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Governor's Council on Developmental Disabilities

Business Results  
Fiscal Year 2008  
October 1, 2007 - September 30, 2008)

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FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results -- Technical Assistance and Compliments  
FFYs 2000-2008

Technical Assistance Contacts

2000	1,043
2001	1,290
2002	1,502
2003	3,013
2004	5,845
2005	7,271
2006	6,601
2007	13,740
2008	14,064 - Includes e-learning

Total Compliments  
(Helpful, Timely, Specific Product)

2000	548
2001	811
2002	1,242 -- MTARS Visit
2003	846
2004	881
2005	749
2006	796
2007	973
2008	779

FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results - Publications  
FFYs 2000-2008

Number of Publication Orders(For Print Publications)

2000	1,454
2001	2,069
2002	3,276
2003	4,255
2004	1,406
2005	410
2006	417
2007	362
2008	221

FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results - Print Publications and Downloads  
FFYs 2000-2008

Publications(Print Publications and Downloads)

2000  
publications 24,965

2001  
publications 35,702

2002  
publications 27,558

2003  
publications 36,263  
downloads 82,781  
119,044

2004  
publications 45,151

downloads 48,967  
94,118

2005  
publications 18,984  
downloads 94,404  
113,388

2006  
publications 21,201  
downloads 147,346  
168,547

2007  
publications 27,800  
downloads 263,694  
291,494

2008  
publications 20,402  
downloads 405,670  
426,072

FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results – Print Publications and Downloads  
Product Dissemination Growth  
FFYs 2002-2008

Print Publications and Downloads

2002  
Print Publications 27,558

2003  
Print Publications 36,263  
Downloads 82,781  
119,044

2004  
Print Publications 45,151  
Downloads 48,967  
94,118

2005  
Print Publications 18,984  
Downloads 94,404  
113,388

2006  
Print Publications 21,201  
Downloads 147,346  
168,547

2007  
Print Publications 27,800  
Downloads 263,694  
291,494

2008  
Print Publications 20,402  
Downloads 405,6700  
426,072

2002 = Base Line Year  
2003 = 432% increase  
2004 = 20% increase  
2005 = 126.5% increase  
2006 = 142% increase  
2007 = 173% increase  
2008 = 146% increase

FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results – Publications  
FFYs 1996-2008

Publications Evaluation Scores

1996	8.9
1997	9.1
1998	8.6
1999	8.7
2000	8.9
2001	9.2
2002	9.2
2003	9.2
2004	9.4
2005	9.2
2006	9.2
2007	9.2
2008	9.2

FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results - Publications

FFYs 2000-2008

Publication Evaluation -- Usefulness/Helpfulness = YES

2000	99%
2001	97%
2002	99%
2003	99%
2004	100%
2005	98%
2006	97%
2007	100%
2008	100%

FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results - Publication Delivery Time

3 Days Standard

FFYs 2000-2008

On Time Delivery of Publications

2000	97%
2001	96%
2002	92%
2003	94%
2004	98%
2005	100%
2006	98%
2007	99%
2008	99.50%

FFY 2008 Work Plan Achievements

Business Results

A. Customer Focus Results - Presentations and Training Participation

FFYs 2000-2008

Attendees At Presentations

2000	3,312
2001	3,993
2002	6,265
2003	2,599
2004	5,034
2005	1,505
2006	2,735
2007	4,076
2008	3,322

Presentations

Goal = 25

2000	34
2001	32
2002	36
2003	30
2004	54
2005	46
2006	34

2007 37  
2008 32

FFYs 2006-2008

E-Government  
Number of Online Learning Visits

2006 54,936  
2007 49,227  
2008 46,696  
2009

FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results - Presentations and Training Participation  
FFYs 2000-2008

Participants in Training Events  
(Training Conference Grants)

2000 1,191  
2001 1,846  
2002 1,461  
2003 1,517  
2004 3,245  
2005 3,056  
2006 2,743  
2007 2,638  
2008 2,241

FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results - Electronic Government Services  
FFYs 2006- 2008

Number of People with Developmental Disabilities Employed in Digital Imaging  
2006 50  
2007 227  
2008 489  
2009 --

FFY 2008 Work Plan Achievements  
Business Results

A. Customer Focus Results - Electronic Government Services  
FFYs 2002-2008

E-Government  
Number of Visitors  
2002 8,386 -- 3 Month Total  
2003 87,261  
2004 109,218  
2005 173,835  
2006 163,6040  
2007 185,060  
2008 202,814

E-Government  
Number of Downloads  
2002 (Data Not Collected)  
2003 82,781  
2004 48,967  
2005 94,404  
2006 147,346  
2007 263,694  
2008 405,670

FFY 2008 Work Plan Achievements  
Business Results

B. Financial and Market Results  
FFYs 2002-2008

Matching Funds  
2002 \$376,085.80

2003	\$358,912.00
2004	\$462,807.30
2005	\$442,849.56
2006	\$371,374.00
2007	\$431,323.56
2008	\$657,435.00 -- Includes legislative support for self advocacy

Goal= 25% of allocation

\$332,597  
FFY 2002

\$336,748  
FFY 2003

\$336,748  
FFY 2004

\$336,748  
FFY 2005

\$337,118  
FFY 2006

\$340,534.12  
FFY 2007

\$341,423  
FFY 2008

FFY 2008 Work Plan Achievements  
Business Results

B. Financial and Market Results  
FFYs 2000-2008

Carry Over Funds

2000	\$200,371
2001	\$209,919
2002	\$58,691
2003	\$58,873
2004	\$95,924
2005	\$166,260
2006	\$214,957
2007	\$232,344
2008	\$307,588

FFY 2008 Work Plan Achievements  
Business Results

C. Human Resource Results  
FFYs 1996-2008

Training and Development Hours on Quality

Person Hours of Training

1996	0
1997	50
1998	150
1999	538
2000	530.5
2001	440.5
2002	614.5
2003	499.5
2004	328.5
2005	328
2006	250.5
2007	467.25
2008	512.25

FFY 2008 Work Plan Achievements  
Business Results

D. Supplier Partner Results  
Partners in Policymaking®  
Years XVI-XIX (Classes 20-23)  
Longitudinal Survey Data Collected September 2008

## IPSII Results

### XVI/20

Independence 72%  
Productivity 48%  
Self Determination 72%  
Integration/Inclusion 91%

### XVII/21

Independence 88%  
Productivity 75%  
Self Determination 62%  
Integration/Inclusion 23%

### XVIII/22

Independence 100%  
Productivity 78%  
Self Determination 92%  
Integration/Inclusion 100%

### XIX/23

Independence 92%  
Productivity 69%  
Self Determination 85%  
Integration/Inclusion 69%

Class 21 - 8 people participated and expressed bad experiences during past year.

## FFY 2008 Work Plan Achievements

### Business Results

#### D. Supplier Partner Results

##### Partners in Policymaking®

End Results (IPSII)—Levels and Trends FFYs 2003-2008 (Classes 20-25)

### Independence

Class 20  
Pre 3.7  
Post 4.6

Class 21  
Pre 3.9  
Post 4.4

Class 22  
Pre 3.6  
Post 4.3

Class 23  
Pre 4.1  
Post 4.6

Class 24  
Pre 3.8  
Post 4.6

Class 25  
Pre 4.1  
Post 4.6

### Productivity

Class 20  
Pre 3.6  
Post 3.8

Class 21  
Pre 3.9  
Post 4.4

Class 22  
Pre 3.6  
Post 4.2

Class 23  
Pre 4.1  
Post 4.8

Class 24  
Pre 3.8  
Post 4.6

Class 25  
Pre 3.8  
Post 4.5

Self Determination  
Class 20  
Pre 3.6  
Post 4.4

Class 21  
Pre 2.7  
Post 4.4

Class 22  
Pre 3.3  
Post 4.2

Class 23  
Pre 4.0  
Post 4.6

Class 24  
Pre 3.7  
Post 4.4

Class 25  
Pre 4.1  
Post 4.5

Integration/Inclusion  
Class 20  
Pre 3.6  
Post 3.4

Class 21  
Pre 3.3  
Post 4.2

Class 22  
Pre 3.4  
Post 3.9

Class 23  
Pre 3.6  
Post 4.5

Class 24  
Pre 3.6  
Post 4.4

Class 25  
Pre 3.5  
Post 4.4

FFY 2008 Work Plan Achievements  
Business Results

D. Supplier Partner Results  
African American Outreach  
End Results (IPSII)  
FFYs 2003-2008

Independence  
2003  
Pre 3.7  
Post 5.0

2004  
Pre 3.8  
Post 4.6

2005  
Pre 3.6  
Post 4.3

2006  
Pre 4.0  
Post 3.7

2007



Pre 3.6  
Post 4.4

2008  
Pre 4  
Post 4.4

Productivity  
2003  
Pre 4.0  
Post 5.0

2004  
Pre 3.8  
Post 3.8

2005  
Pre 3.6  
Post 4.0

2006  
Pre 3.3  
Post 4.0

2007  
Pre 4.3  
Post 4.7

2008  
Pre 3.4  
Post 4.5

Self Determination  
2003  
Pre 3.7  
Post 5.0

2004  
Pre 2.8  
Post 4.6

2005  
Pre 3.3  
Post 3.9

2006  
Pre 3.3  
Post 4.0

2007  
Pre 3.5  
Post 4.7

2008  
Pre 3.7  
Post 4.4

Integration/Inclusion  
2003  
Pre 3.7  
Post 5.0

2004  
Pre 2.6  
Post 4.6

2005  
Pre 3.4  
Post 4.2

2006  
Pre 3.6  
Post 4.0

2007  
Pre 3.6  
Post 4.7

2008  
Pre 3.8  
Post 4.9

FFY 2008 Work Plan Achievements  
Business Results

D. Supplier Partner Results  
Hispanic Outreach  
End Results (IPSII)  
FFYs 2004-2008

Independence

2004

Pre 4.7  
Post 4.5

2005

Pre 3.6  
Post 4.3

2006

Pre 3.5  
Post 4.8

2007

Pre 3.6  
Post 4.2

2008

Pre 3.3  
Post 3.5

Productivity

2004

Pre 4.3  
Post 4.5

2005

Pre 3.6  
Post 4.6

2006

Pre 3.5  
Post 4.6

2007

Pre 3.7  
Post 4.0

2008

Pre 3.7  
Post 3.8

Self Determination

2004

Pre 4.3  
Post 4.5

2005

Pre 3.6  
Post 4.5

2006

Pre 3.6  
Post 4.5

2007

Pre 3.2  
Post 4.1

2008

Pre 3.1  
Post 3.5

Integration/Inclusion

2004

Pre 4.2  
Post 4.6

2005

Pre 3.8  
Post 4.5

2006  
Pre 3.5  
Post 4.5

2007  
Pre 3.4  
Post 4.2

2008  
Pre 3.0  
Post 3.7

FFY 2008 Work Plan Achievements  
Business Results

D. Supplier/Partner Results  
Self Advocacy SFY 2008 (State Funds)  
(SE, SW, NE Regions)

Number of Training Sessions  
Southeast 13  
Southwest 19  
Northeast 8

Self Advocates Attending Training Sessions  
Southeast 165  
Southwest 438  
Northeast 81

Self Advocates as Teachers/Trainers  
Southeast 13  
Southwest 24  
Northeast 15

Training Sessions Evaluation Results

Knowledge  
Southeast 4.5  
Southwest 4.7  
Northeast 4.6

Usefulness  
Southeast 4.6  
Southwest 4.6  
Northeast 4.5

Quality  
Southeast 4.4  
Southwest 4.8  
Northeast 4.7

FFY 2008 Work Plan Achievements  
Business Results

D. Supplier/Partner Results  
Self Advocacy SFY 2008 (State Funds)  
(SE, SW, NE Regions)  
End Results (IPSII) (%=Yes)

Independence  
Southeast 98%  
Southwest 88%  
Northeast 100%

Productivity  
Southeast 80%  
Southwest 72%  
Northeast 83%

Self Determination  
Southeast 96%  
Southwest 90%  
Northeast 94%

Integration/Inclusion  
Southeast 96%  
Southwest 87%  
Northeast 90%

FFY 2008 Work Plan Achievements  
Business Results

D. Supplier/Partner Results  
Self Advocacy FFY 2008(Federal Funds)  
(Central, NW Regions)

Number of Training Sessions

Central 14  
Northwest 14

Self Advocates Attending Training Sessions

Central 236  
Northwest 1,092

Self Advocates as Teachers/Trainers

Central 31  
Northwest 24

Training Sessions Evaluation Results

Knowledge  
Central 4.6  
Northwest 4.6

Usefulness

Central 4.6  
Northwest 4.6

Quality

Central 4.4  
Northwest 4.6

FFY 2008 Work Plan Achievements  
Business Results

D. Supplier/Partner Results  
Self Advocacy SFY 2008 (Federal Funds)  
(Central, NW Regions)  
End Results (IPSII) (%=Yes)

Independence  
Central 88%  
Northwest 90%

Productivity  
Central 80%  
Northwest 84%

Self Determination  
Central 92%  
Northwest 92%

Integration/Inclusion  
Central 90%  
Northwest 92%

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