

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

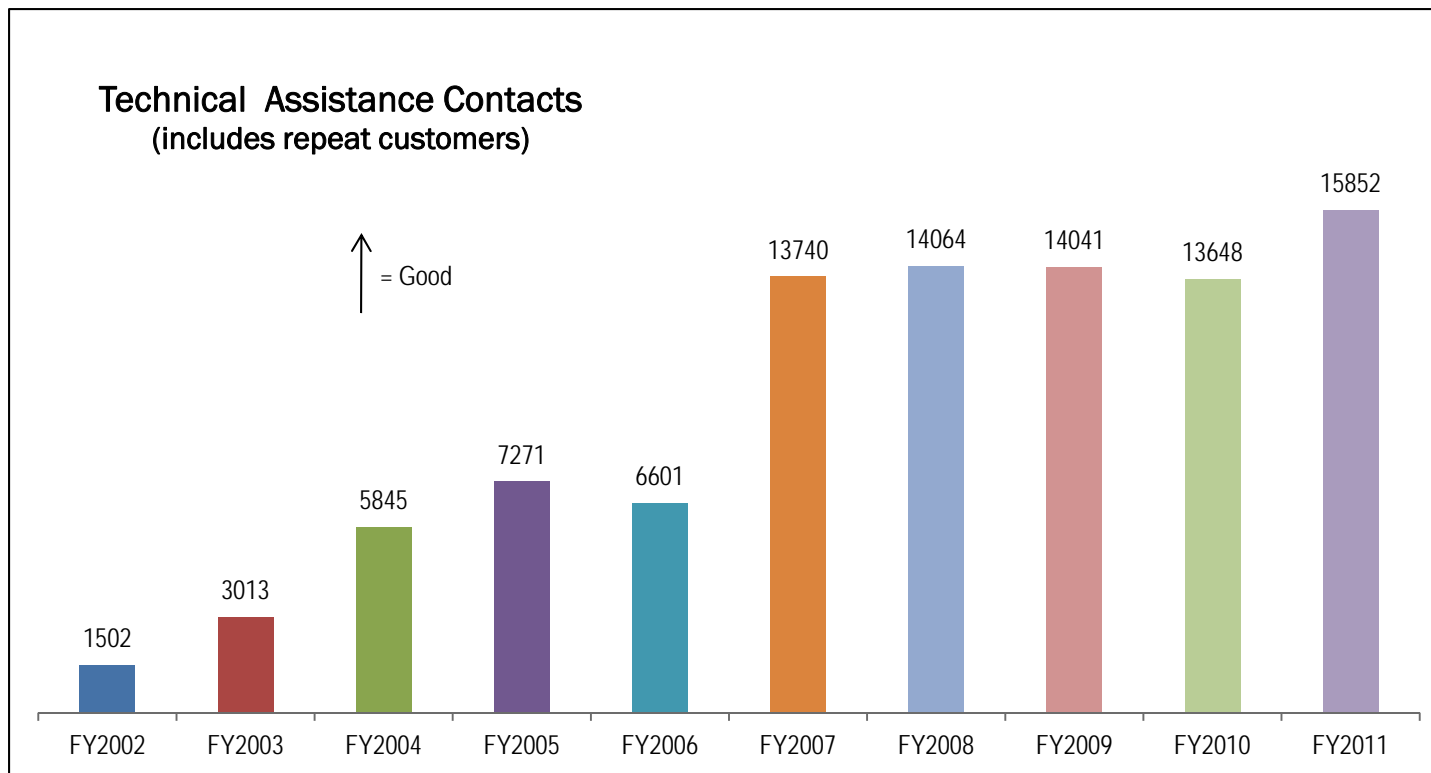
Minnesota Governor's Council on Developmental Disabilities  
Department of Administration  
370 Centennial Office Building  
658 Cedar Street  
St. Paul, Minnesota 55155  
(651) 296-4018 voice  
(877) 348-0505 toll free  
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Minnesota Relay Service: (800)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

# Minnesota Governor's Council on Developmental Disabilities Business Results

Federal Fiscal Year 2011  
(October 1, 2010 - September 30, 2011)

# FFY 2011 Business Results

## Customer Focus Results A. Technical Assistance Contacts FFYs 2002 - 2011



FFY 2008: MNDisability.Gov launched

Includes e-learning

Government shutdown during July 2011

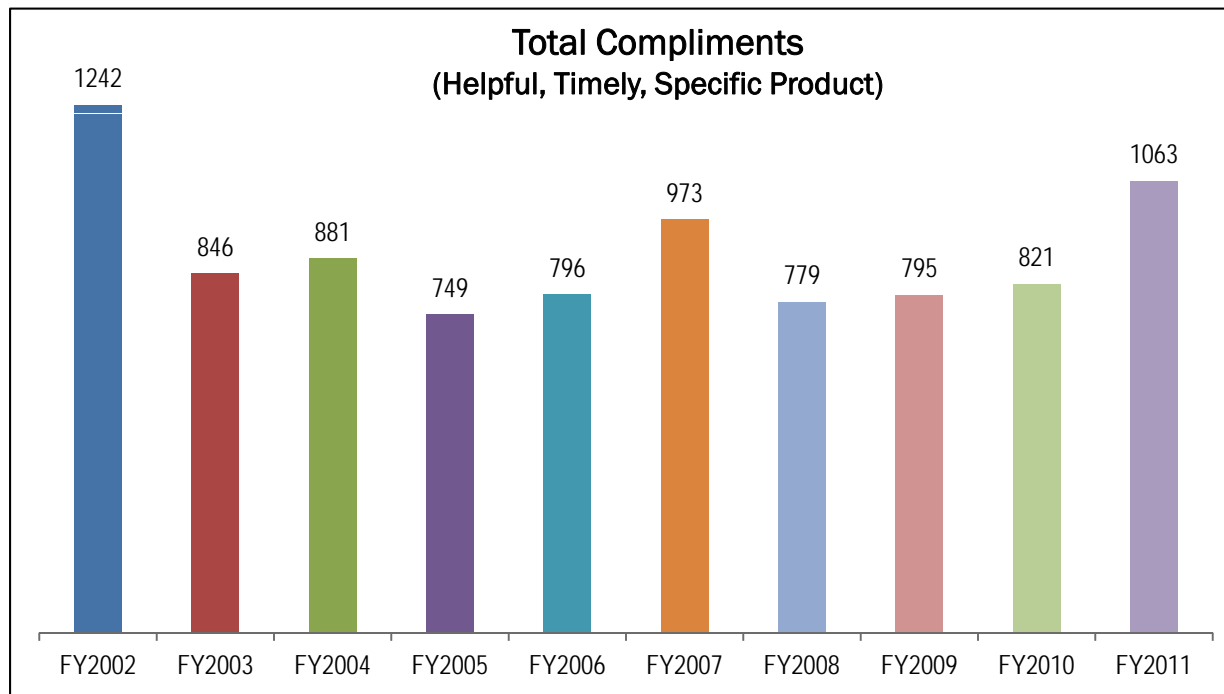
# FFY 2011 Business Results

## Customer Focus Results

### B. Total Compliments (mail/email)

For technical assistance and specific products and services  
(web site, presentations, Partners in Policymaking courses)

FFYs 2002 - 2011



↑ = Good

↓  
MTARS visit

Note: Compliments are searched for actionable items

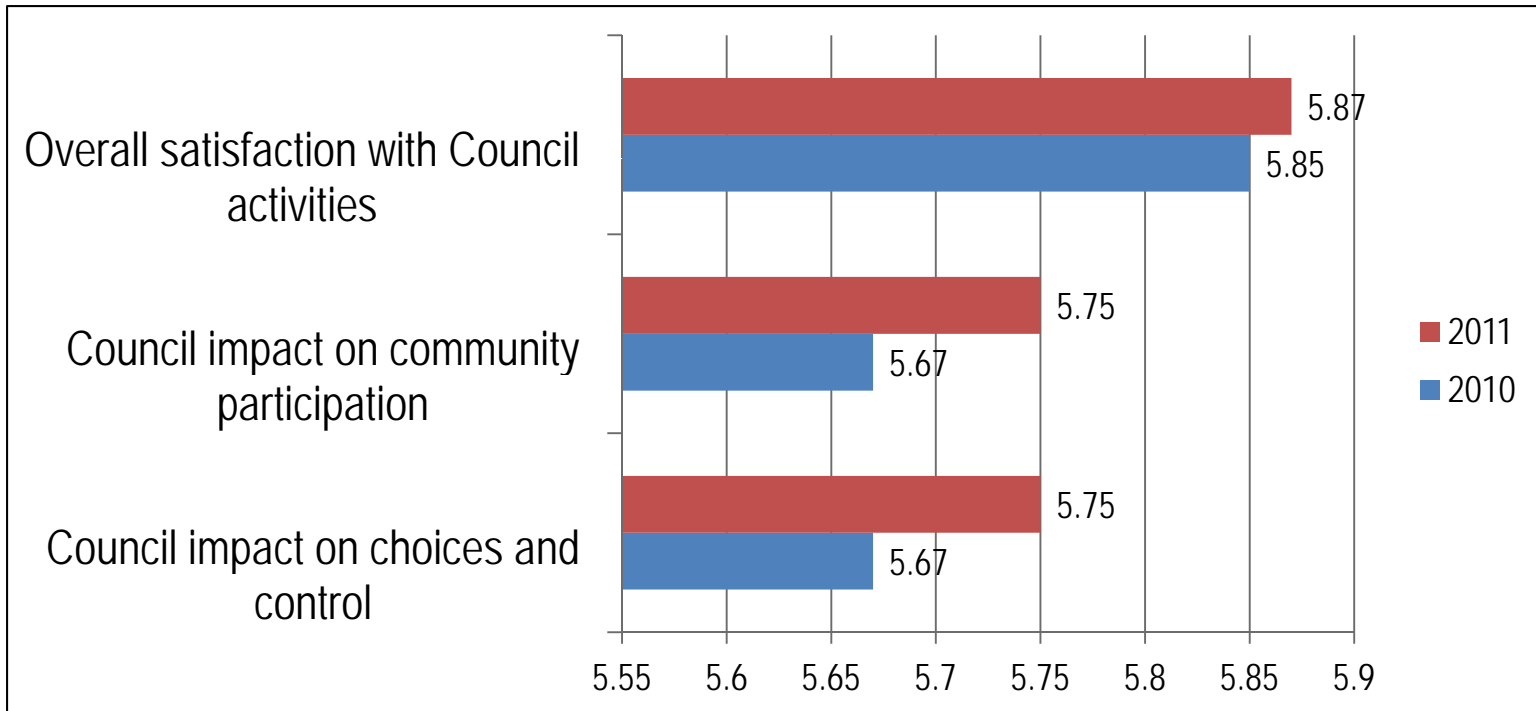
Government shutdown during July 2011

# FFY 2011

## Business Results

### Customer Focus Results

C. Stakeholder Survey Ratings (scale of 1 – 6; 6 = highest)  
FFYs 2010 - 2011



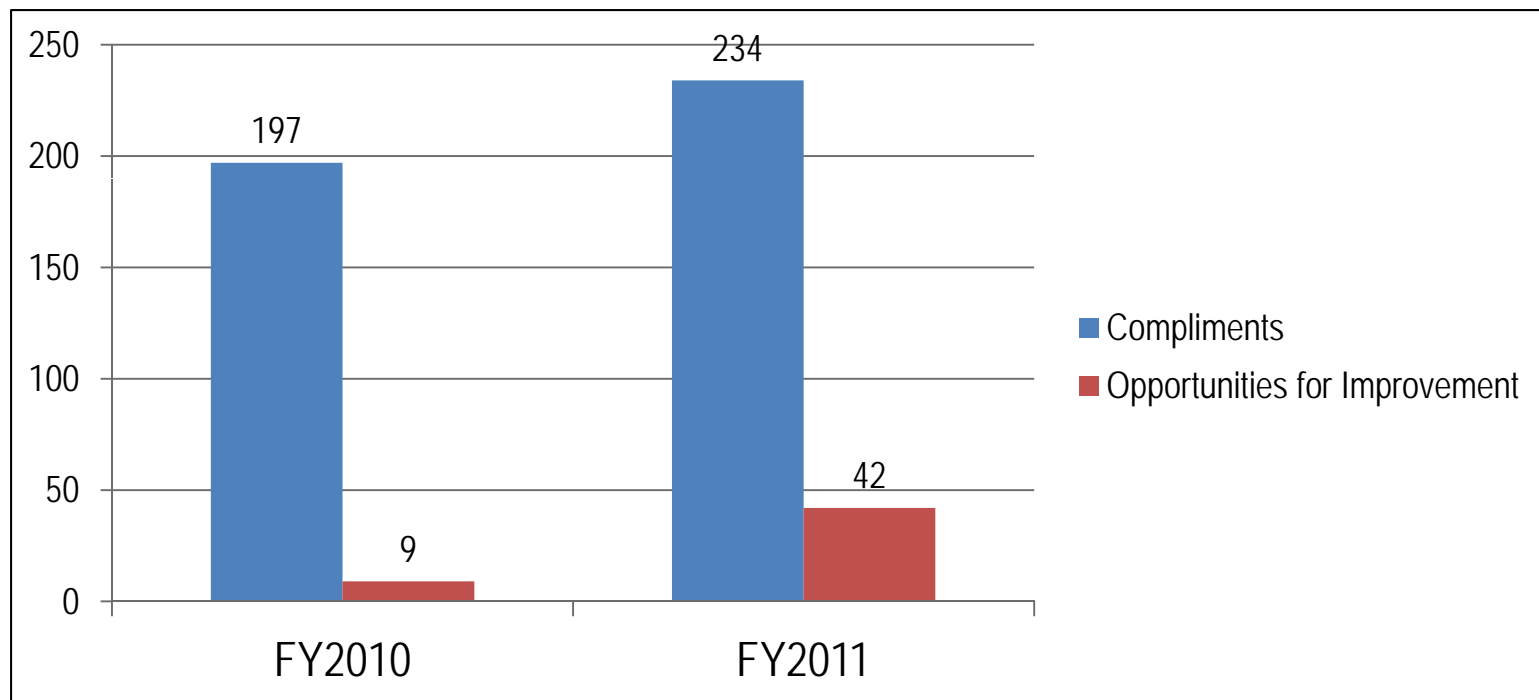
Government shutdown during July 2011

# FFY 2011

## Business Results

### Customer Focus Results

#### D. Stakeholder Surveys - Compliments and Opportunities for Improvement FFYs 2010 - 2011



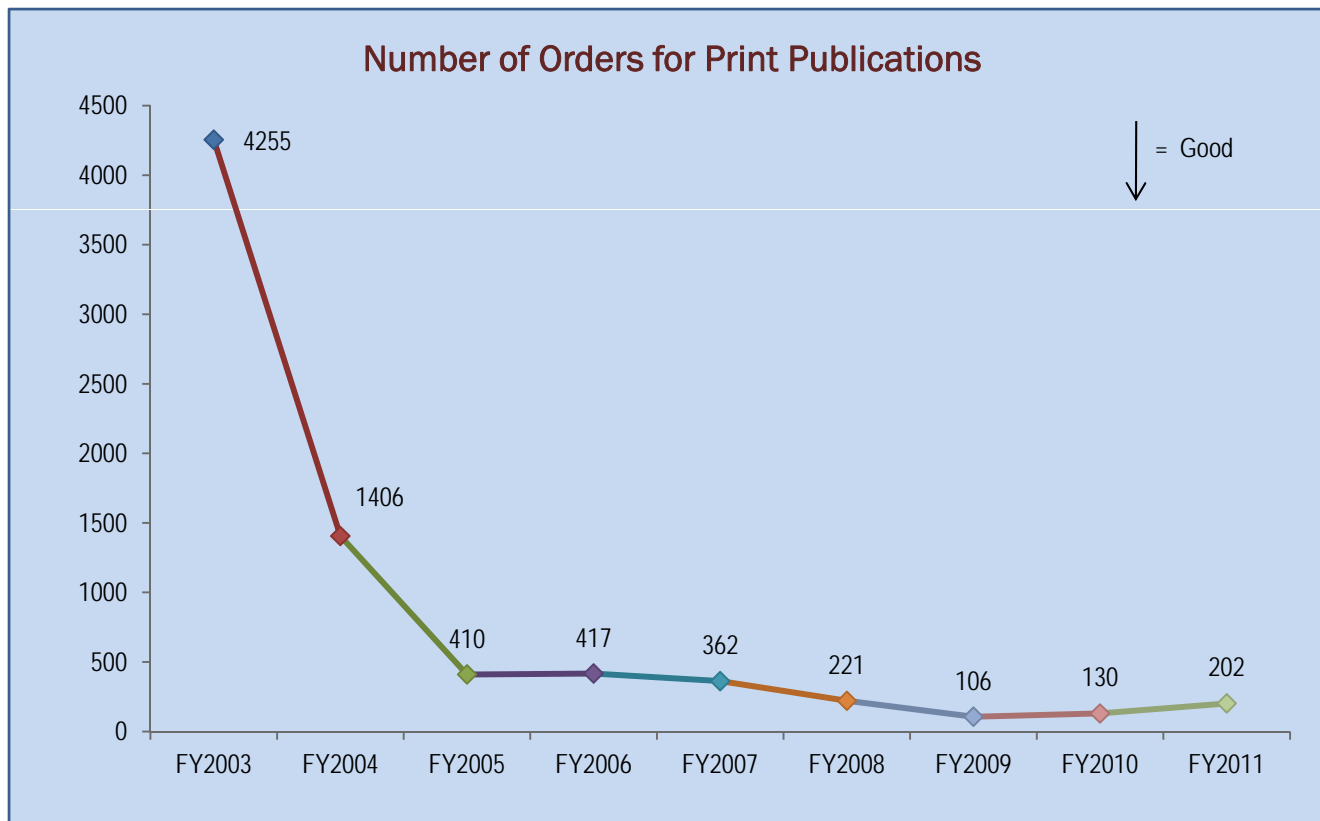
2010: Total of 73 respondents

2011: Total of 92 respondents

Government shutdown during July 2011

# FFY 2011 Business Results

Customer Focus Results  
E. Publication Orders  
FFYs 2003 - 2011

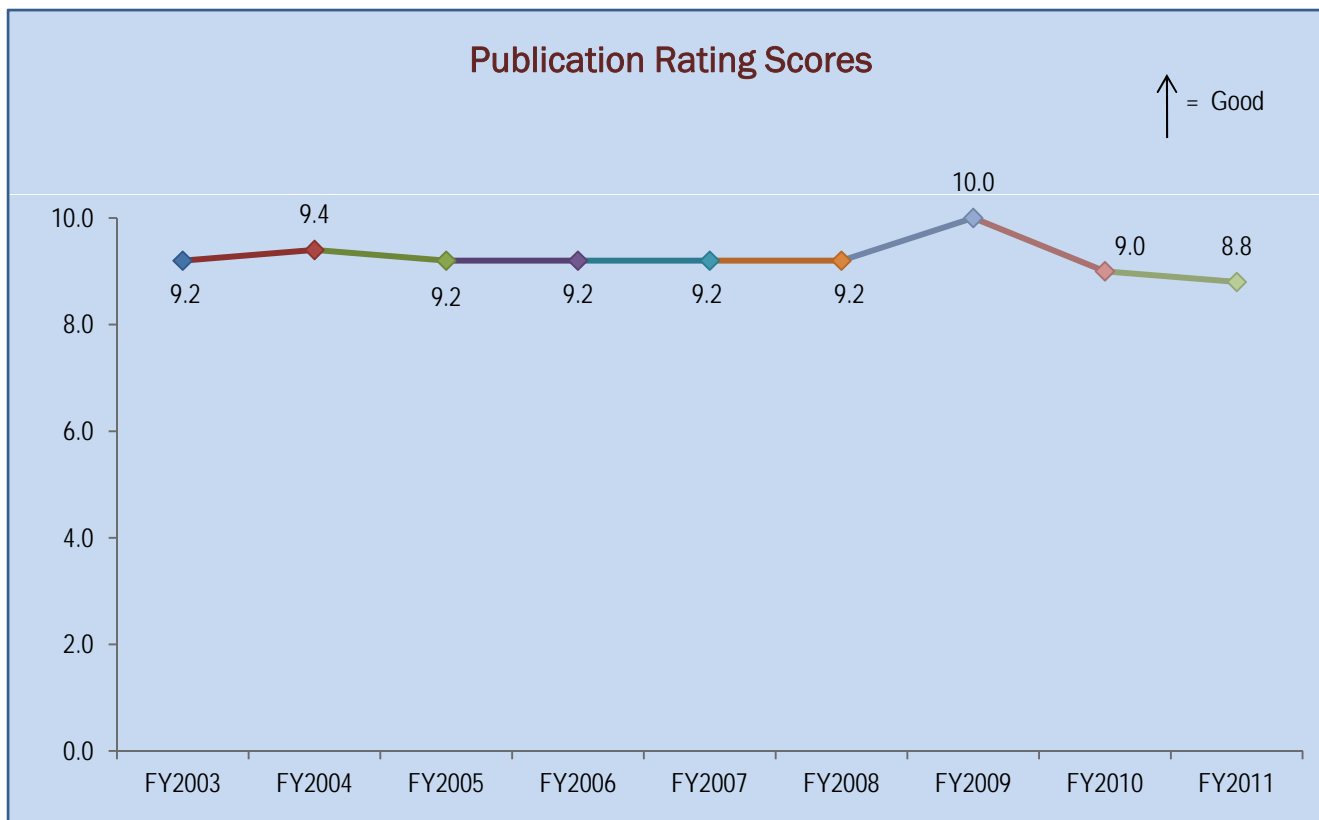


Government shutdown during July 2011

Print publications are treated as an alternative to electronic versions and downloads

# FFY 2011 Business Results

Customer Focus Results  
F. Publications Rating (scale of 1 – 10; 10 = highest)  
FFYs 2003 - 2011



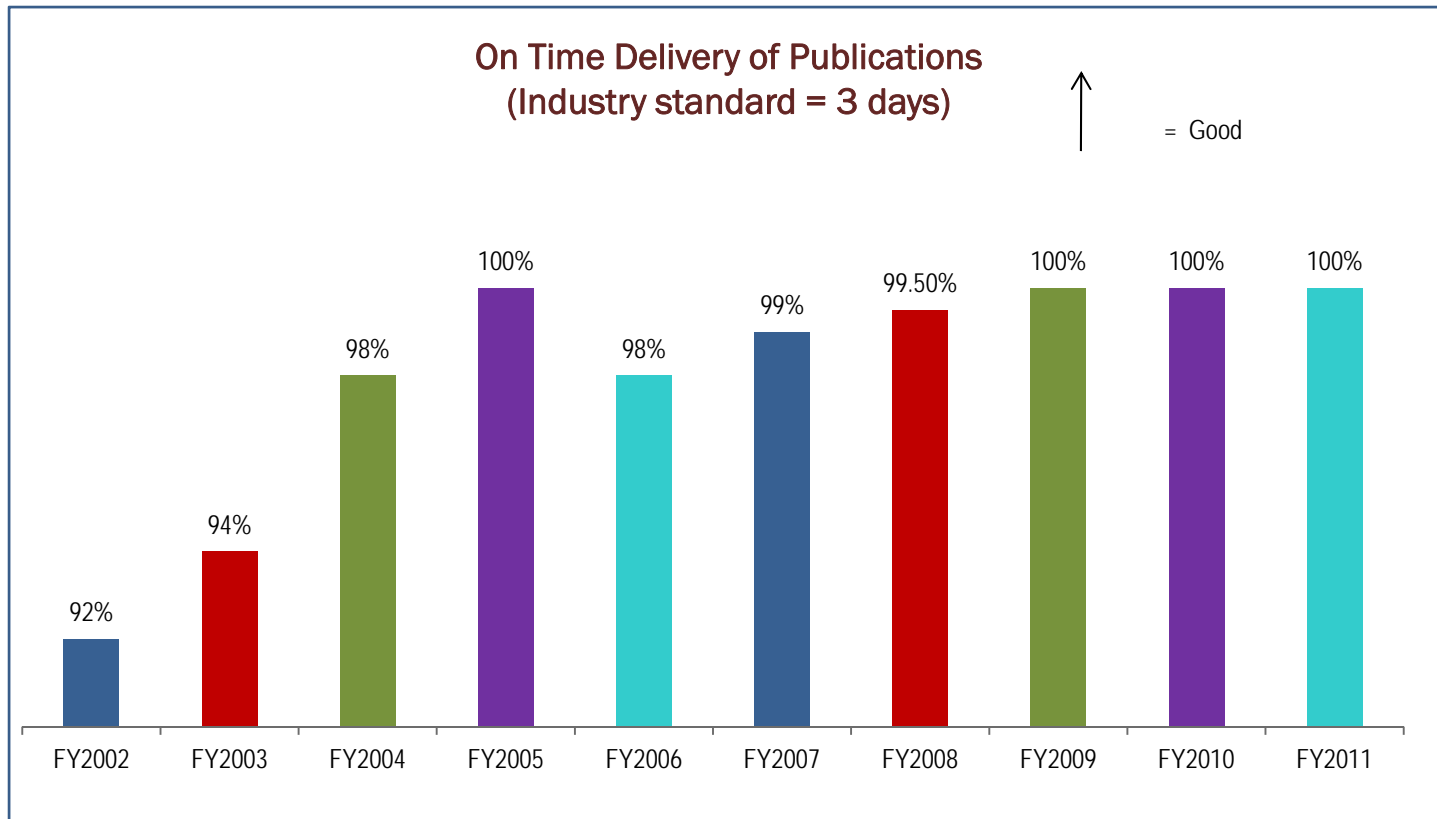
Government shutdown during July 2011



# FFY 2011

## Business Results

Customer Focus Results  
G. Publication Delivery Time  
FFYs 2002 - 2011

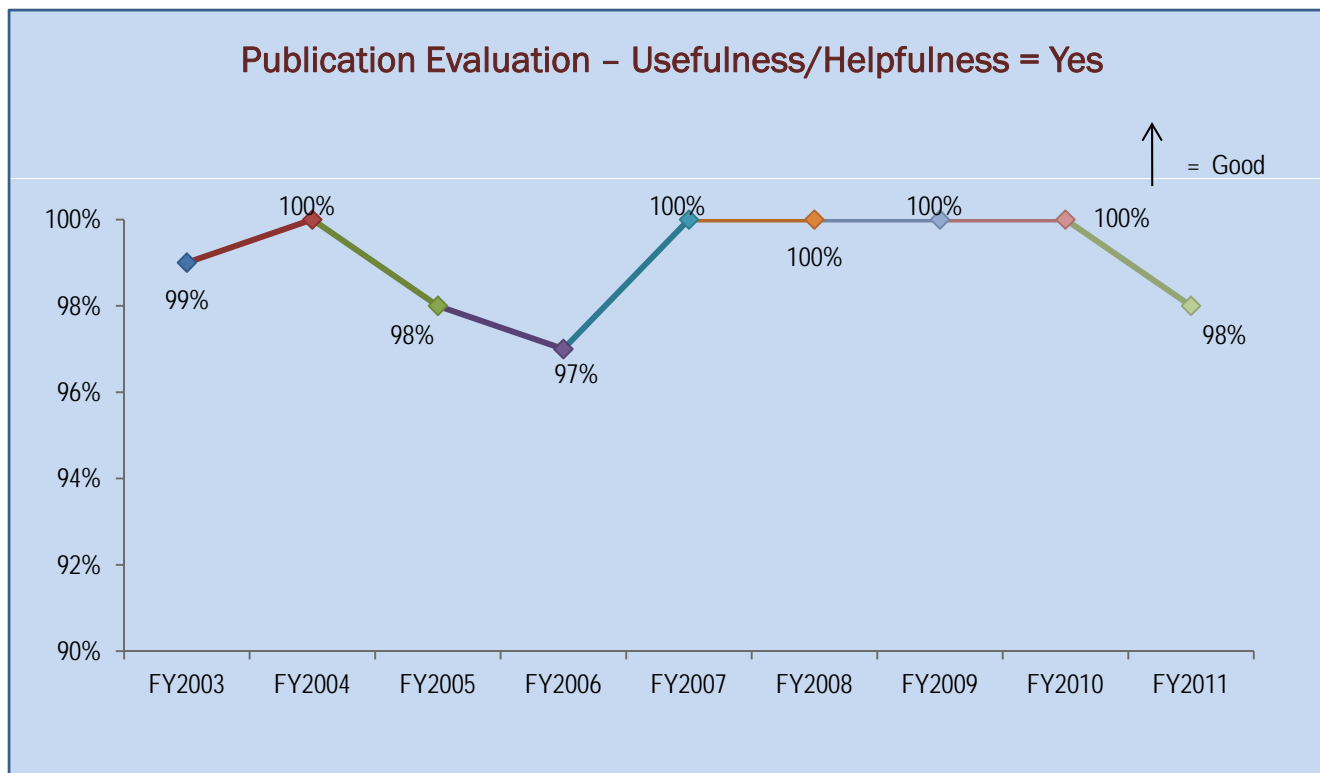


Government shutdown during July 2011

# FFY 2011

## Business Results

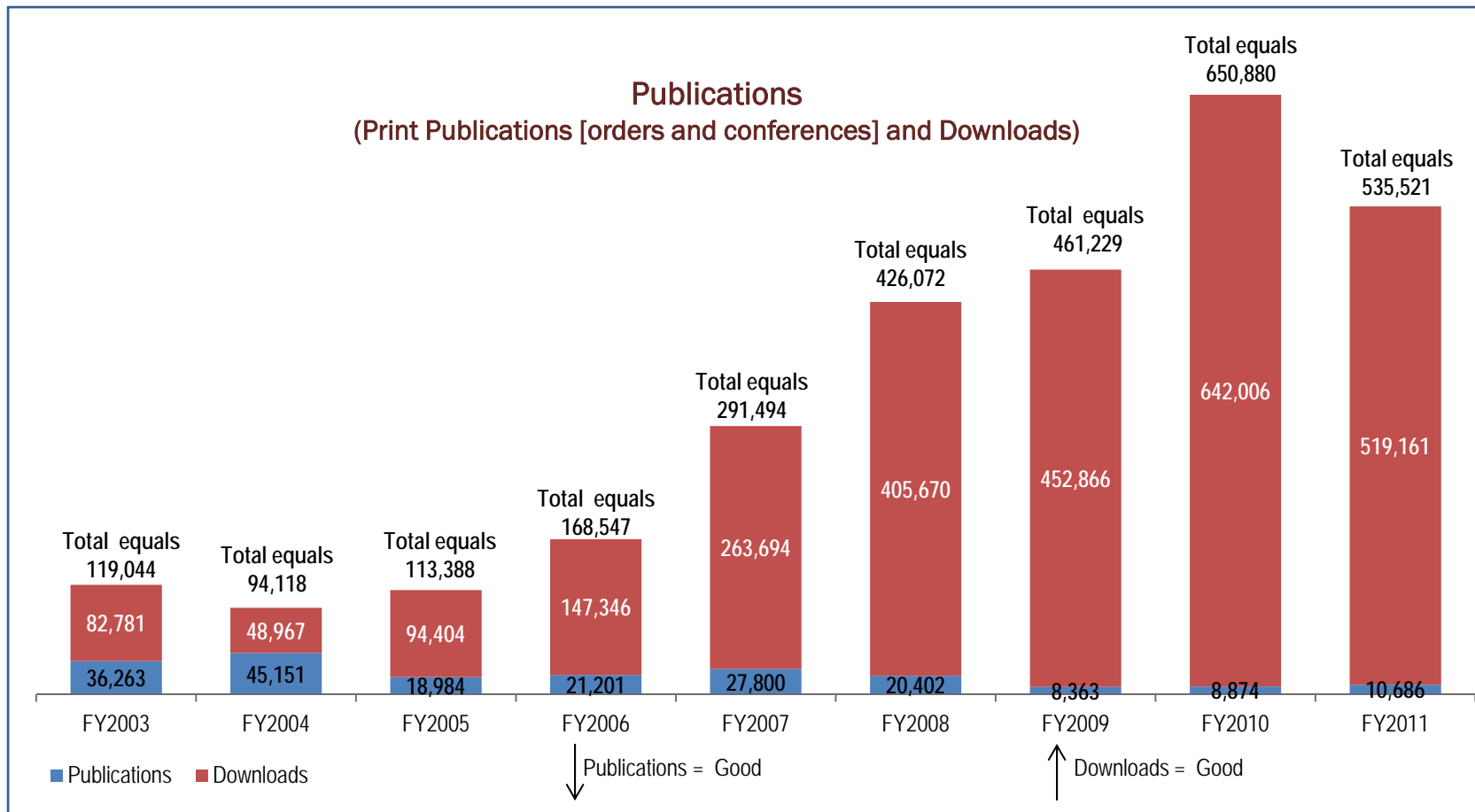
Customer Focus Results  
H. Publication Evaluation  
FFYs 2003 - 2011



FFY2011: ASD Emergency Planning Kits were evaluated at AuSM Conference

# FFY 2011 Business Results

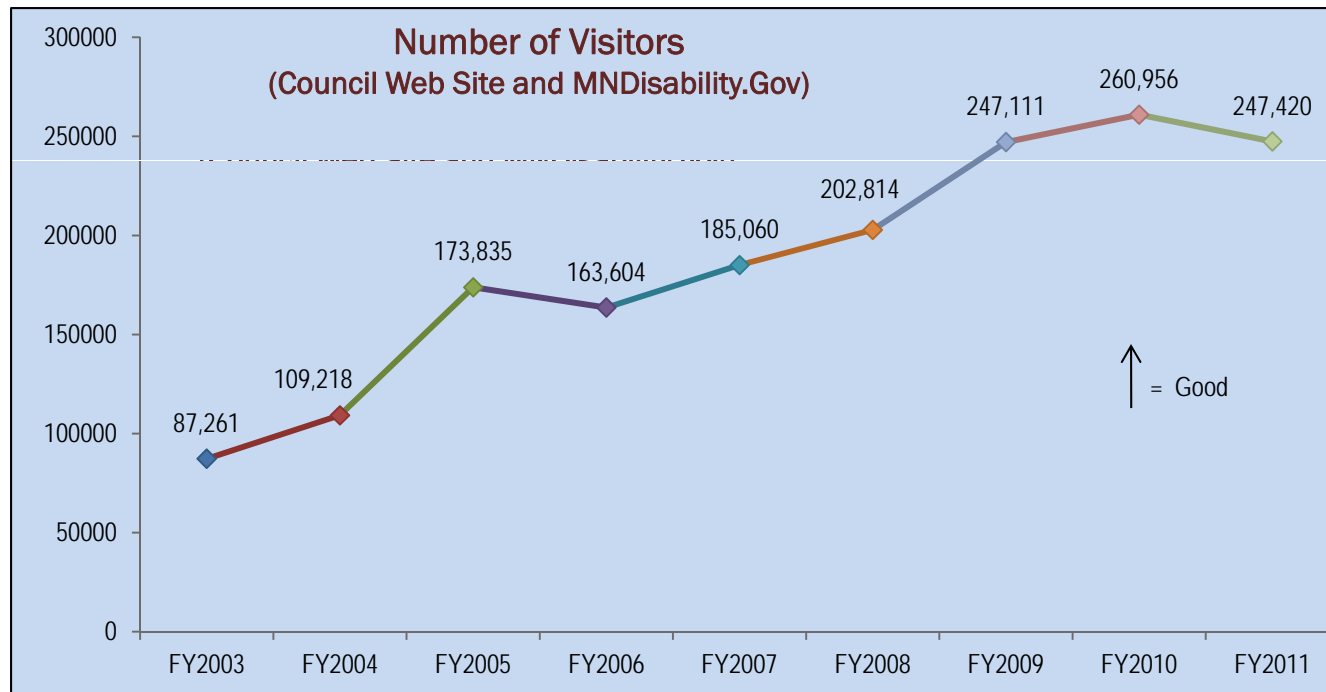
## Customer Focus Results I. Print Publications and Downloads FFYs 2003 - 2011



Government shutdown during July 2011

# FFY 2011 Business Results

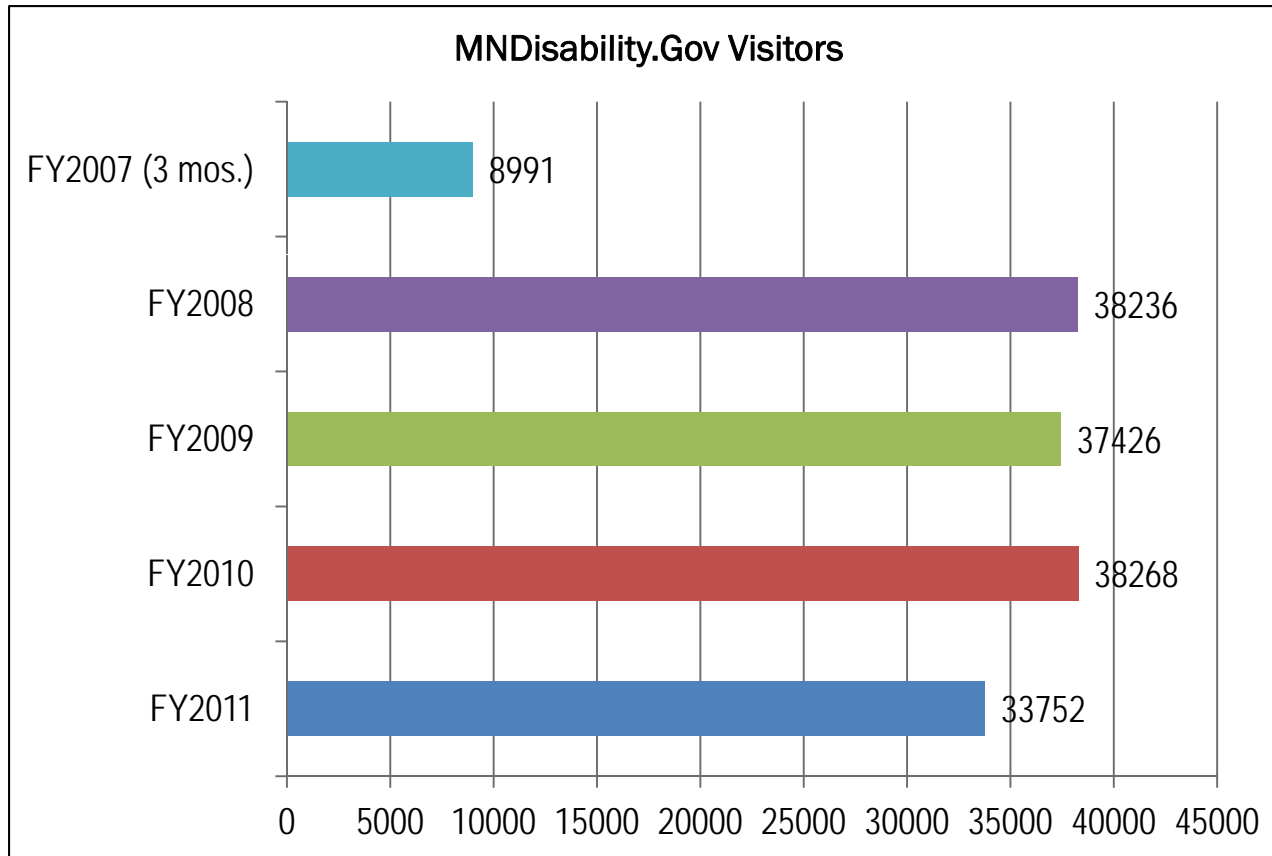
## Customer Focus Results J. Electronic Government Services - Visitors FFYs 2003 – 2011



Government shutdown during July 2011

# FFY 2011 Business Results

Customer Focus Results  
K. MNDisability.Gov Visitors



Government shutdown during July 2011

# FFY 2011

## Business Results

### Customer Focus Results

#### L. Facebook Users and M. Number of Facebook Visits/Views

| L. Facebook Users |                                |
|-------------------|--------------------------------|
| Year              | Total number across all months |
| 2011              | 998                            |

| M. Number of Facebook Visits/Views |                                |
|------------------------------------|--------------------------------|
| Year                               | Total number across all months |
| 2011                               | 8196                           |

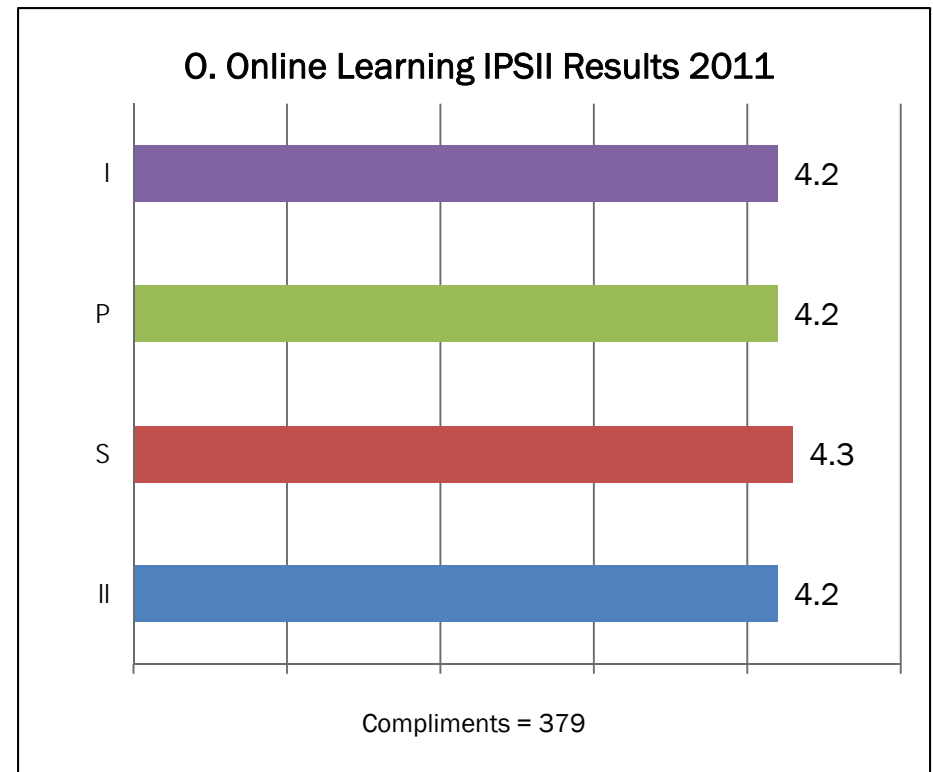
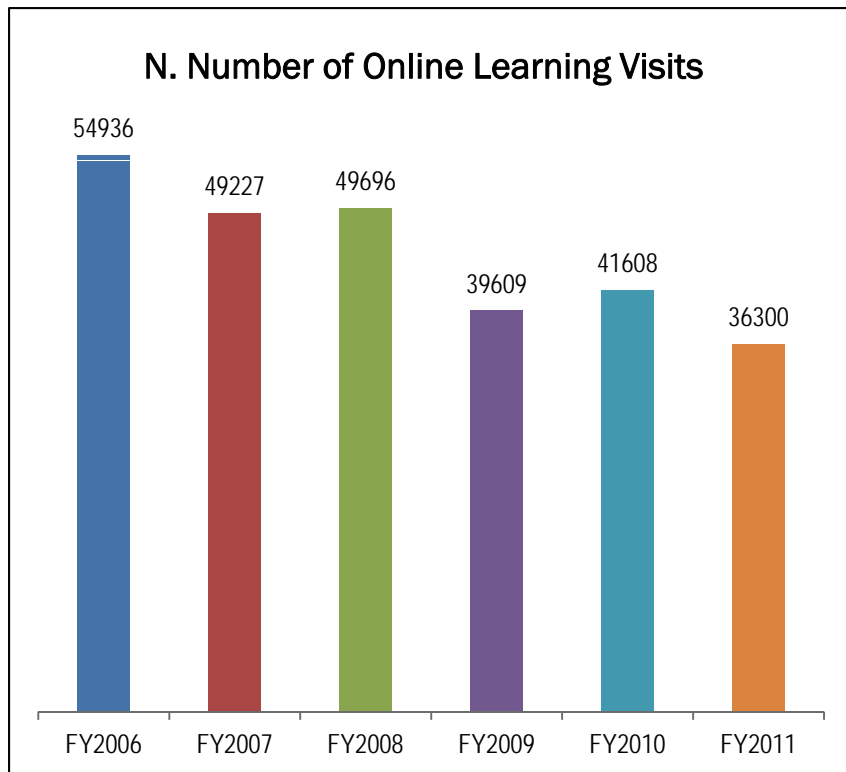
Government shutdown during July 2011

# FFY 2011

## Business Results

### Customer Focus Results

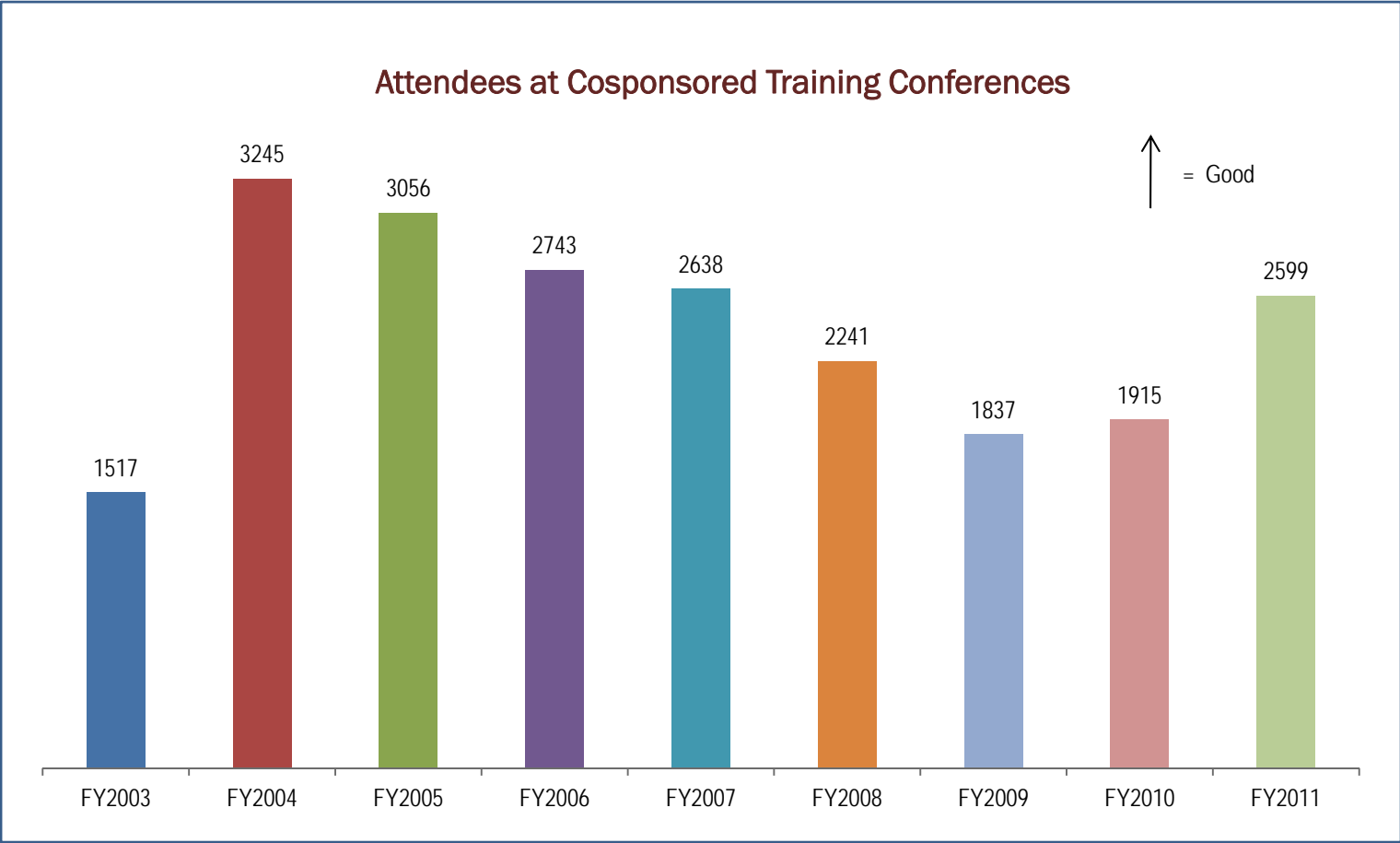
N. E-Government Services - Online Learning Visits and  
O. Online Learning IPSII Results (scale of 1 – 5; 5 = highest)  
FFYs 2006 - 2011



Government shutdown during July 2011

# FFY 2011 Business Results

Customer Focus Results  
P. Cosponsored Training Conferences - Attendees  
FFYs 2003 - 2011





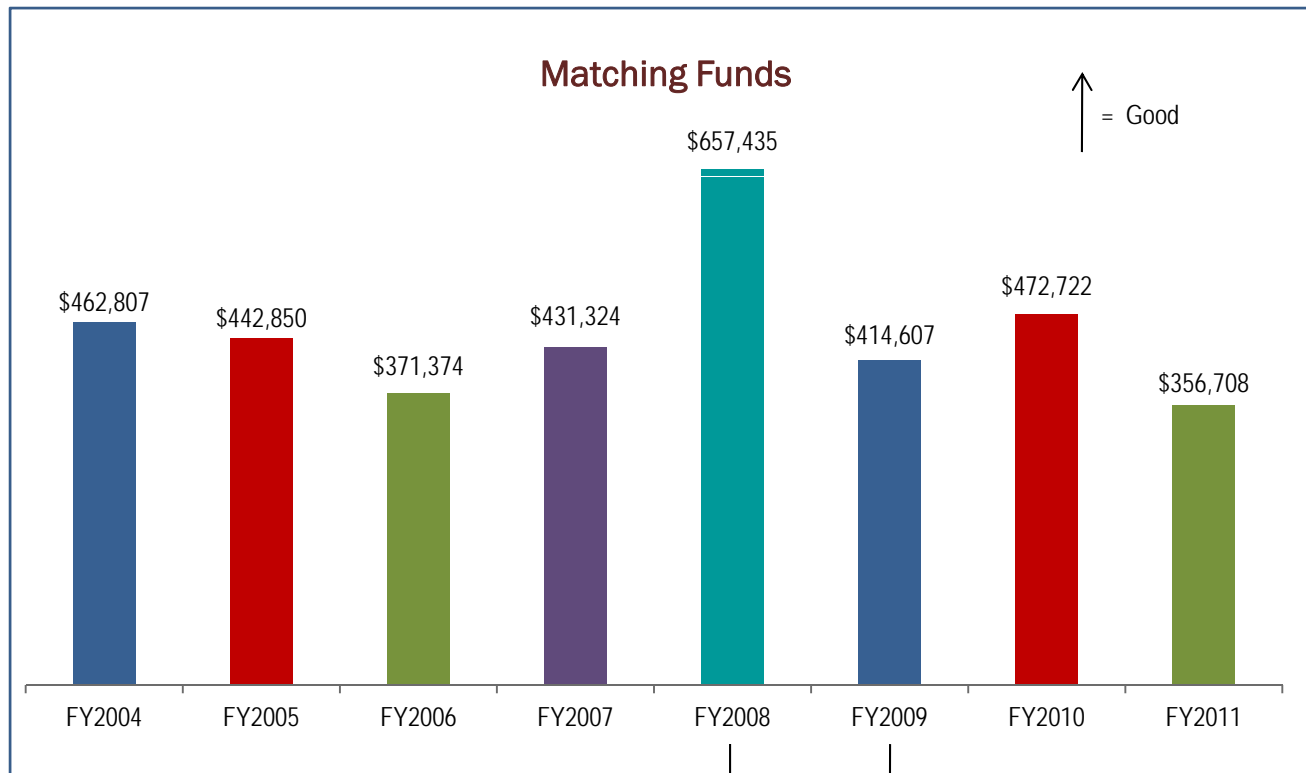
# FFY 2011

## Business Results

### Financial and Market Results

#### A. Matching Funds (25% of Federal Allocation)

#### FFYs 2004 - 2011



Goal = 25% Match

\$336,748.00  
FFY2004

\$336,748.00  
FFY2005

\$337,118.00  
FFY2006

\$340,534.12  
FFY2007

\$341,423.00  
FFY2008

\$341,423.00  
FFY2009

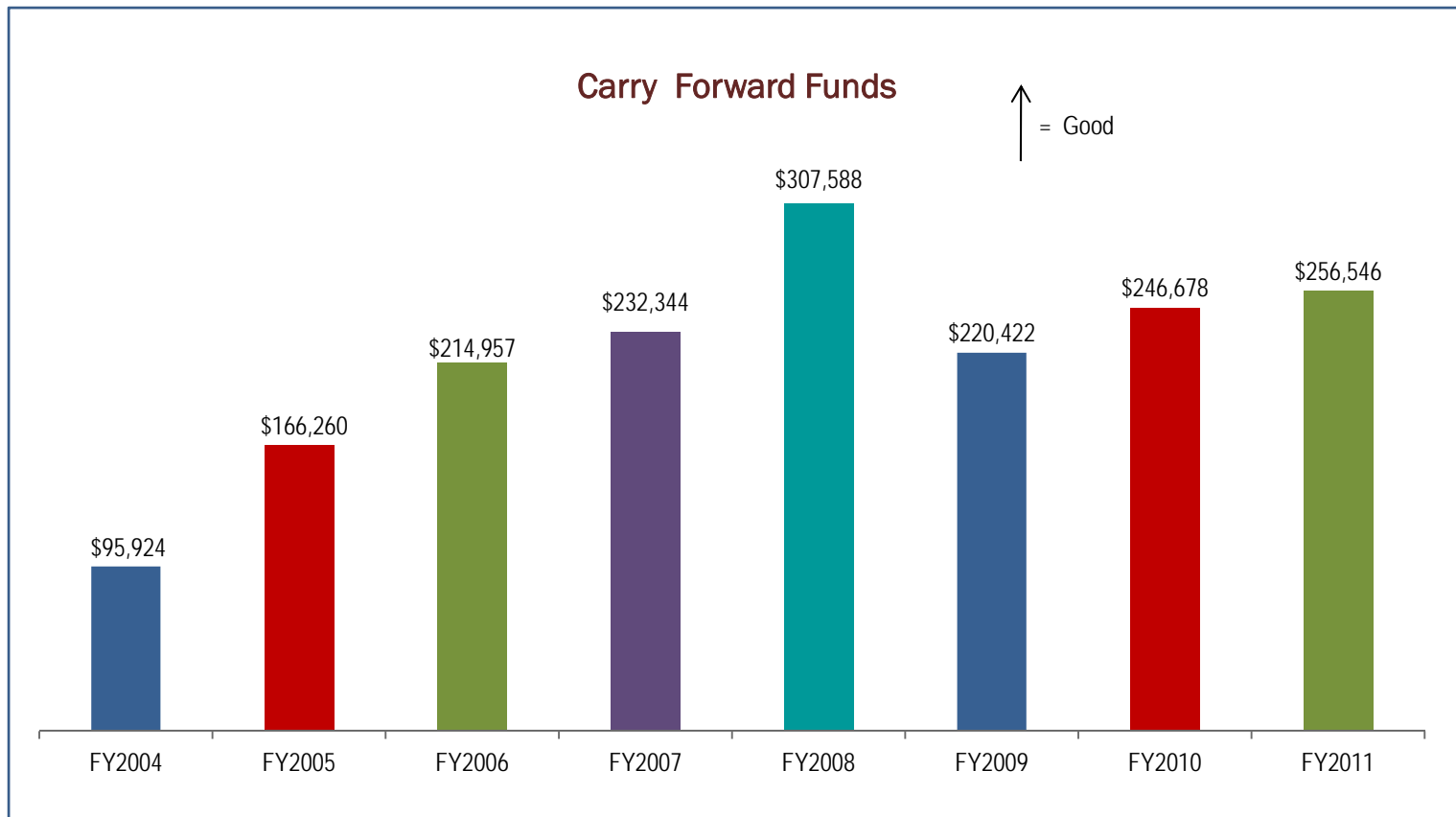
\$341,423.00  
FFY2010

\$340,740.00  
FFY2011

Includes legislative support for self advocacy  
totaling over \$100,00 per year

# FFY 2011 Business Results

## Financial and Market Results B. Carry Forward Funds FFYs 2004 - 2011



Government shutdown during July 2011

# FFY 2011 Business Results

## Human Resource Results A. Training Hours on Quality Improvement FFYs 2002 - 2011



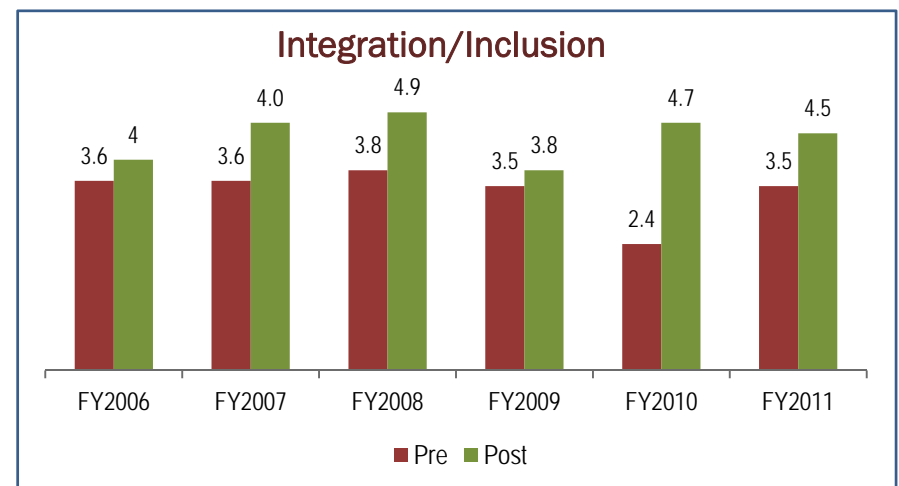
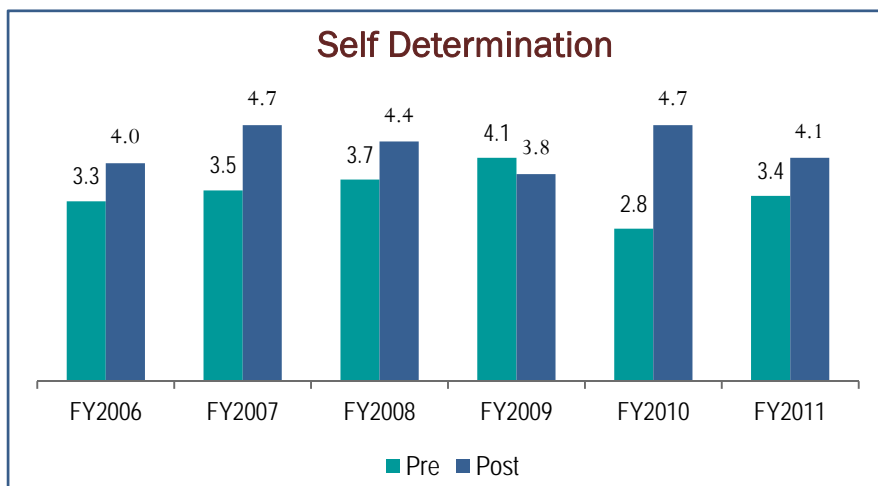
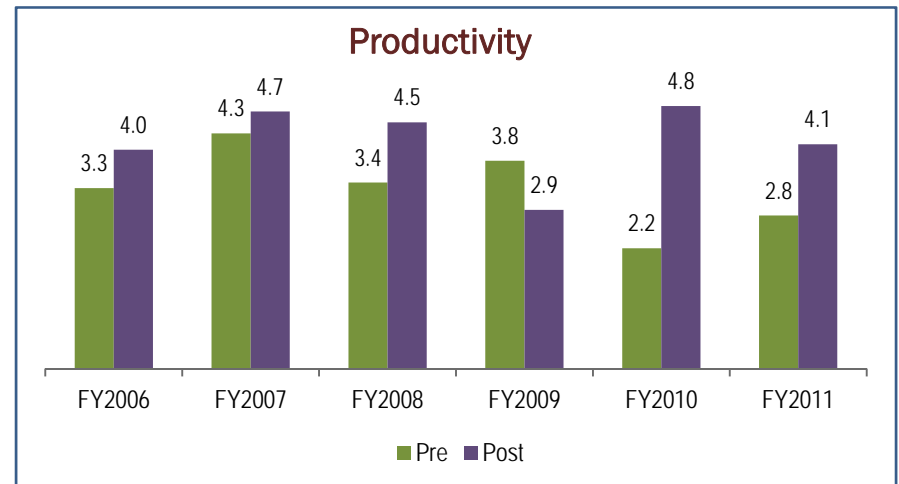
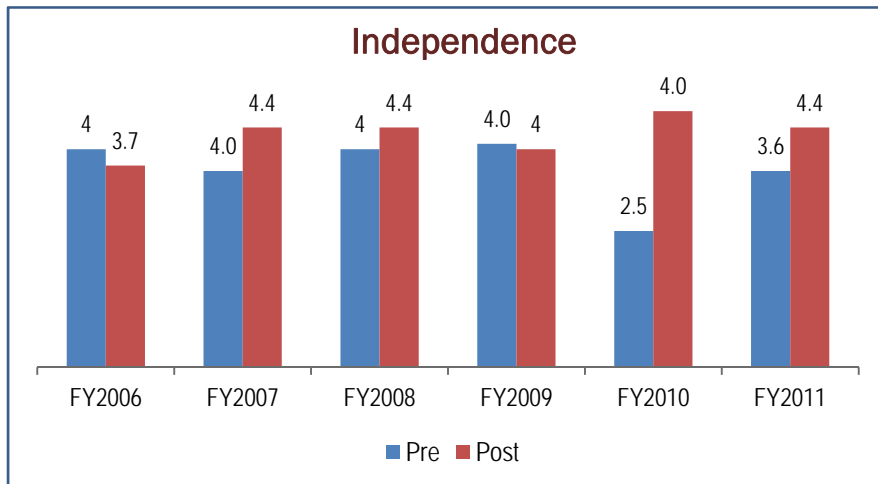
Government shutdown during July 2011

# FFY 2011

## Business Results

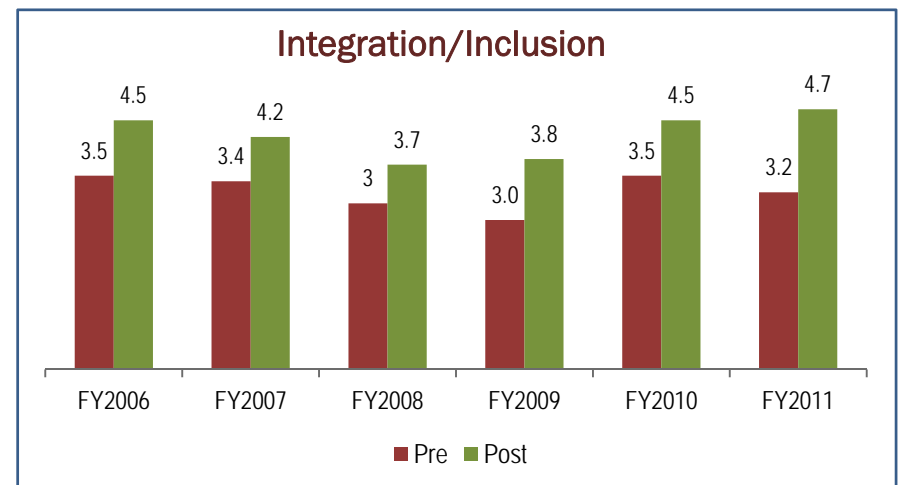
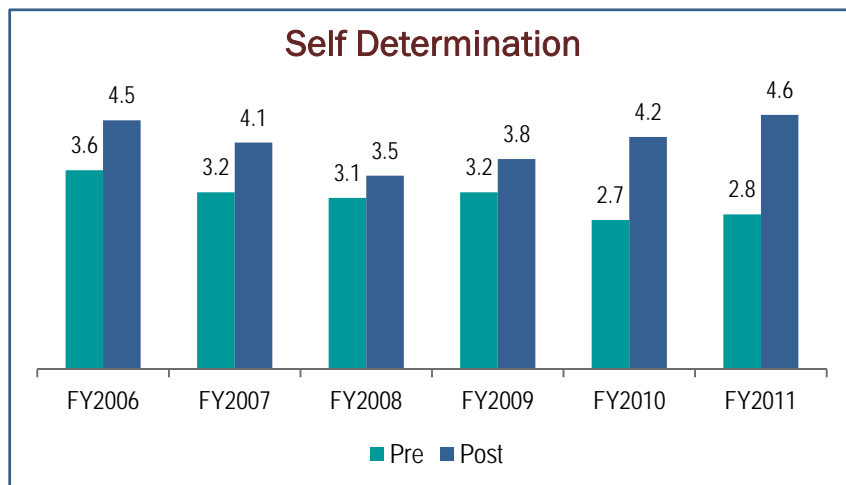
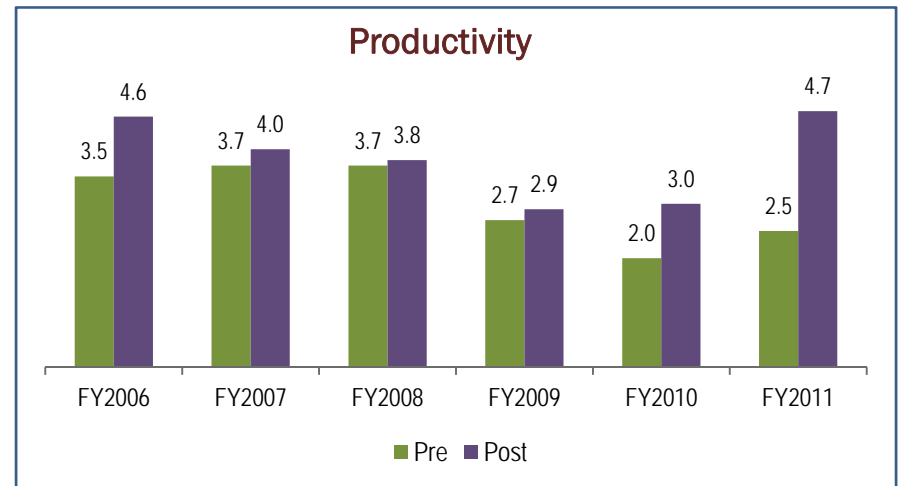
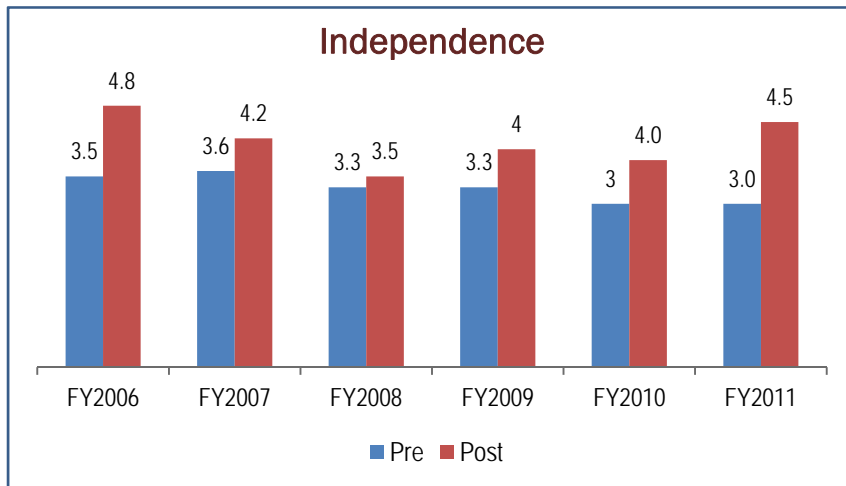
### Supplier / Partner Results

#### A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest) Levels and Trends FFYs 2006 – 2011



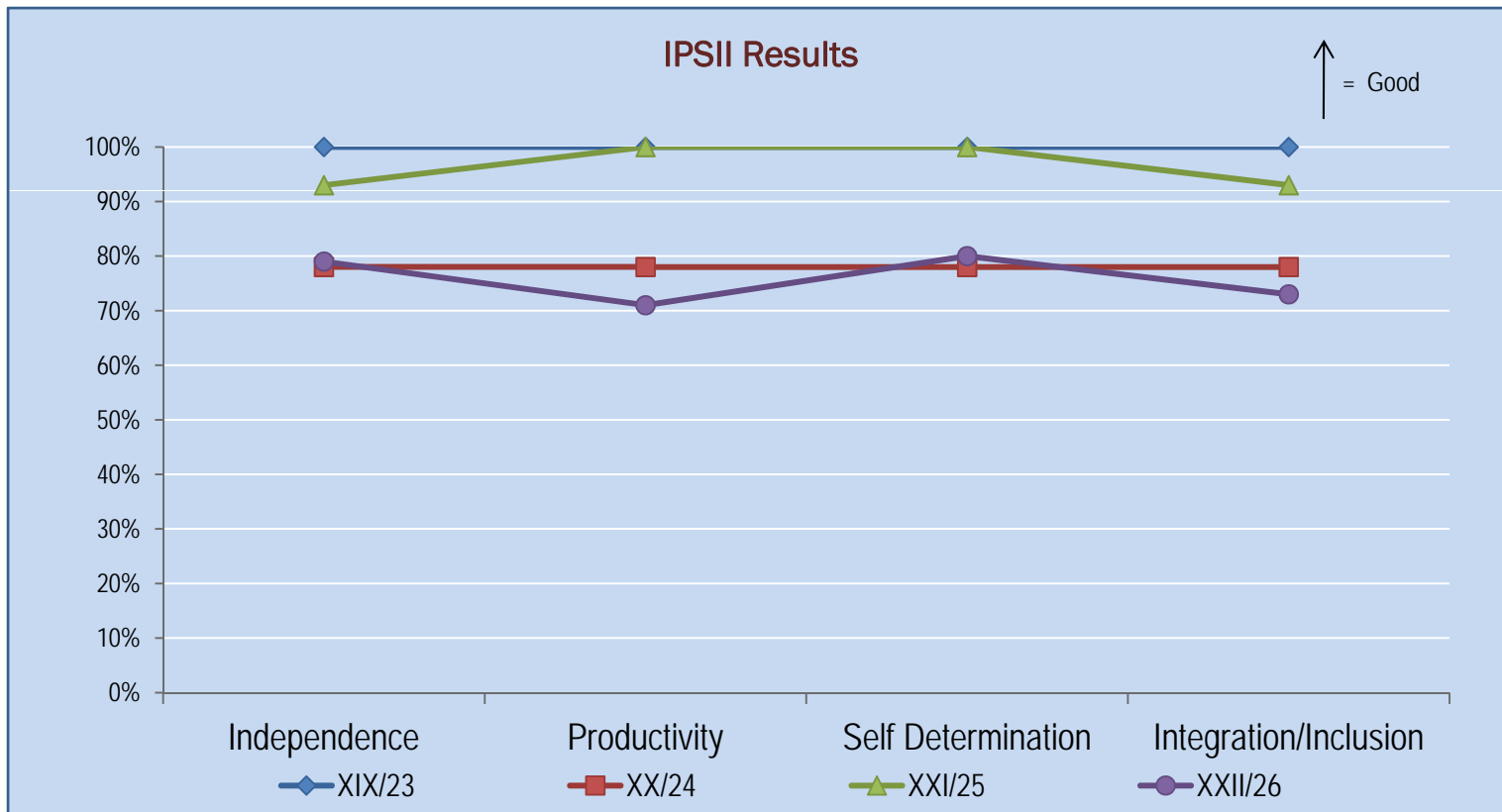
# FFY 2011 Business Results

Supplier / Partner Results  
 B. Latino Outreach Pre-Post IPSII (scale of 1 – 5; 5 = highest)  
 Levels and Trends FFYs 2006 – 2011



# FFY 2011 Business Results

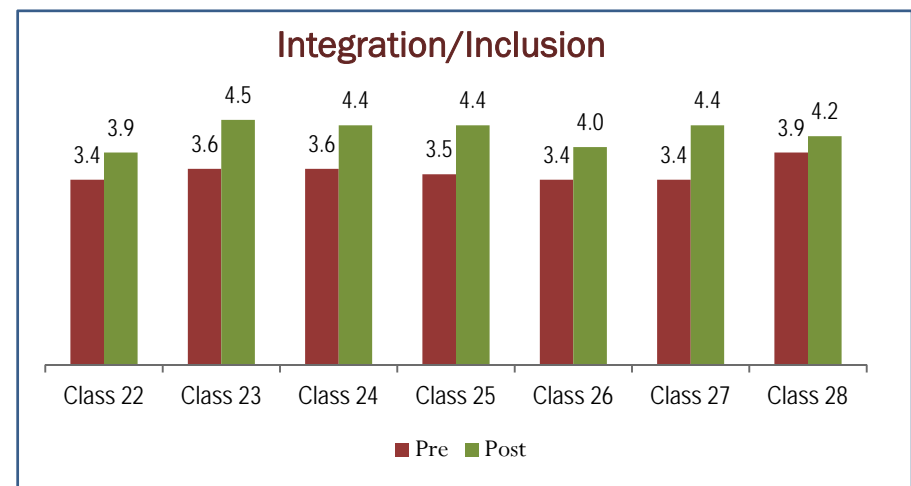
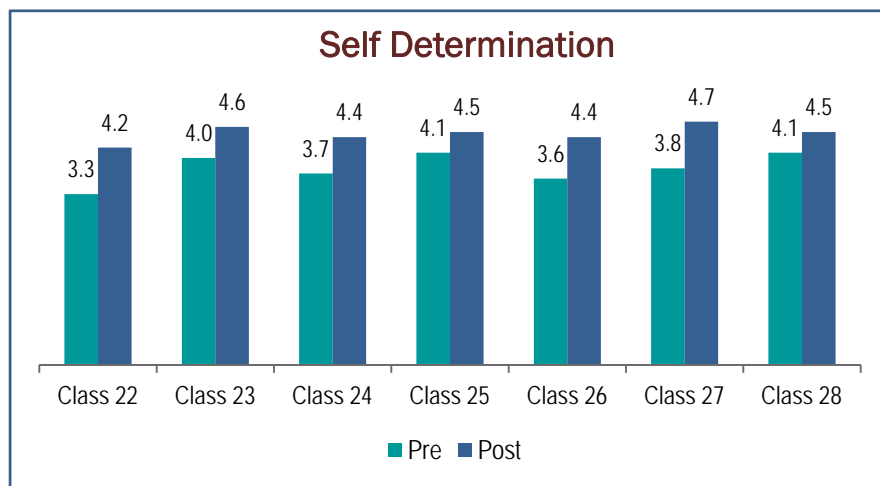
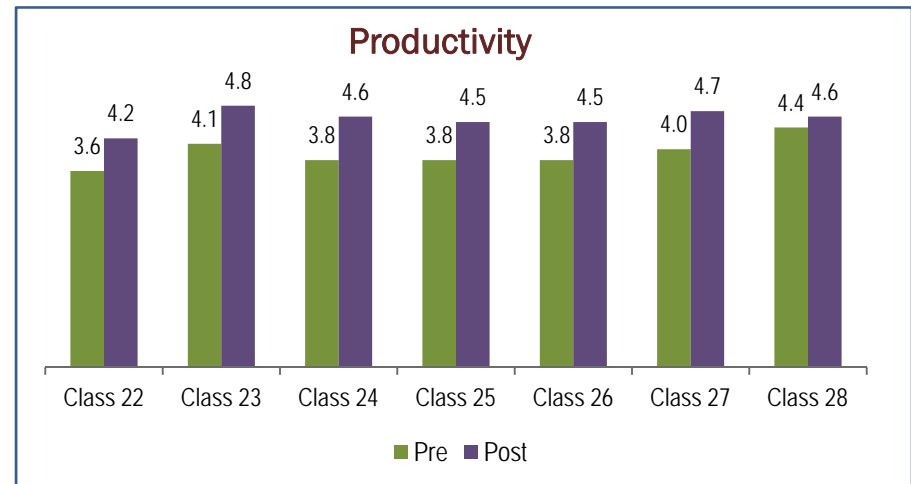
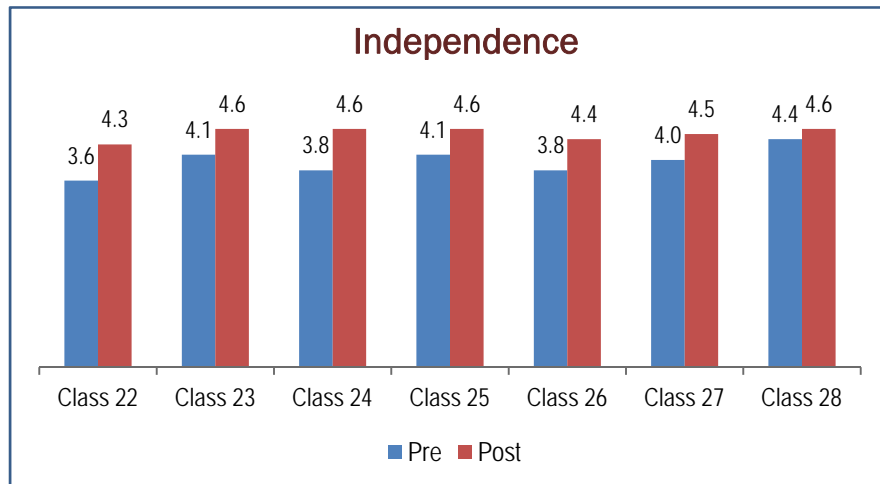
Supplier/Partner Results  
C. Partners in Policymaking® IPSII Results  
Longitudinal Study (May 2011)  
Years XIX to XXII (Classes 23 – 26)



# FFY 2011 Business Results

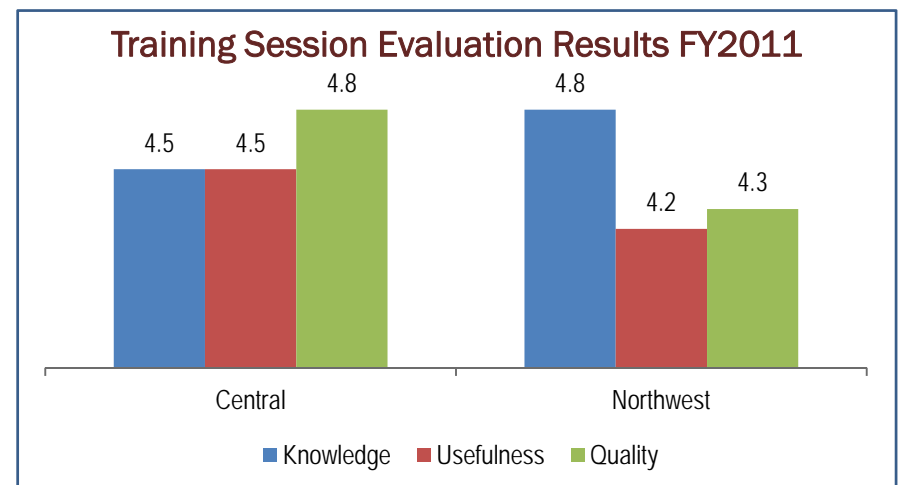
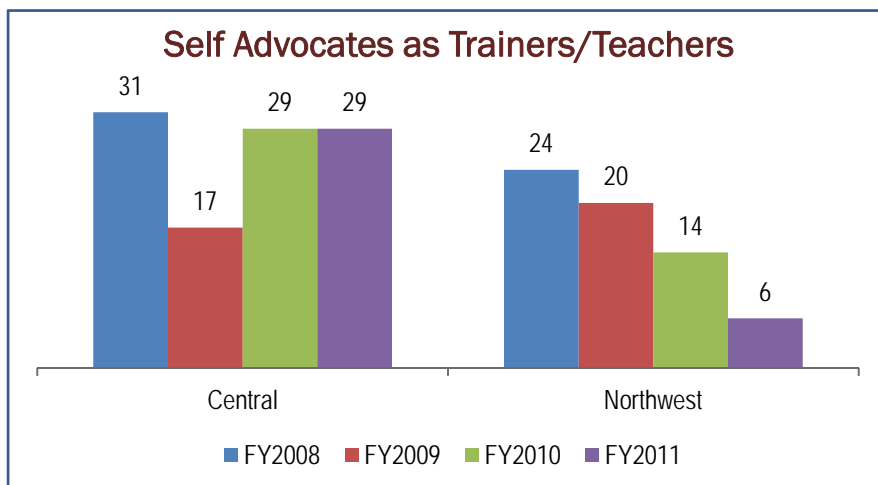
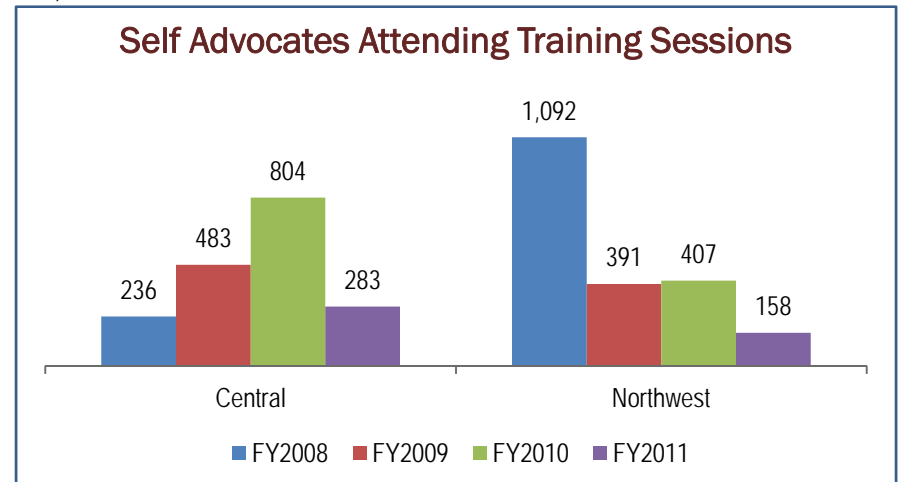
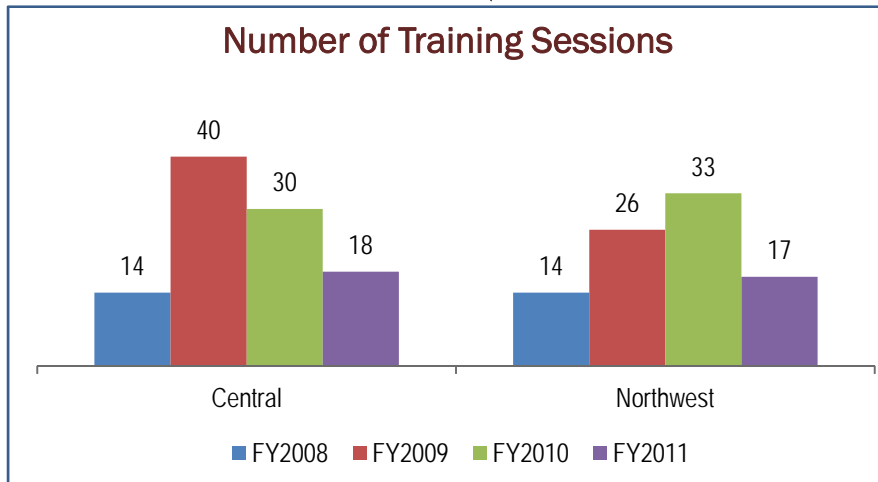
## Supplier / Partner Results

D. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)  
Levels and Trends (Classes 22 – 28) FFYs 2005-2011



# FFY 2011 Business Results

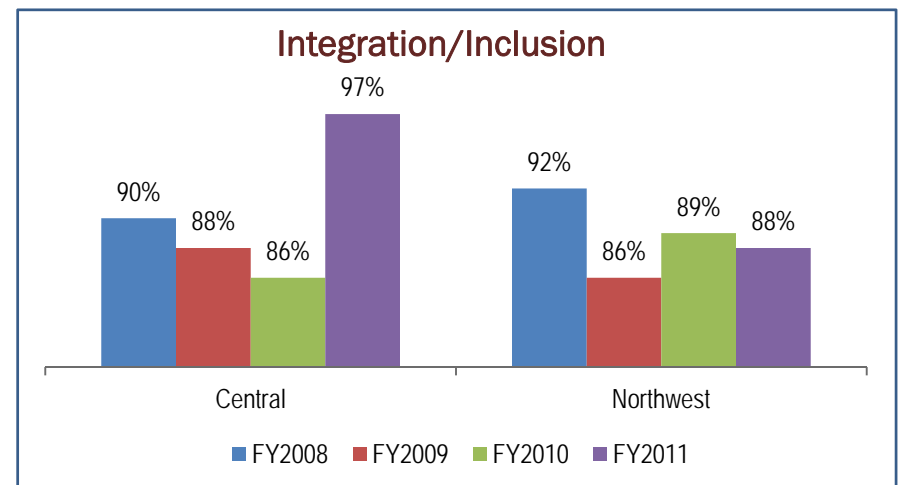
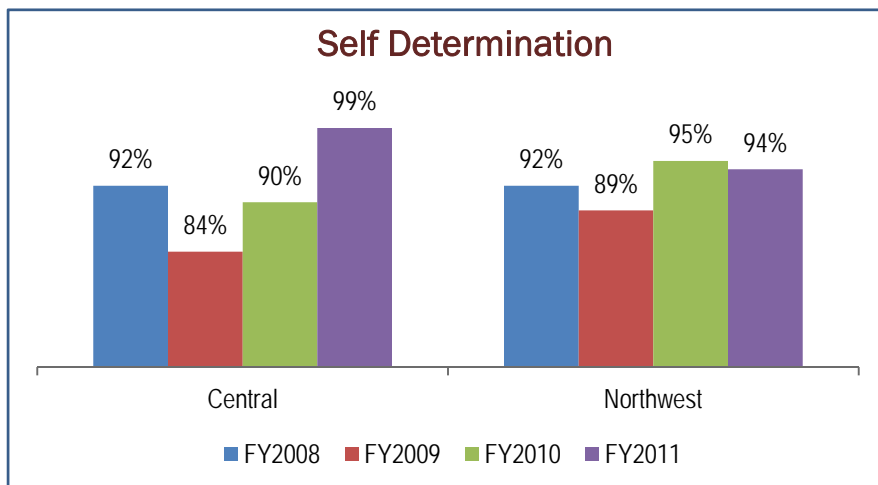
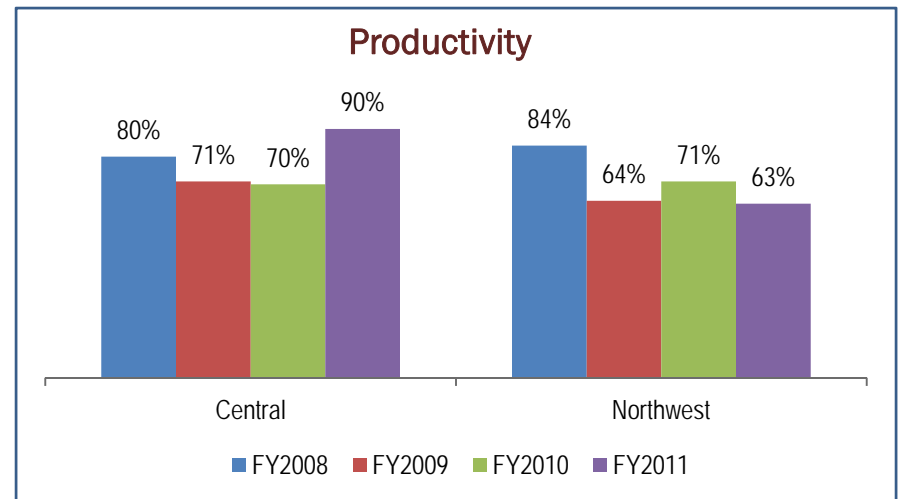
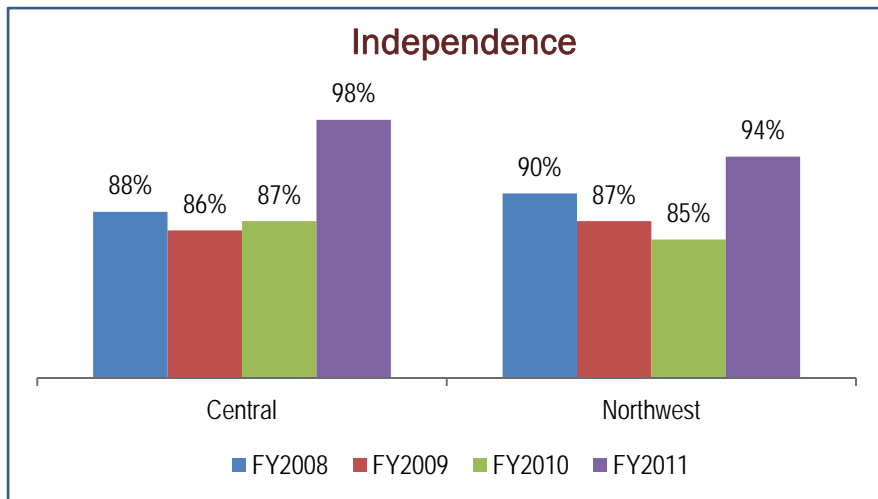
Supplier/Partner Results  
E. Self Advocacy – Central and NW Regions  
Training Sessions and Attendees, Teachers/Trainers, Evaluation Results  
(scale of 1 – 5; 5 = highest) FFYs 2008 - 2011





# FFY 2011 Business Results

Supplier/Partner Results  
F. Self Advocacy – Central and NW Regions  
IPSII Results (% = Yes) FFYs 2008 - 2011



# Governor's Council on Developmental Disabilities

## Minnesota Department of Administration

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Toll Free: 877.348.0505

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Reduce, Reuse, Recycle