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

## **Business Results**

**Fiscal Year 2007**

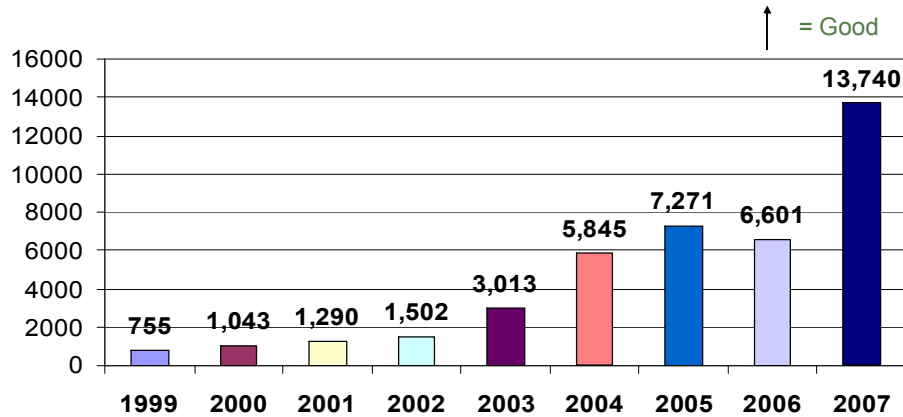
**(October 1, 2006 – September 30, 2007)**

# FFY 2007 Work Plan Achievements

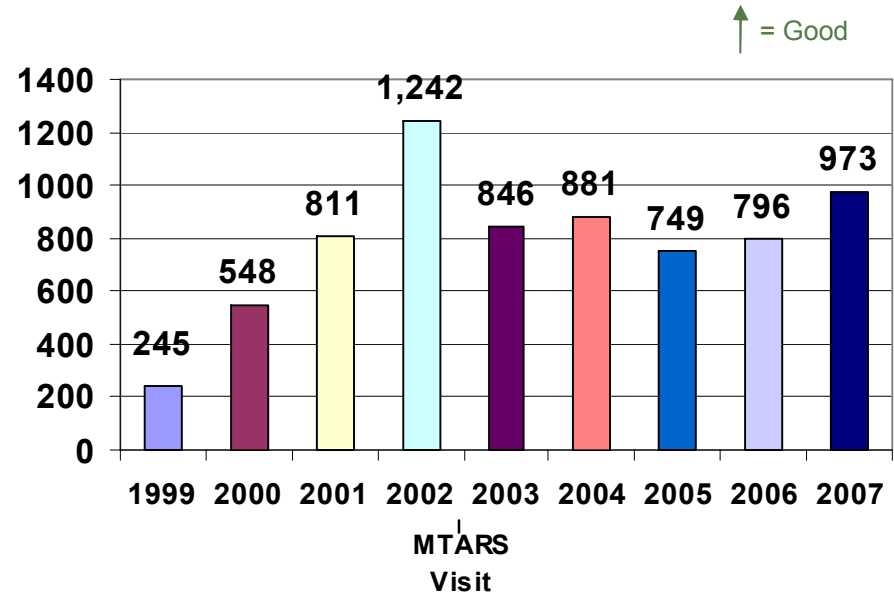
## Business Results

### A. Customer Focus Results-- Technical Assistance and Compliments FFYs 1999-2007

#### Technical Assistance Contacts



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

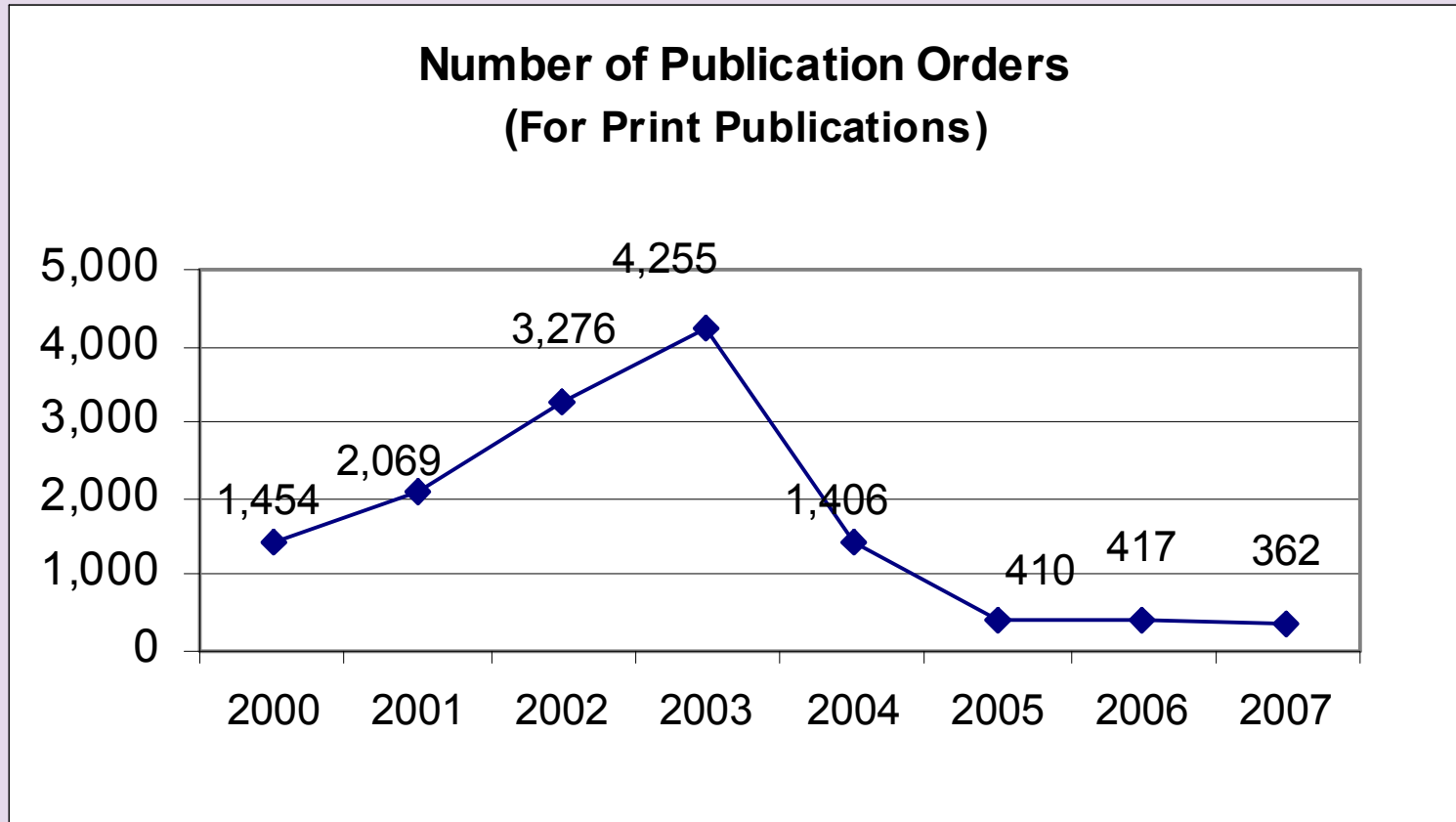


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Publications

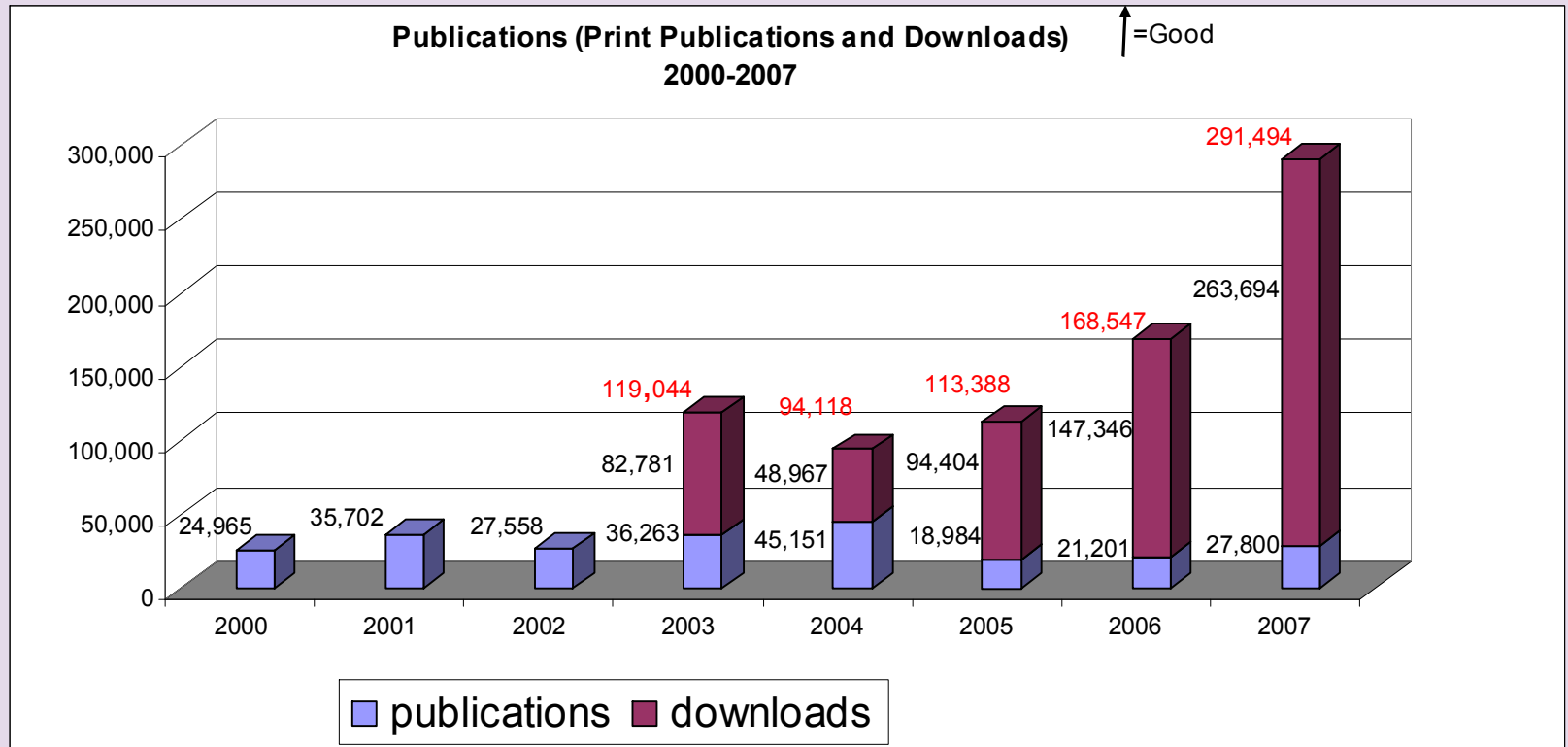
FFYs 2000-2007



# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Print Publications and Downloads FFYs 2000-2007



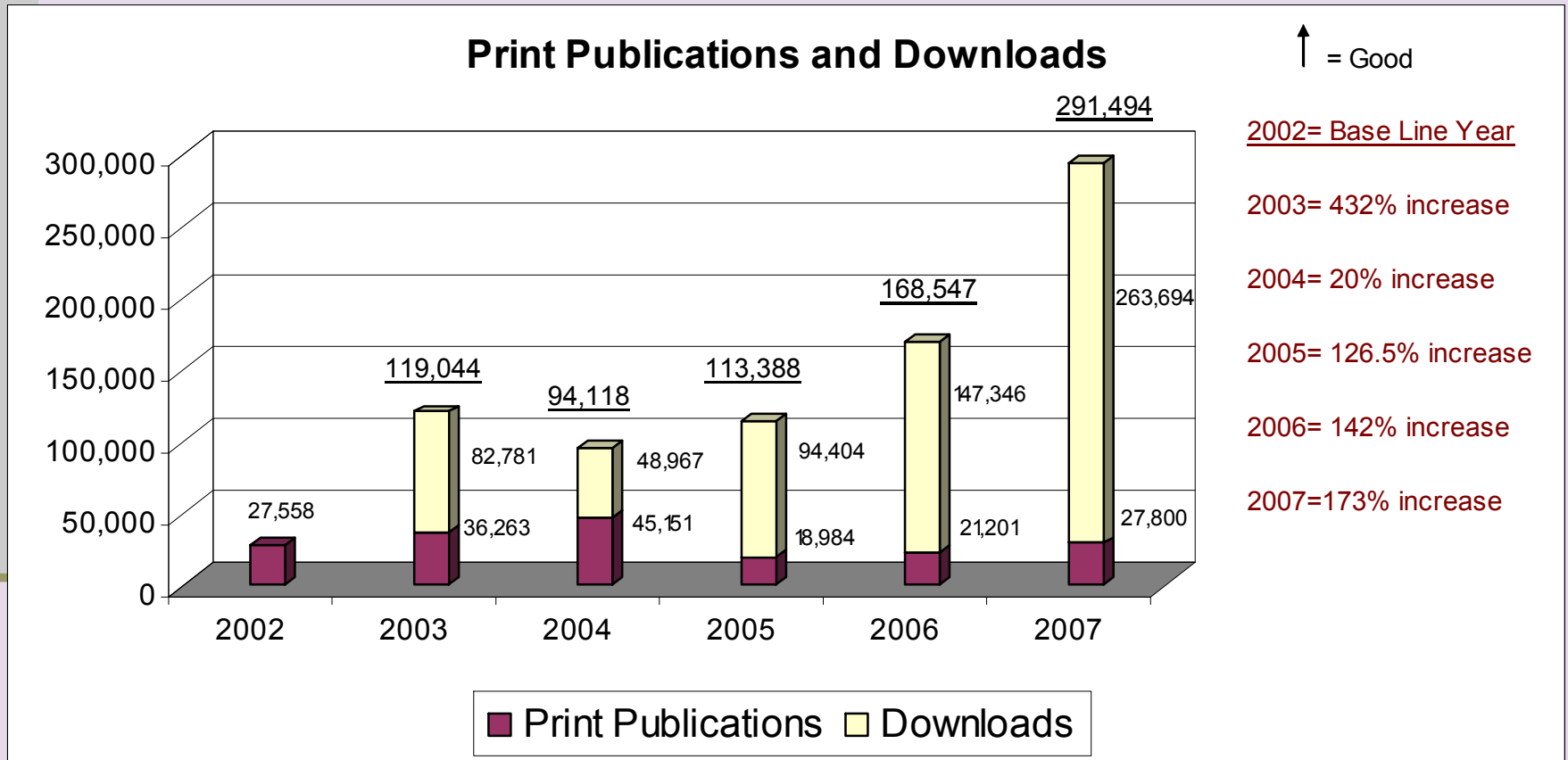
# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Print Publications and Downloads

#### Product Dissemination Growth

FFYs 2002-2007

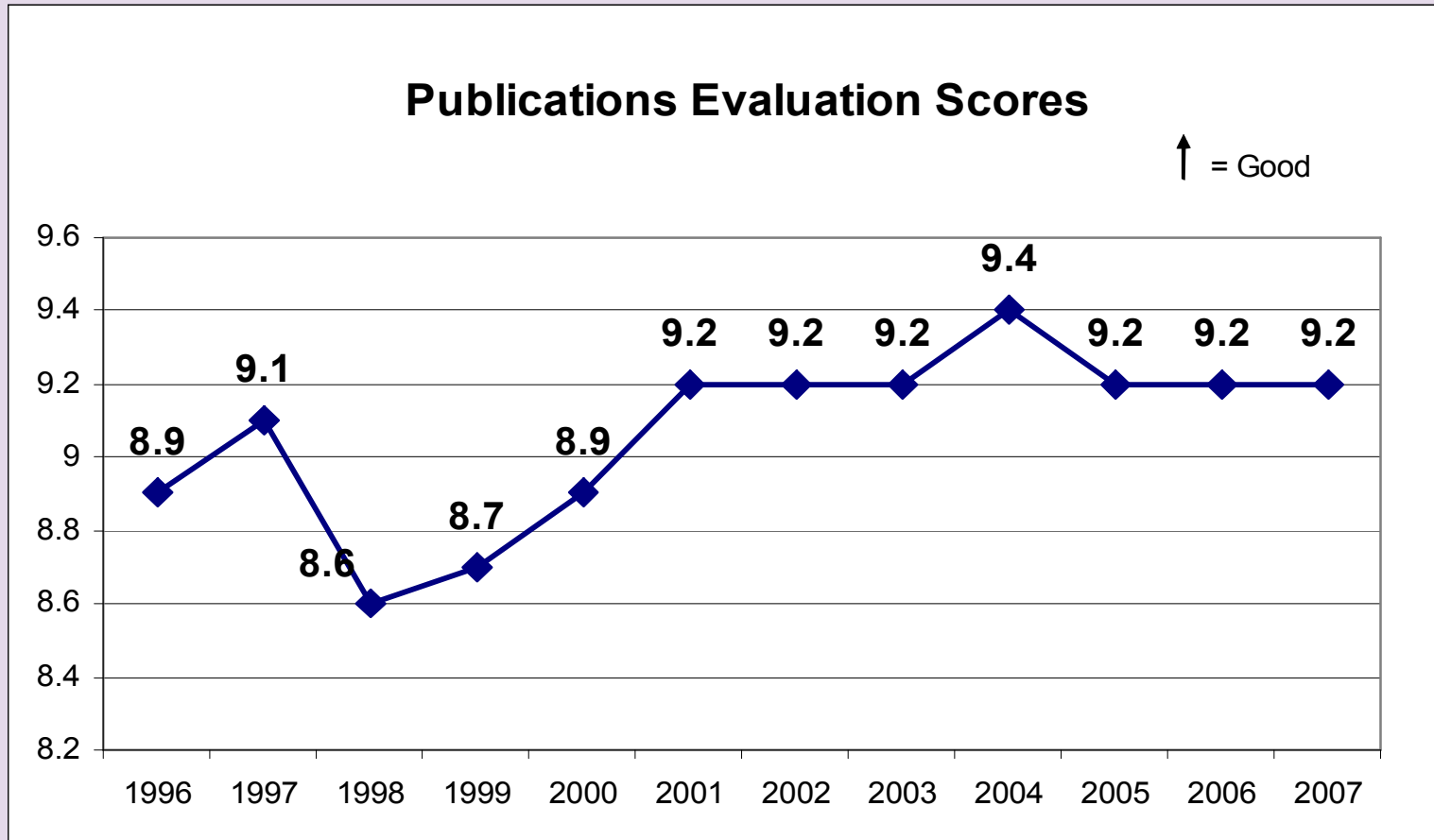


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Publications

FFYs 1993-2007

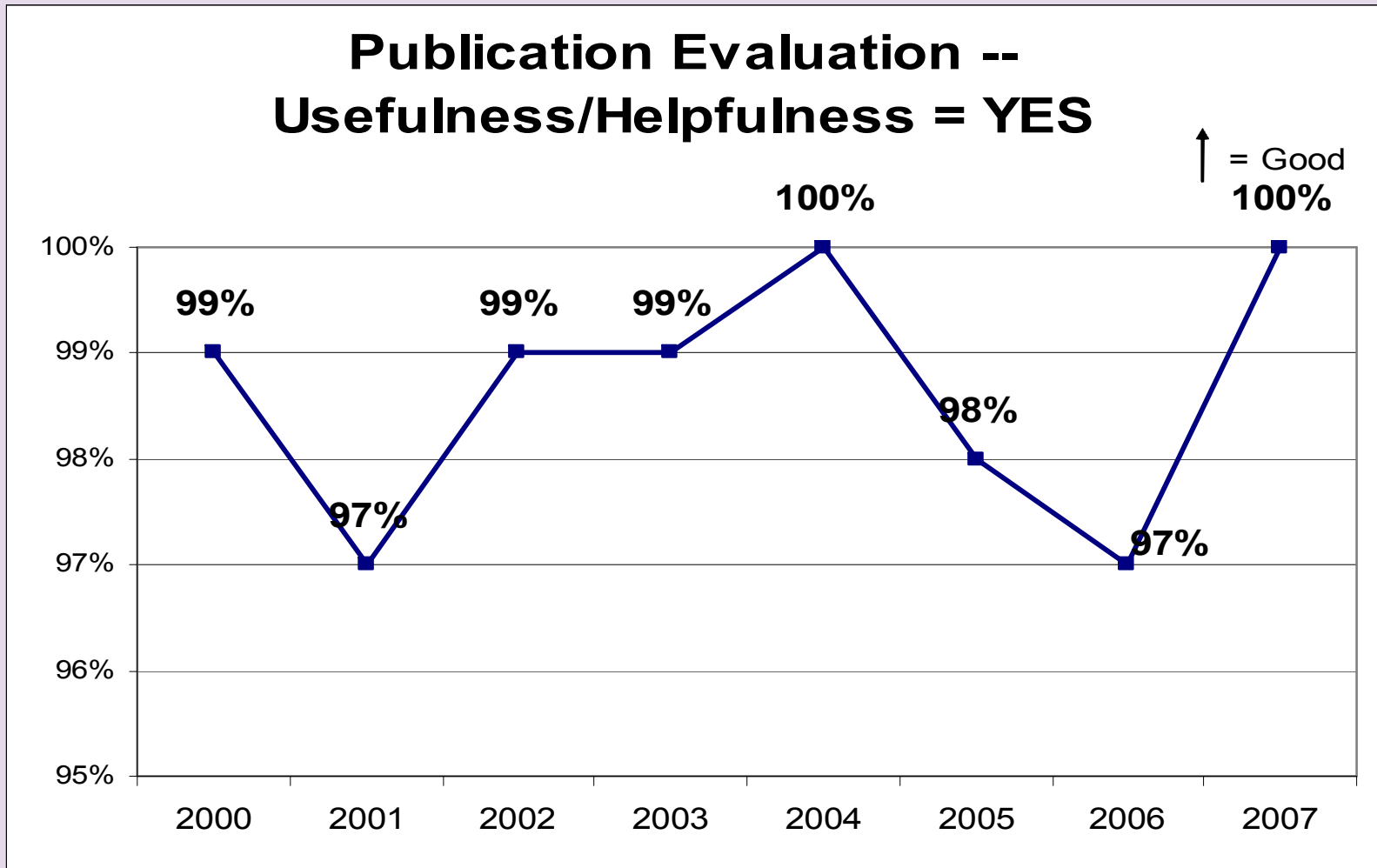


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Publications

FFYs 2000-2007

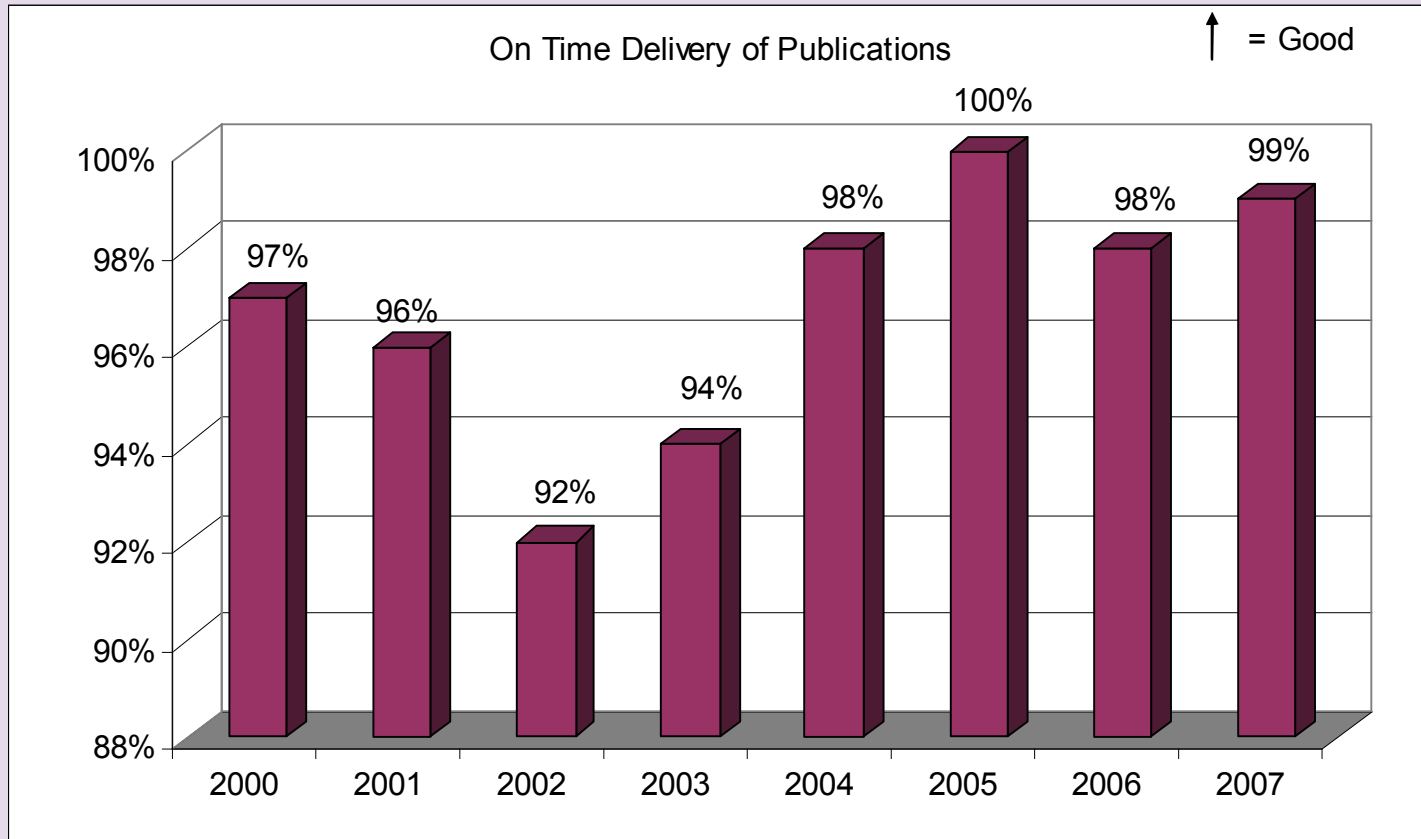




# FFY 2007 Work Plan Achievements

## Business Results

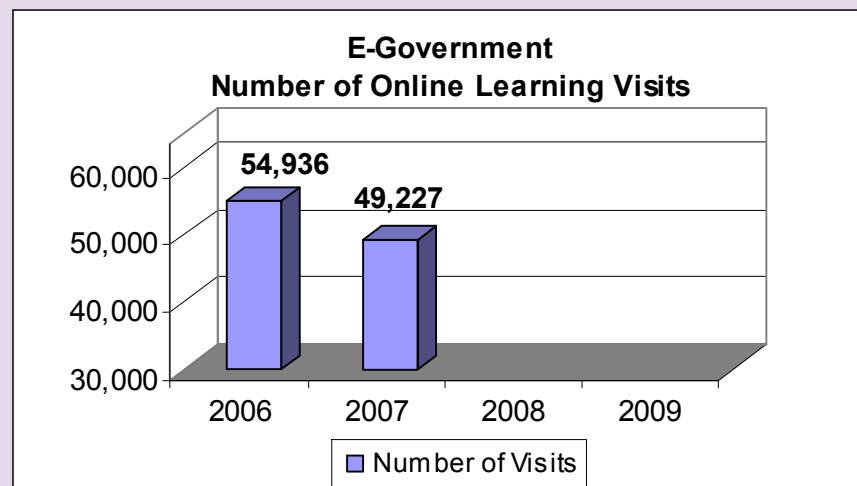
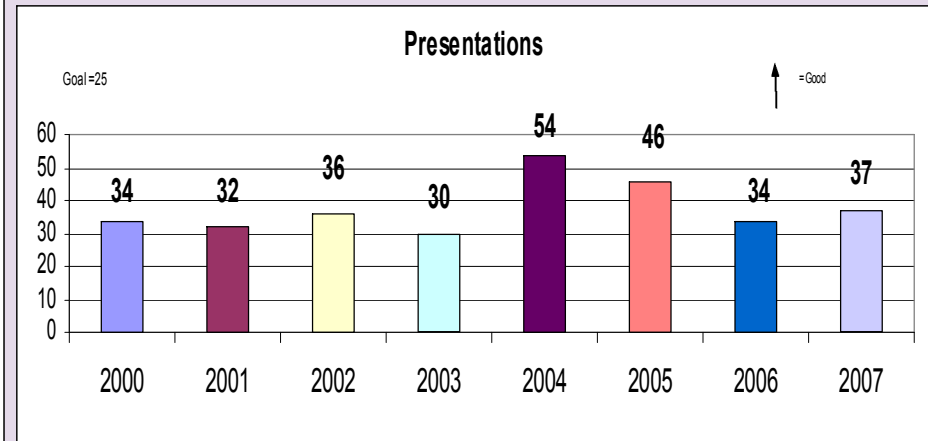
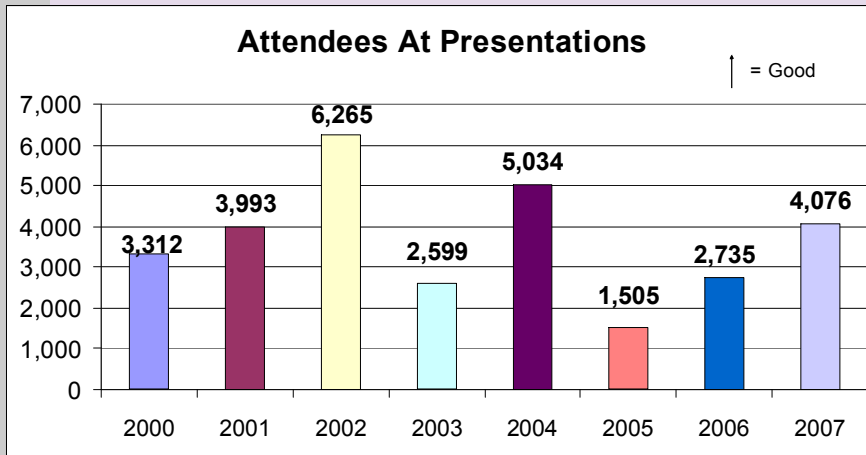
### A. Customer Focus Results – Publication Delivery Time 3 Days Standard FFYs 2000-2007



# FFY 2007 Work Plan Achievements

## Business Results

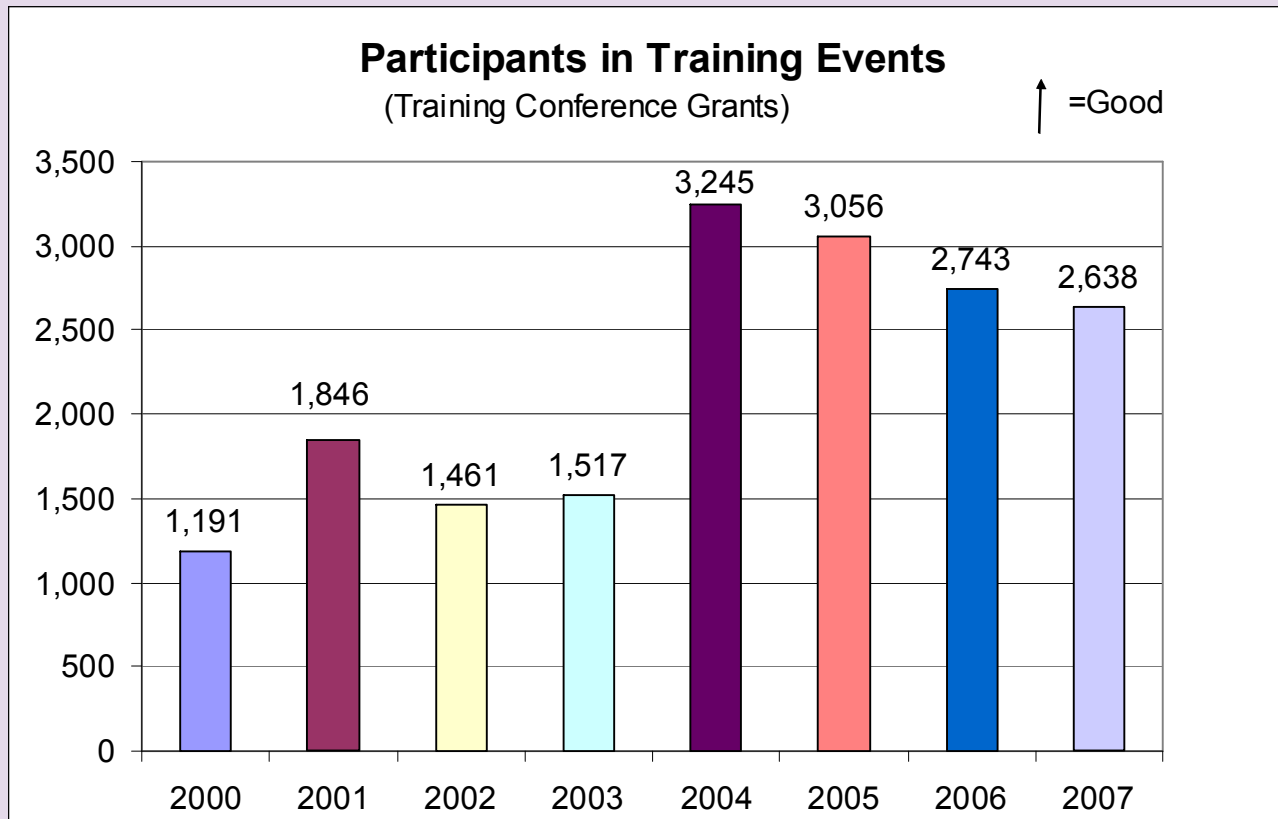
### A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2007



# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2007

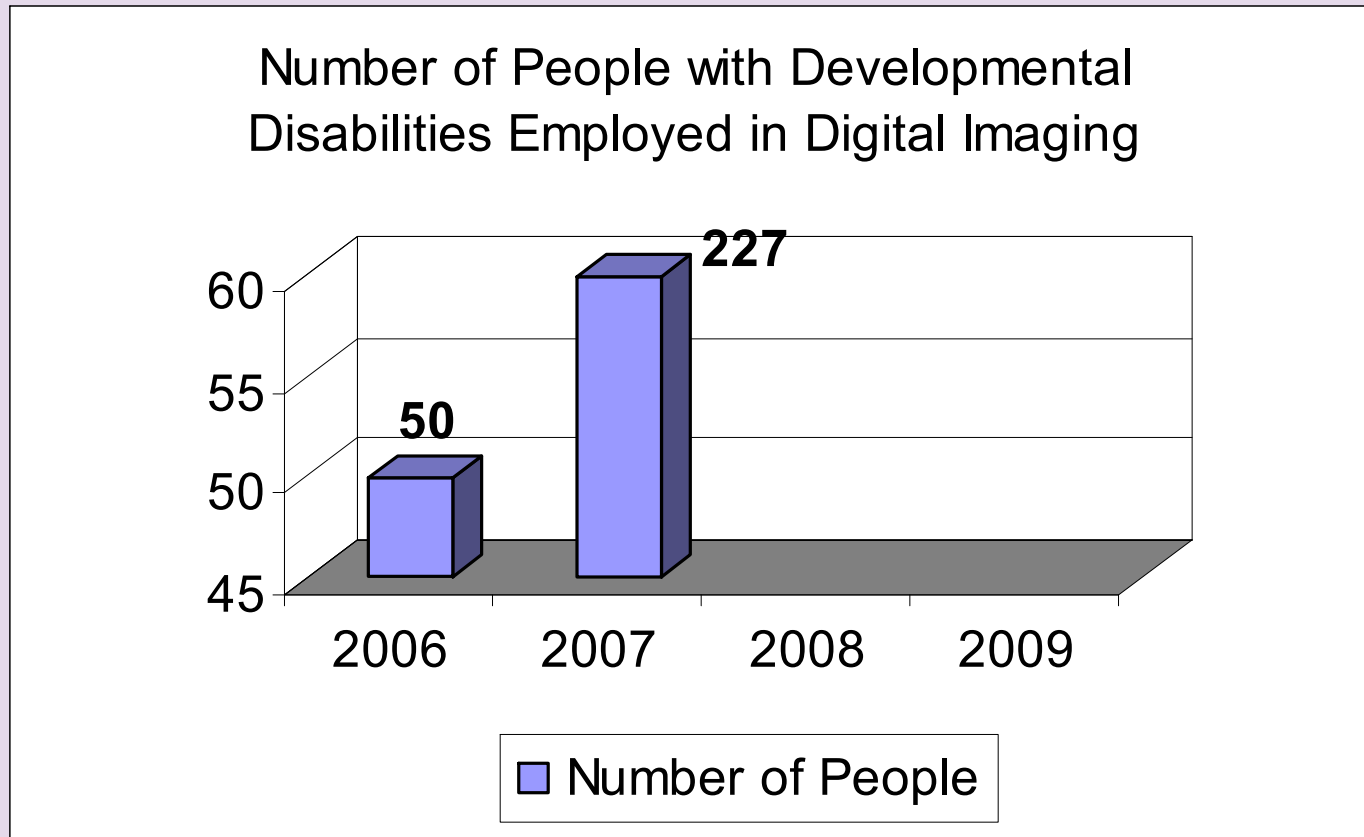


# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results - Electronic Government Services

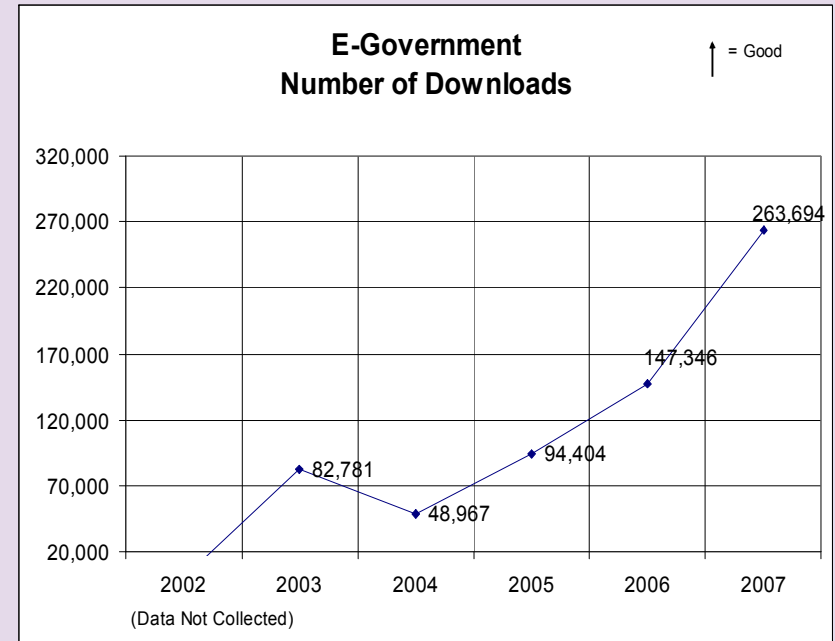
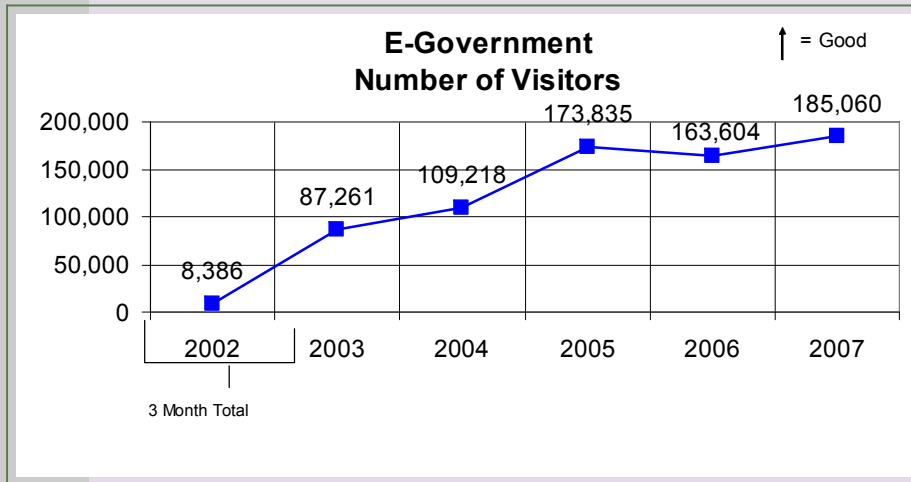
FFY 2007



# FFY 2007 Work Plan Achievements

## Business Results

### A. Customer Focus Results - Electronic Government Services FFYs 2002-2007

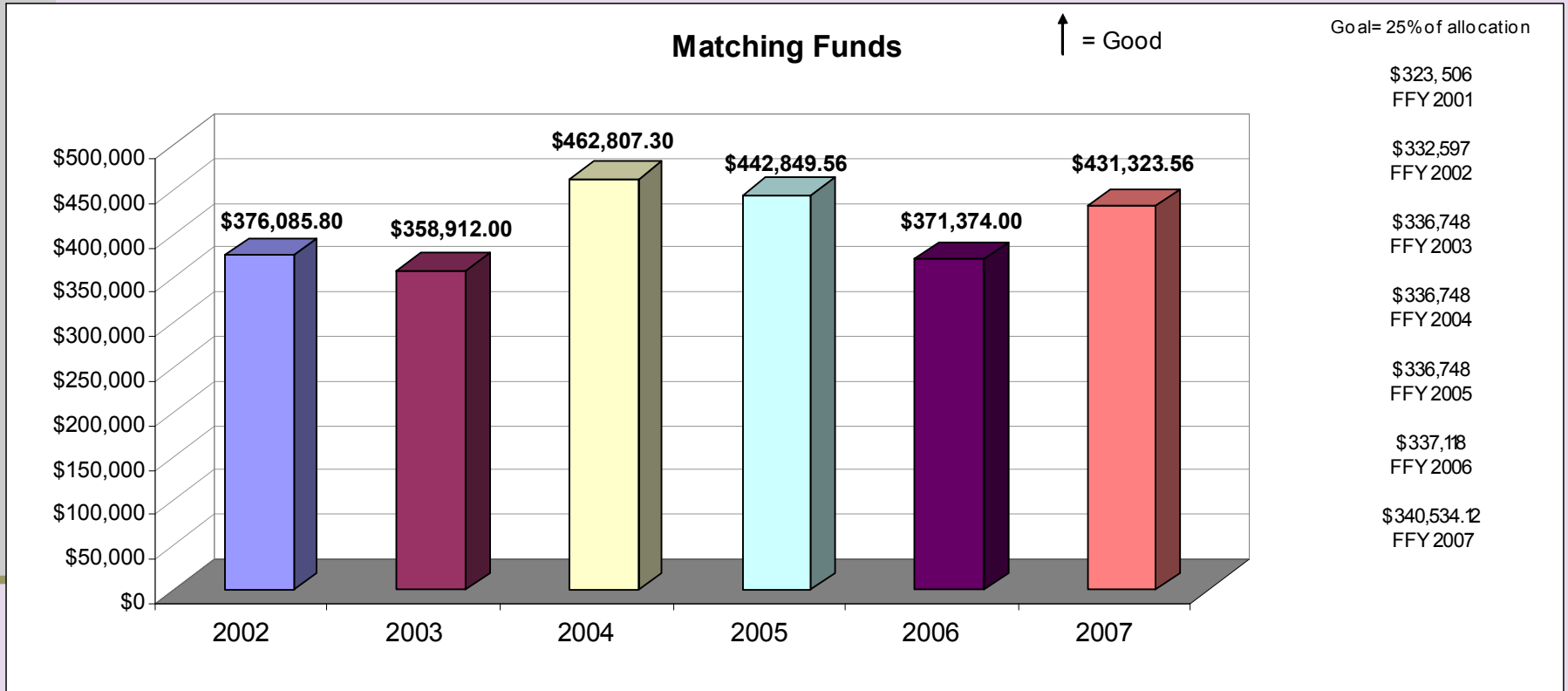


# FFY 2007 Work Plan Achievements

## Business Results

### B. Financial and Market Results

#### FFYs 2002-2007

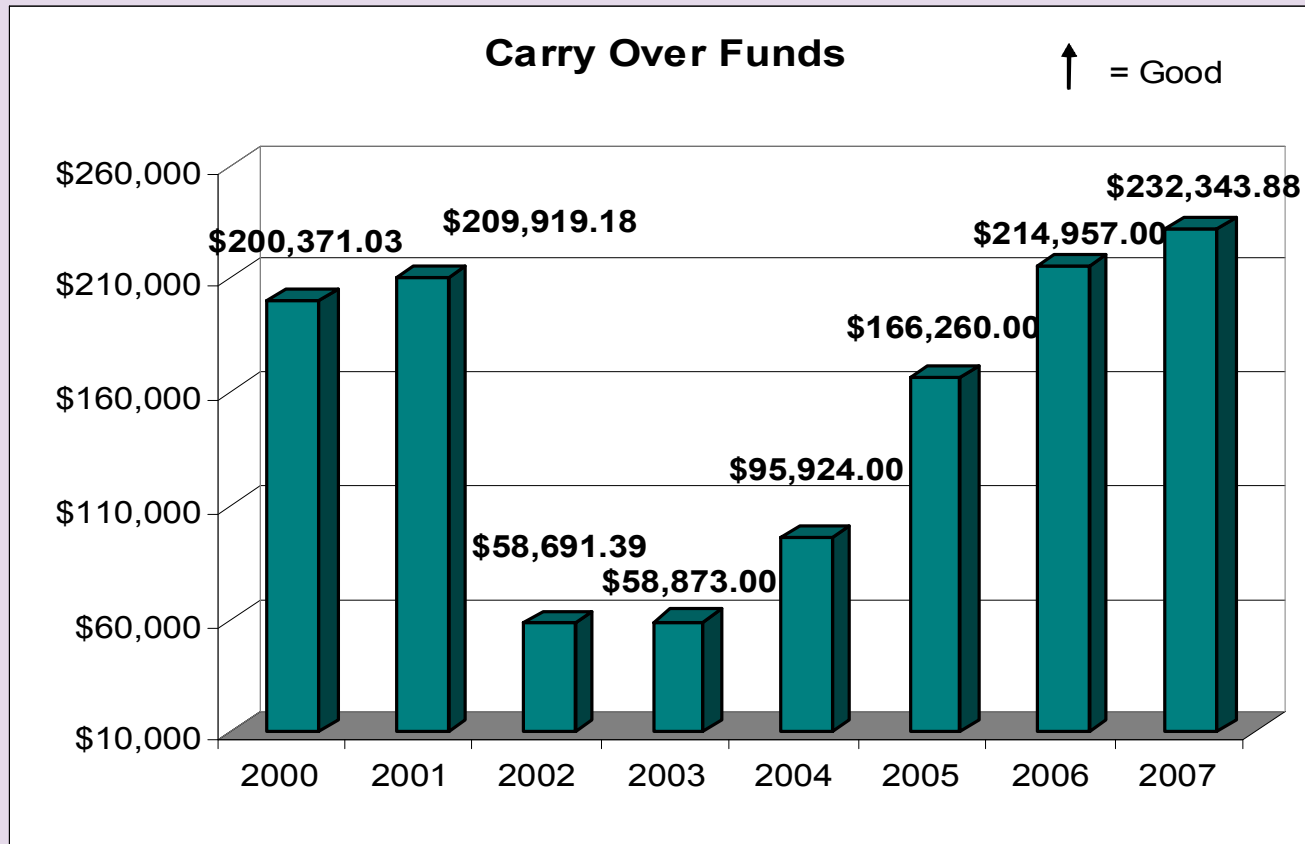


# FFY 2006 Work Plan Achievements

## Business Results

### B. Financial and Market Results

FFYs 2000-2007



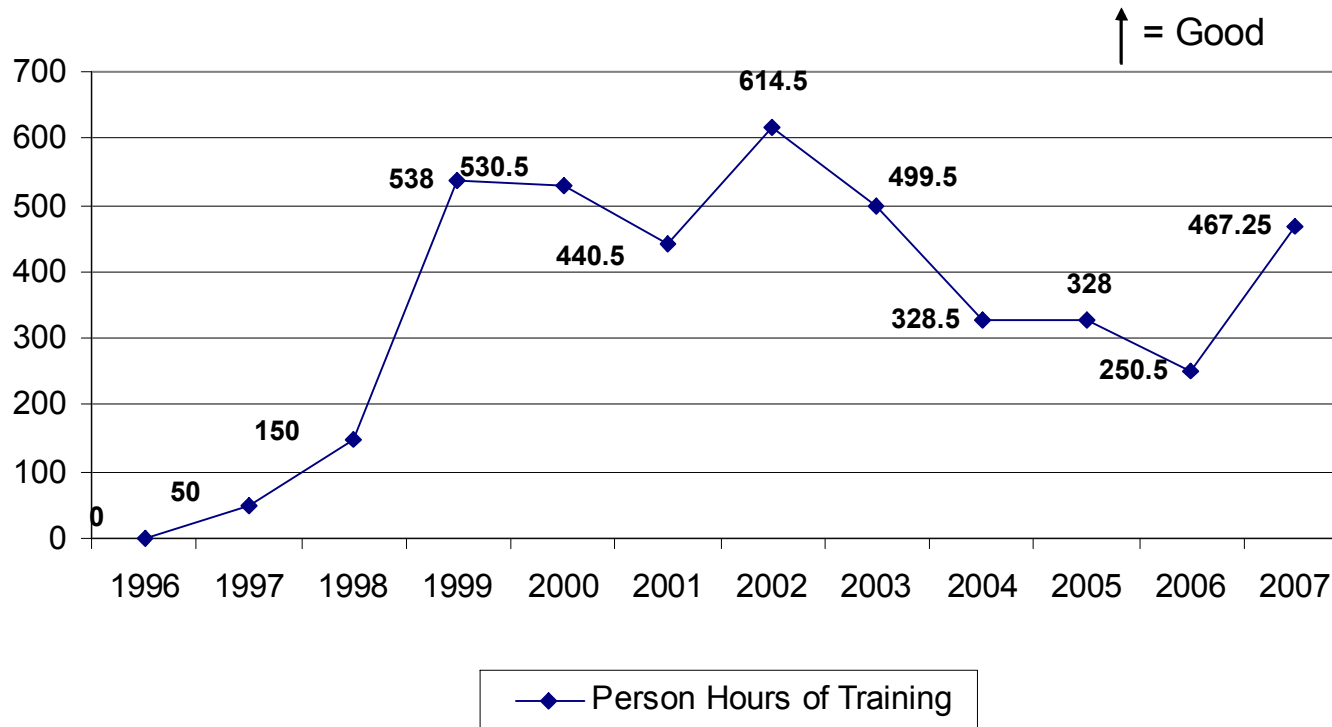
# FFY 2007 Work Plan Achievements

## Business Results

### C. Human Resource Results

FFYs 1996-2007

#### Training and Development Hours on Quality





# FFY 2007 Work Plan Achievements

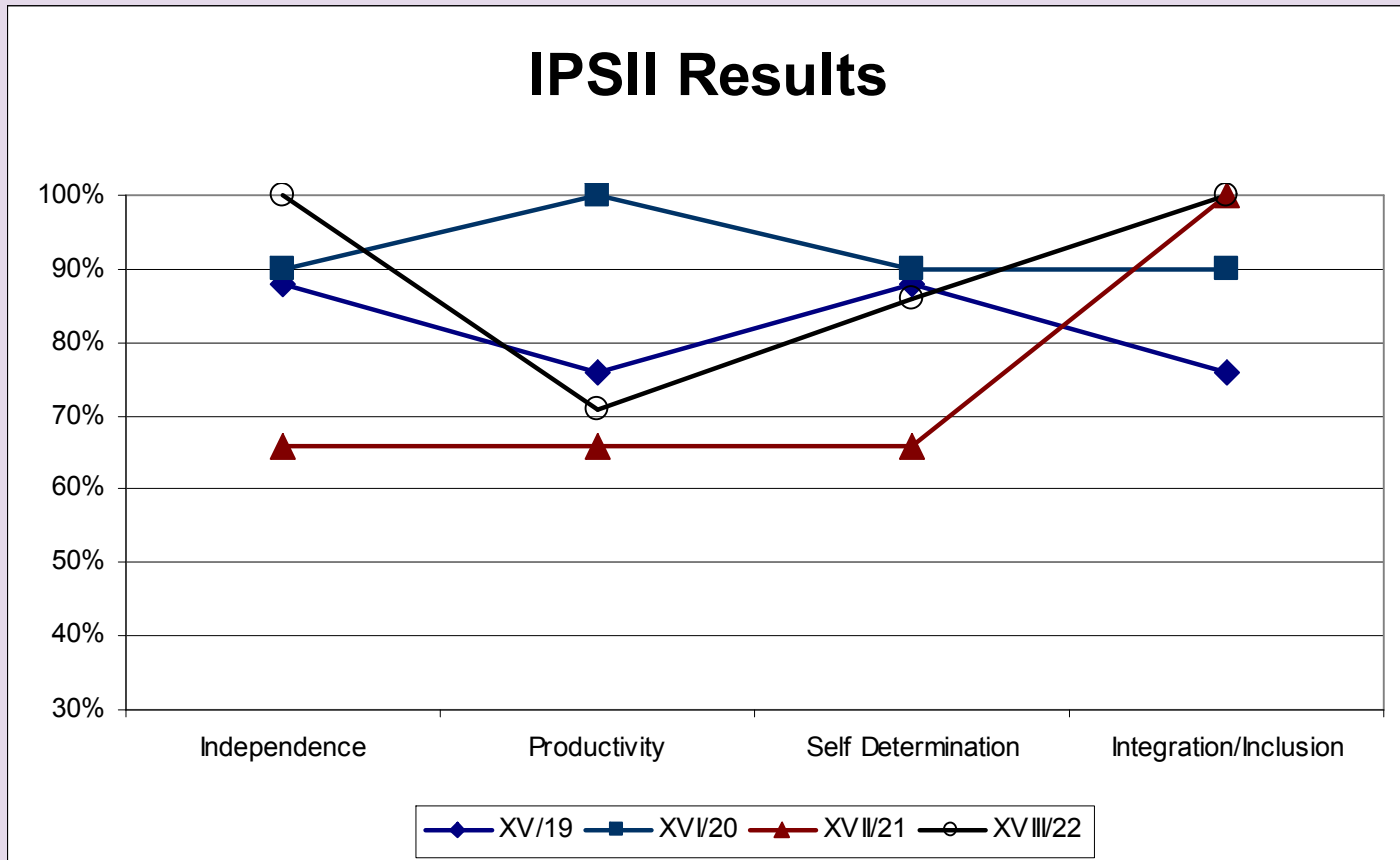
## Business Results

D. Supplier Partner Results

Partners in Policymaking®

Years XV-XVIII (Classes 19-22)

Longitudinal Survey Data Collected May 2007



# FFY 2007 Work Plan Achievements

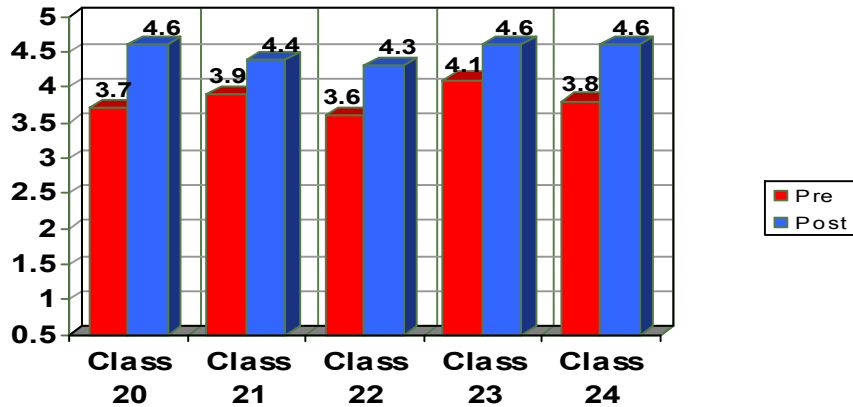
## Business Results

### D. Supplier Partner Results

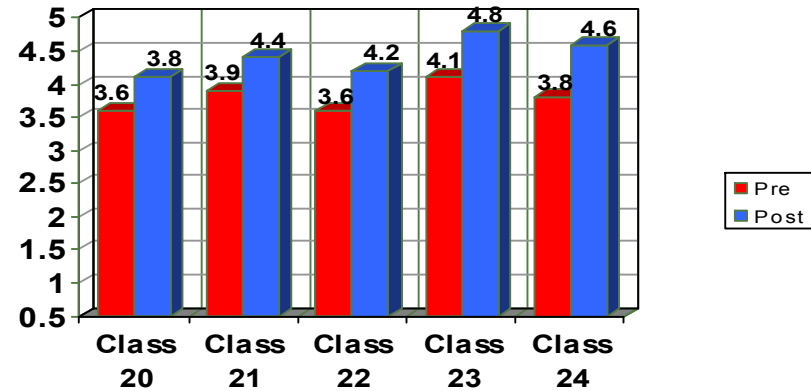
#### Partners in Policymaking<sup>®</sup>

End Results (IPSII)—Levels and Trends FFYs 2003-2007 (Classes 20-24)

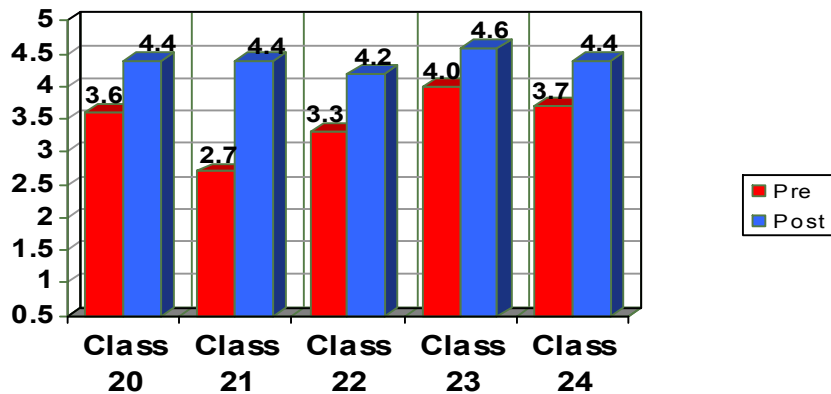
#### Independence



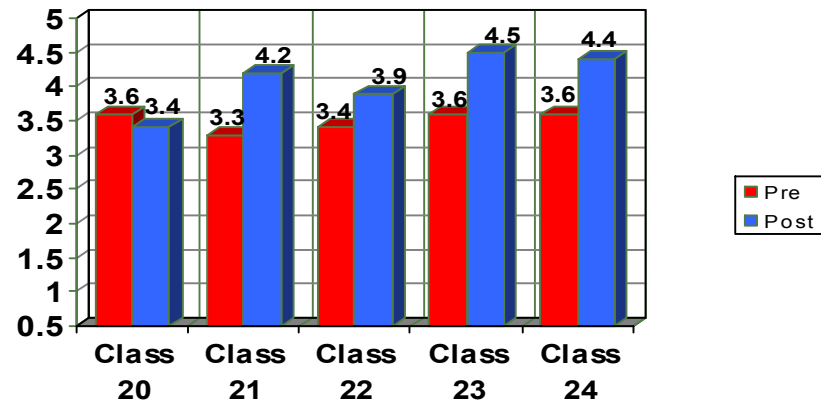
#### Productivity



#### Self Determination



#### Integration/Inclusion



# FFY 2007 Work Plan Achievements

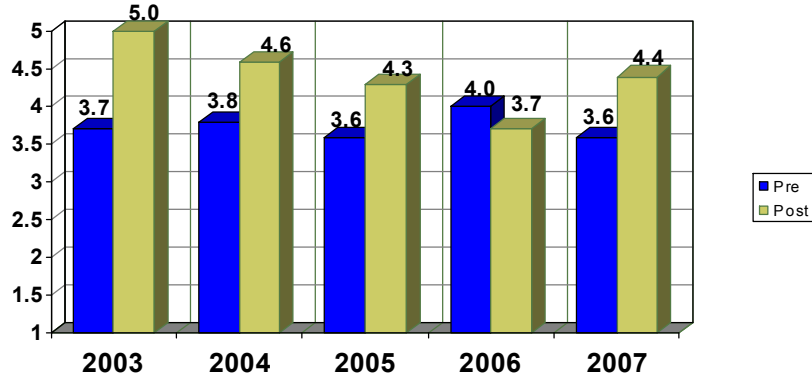
## Business Results

### D. Supplier Partner Results

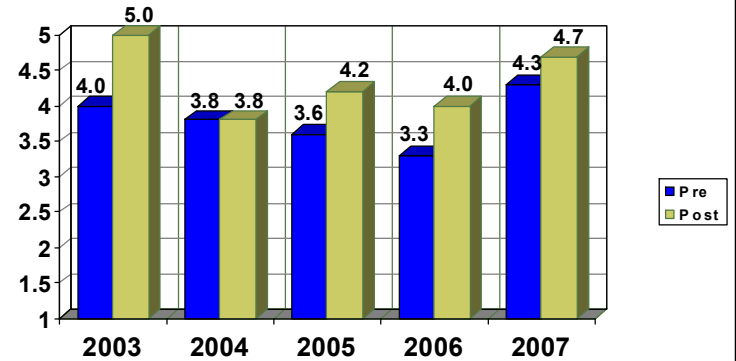
#### African American Outreach

FFYs 2003-2007

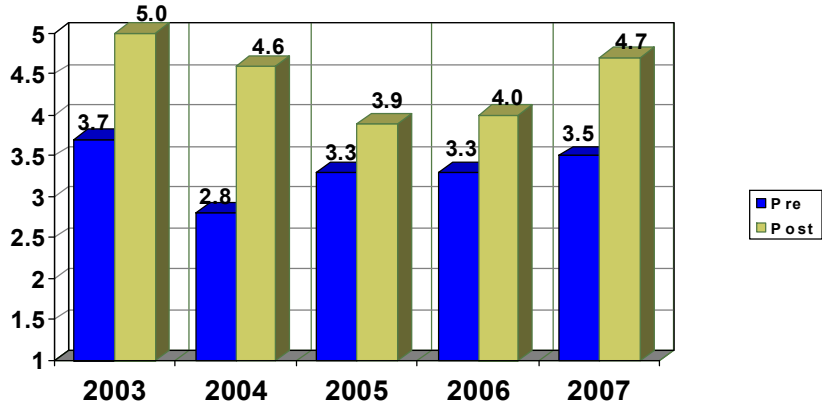
### Independence



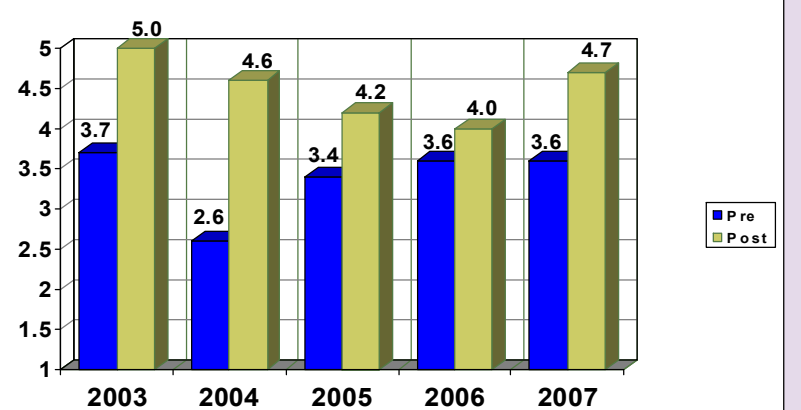
### Productivity



### Self Determination



### Integration/Inclusion



# FFY 2007 Work Plan Achievements

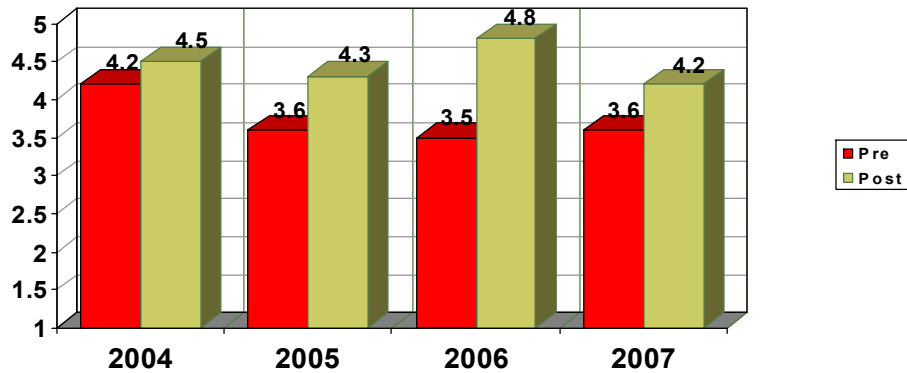
## Business Results

### D. Supplier Partner Results

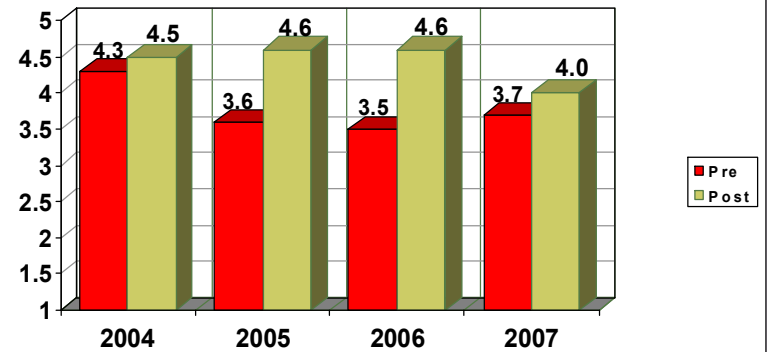
#### Hispanic Outreach

FFYs 2004-2007

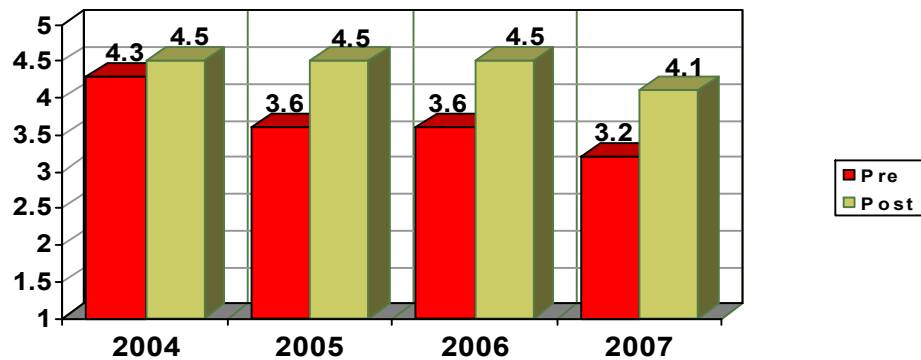
#### Independence



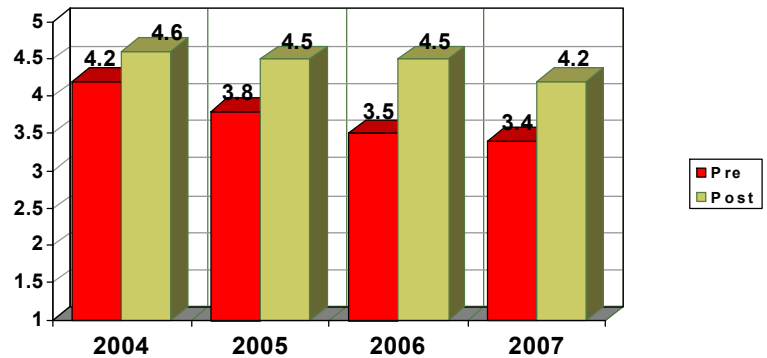
#### Productivity



#### Self Determination



#### Integration/Inclusion



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Governor's Council on Developmental Disabilities  
Department of Administration  
370 Centennial Office Building  
658 Cedar Street  
St Paul, MN 55155

Call: 651.296-4018  
MN Relay Service: 800.627.3529  
Fax: 651.297.7200  
Toll Free: 877.348.0505  
E-Mail: [admin.dd@state.mn.us](mailto:admin.dd@state.mn.us)

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