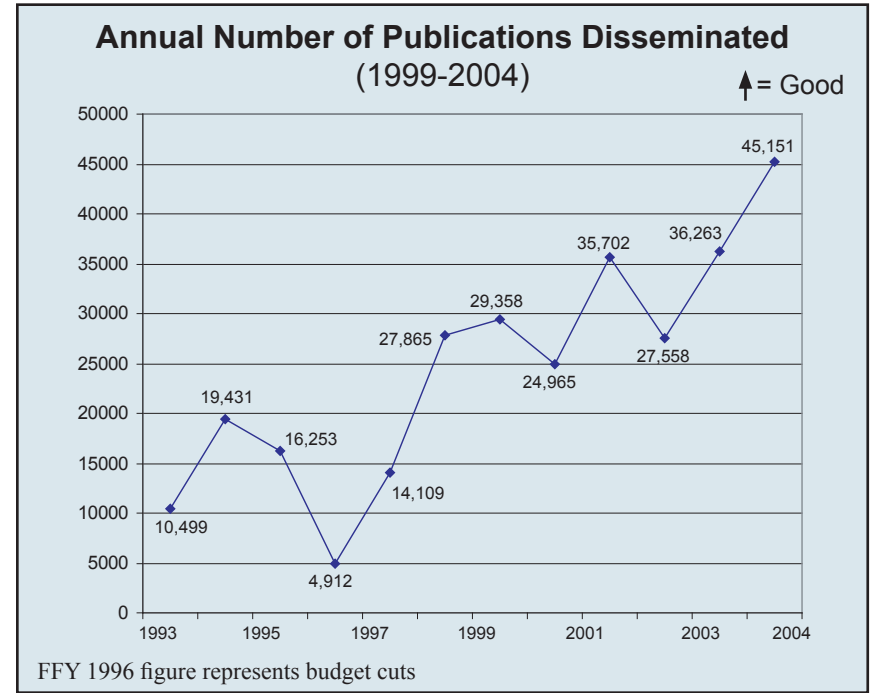
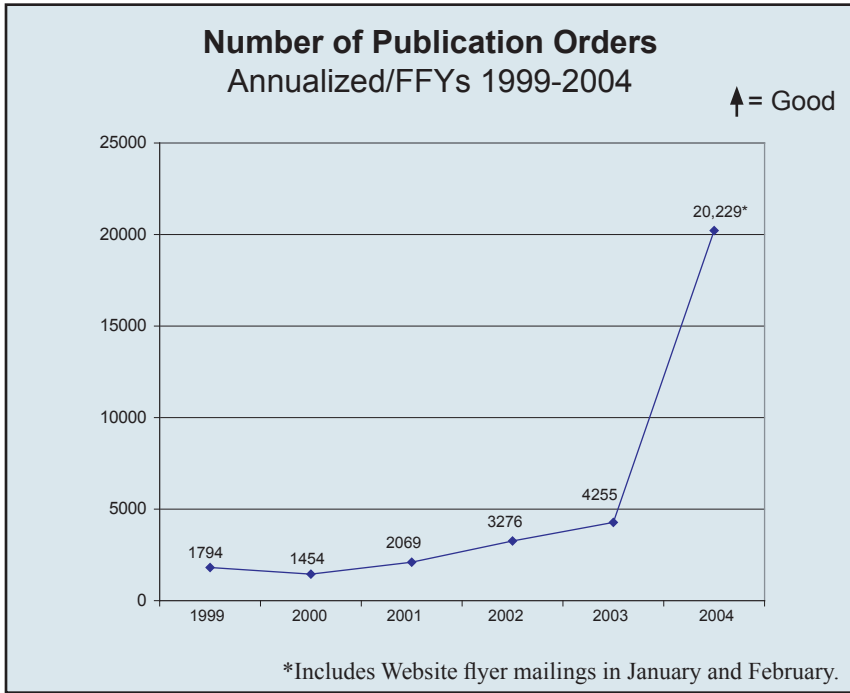


\*MTARS visit June 2002

# FFY 2004 Work Plan Achievements

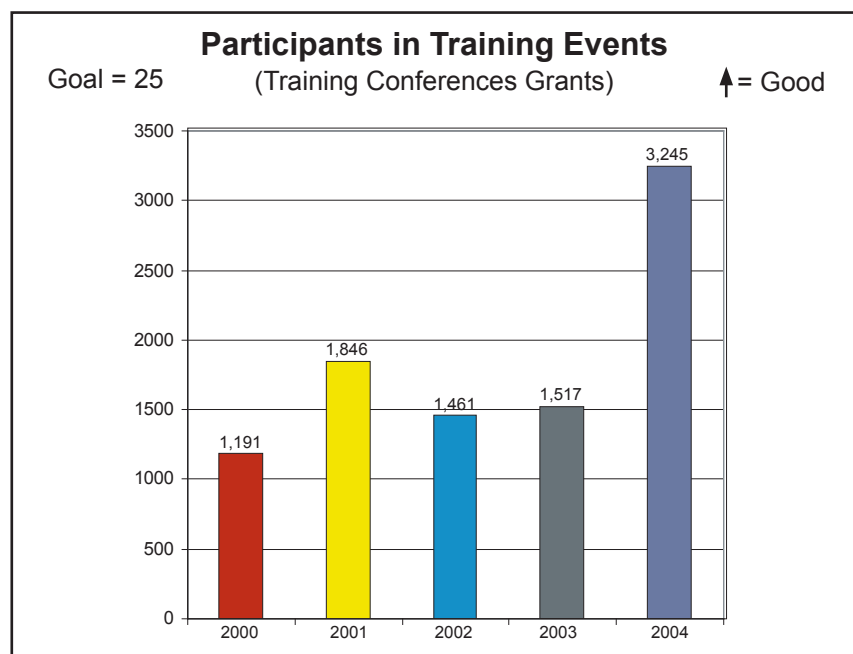
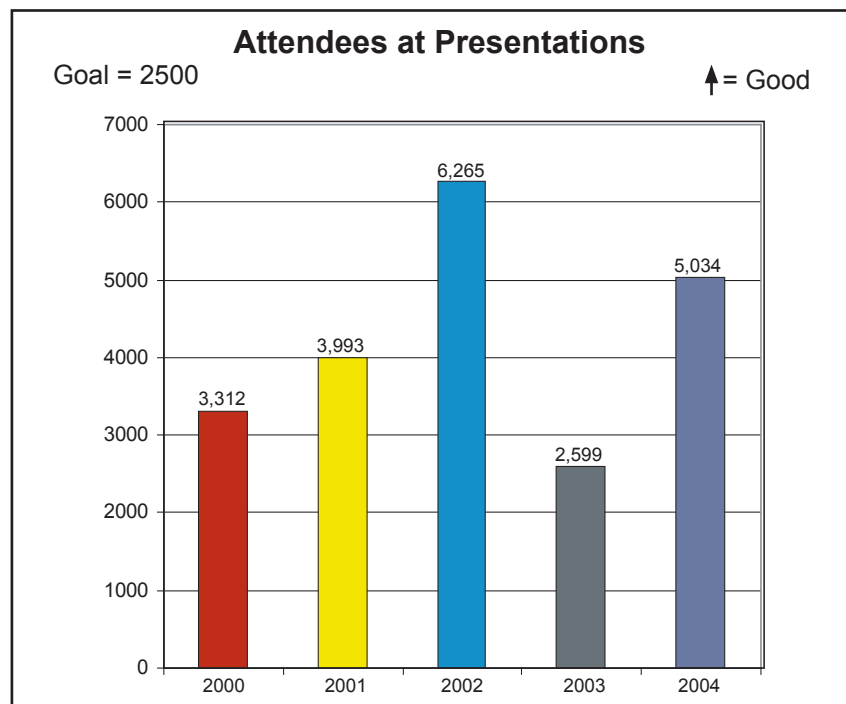
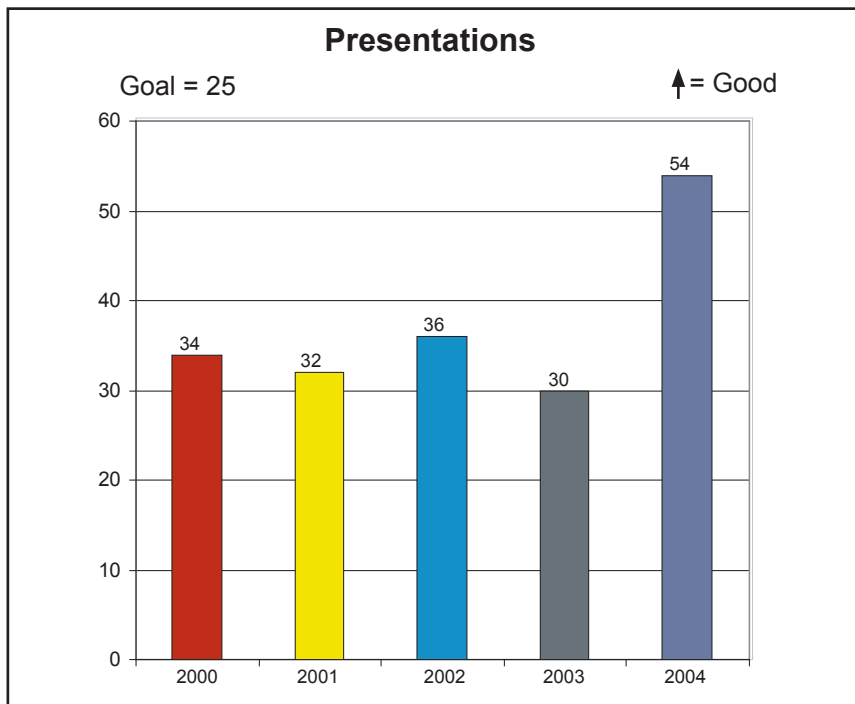
## Business Results

### Customer Focus Results – Publications



# FFY 2004 Work Plan Achievements Business Results

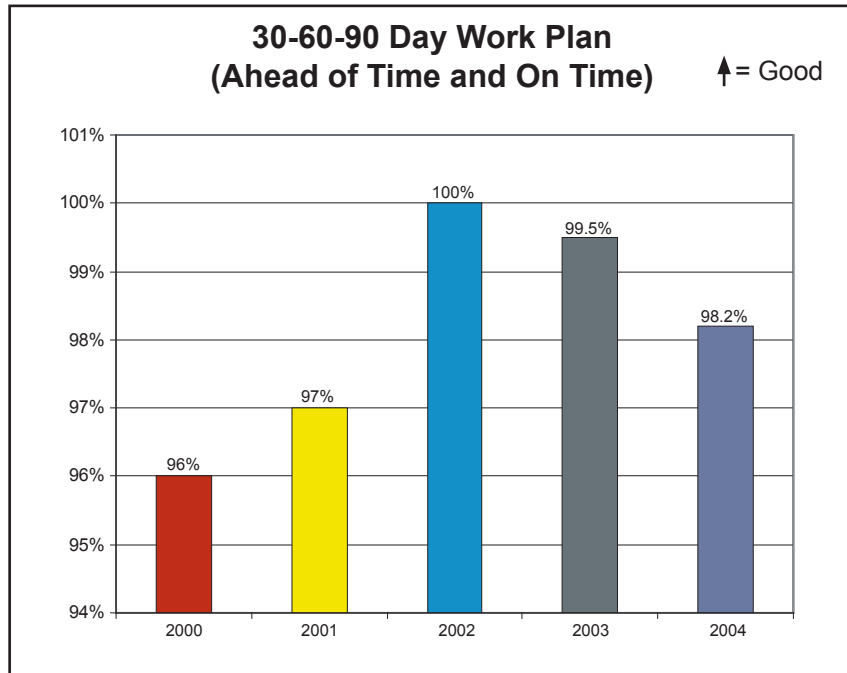
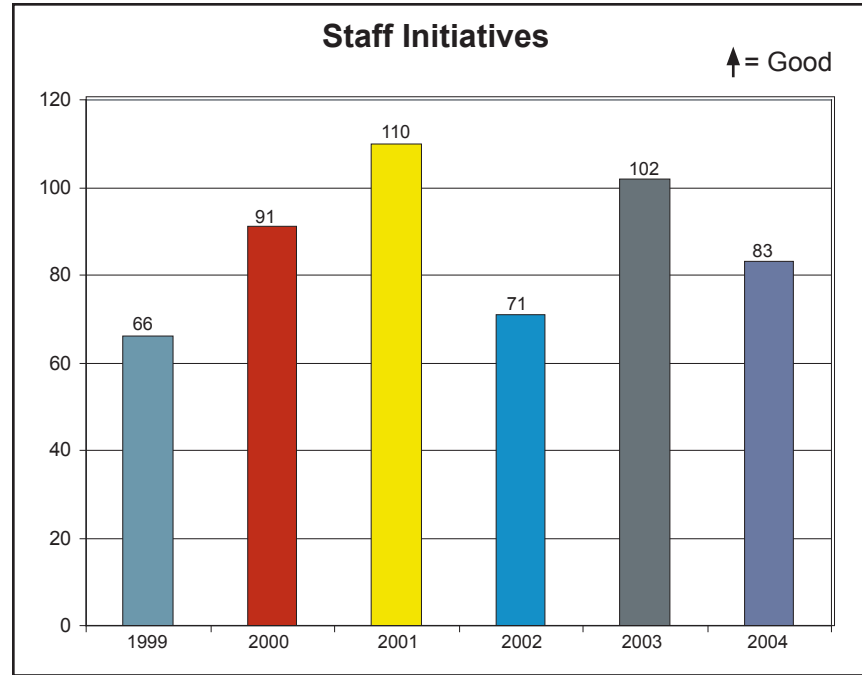
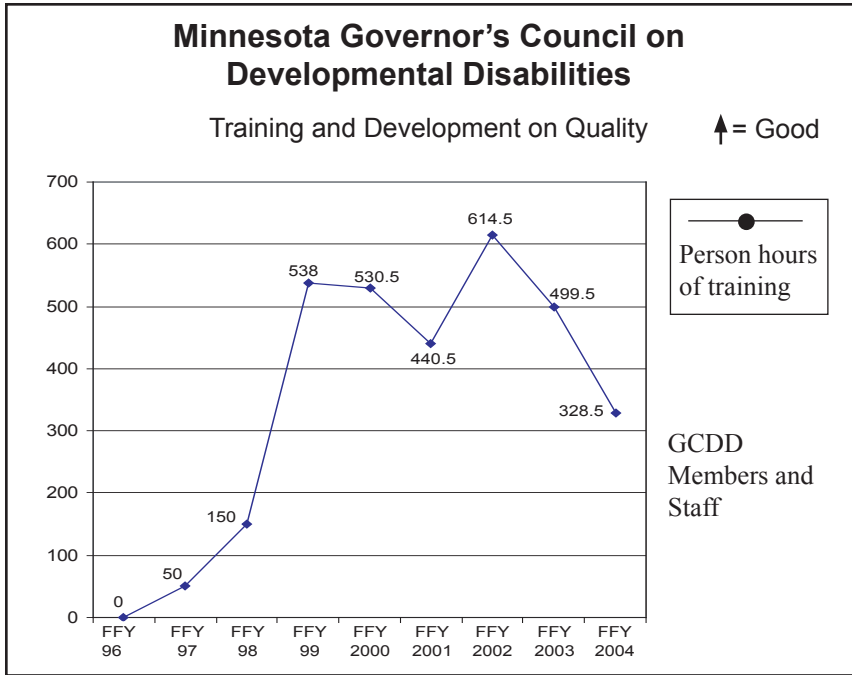
## Customer Focus Results – Presentations and Training Participation



# FFY 2004 Work Plan Achievements

## Business Results

### Human Resource Results

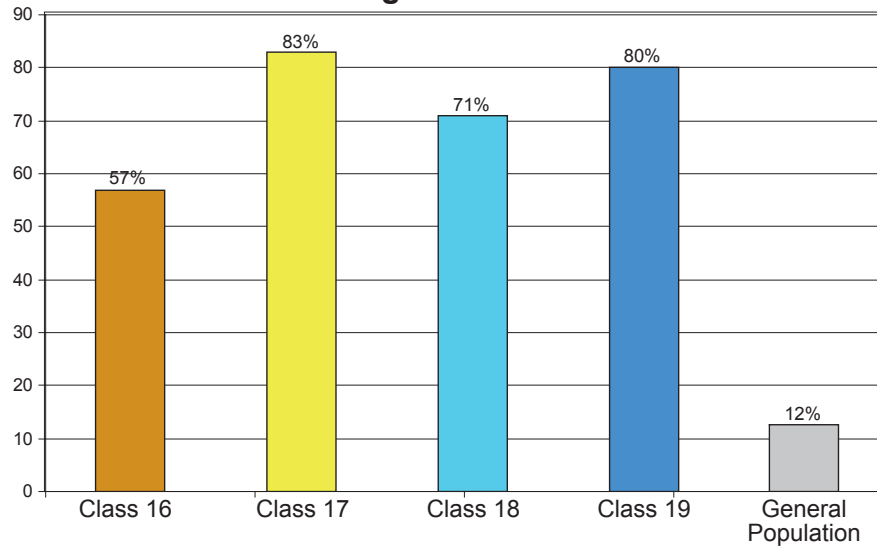


# Partners in Policymaking®

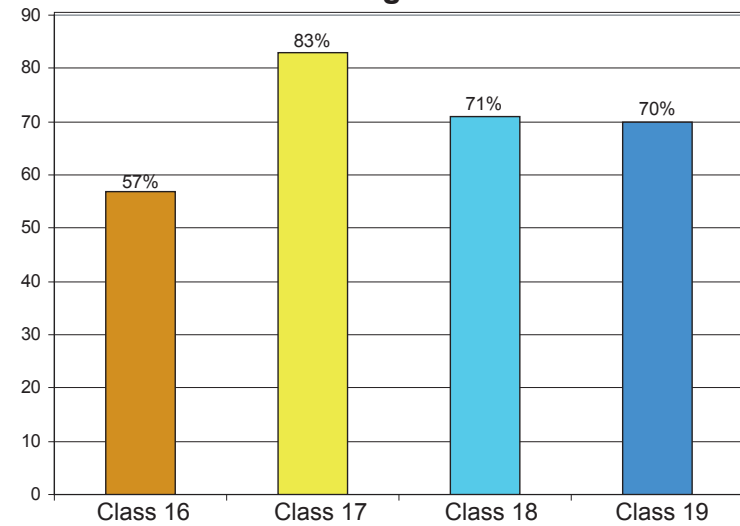
## Performance as Advocates

### Longitudinal Survey Data Collected February 2004

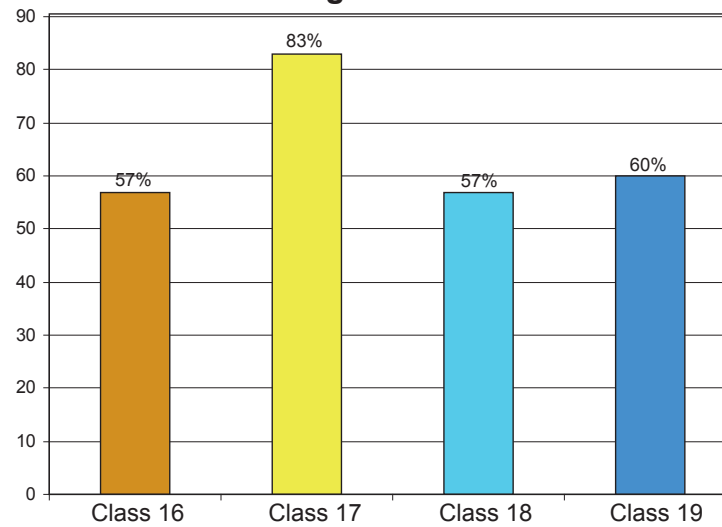
#### Percentage of Letters/Emails



#### Percentage of Visits



#### Percentage of Phone Calls



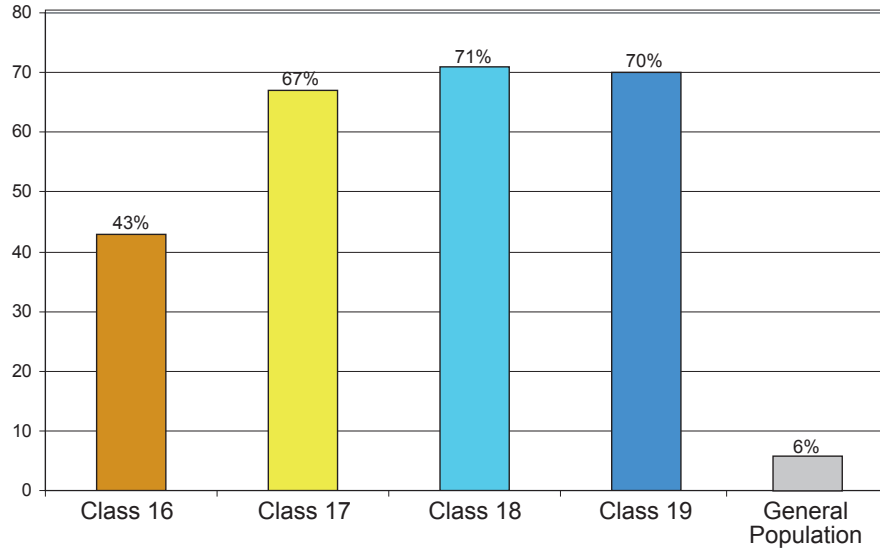
Class 16    Class 17    Class 18    Class 19    General Population

# Partners in Policymaking<sup>®</sup>

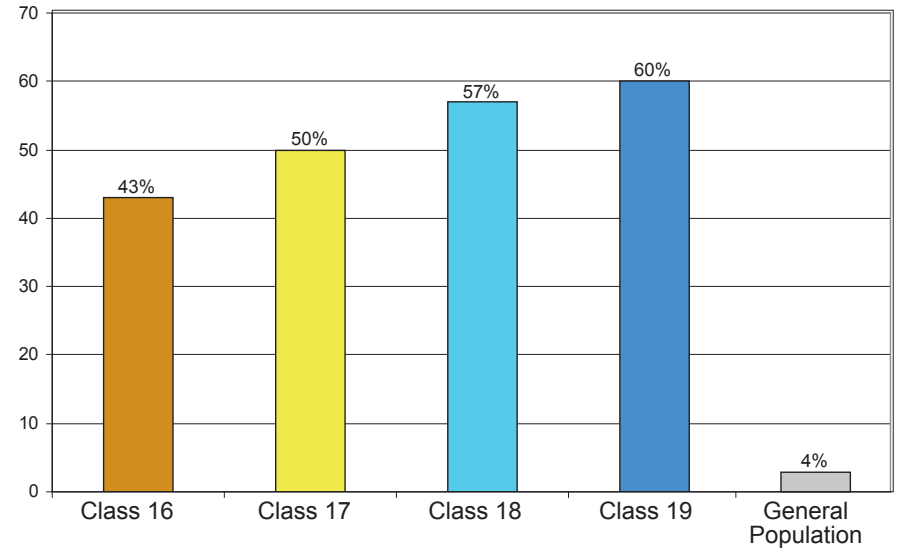
## Performance as Advocates

### Longitudinal Survey Data Collected February 2004

#### Percentage of Advocacy Committees



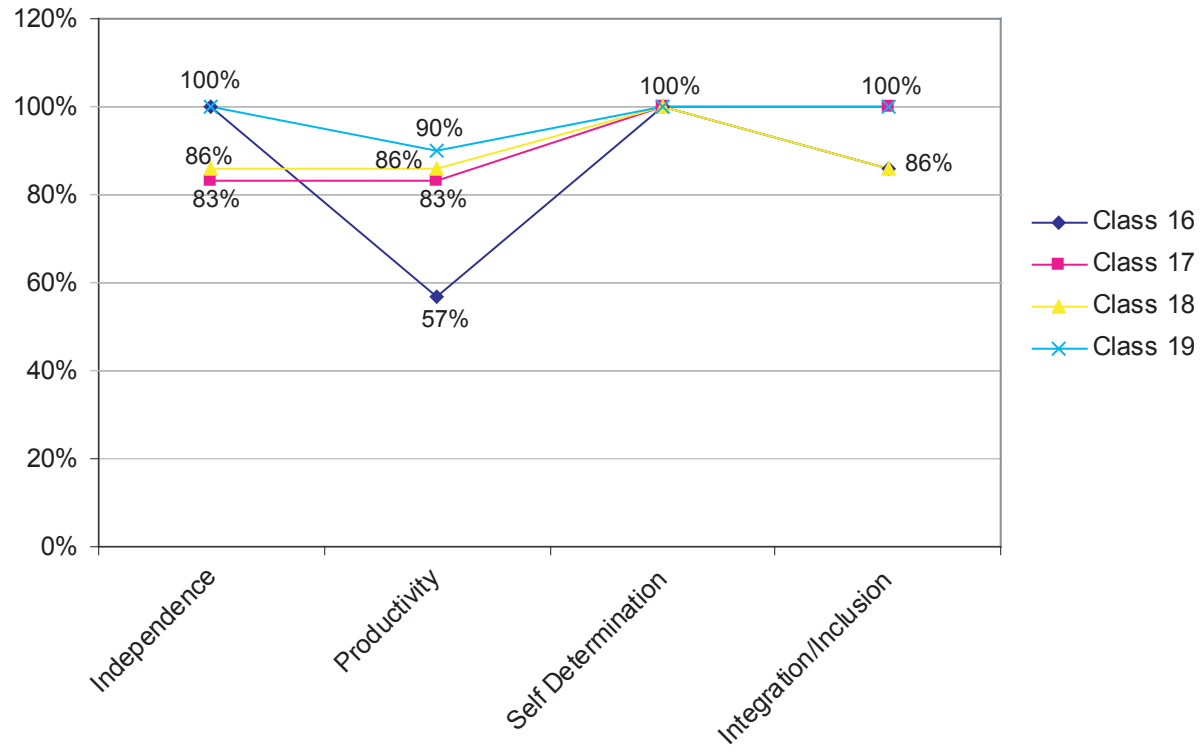
#### Percentage of Presentations



Class 16    Class 17    Class 18    Class 19    General Population

# Partners in Policymaking® Performance as Advocates Longitudinal Survey Data Collected February 2004

(IPSII Results)



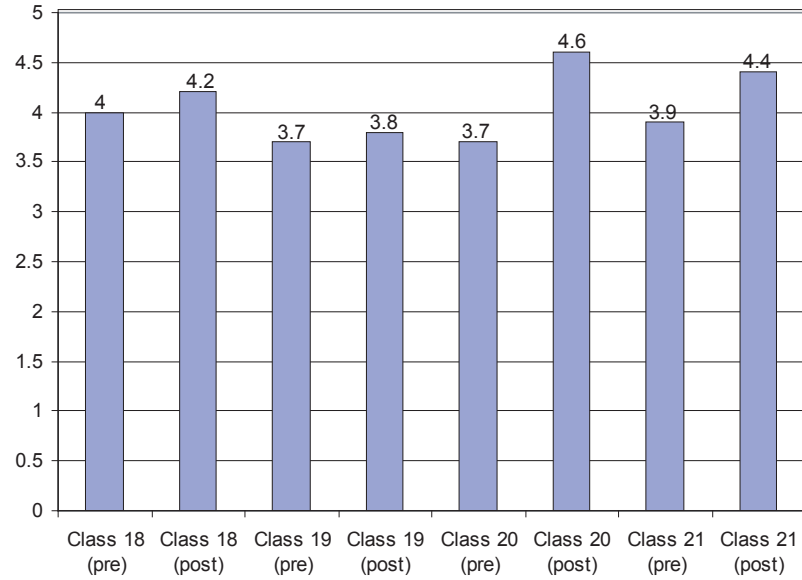


# Partners in Policymaking®

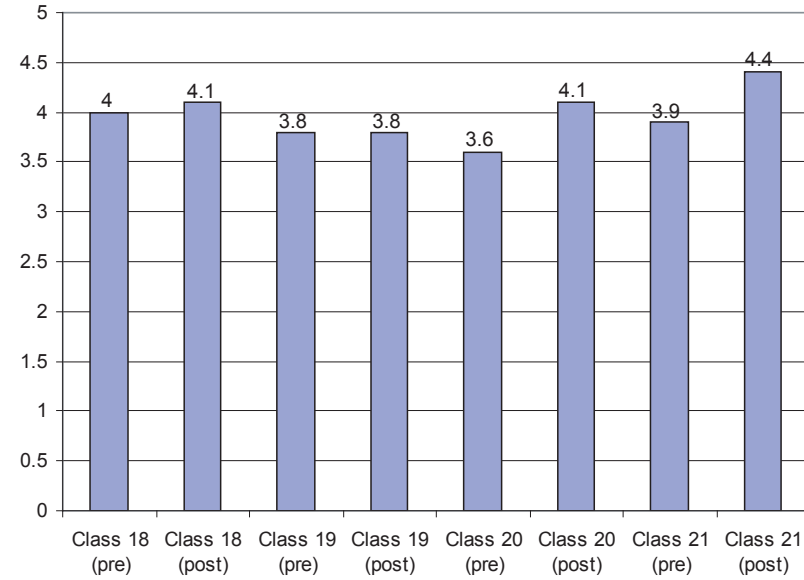
## End Results (IPSII) – Levels and Trends

### FFY 2001-2004

#### Independence



#### Productivity

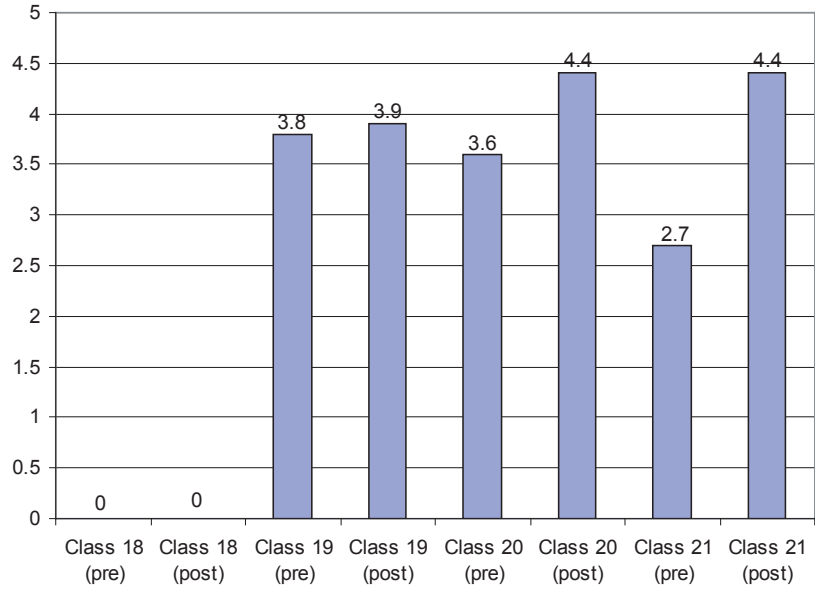


# Partners in Policymaking®

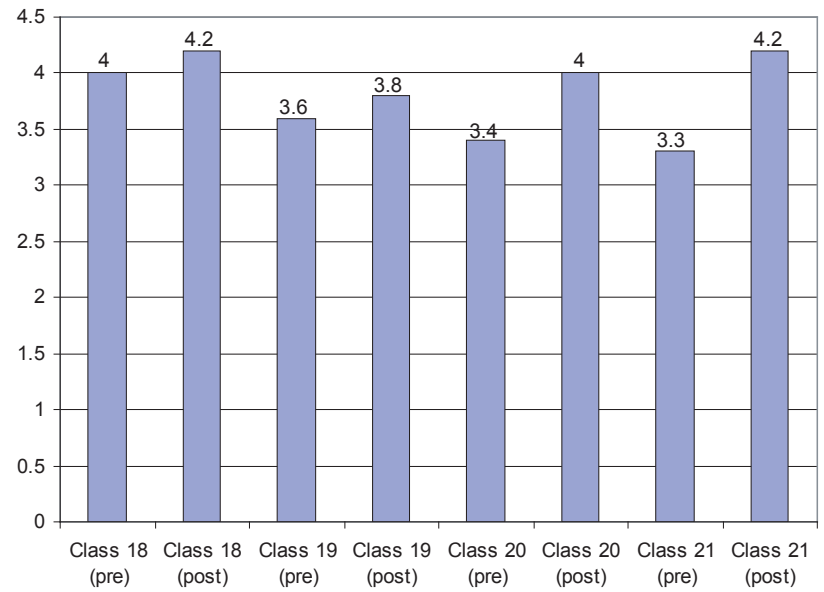
## End Results (IPSII) – Levels and Trends

### FFY 2001-2004

#### Self Determination

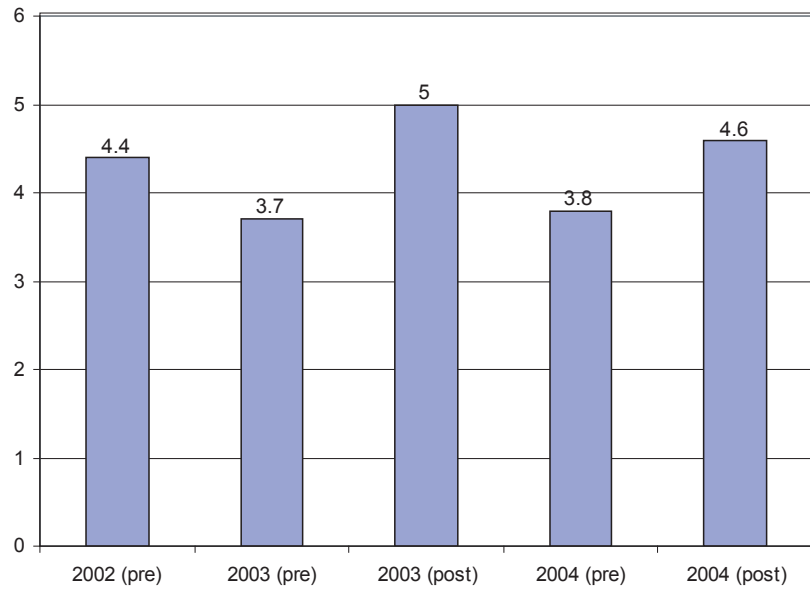


#### Integration/Inclusion

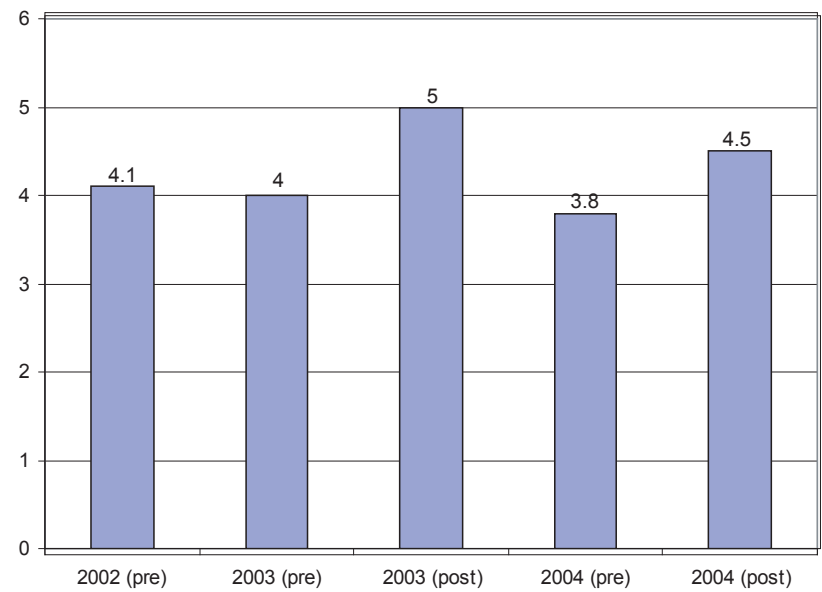


# African American Outreach FFYs 2002-2004

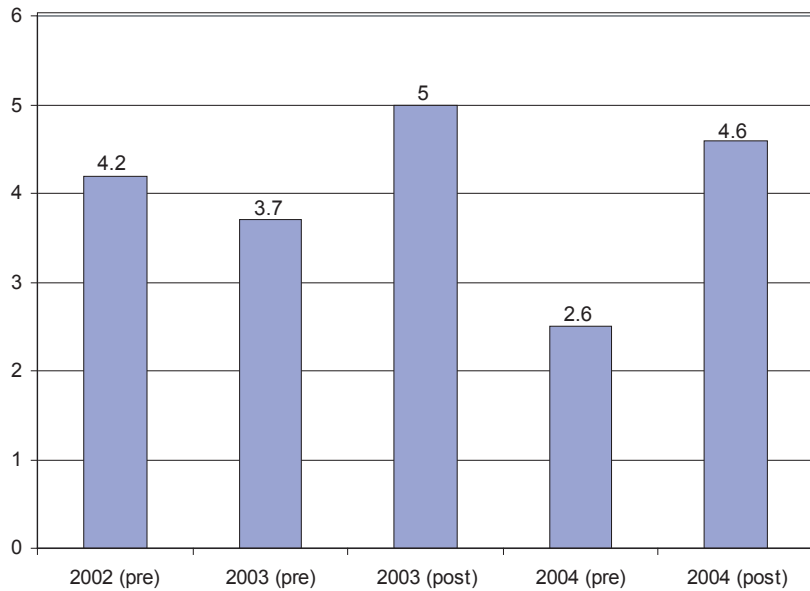
## Independence



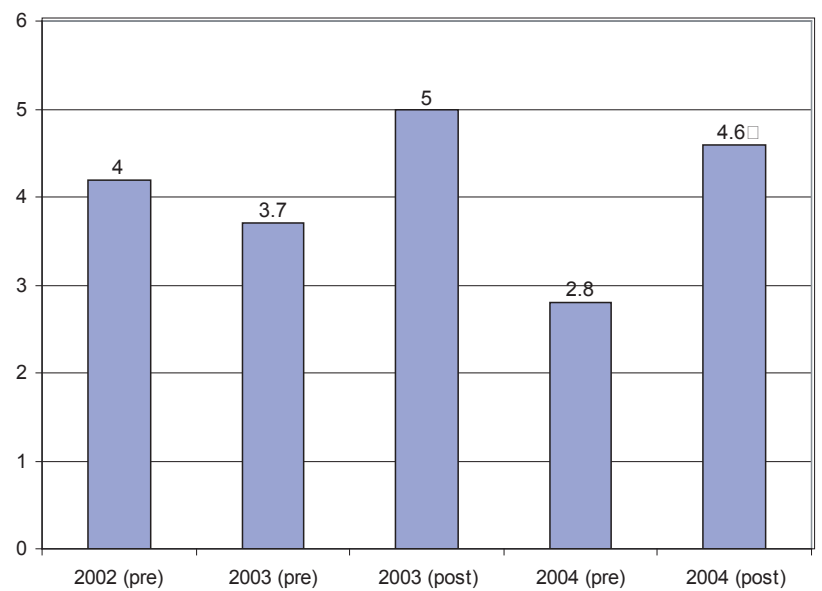
## Productivity



## Inclusion

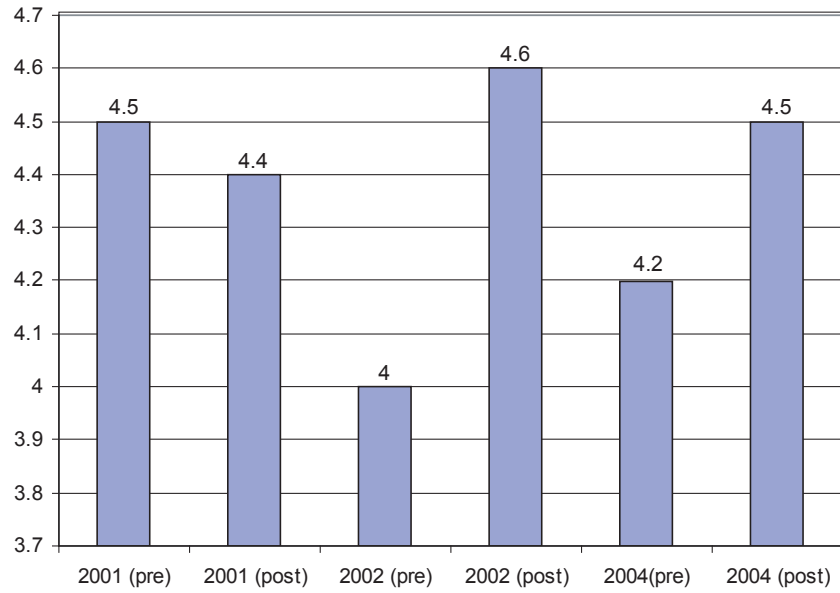


## Self-Determination

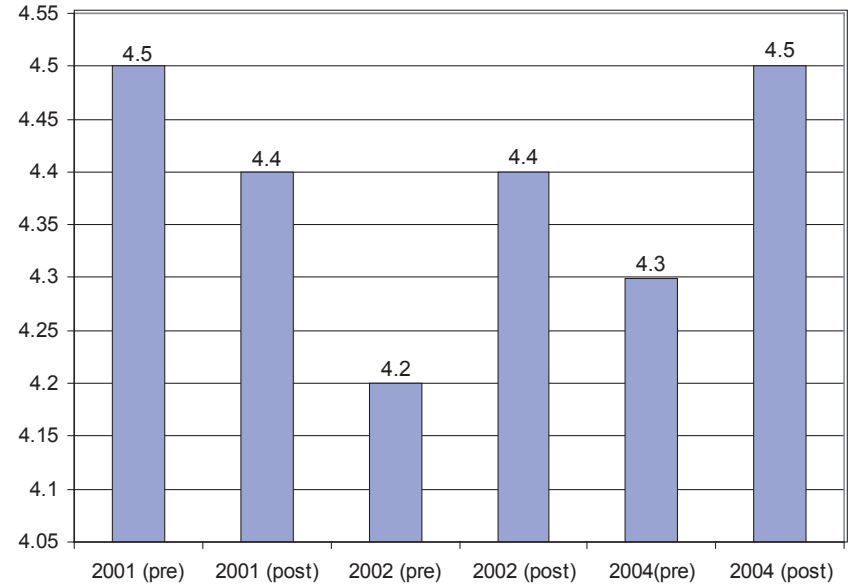


# Hispanic Outreach FFYs 2001-2004

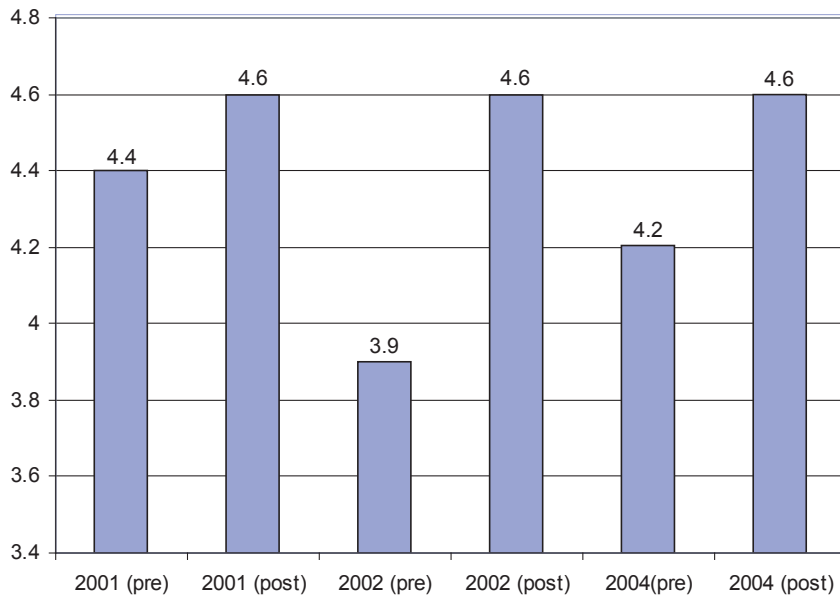
## Independence



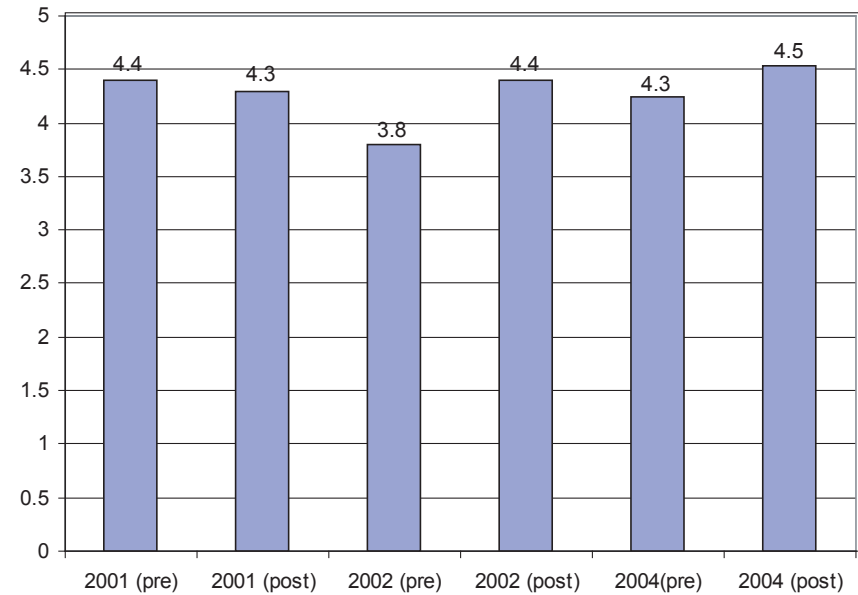
## Productivity



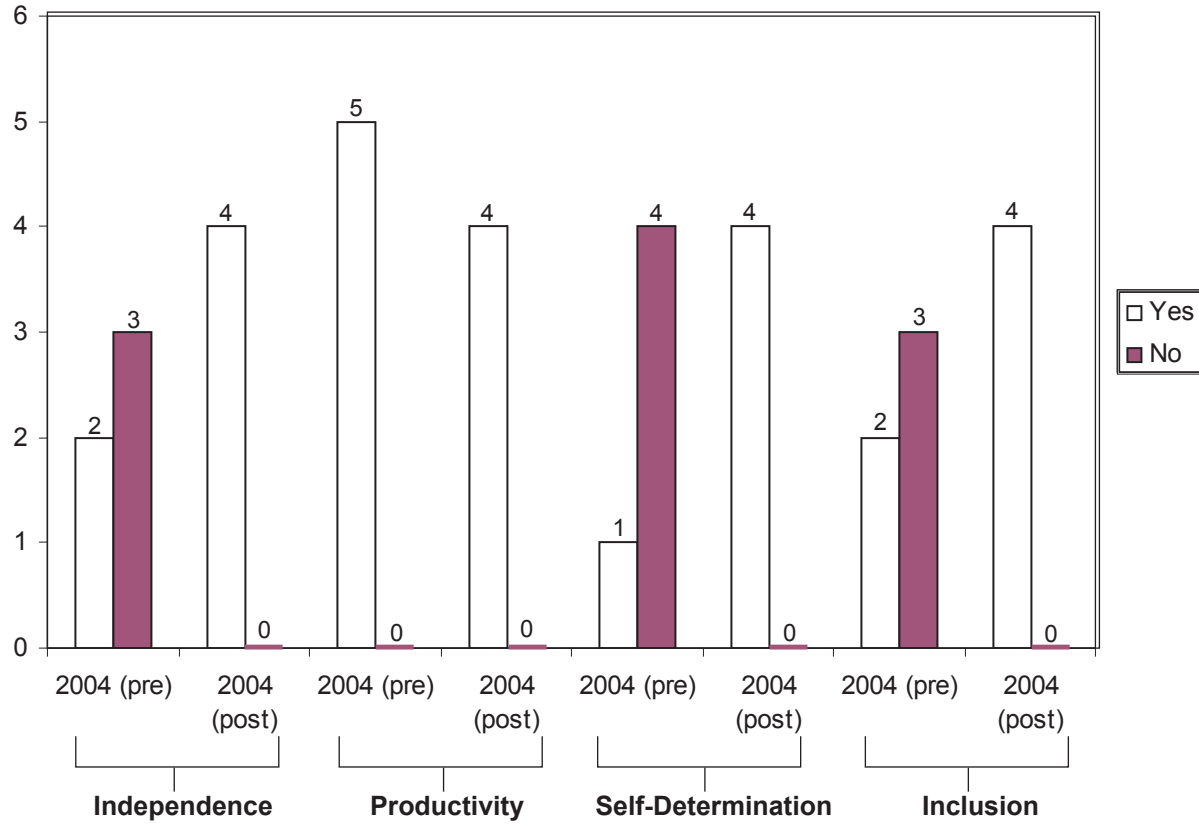
## Inclusion



## Self-Determination

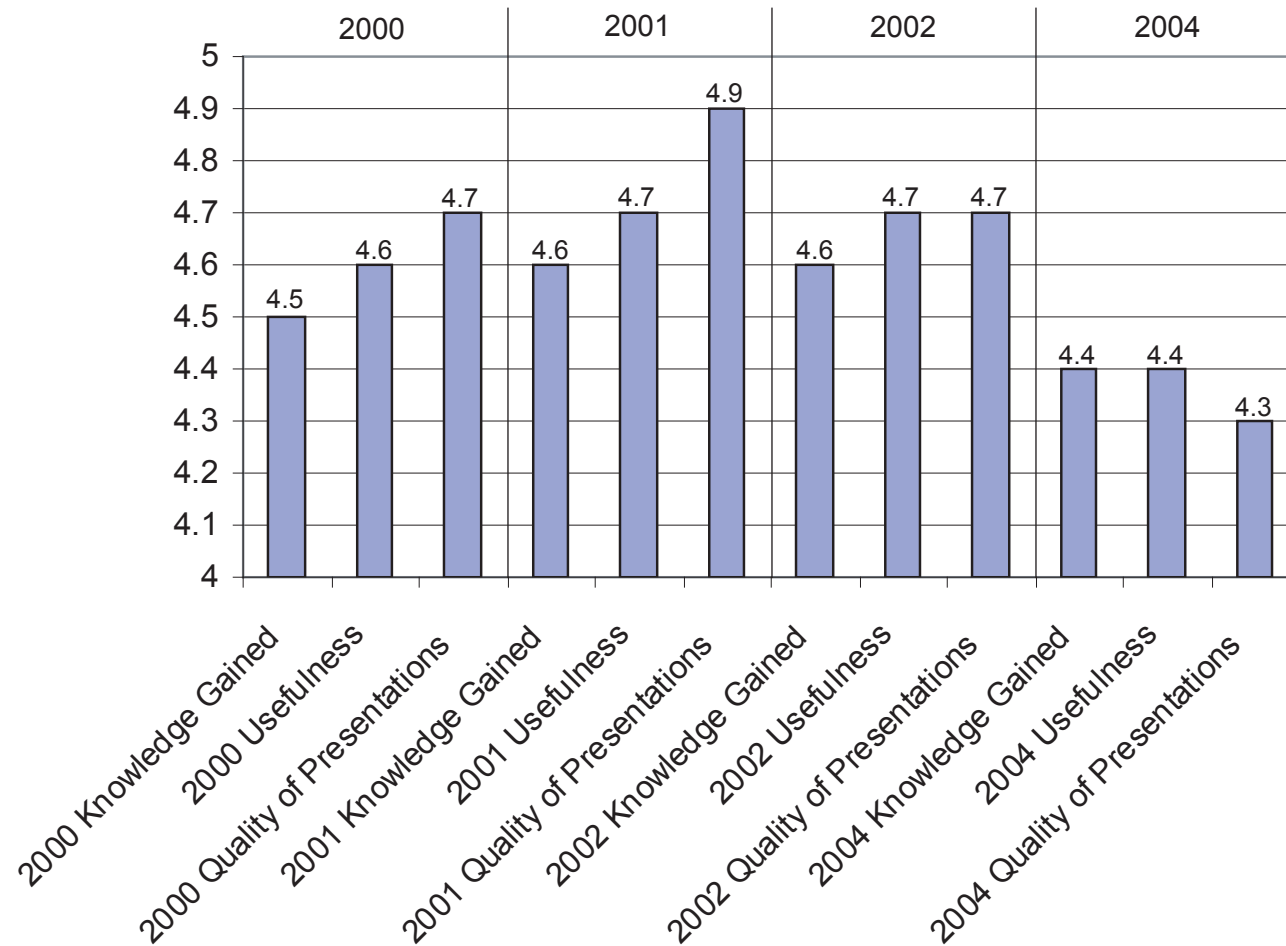


# Asian Outreach FFY 2004



# Partners Graduate Workshops

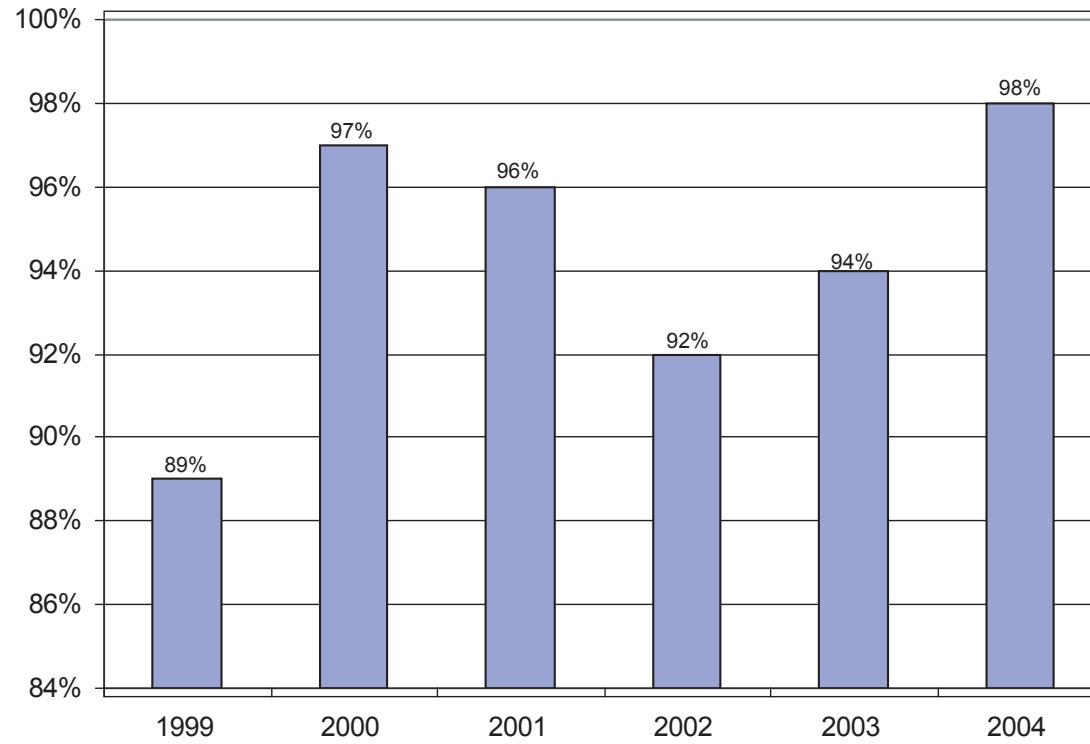
## Knowledge Gained, Usefulness, and Quality of Presentations



# Publication Delivery Time FFY 2004 – 3 days standard

## On Time Delivery of Publications

↑ = Good

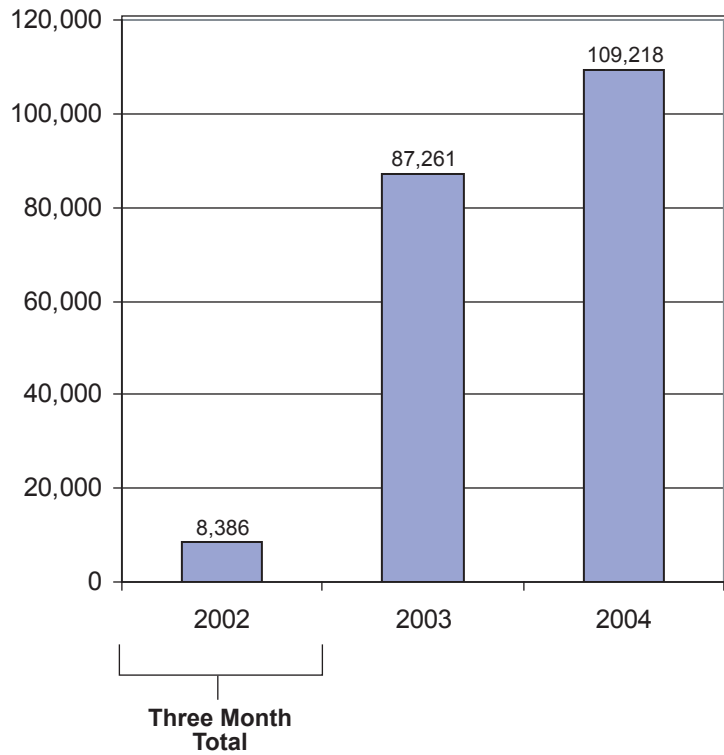


# Electronic Government Services

## Operational Plan Performance Goals Approved by Commissioner

### FFYs 2002-2004

#### E-Government (Unique Visitors)



#### E-Government Number of Downloads

