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Or visit our website: <http://mn.gov/mnddc/>

# **Governor's Council on Developmental Disabilities**

## **Business Results**

**Fiscal Year 2005**  
**(October 1, 2004 – September 30, 2005)**

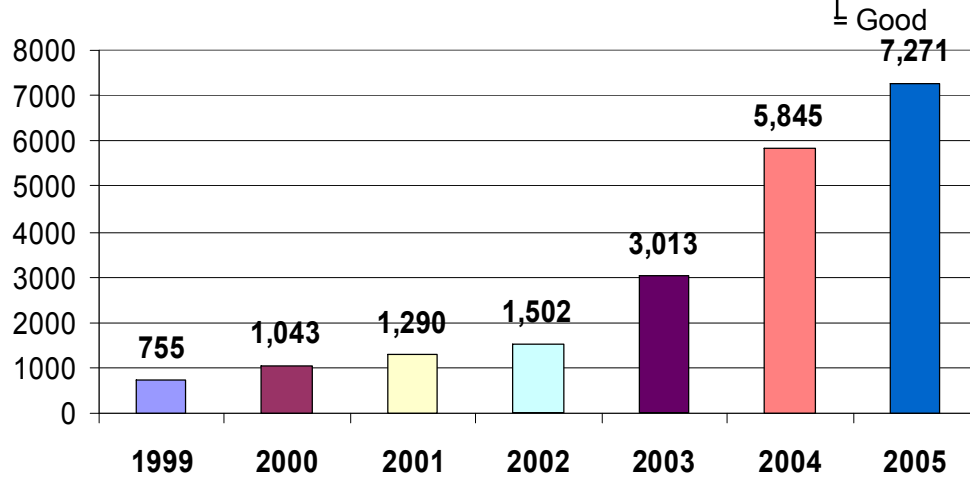
# FFY 2006 Work Plan Achievements

## Business Results

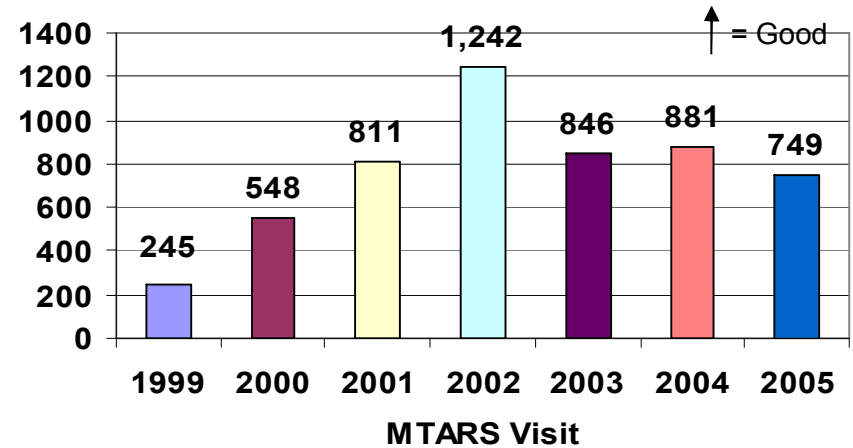
Customer Focus Results-- Technical Assistance and Compliments

FFYs 1999-2005

### Technical Assistance Requests (Unique)



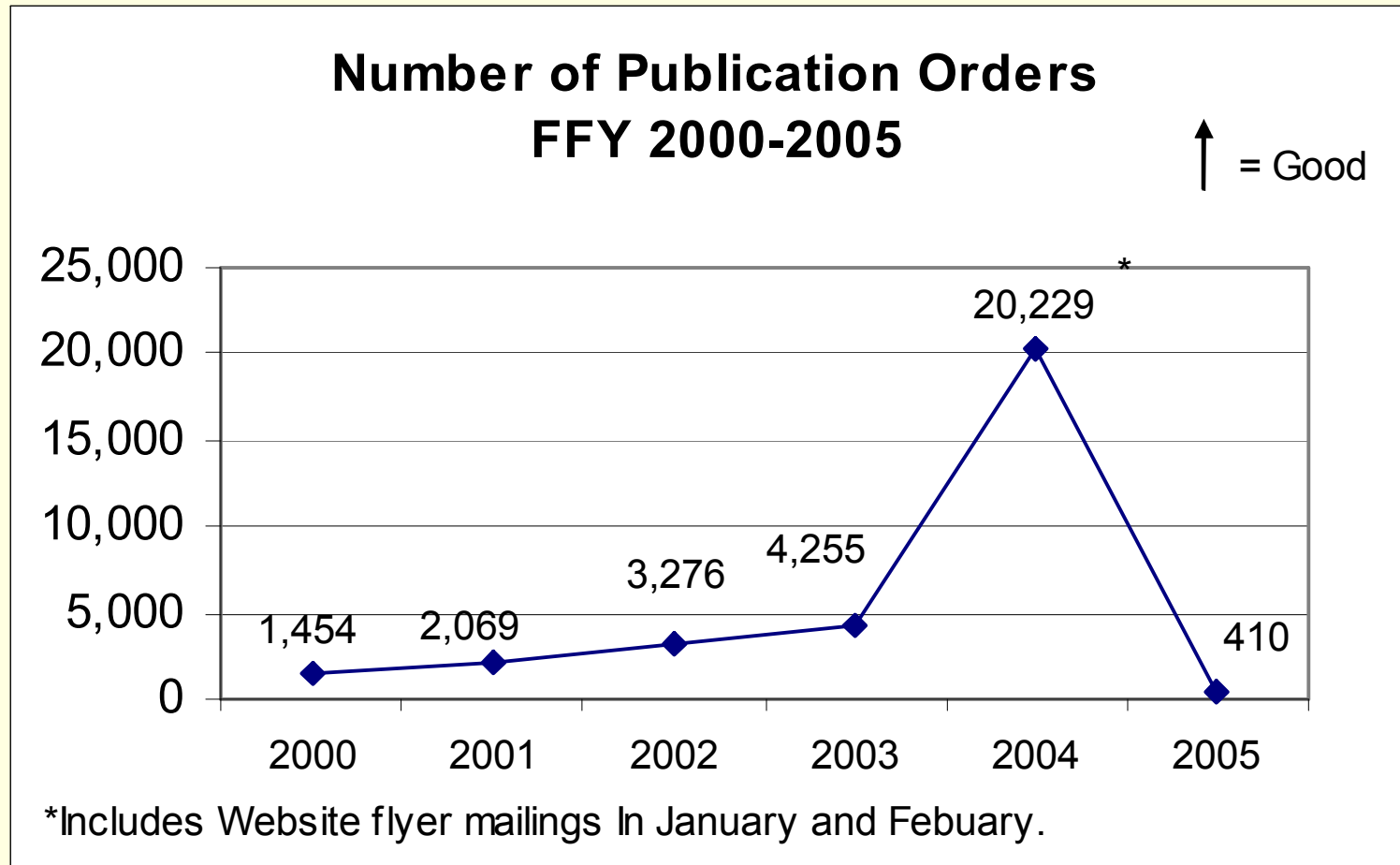
### Total Compliments (Helpful, Timely, Specific Product)



# FFY 2005 Work Plan Achievements

## Business Results

### Customer Focus Results — Publications



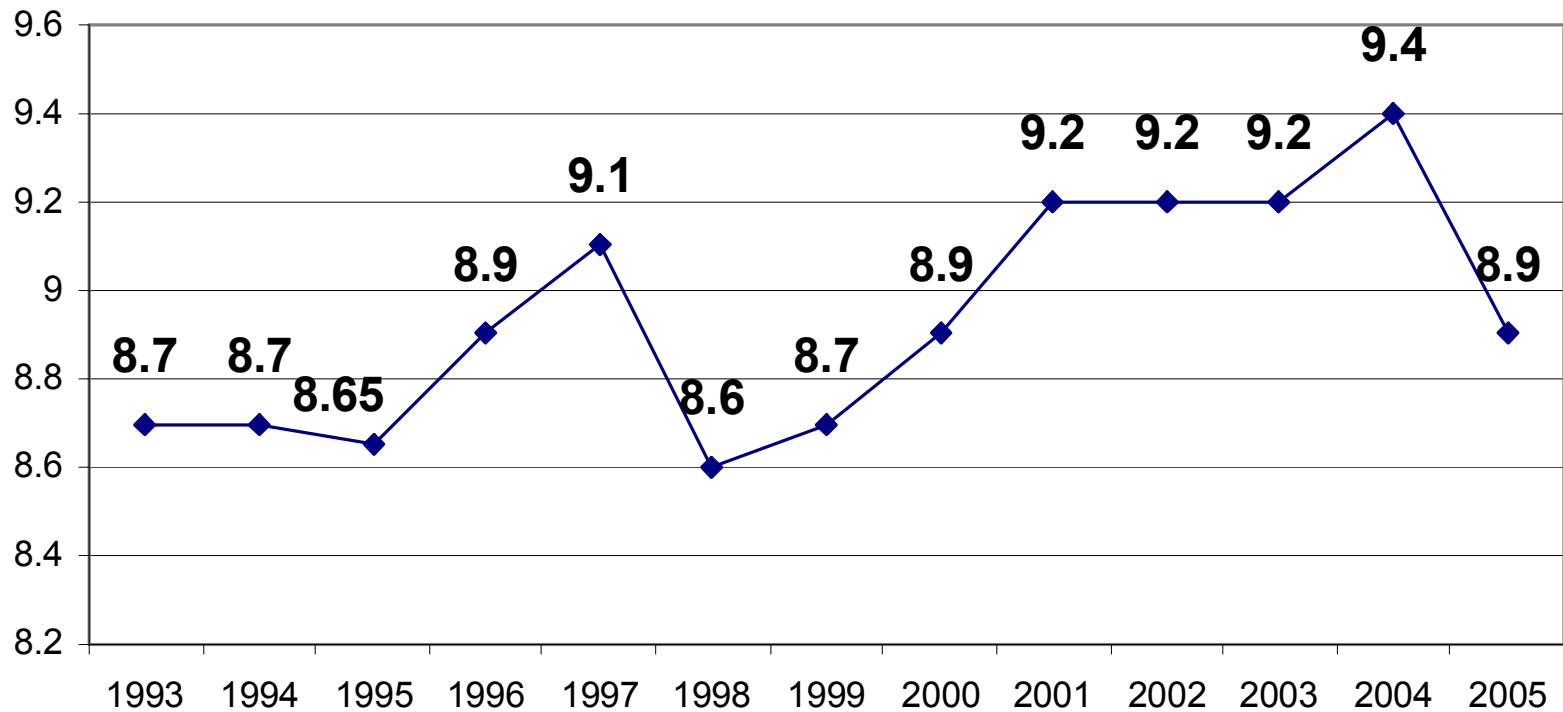
# FFY 2005 Work Plan Achievements

## Business Results

### Customer Focus Results — Publications

#### Publications Evaluation Scores (1993-2005)

↑ = Good

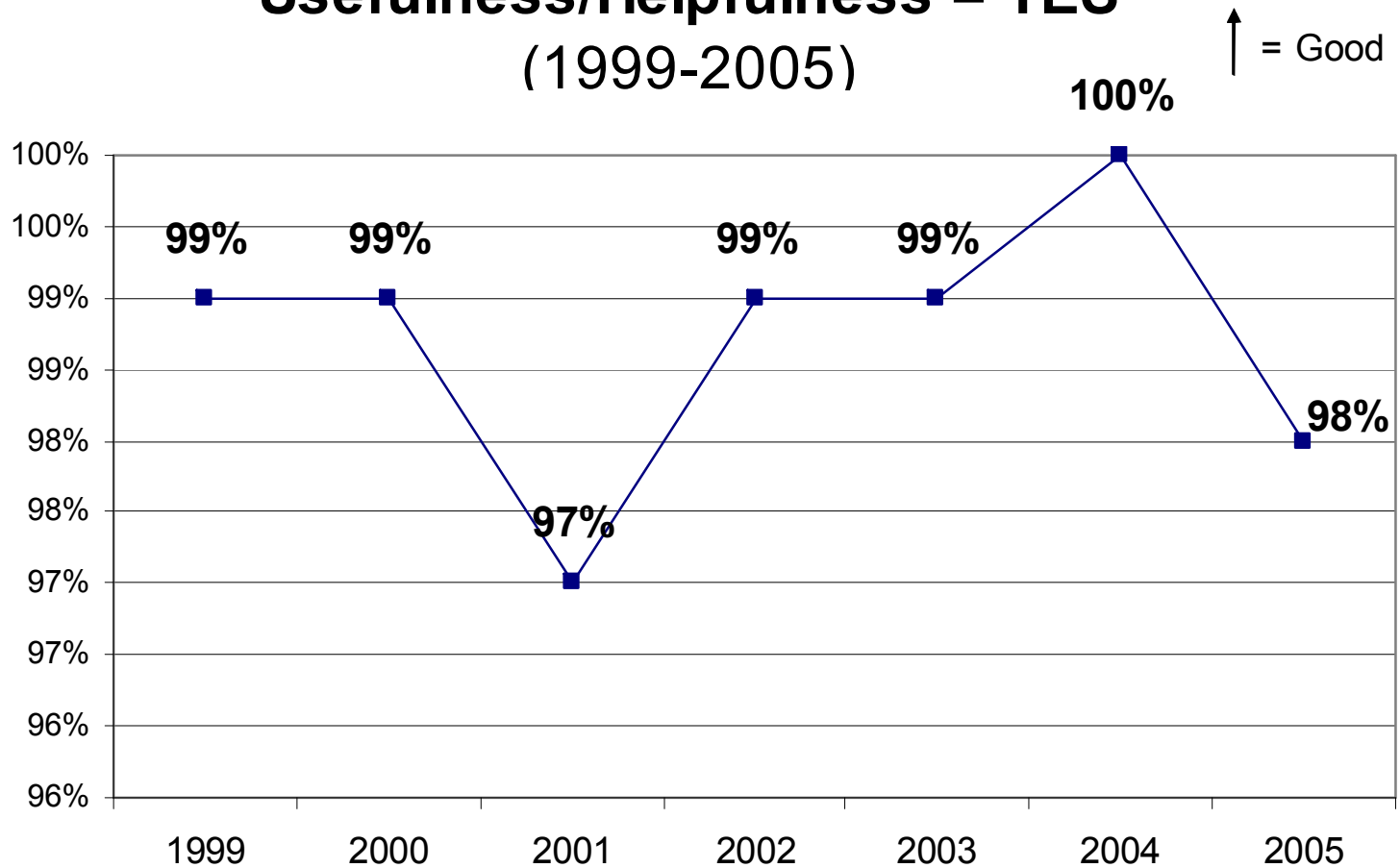


# FFY 2005 Work Plan Achievements

## Business Results

### Customer Focus Results — Publications

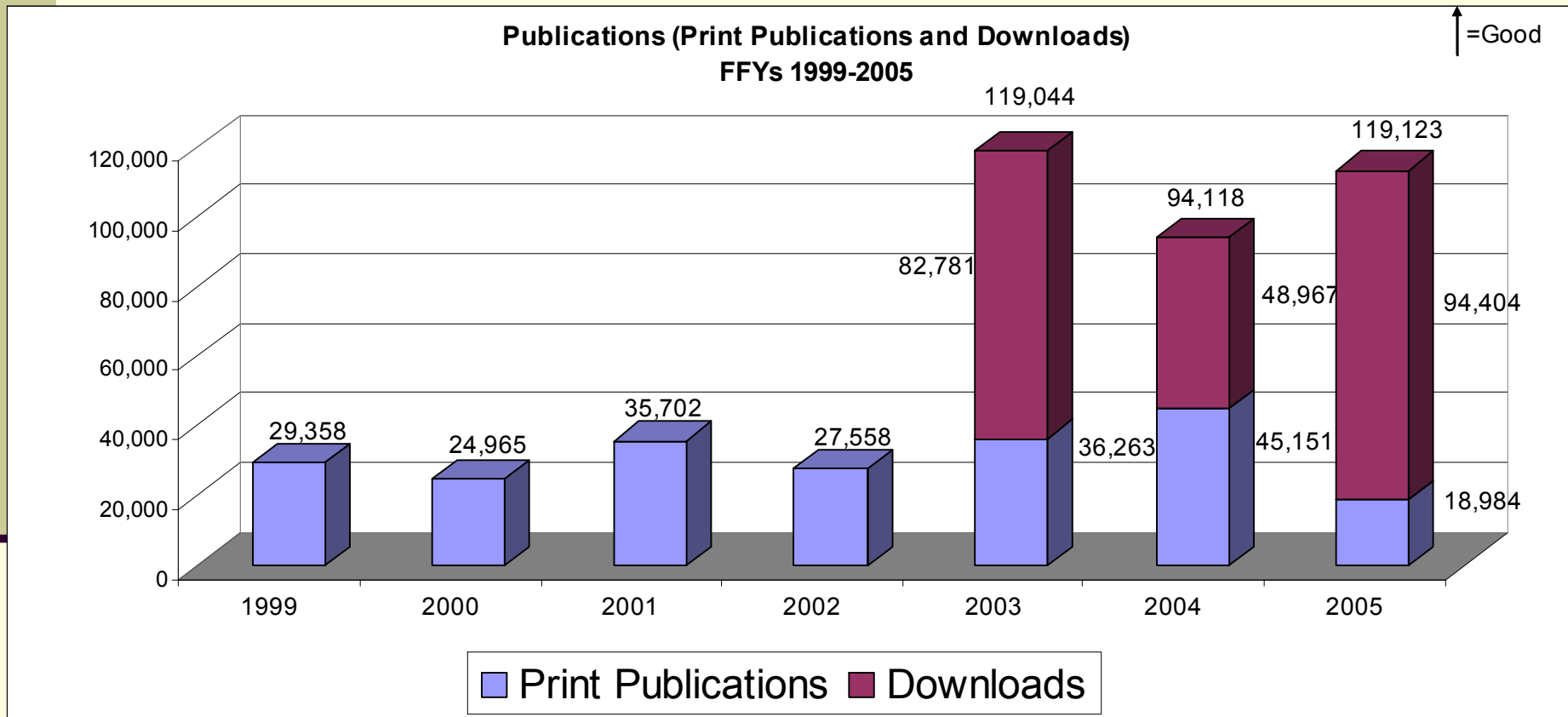
#### Publication Evaluation -- Usefulness/Helpfulness = YES (1999-2005)



# FFY 2005 Work Plan Achievements

## Business Results

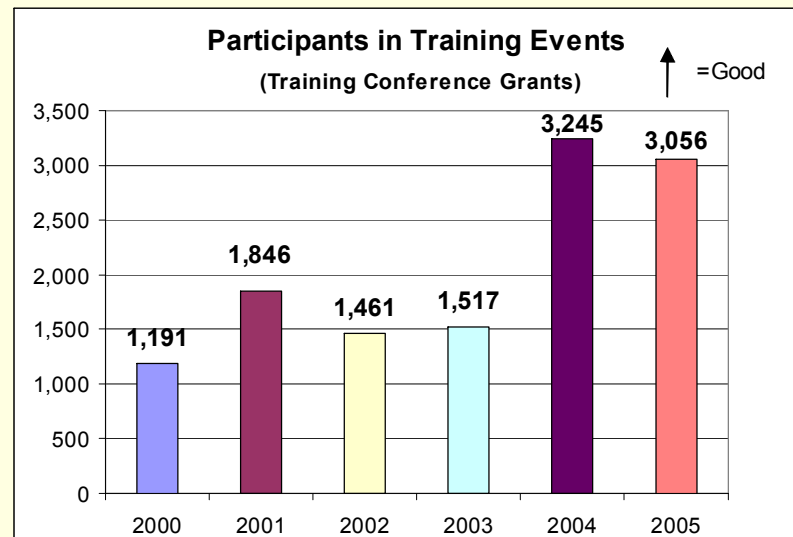
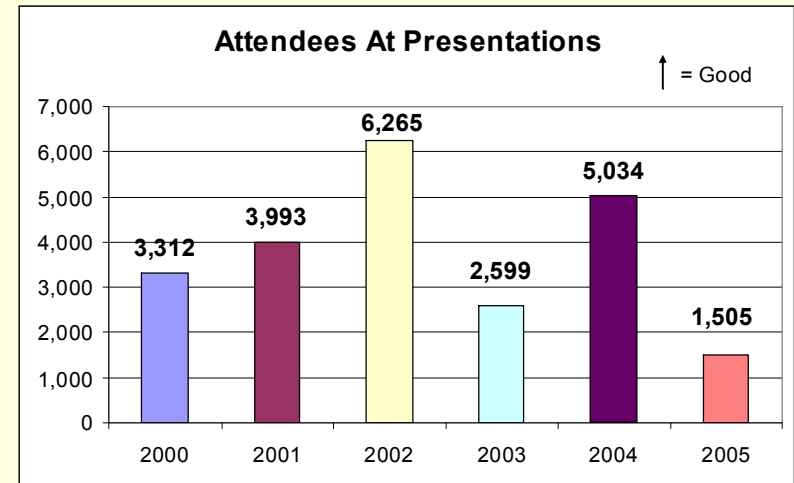
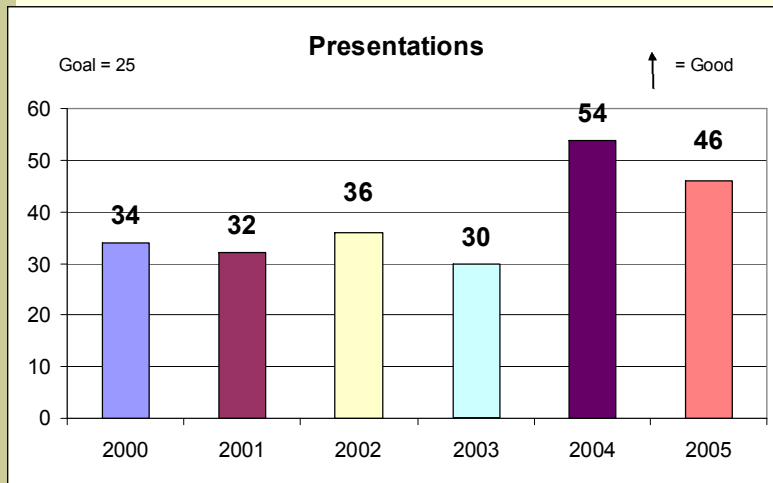
### Customer Focus Results — Print Publications and Downloads



# FFY 2005 Work Plan Achievements

## Business Results

### Customer Focus Results — Presentations and Training Participation FFYS 2000-2005



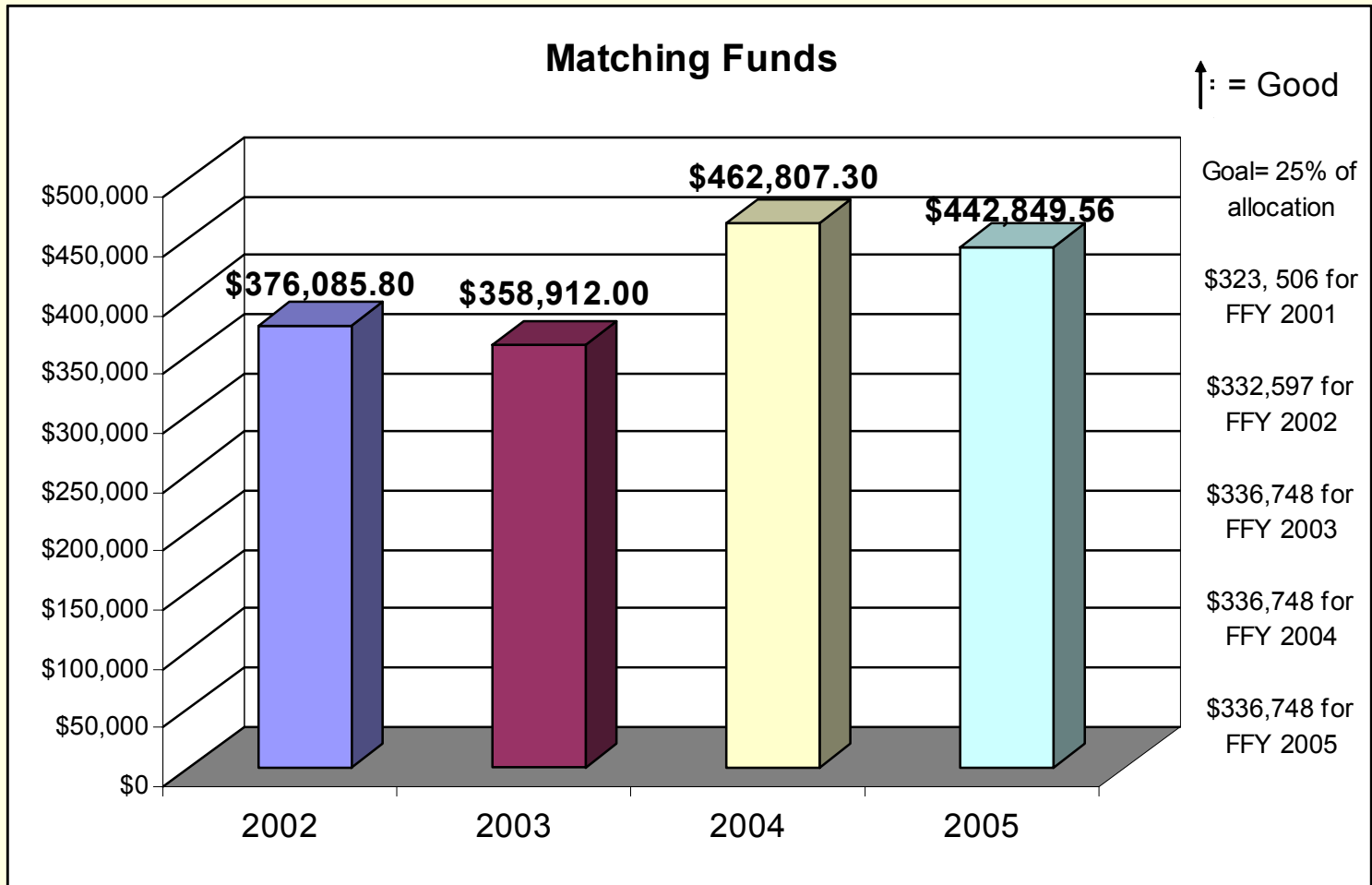


# FFY 2005 Work Plan Achievements

## Business Results

### Financial and Market Results

FFYs 2002-2005

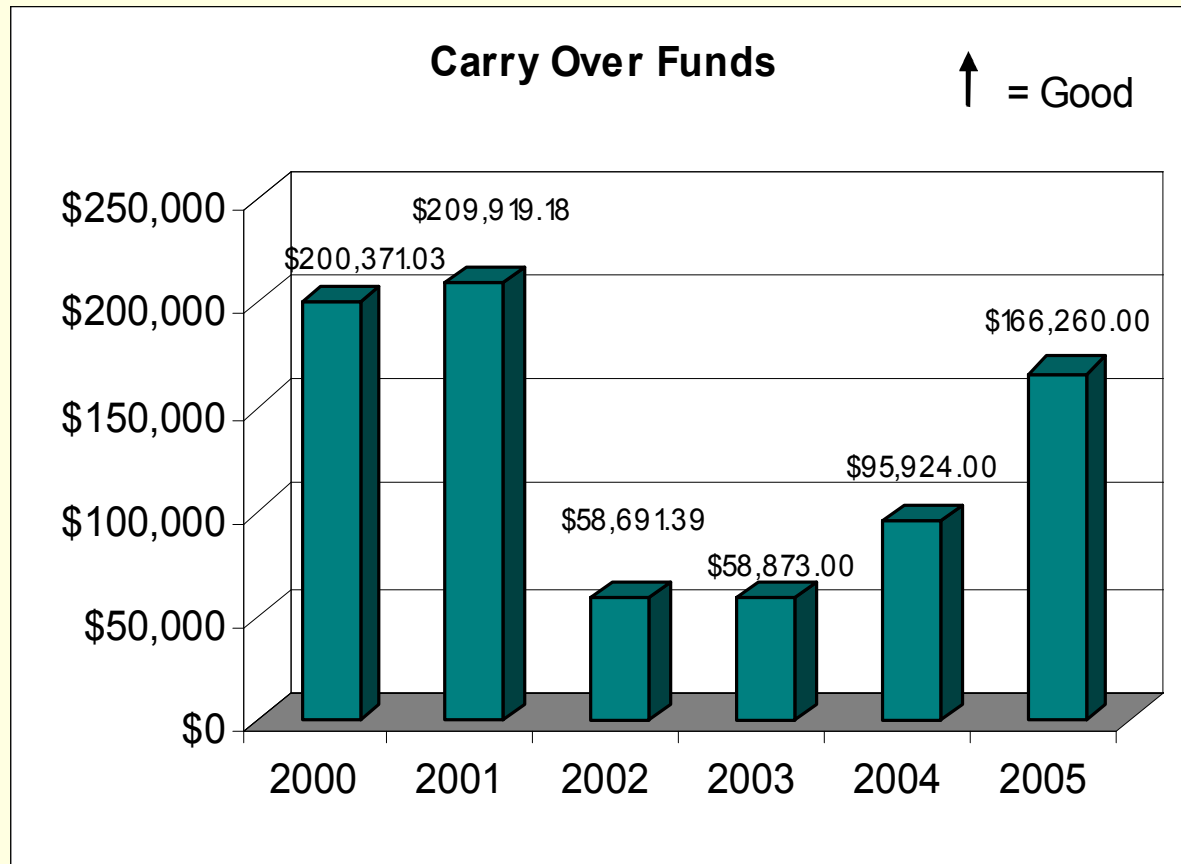


# FFY 2005 Work Plan Achievements

## Business Results

### Financial and Market Results

FFYs 2000-2005



# FFY 2005 Work Plan Achievements

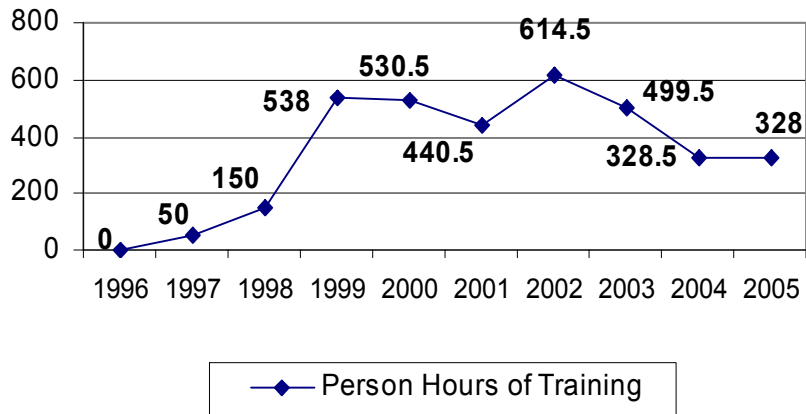
## Business Results

### Human Resource Results

**Training and Development Hours on Quality**

(1996-2005)

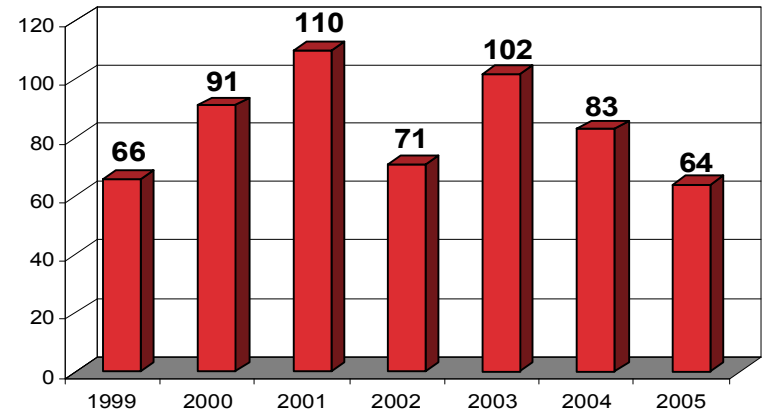
↑ = Good



**Staff Initiatives**

(1999-2005)

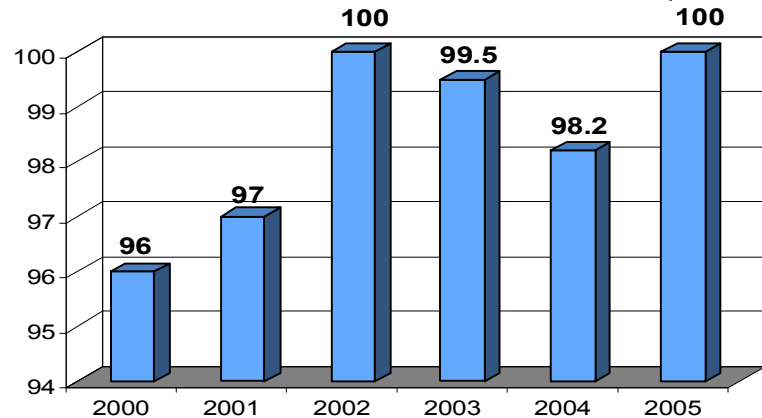
↑ = Good



**30-60-90 Day Work Plan**  
(Ahead of Time and On Time)

(2000-2005)

↑ = Good

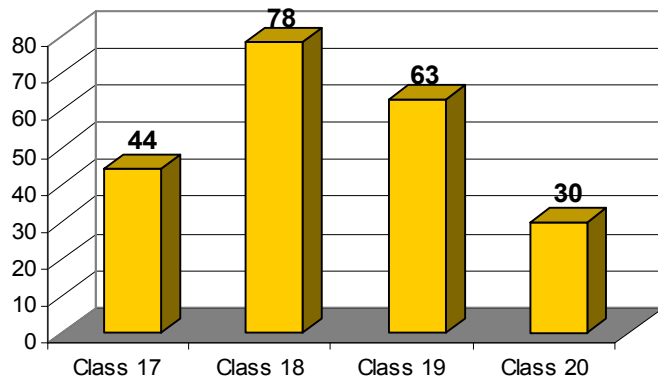


# Partners in Policymaking®

## Performance as Advocates

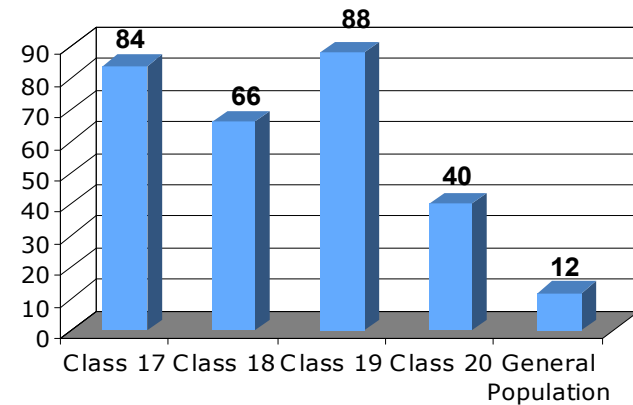
Longitudinal Survey Data Collected September 2005

Percentage of Phone Calls to Public Officials



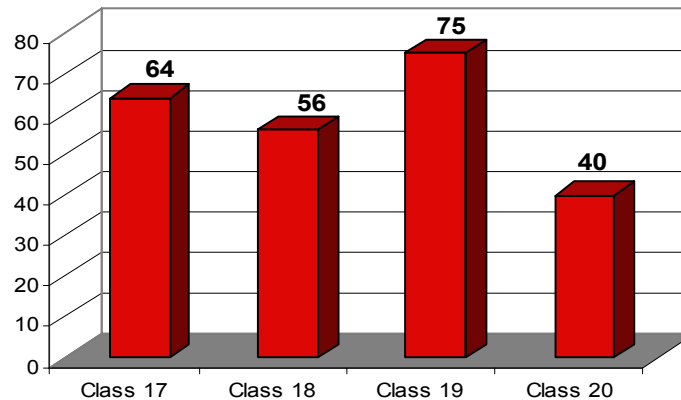
Percentage of Letters/Emails to Public Officials

↑ = Good



Percentage of Visits to Public Officials

↑ = Good



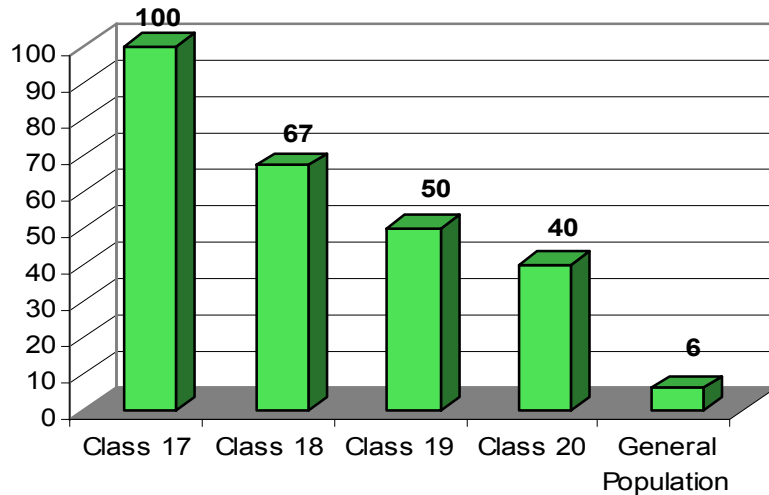
# Partners in Policymaking®

## Performance as Advocates

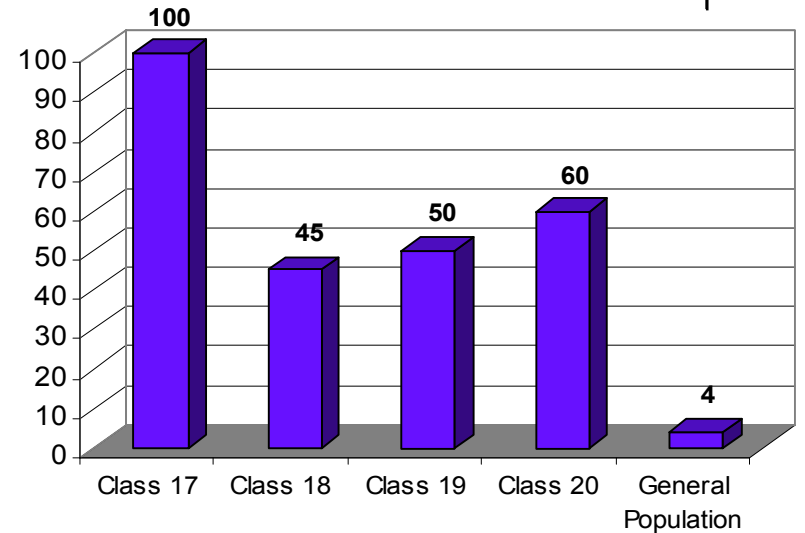
Longitudinal Survey Data Collected September 2005

Percentage Serving on Advocacy Committees

↑ = Good



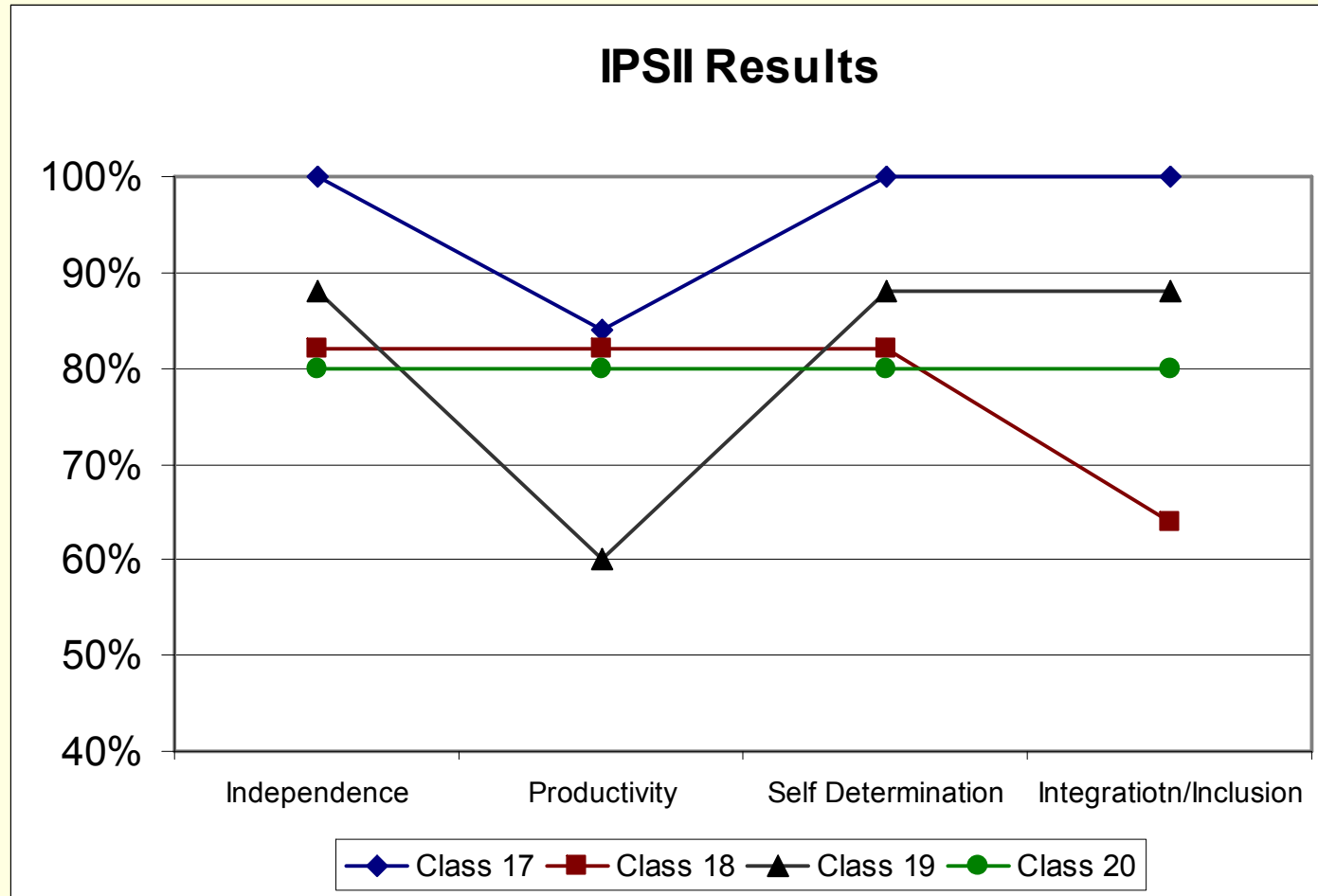
Percentage Making Presentations ↑ = Good



# Partners in Policymaking®

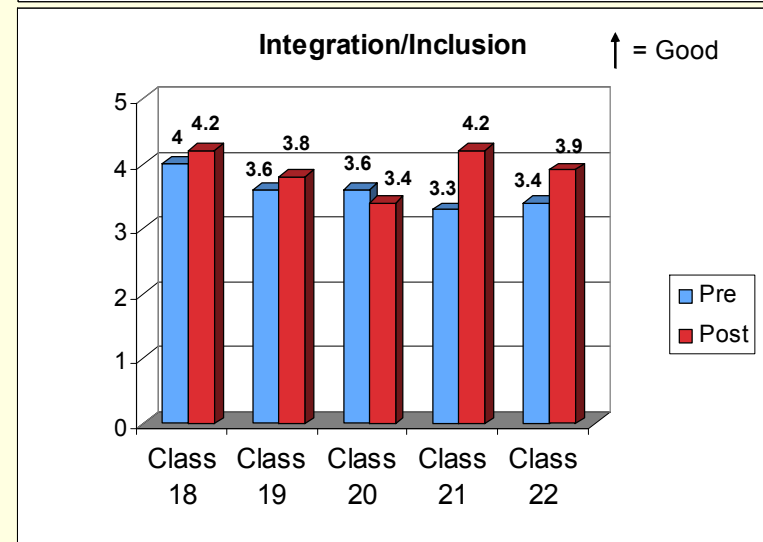
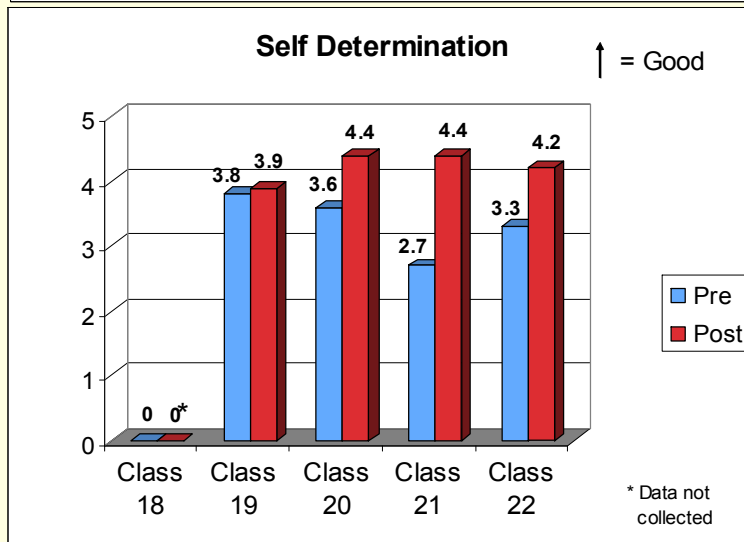
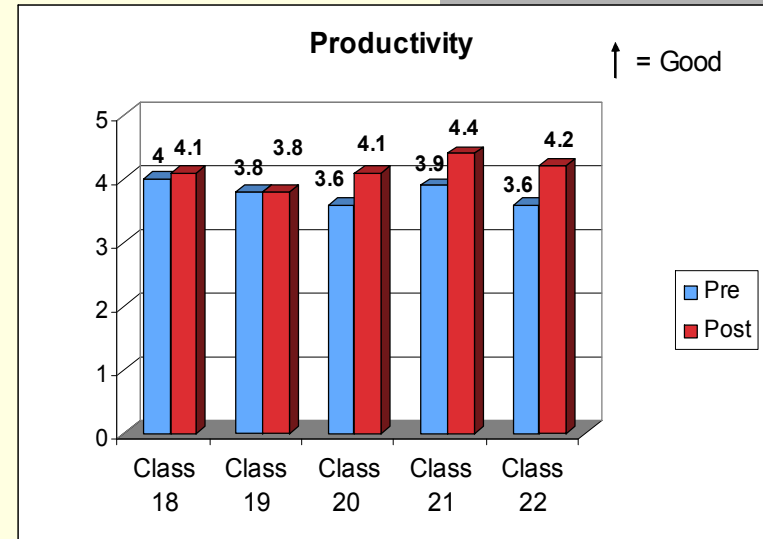
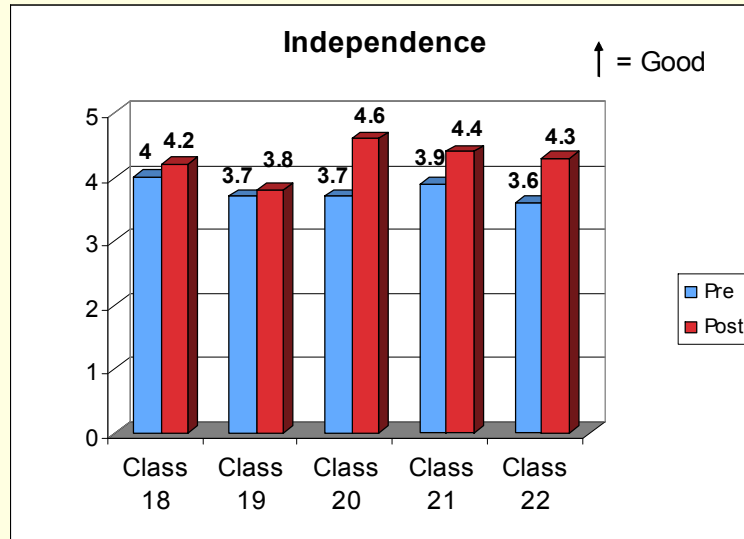
Longitudinal Survey Data Collected September 2005

(Classes 17-20)



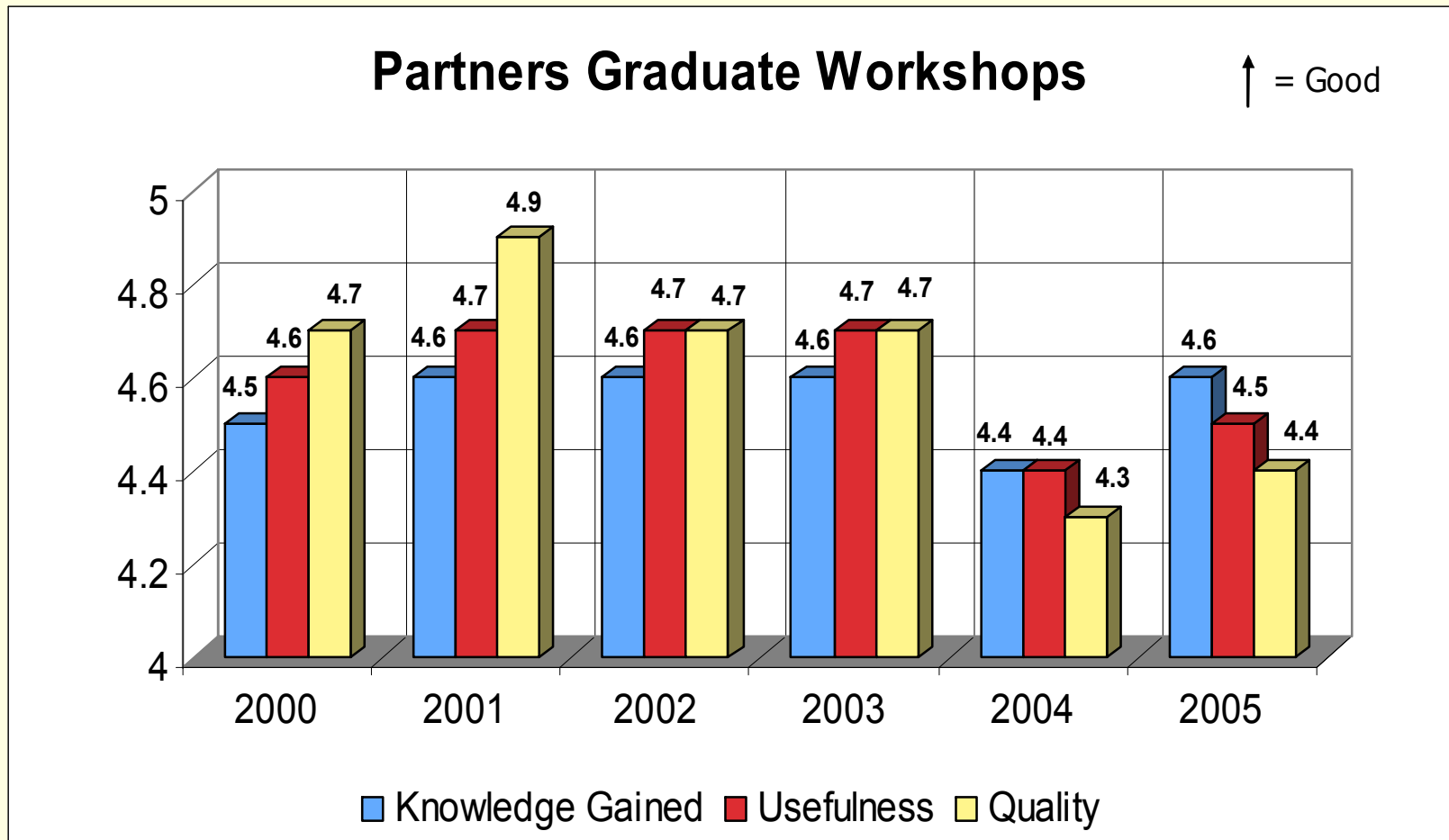
# Partners in Policymaking®

End Results (IPSII)—Levels and Trends  
FFYs 2001-2005



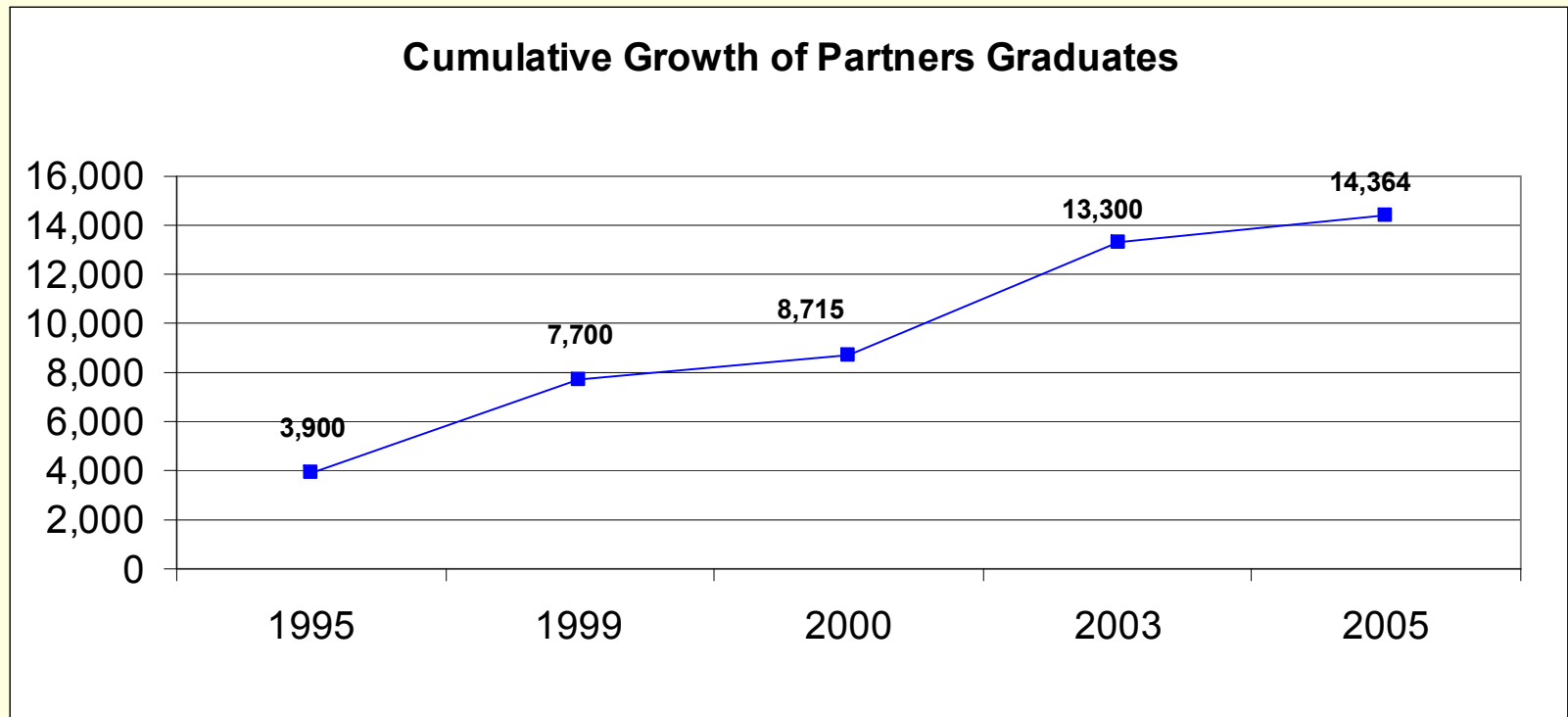
# Partners Graduate Workshops FFYs 2000-2005

Knowledge Gained, Usefulness, and Quality of Presentations



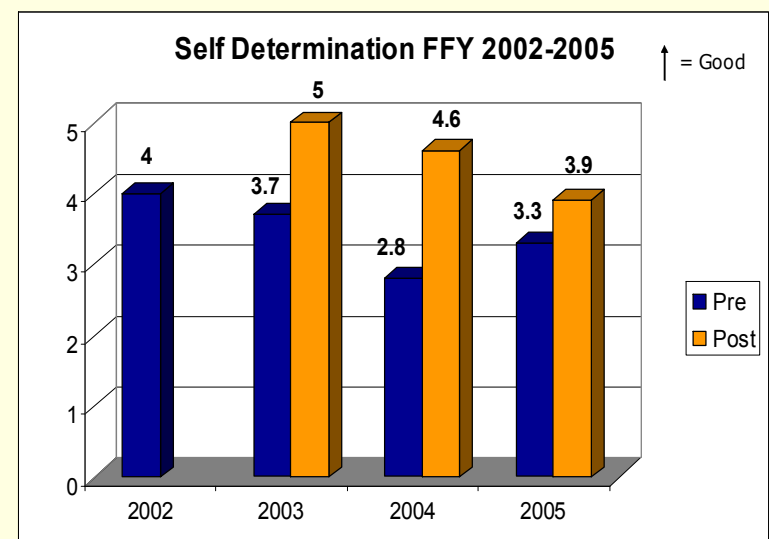
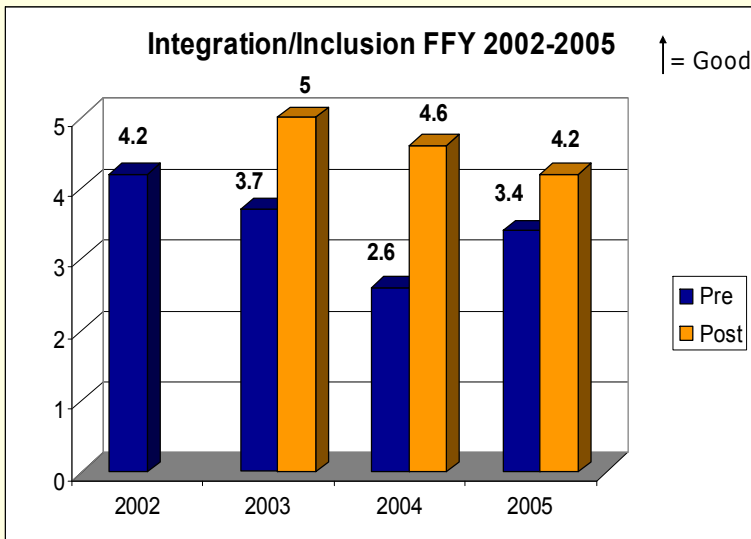
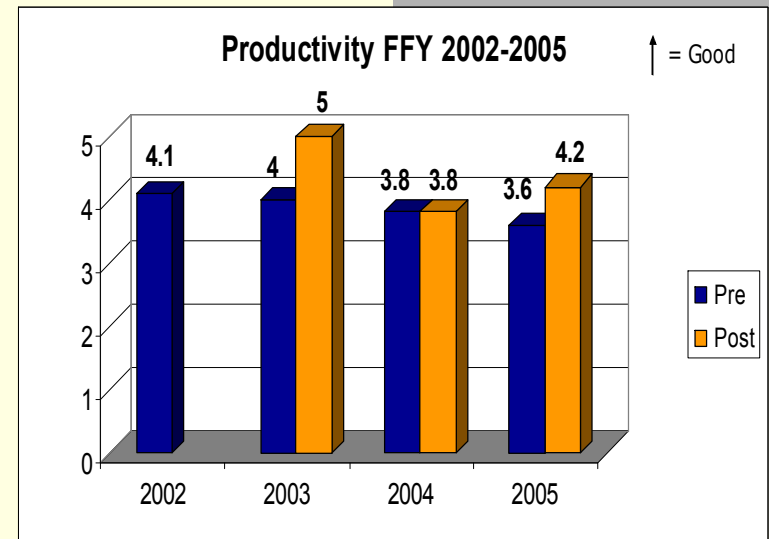
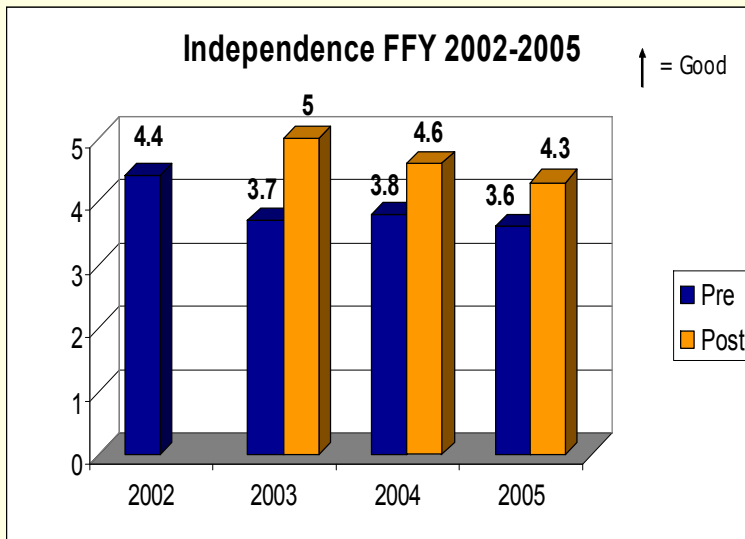


# Partners in Policymaking® Graduate Growth FFYs 1995-2005



# African American Outreach

## FFYs 2002-2005

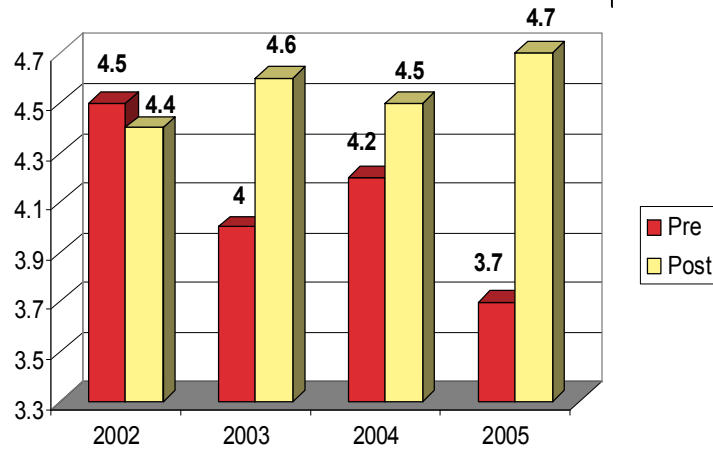


# Hispanic Outreach

FFYs 2002-2005

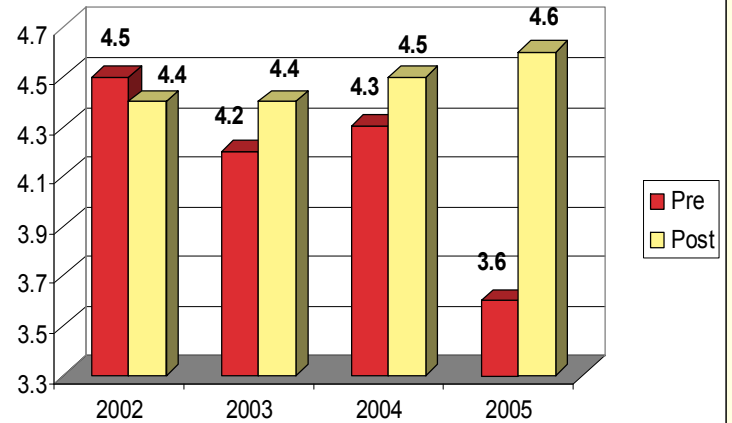
### Independence FFY 2001-2005

↑ = Good



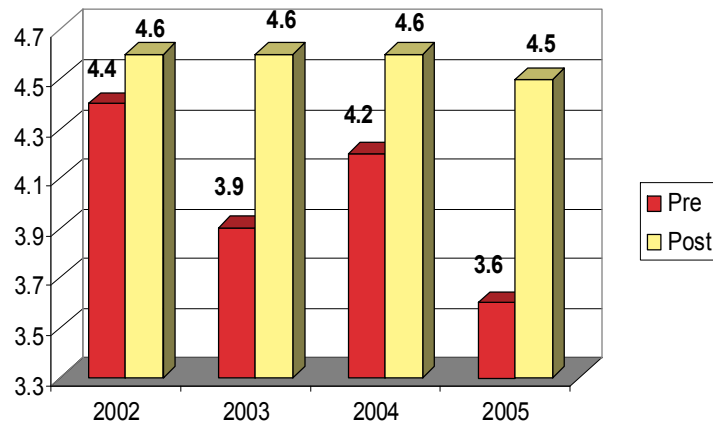
### Productivity FFY 2001-2005

↑ = Good



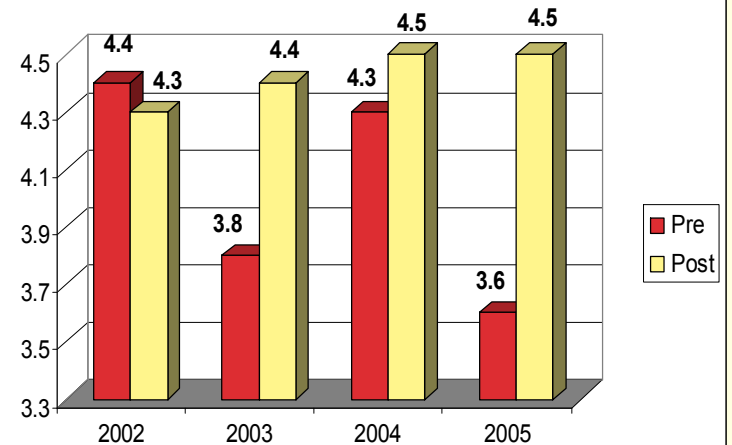
### Integration/Inclusion FFY 2001-2005

↑ = Good



### Self Determination FFY 2001-2005

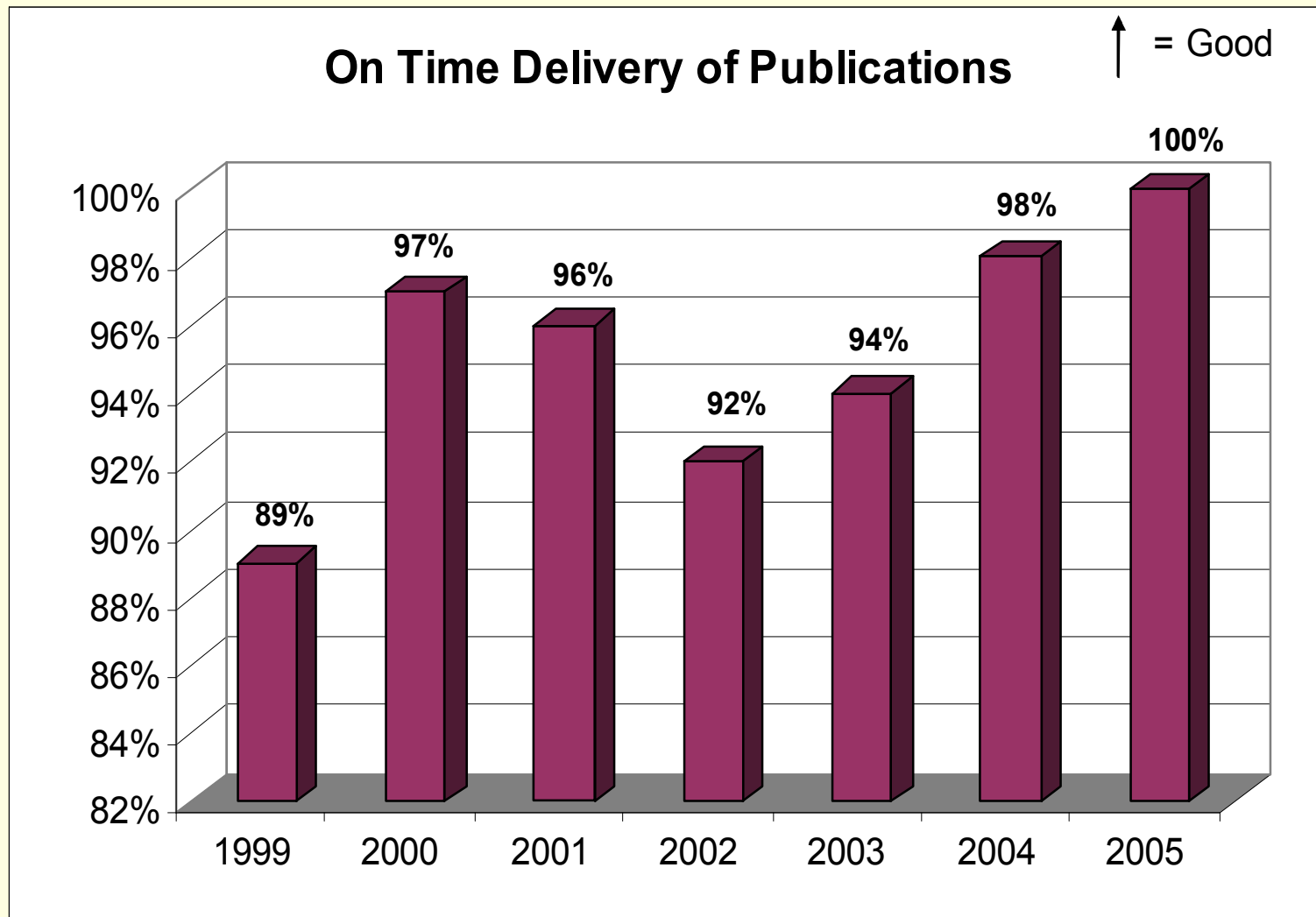
↑ = Good



# Publication Delivery Time

## FFYs 1999-2005

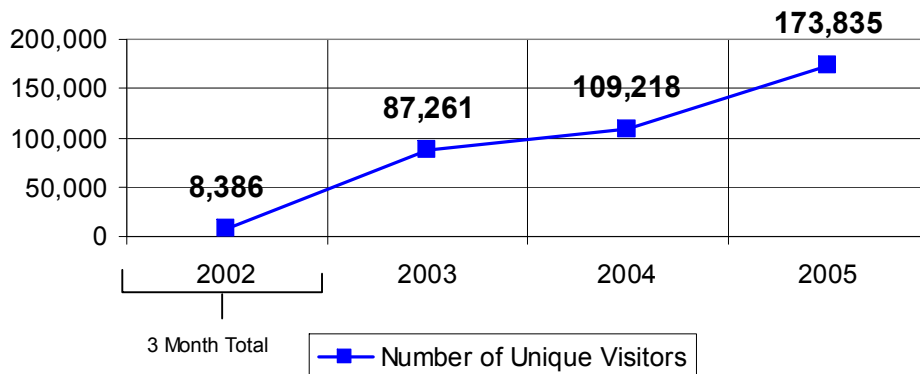
### 3 Days Standard



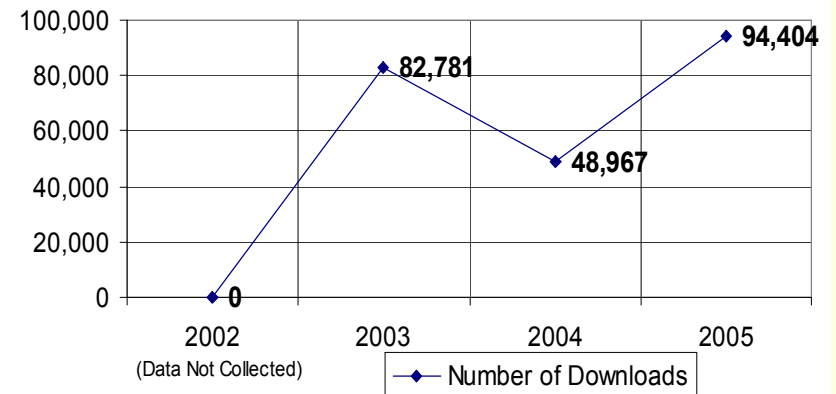
# Electronic Government Services

Operational Plan Performance Goals Approved by Commissioner  
FFYs 2002-2005

**E-Government  
Number of Unique Visitors**      ↑ = Good



**E-Government  
Number of Downloads**      ↑ = Good



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Reduce, Reuse, Recycle

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