

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

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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 2014  
(October 1, 2013 - September 30, 2014)

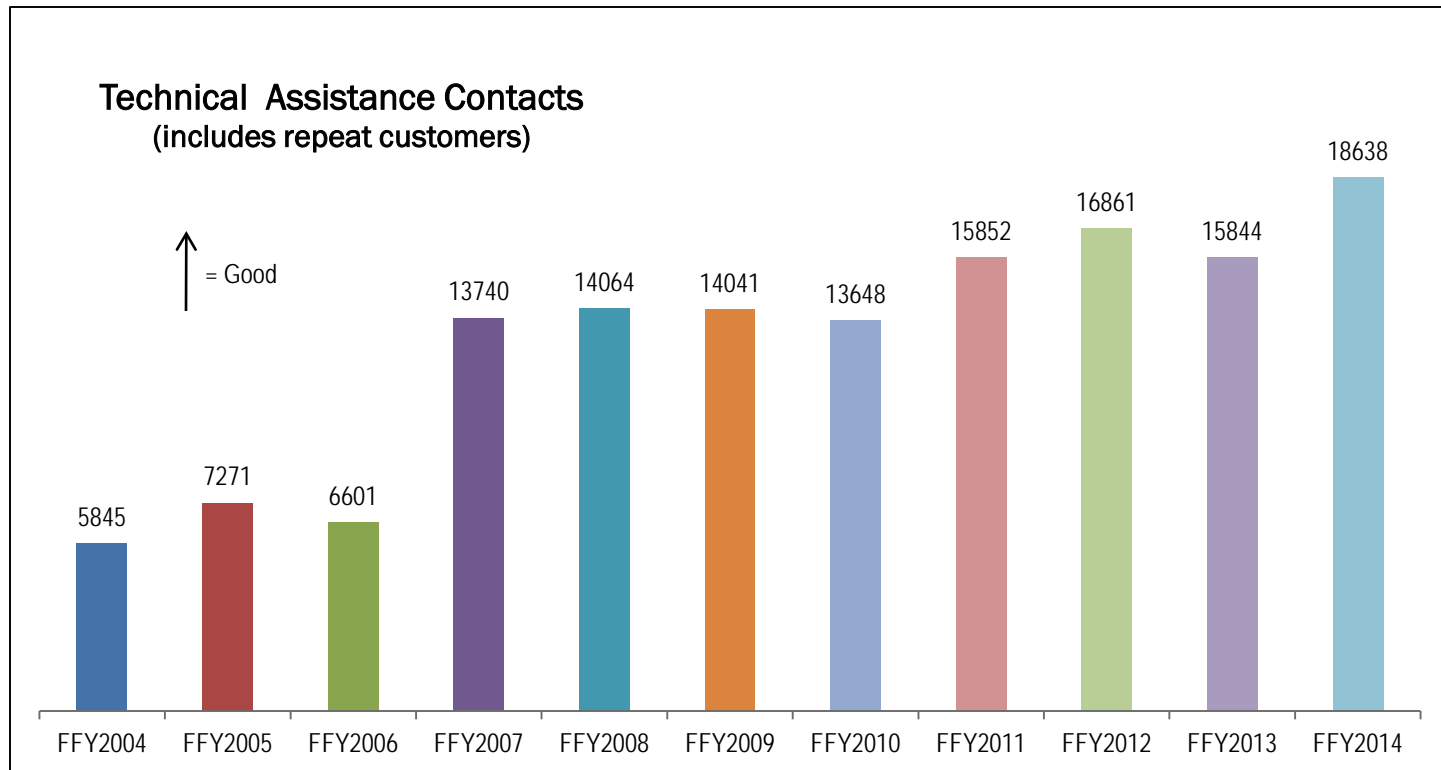
# FFY 2014

## Business Results

### Customer Focus Results

#### A. Technical Assistance Contacts

#### FFYs 2004 - 2014



**NOTE:** FFY 2008: MNDisability.gov launched  
FFY 2010: E-learning contacts added  
July 2011: State government shutdown

# FFY 2014

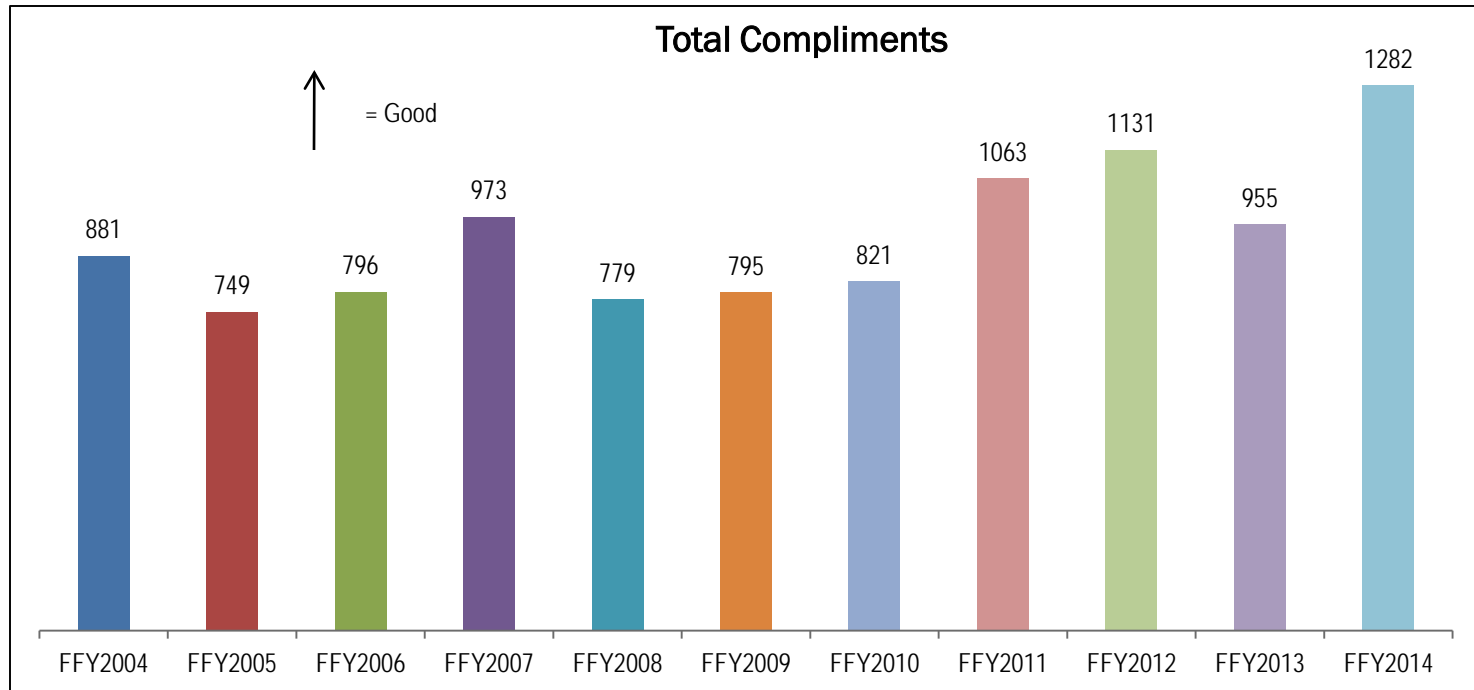
## Business Results

### Customer Focus Results

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

Technical assistance; timeliness; and presentations, products/services, and Partners in Policymaking

FFYs 2004 - 2014

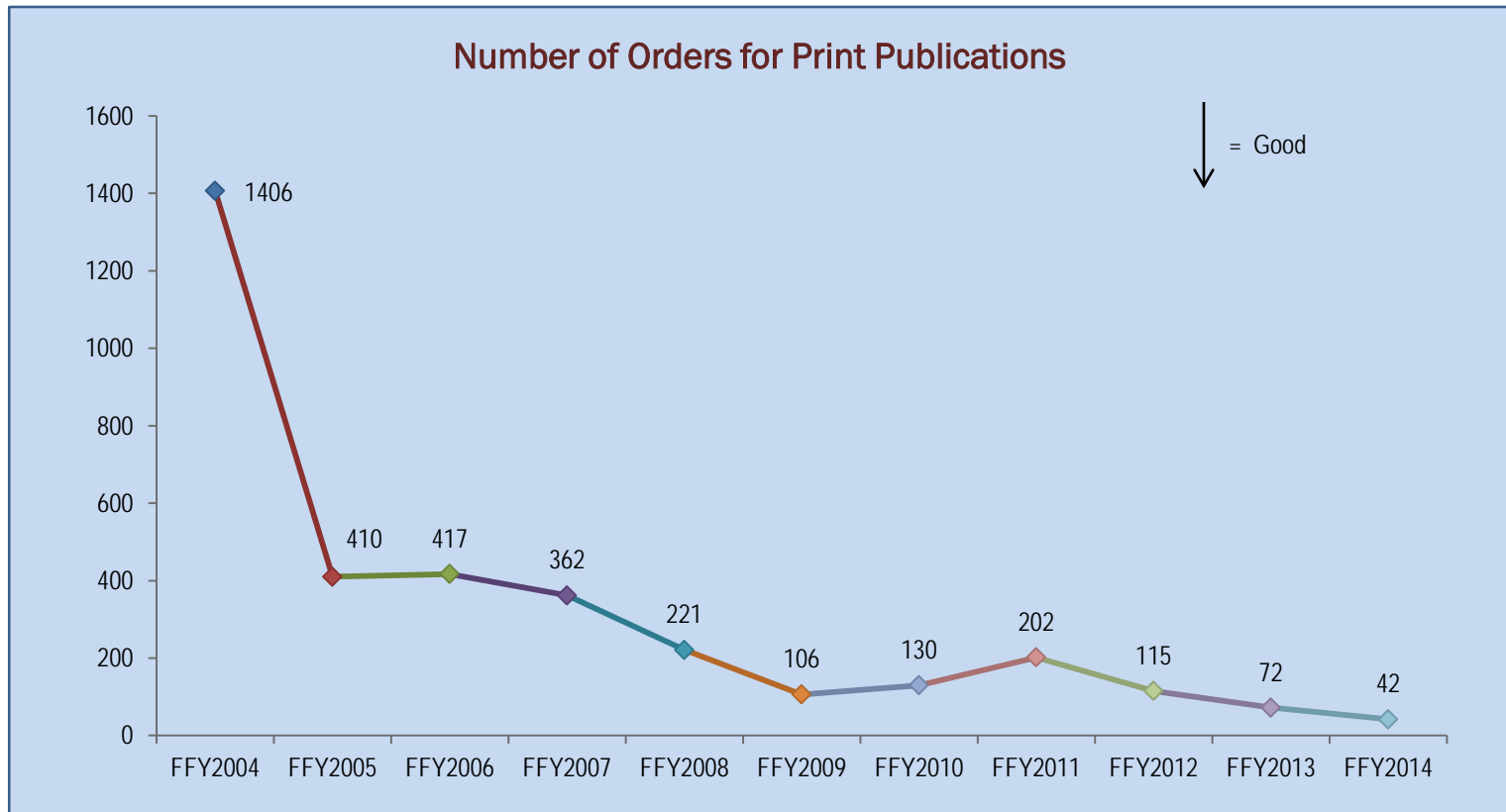


**NOTE:** Compliments are searched for actionable items  
FFY 2002: MTARS visit  
July 2011: State government shutdown

# FFY 2014

## Business Results

Customer Focus Results  
C. Publication Orders  
FFYs 2004 - 2014



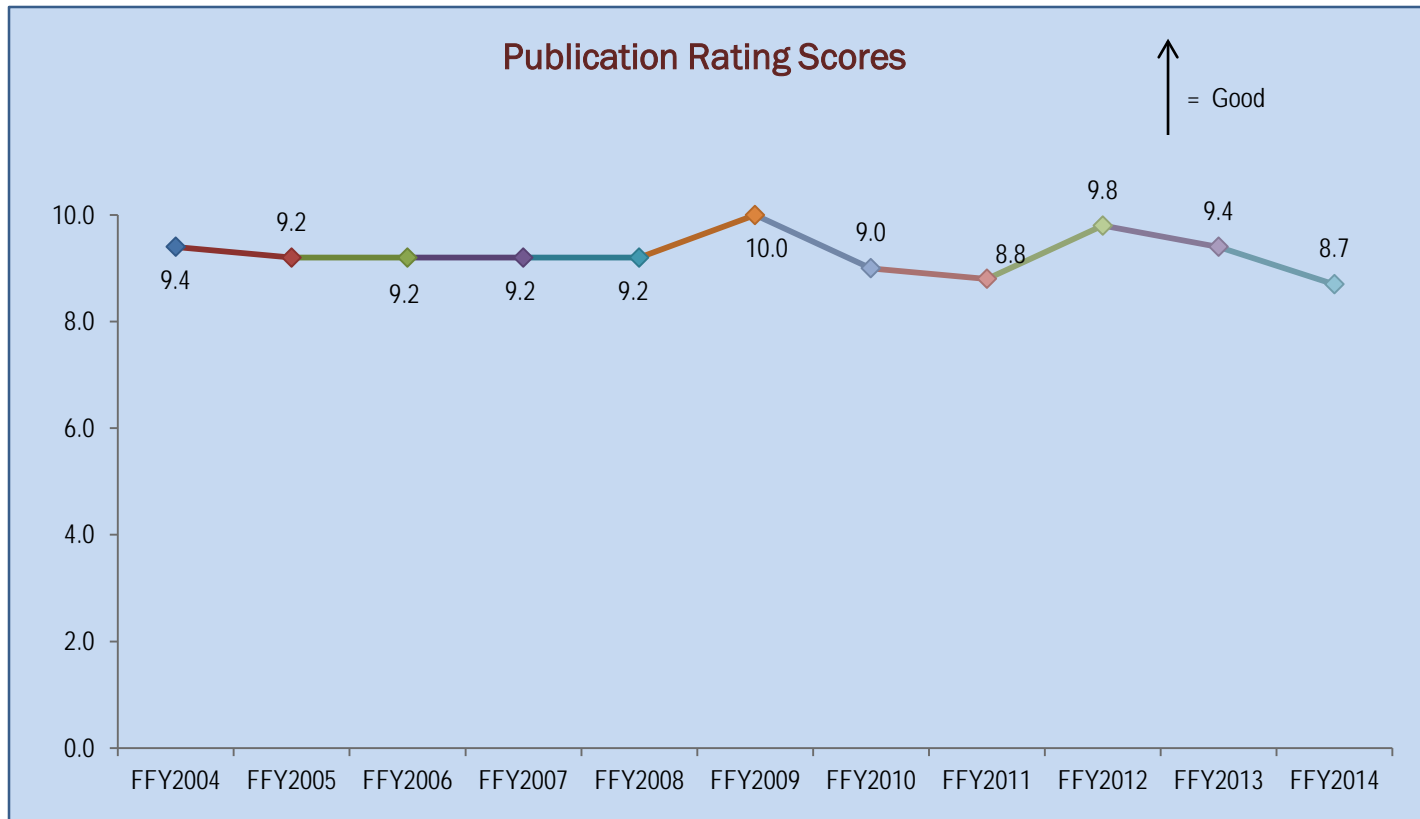
NOTE: July 2011: State government shutdown

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

# FFY 2014

## Business Results

Customer Focus Results  
D. Publications Rating (scale of 1 – 10; 10 = highest)  
FFYs 2004 - 2014

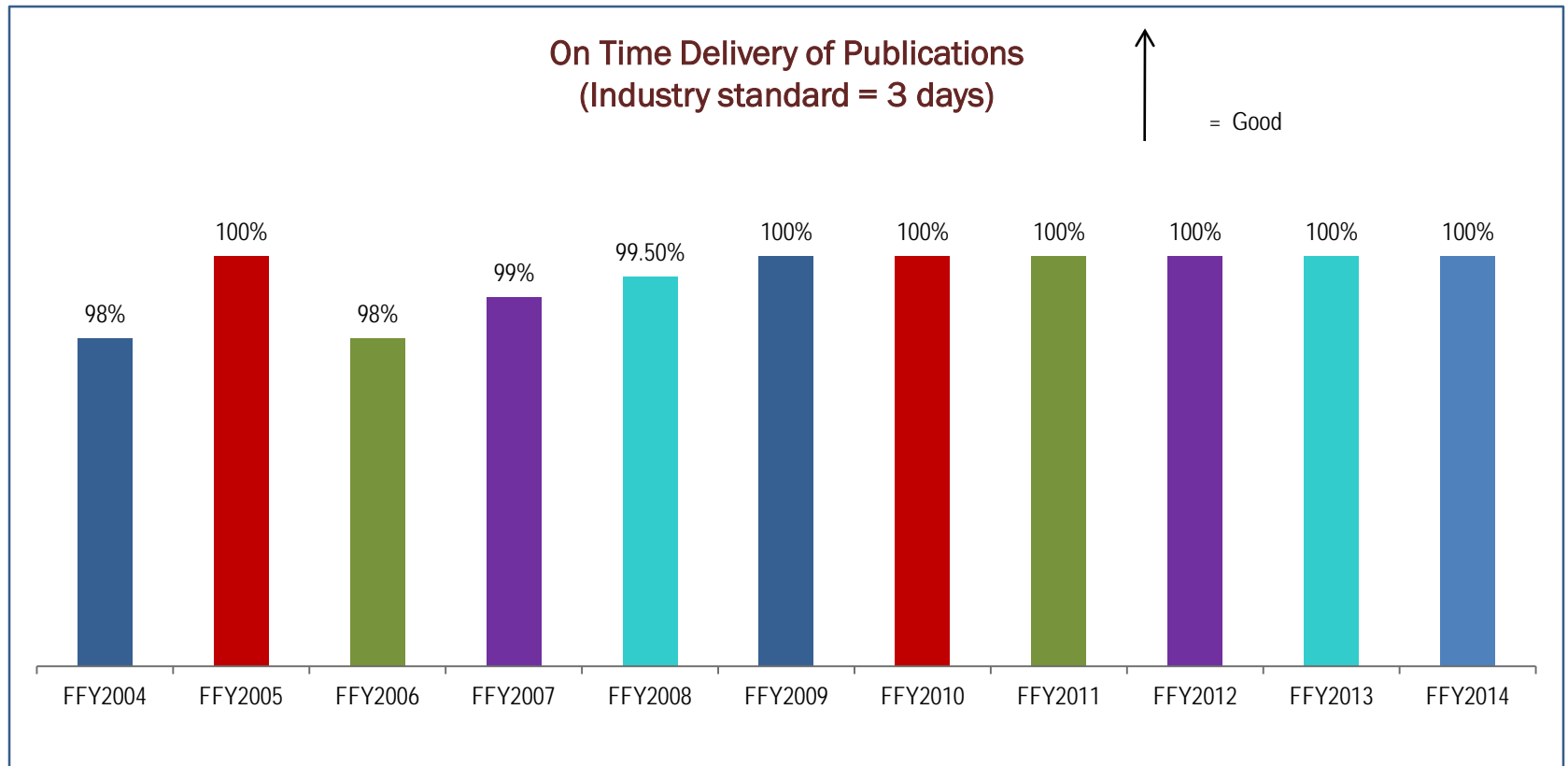


NOTE: July 2011: State government shutdown

# FFY 2014

## Business Results

### Customer Focus Results E. Publication Delivery Time FFYs 2004 - 2014

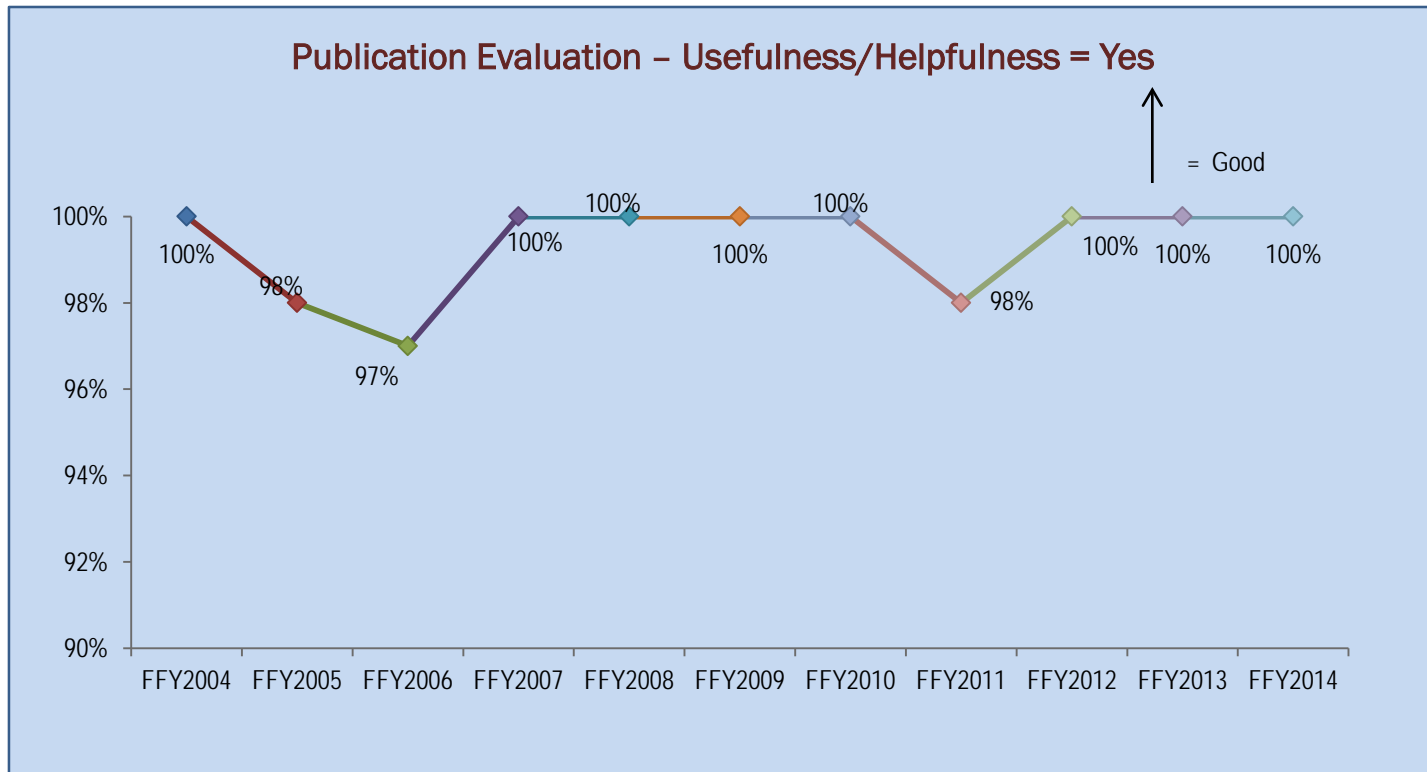


NOTE: July 2011: State government shutdown

# FFY 2014

## Business Results

Customer Focus Results  
F. Publication Evaluation  
FFYs 2004 – 2014



NOTE: FFY2011: ASD Emergency Planning Kits evaluated at AuSM Conference



# FFY 2014

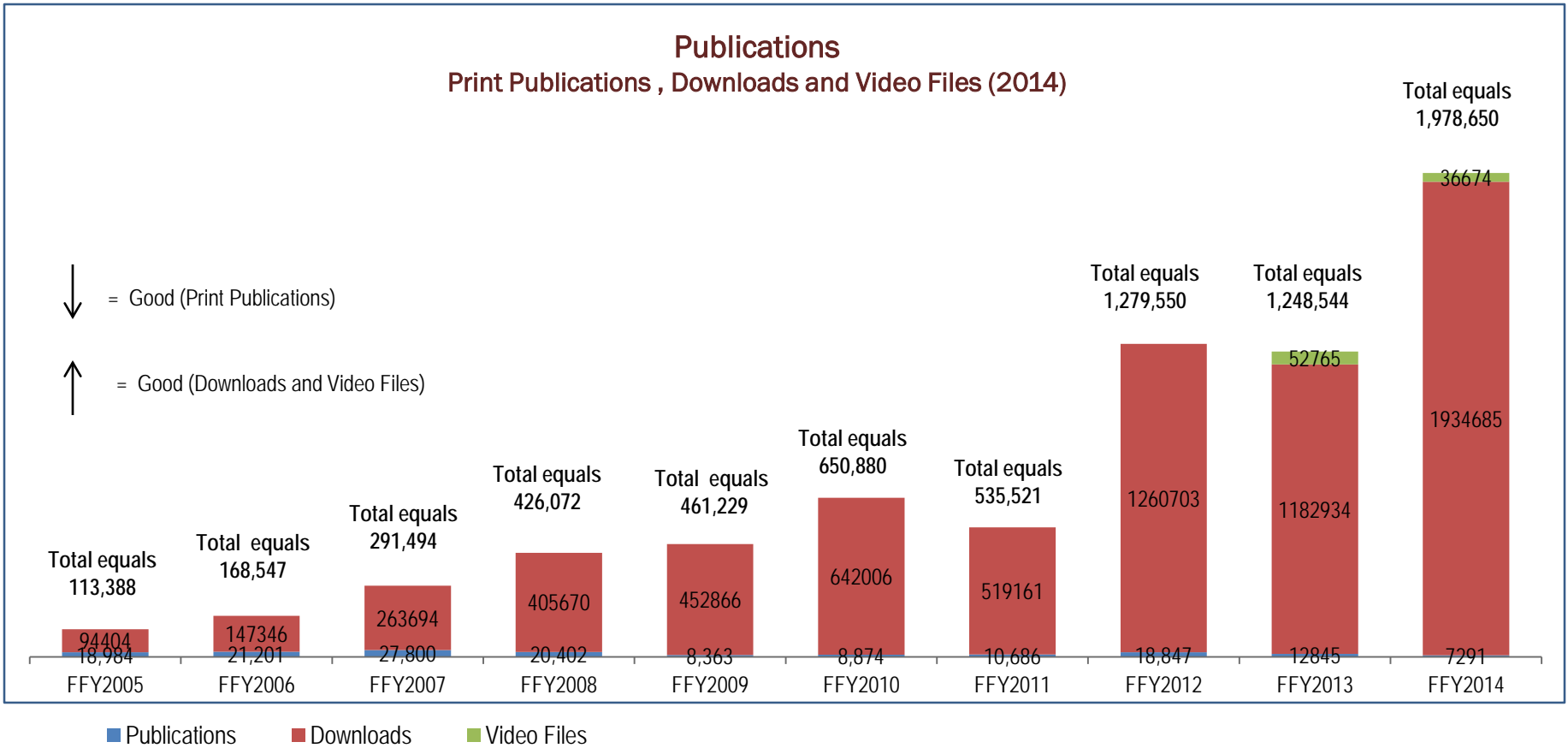
## Business Results

### Customer Focus Results

#### G. Print Publications, Downloads, and Video Files

FFYs 2005 - 2014

**Publications**  
Print Publications , Downloads and Video Files (2014)



**NOTE:** July 2011: State government shutdown July 2012: Software and website data collection methods changed  
 FFY 2013: Video files added FFY2014: Decrease in downloads for Aug/Sept. due to IT infrastructure changes

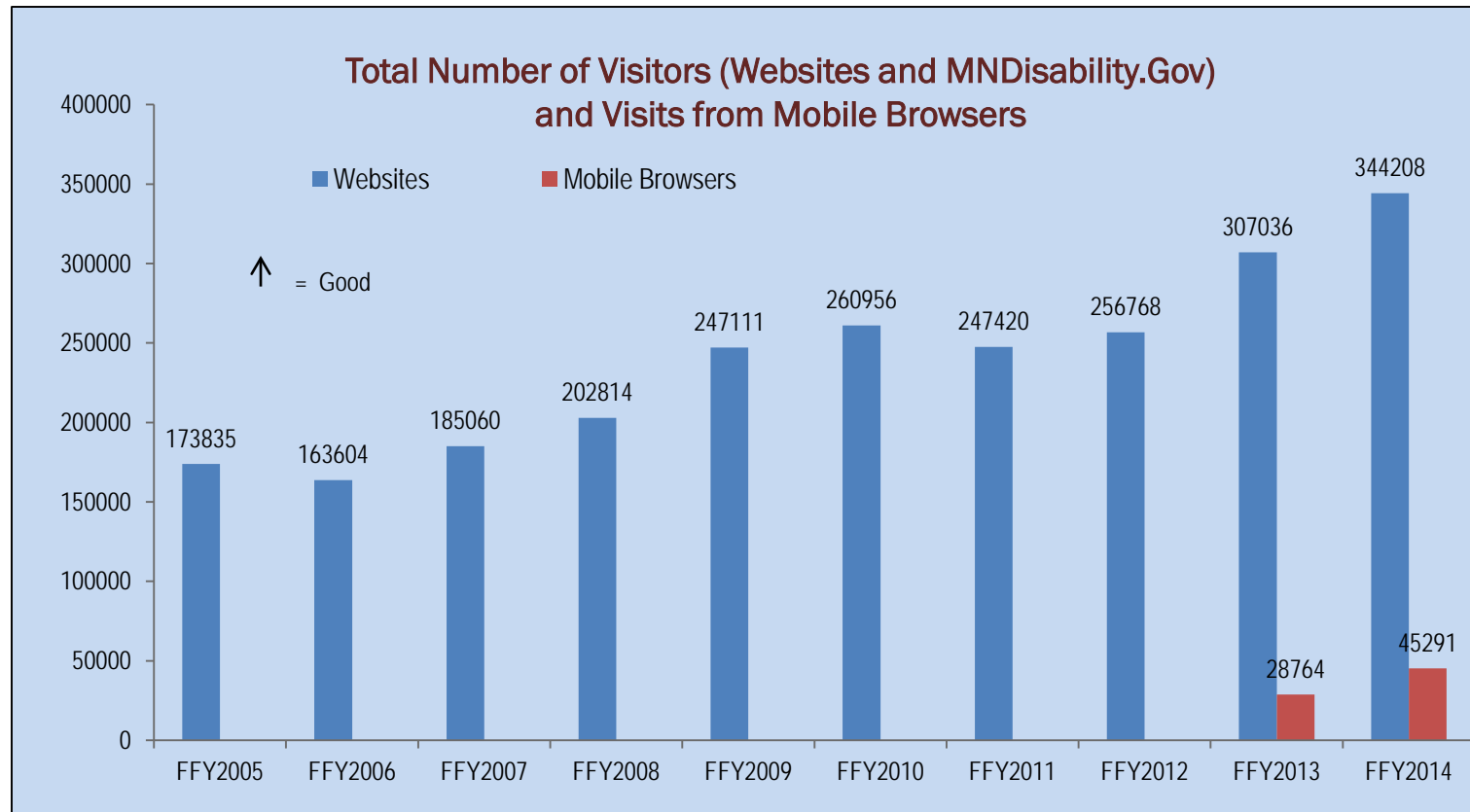
# FFY 2014

## Business Results

### Customer Focus Results

#### H. Online Visits (Websites and Mobile Browsers)

FFYs 2005 – 2014



**NOTE:** July 2011: State government shutdown July 2012: Software and website data collection methods changed  
FFY 2013: Video files added FFY2014: Decrease in downloads for Aug/Sept. due to IT infrastructure changes

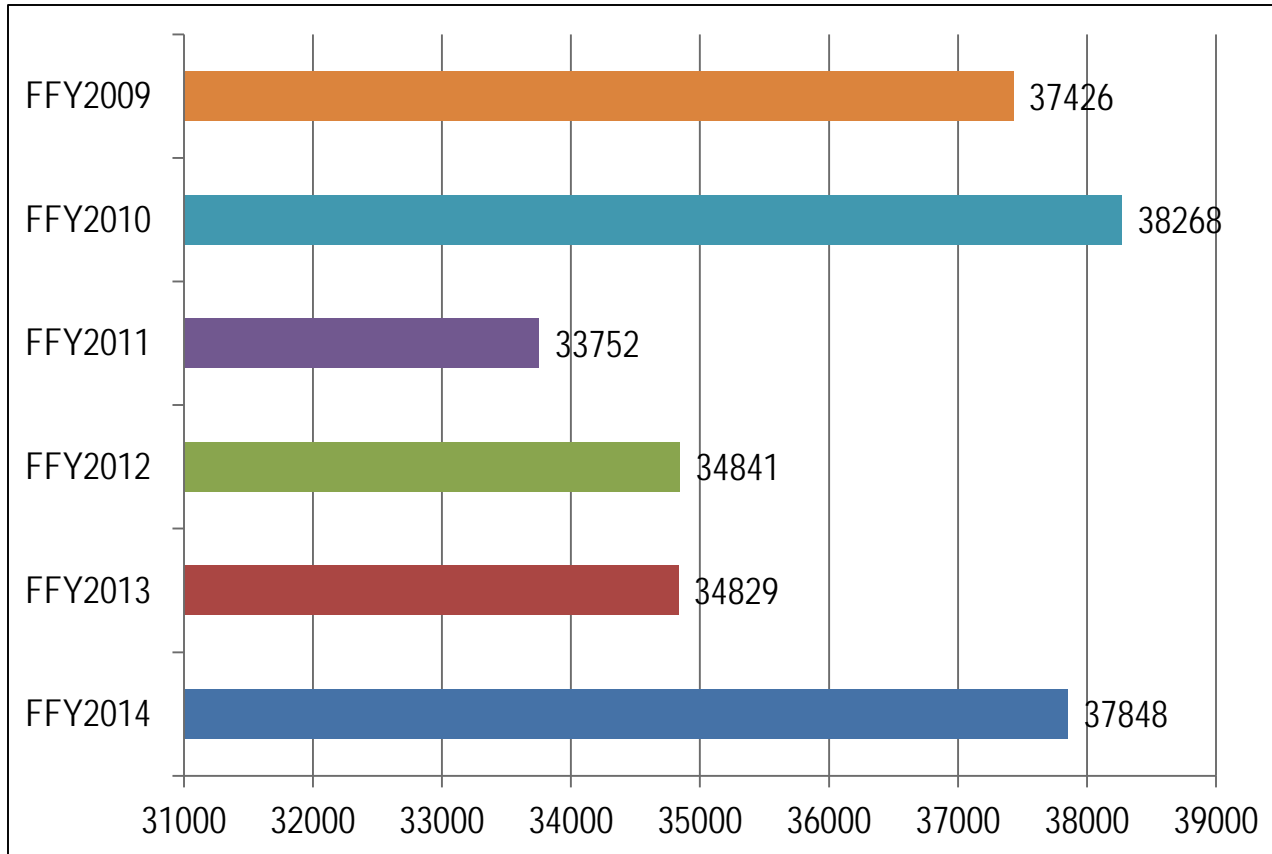
# FFY 2014

## Business Results

### Customer Focus Results

#### I. MNDisability.gov Visitors

FFYs 2009 – 2014

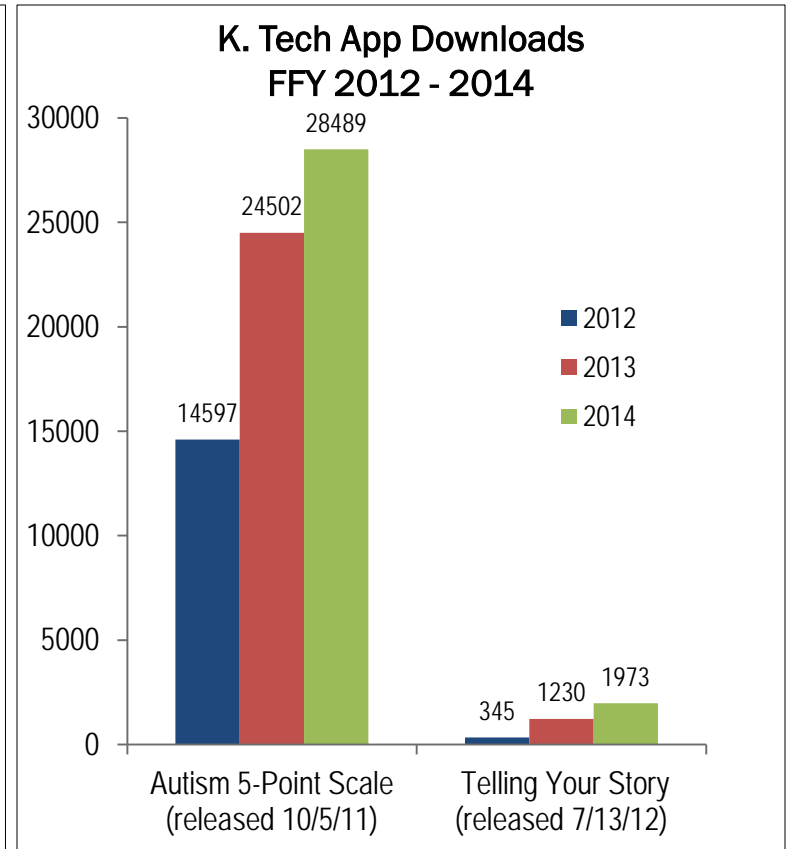
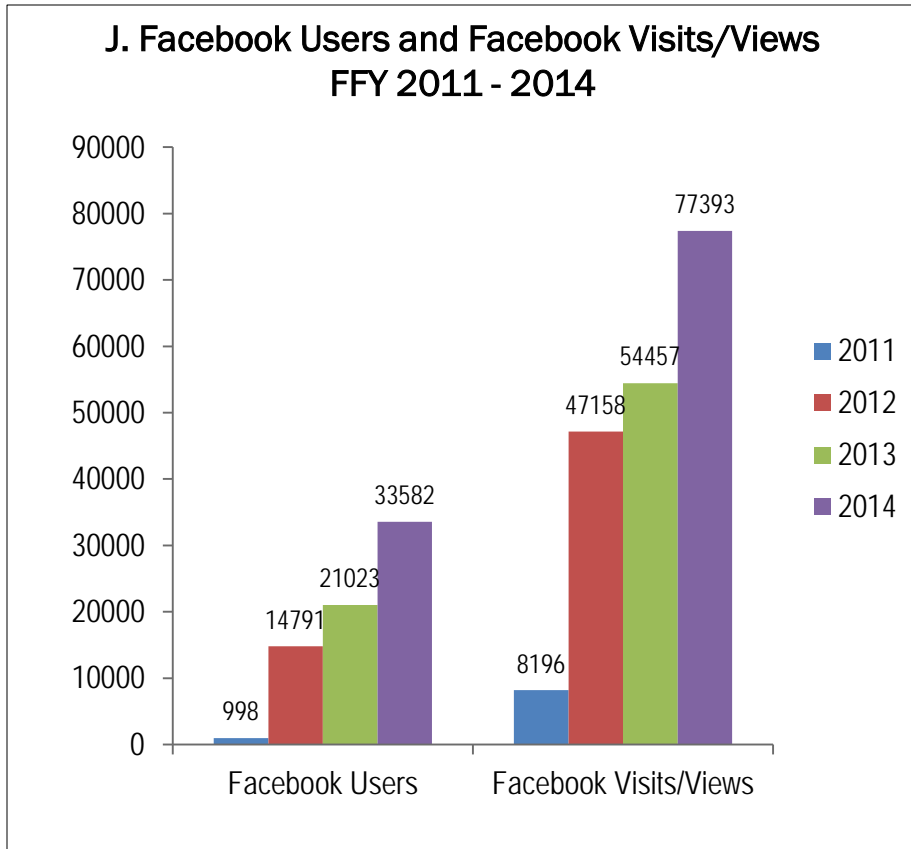


NOTE: July 2011: State government shutdown

# FFY 2014

## Business Results

Customer Focus Results  
 J. Facebook Users and Facebook Visits/Views  
 K. Tech App Downloads



**NOTE:** Tracking measures changed in 2012; results are for eight months in 2012.

**NOTE:** Totals are cumulative from release date

# FFY 2014

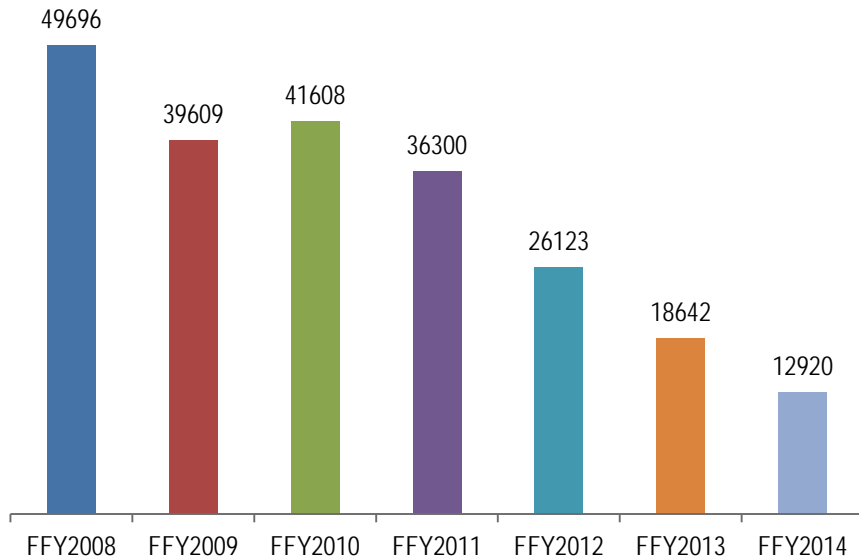
## Business Results

Customer Focus Results

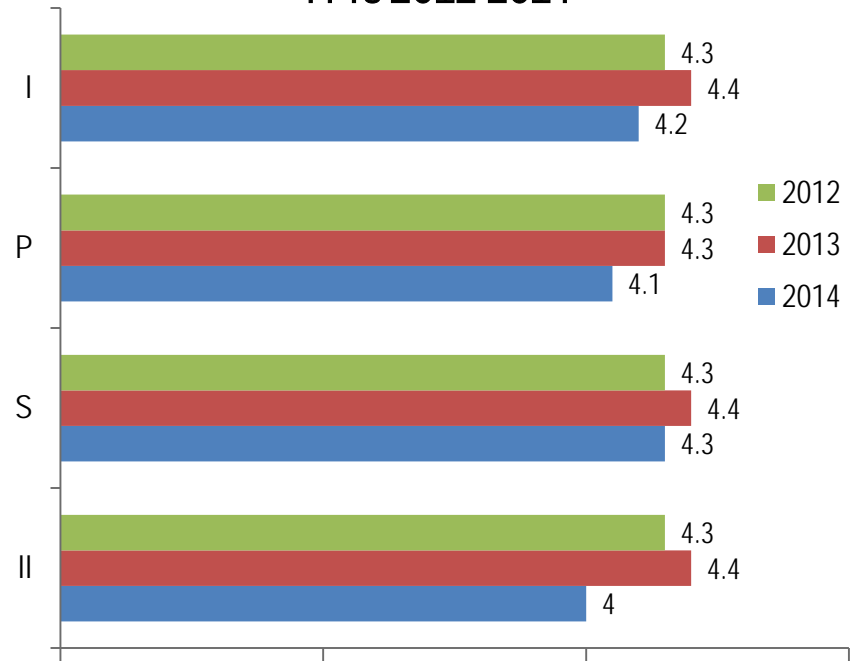
L. Online Learning Visits

M. Online Learning IPSII Results (scale of 1 – 5; 5 = highest)

L. Number of Online Learning Visits  
FFYs 2008-2014



M. Online Learning IPSII Results  
FFYs 2012-2014

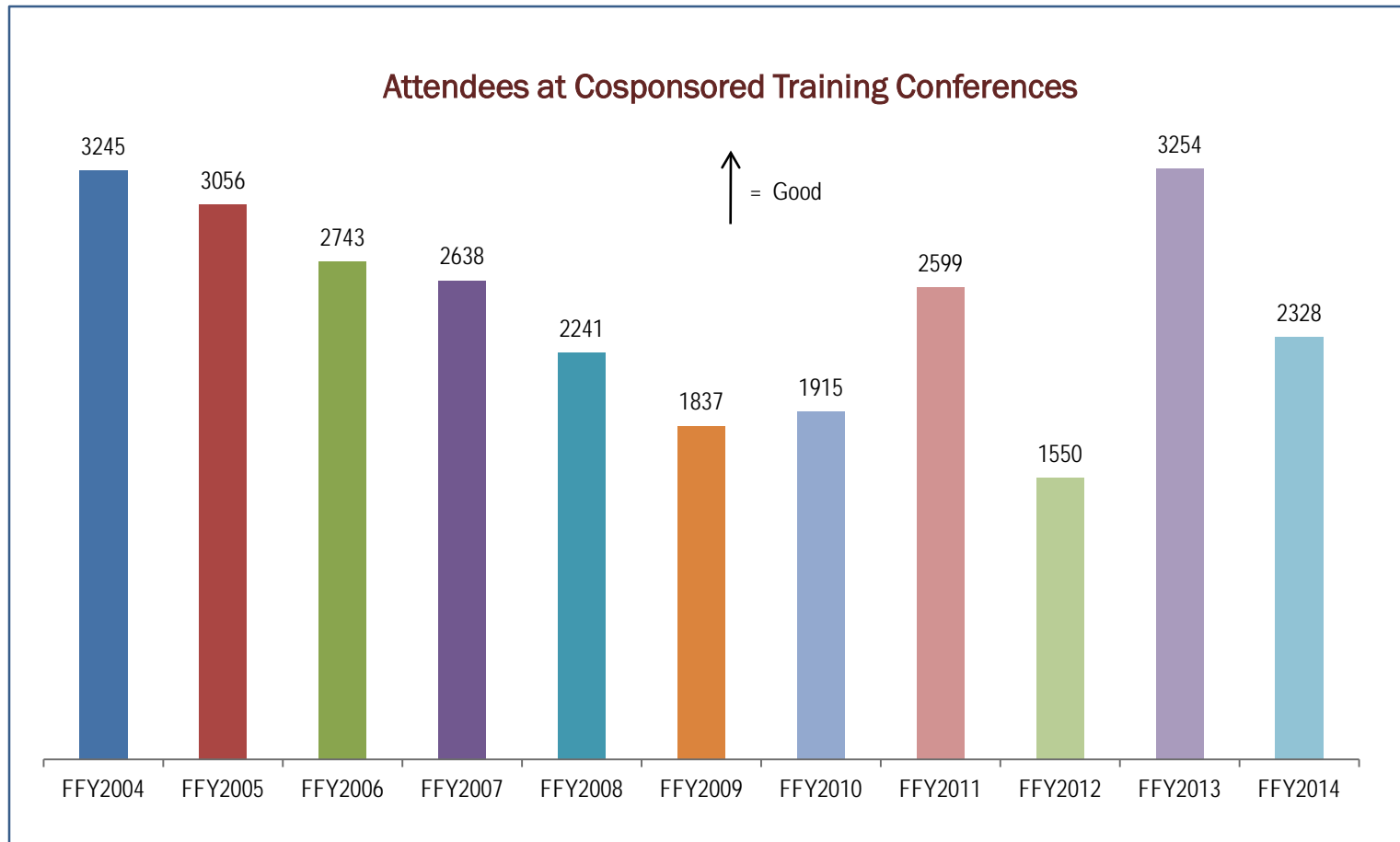


NOTE: 2014: Learning management system began tracking March 2014

# FFY 2014

## Business Results

Customer Focus Results  
N. Cosponsored Training Conferences - Attendees  
FFYs 2004 - 2014



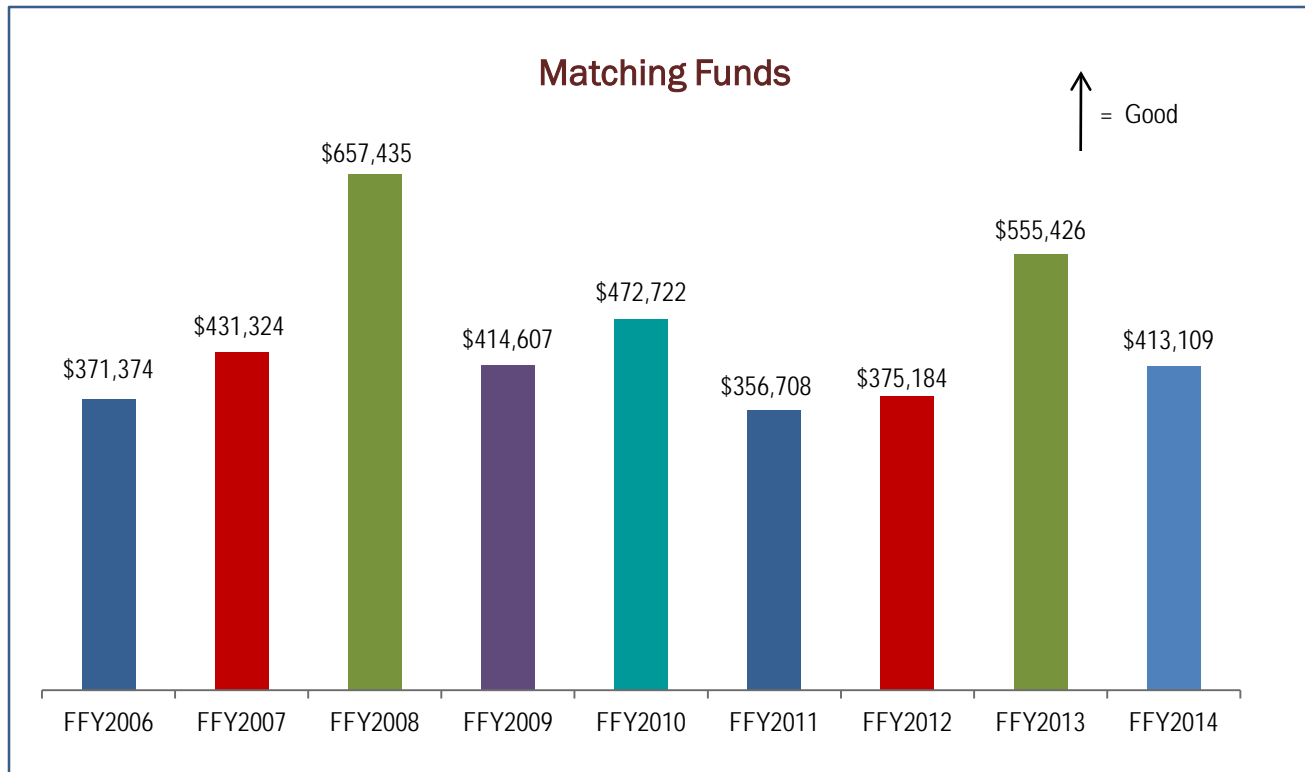
# FFY 2014

## Business Results

### Financial and Market Results

#### A. Matching Funds FFYs 2006 - 2014

Goal = 25% Match



FFY2014  
\$323,591

FFY2013  
\$338,965

FFY2012  
\$340,300

FFY2011  
\$340,740

FFY2010  
\$341,423

FFY2009  
\$341,423

FFY2008  
\$341,423

FFY2007  
\$340,534

FFY2006  
\$337,118

**NOTE:** FFYs 2009 & 2010 includes legislative support for self advocacy totaling over \$100,00 per year

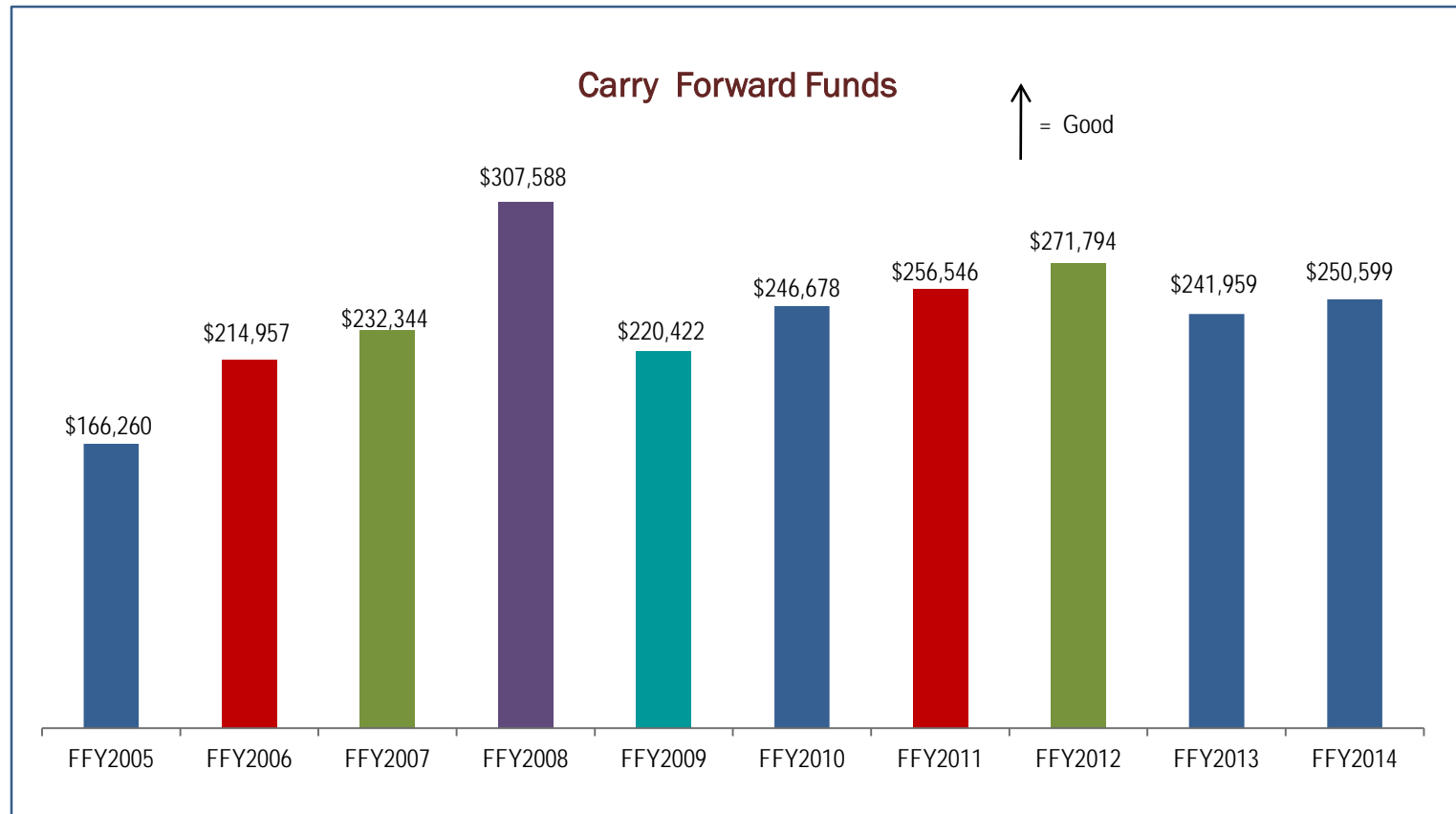
# FFY 2014

## Business Results

### Financial and Market Results

#### B. Carry Forward Funds

##### FFYs 2005 - 2014



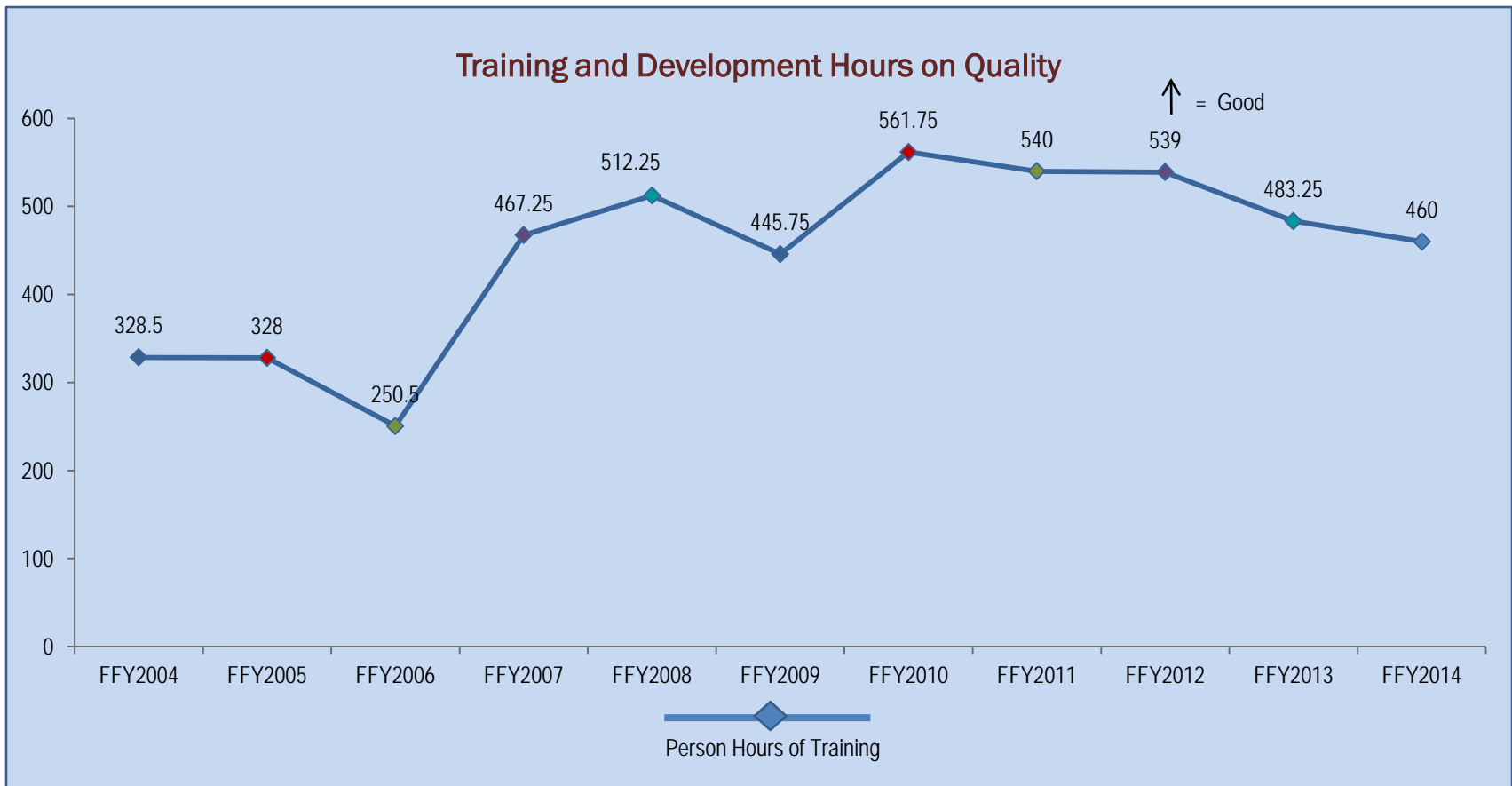


# FFY 2014

## Business Results

### Human Resource Results

#### A. Training Hours on Quality Improvement FFYs 2004 - 2014

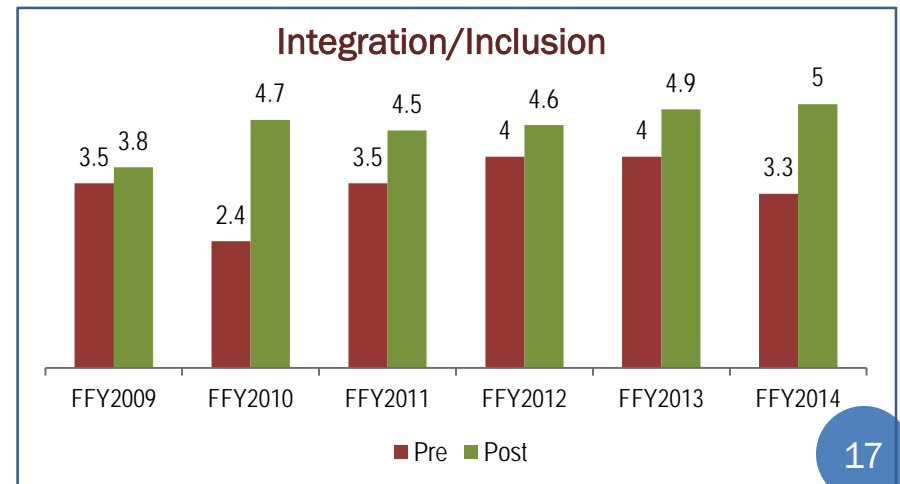
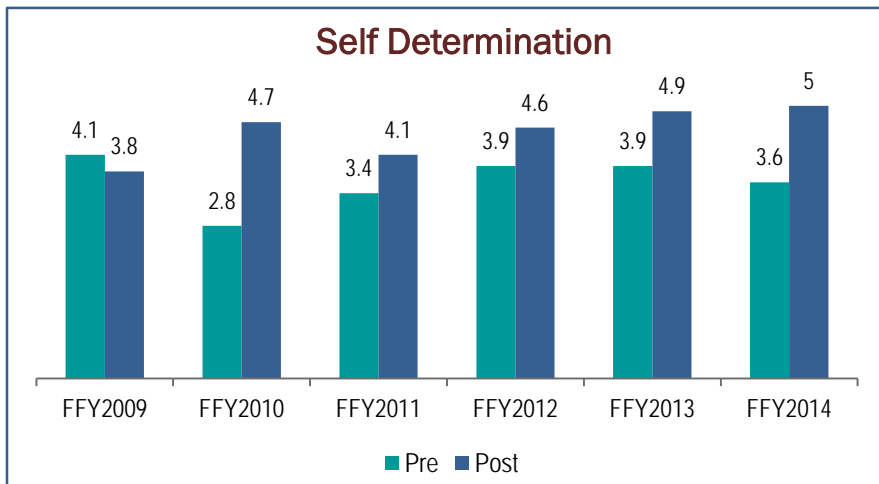
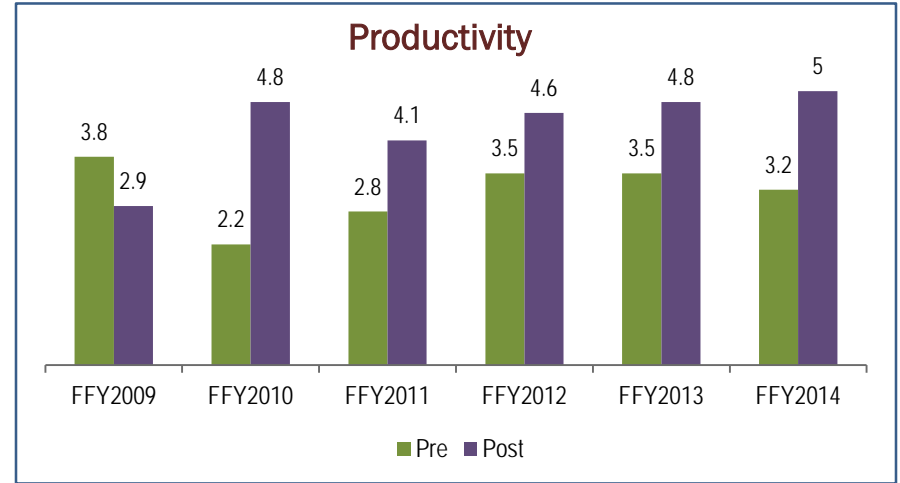
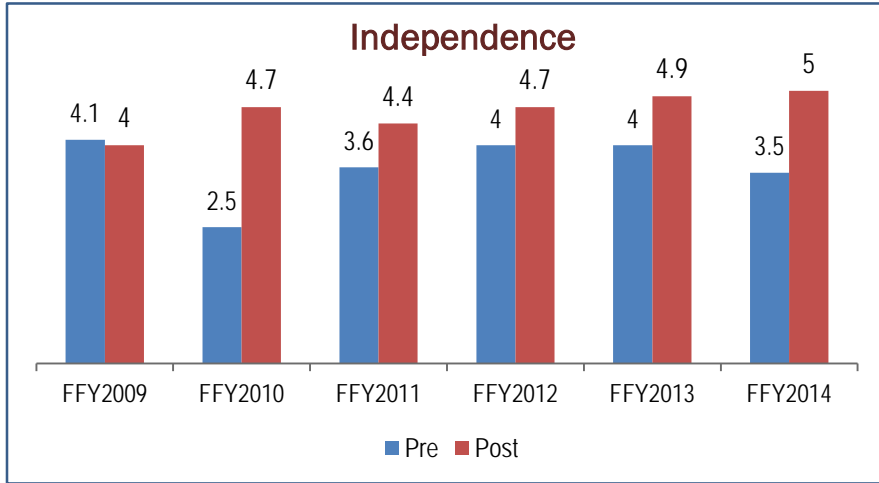


# FFY 2014

## Business Results

### Supplier / Partner Results

A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)  
Levels and Trends FFYs 2009 – 2014

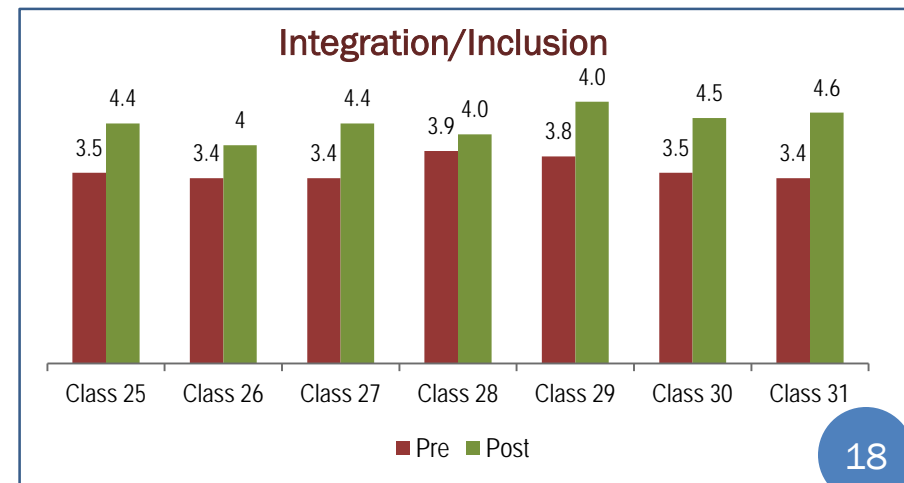
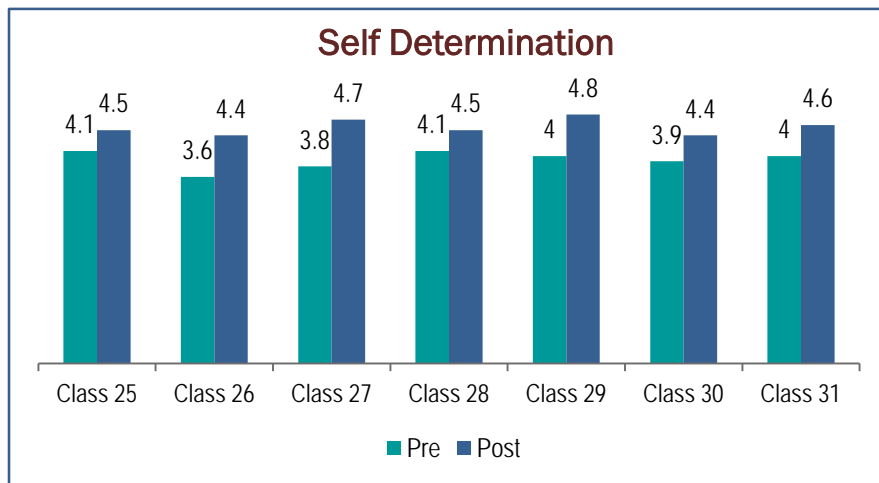
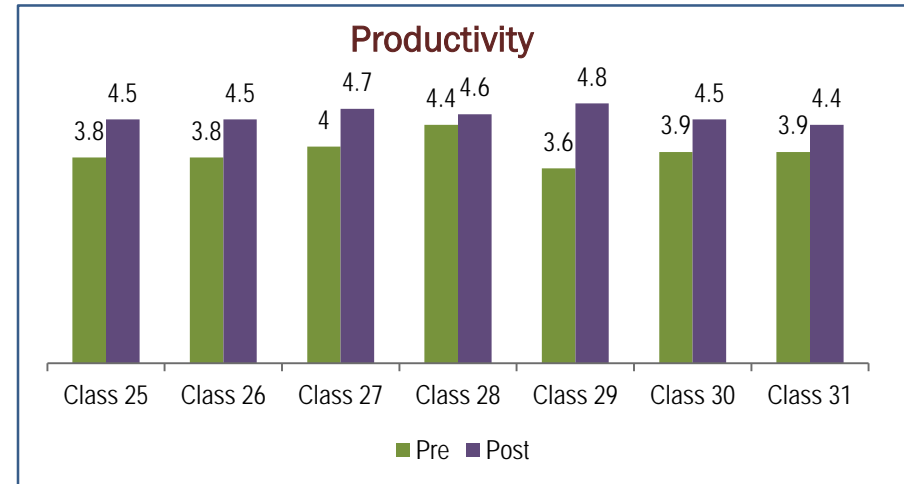
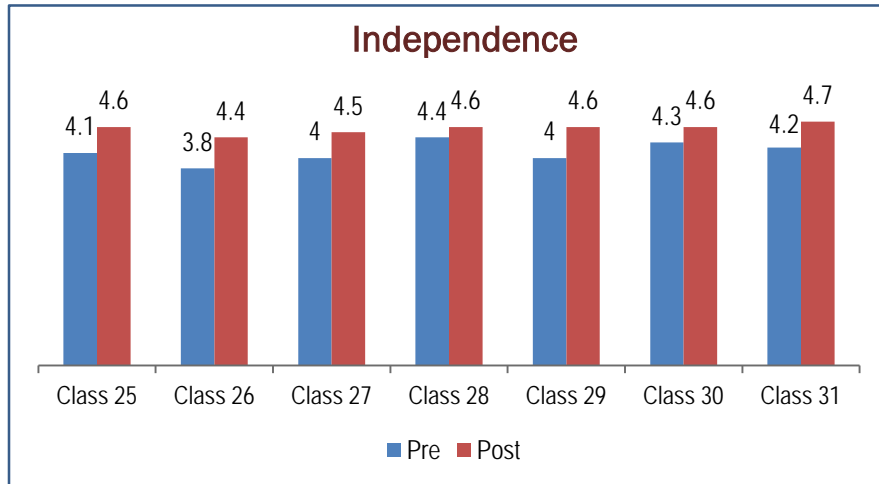


# FFY 2014

## Business Results

### Supplier / Partner Results

B. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)  
Levels and Trends (Classes 25 – 31) FFYs 2008-2014



# FFY 2014

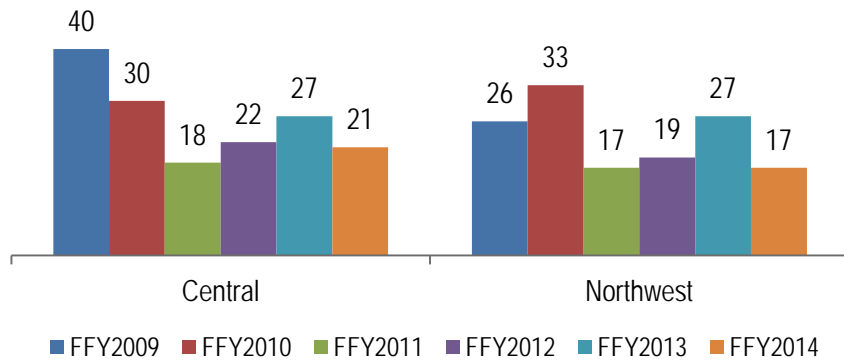
## Business Results

### Supplier/Partner Results

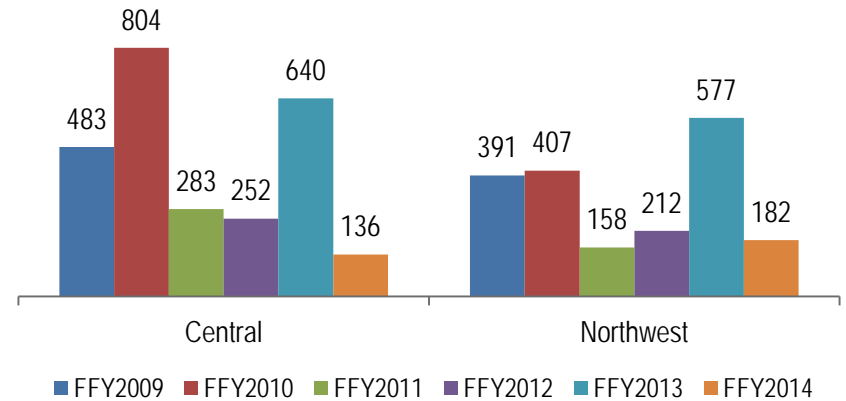
#### C. Self Advocacy – SAM Central and NW Regions

Training Sessions and Attendees, Teachers/Trainers, Evaluation Results  
(scale of 1 – 5; 5 = highest) FFYs 2009 - 2014

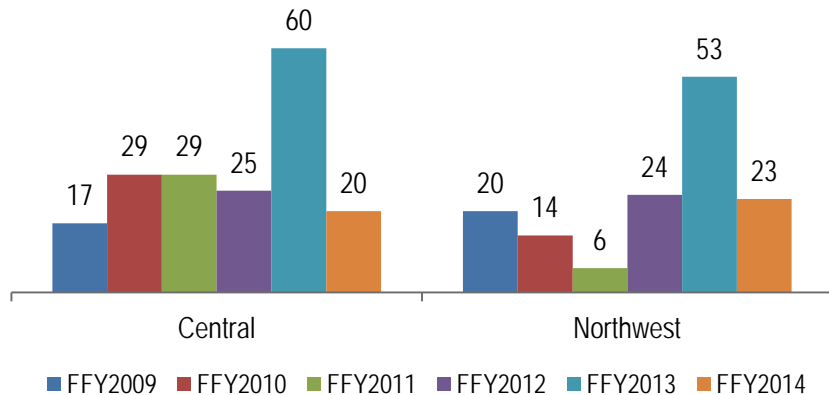
#### Number of Training Sessions



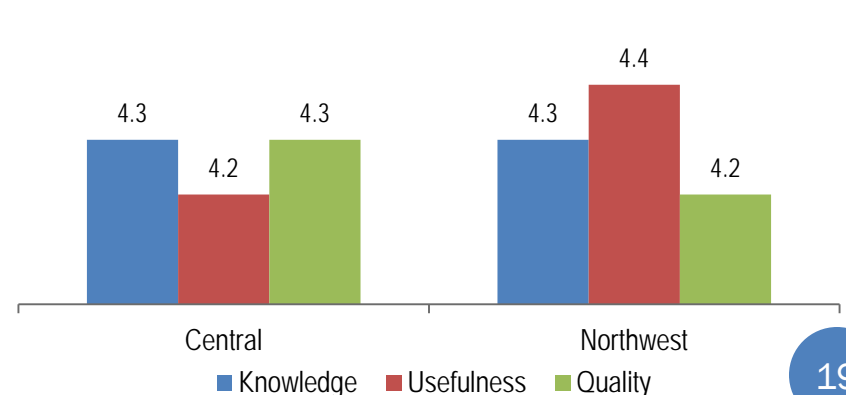
#### Self Advocates Attending Training Sessions



#### Self Advocates as Trainers/Teachers



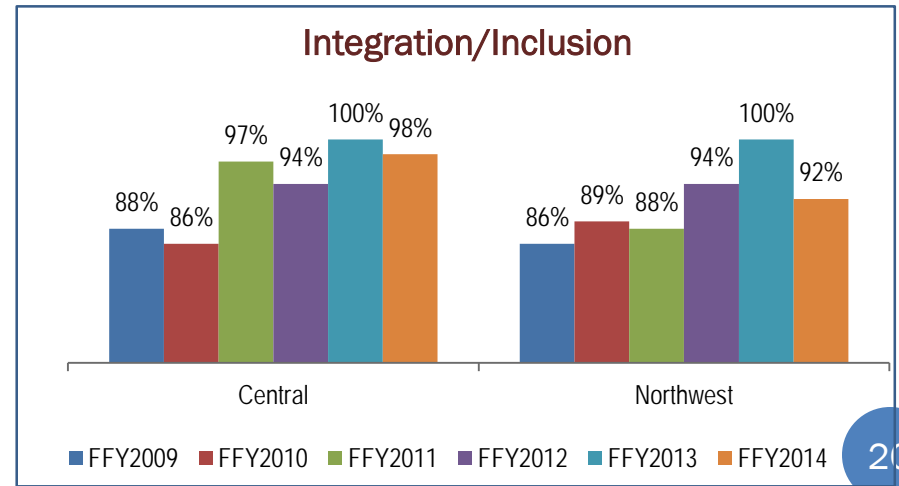
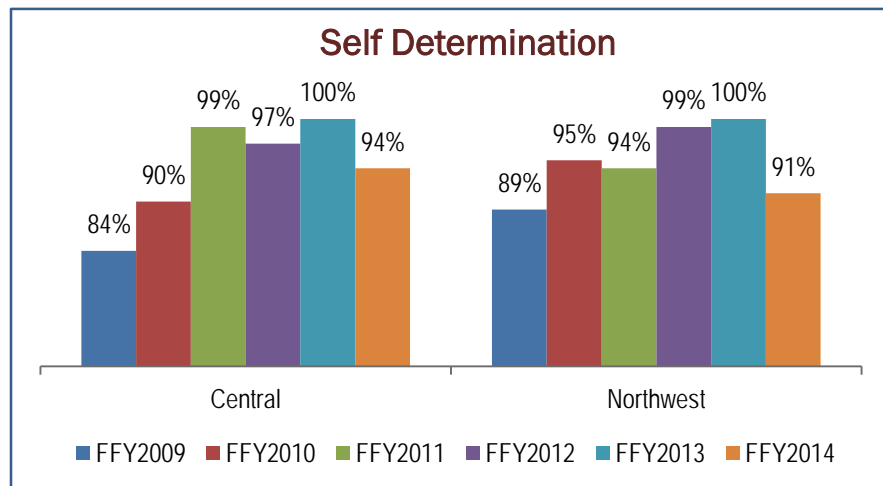
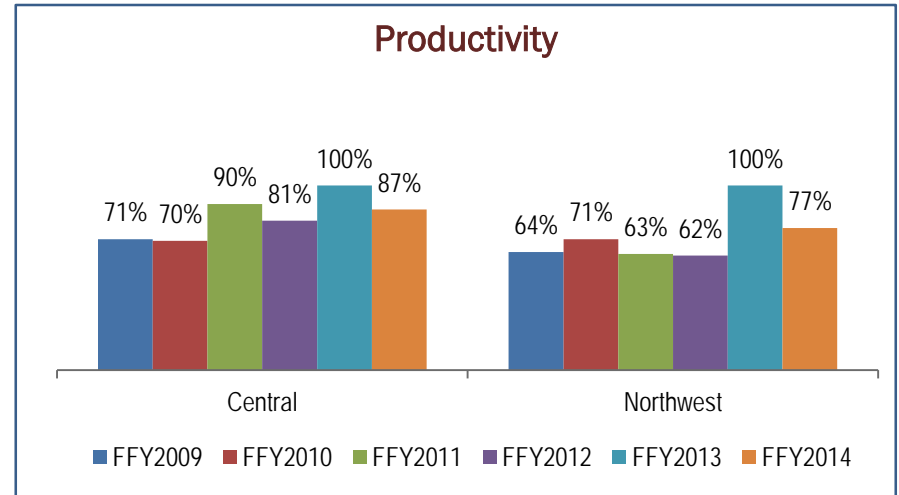
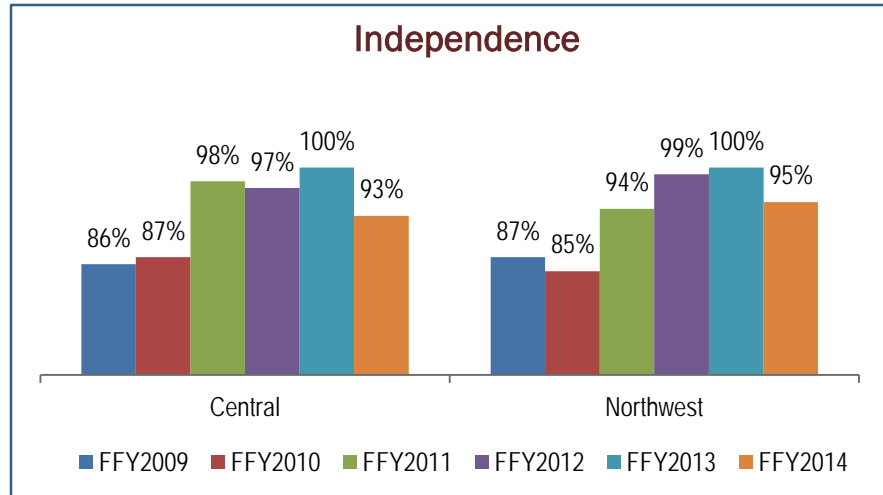
#### Training Session Evaluation Results FFY2014



# FFY 2014

## Business Results

Supplier/Partner Results  
 D. Self Advocacy – SAM Central and NW Regions  
 IPSII Results (% = Yes) FFYs 2009 - 2014



# FFY 2014

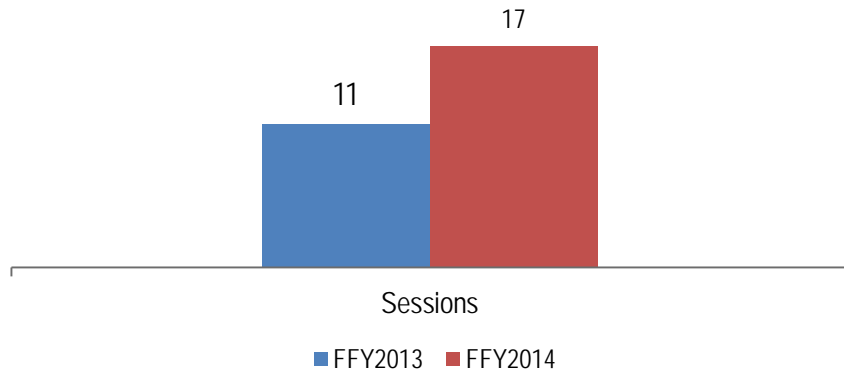
## Business Results

Supplier/Partner Results

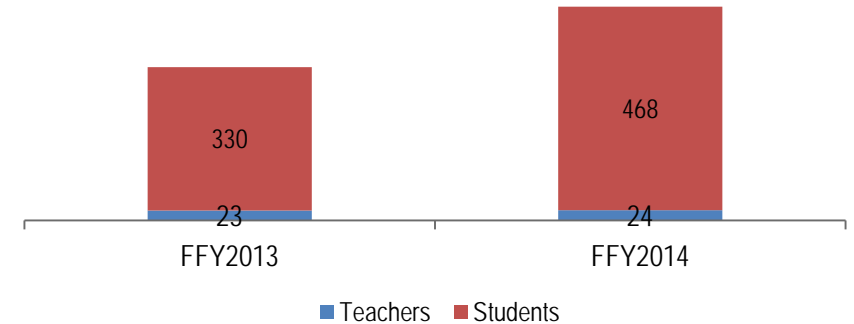
E. Self Advocacy – Anti-Bullying Campaign

Training Sessions, Attendees, Evaluation Results (scale of 1-5, 5-highest) FFY 2013-2014

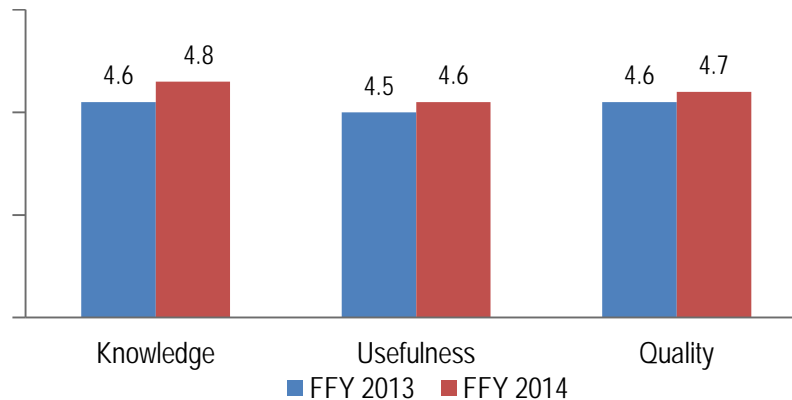
Number of Training Sessions FFY2013-2014



Training Session Attendees FFY2013-2014



Training Session Evaluation Results FFY2013-2014



# FFY 2014

## Business Results

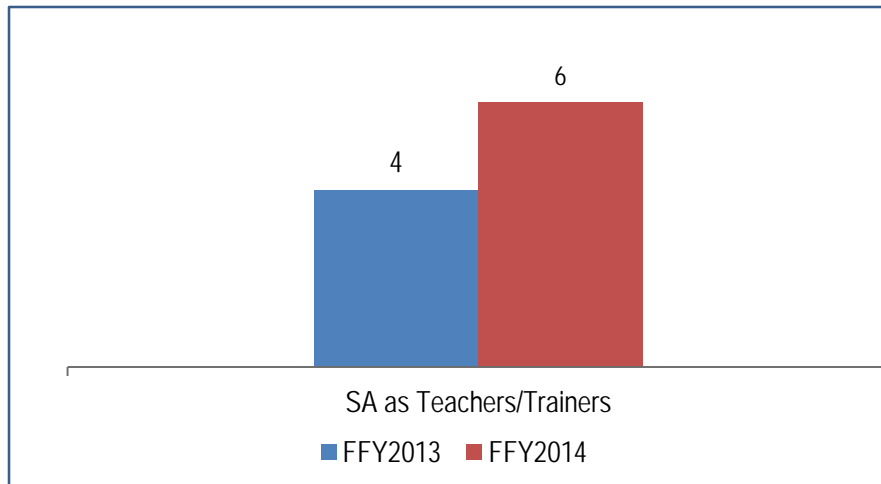
Supplier/Partner Results

F. Self Advocacy – Anti-Bullying Campaign

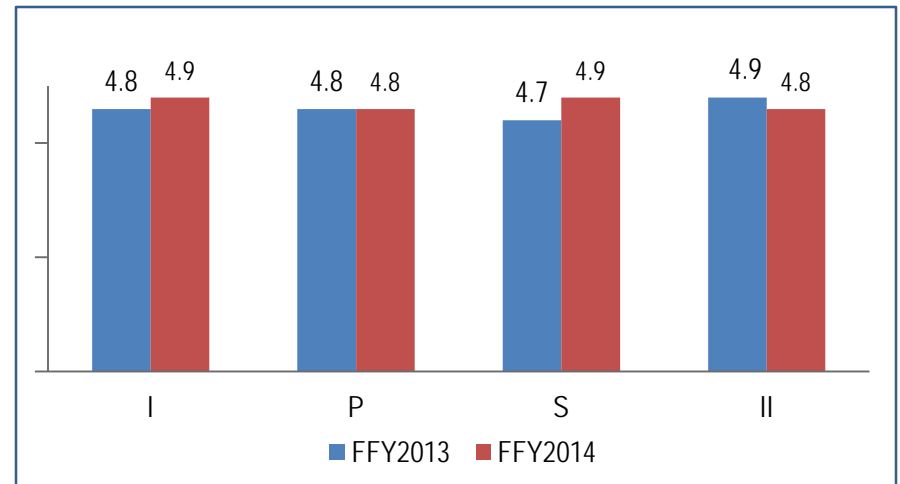
Self Advocates as Trainers/Teachers and IPSII Results (scale of 1-5, 5-highest)

FFY2013-2014

Number of Self Advocates as Trainers/Teachers



IPSII Results (Scale of 1-5, 5 = highest)

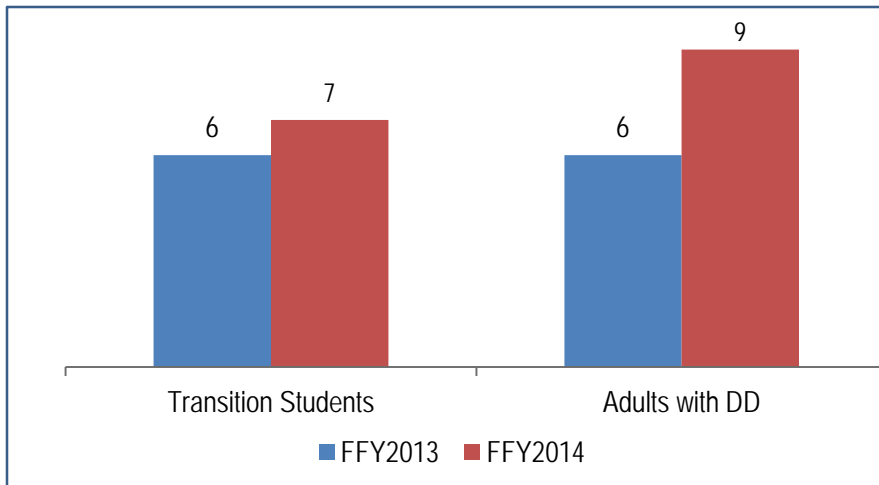


# FFY 2014

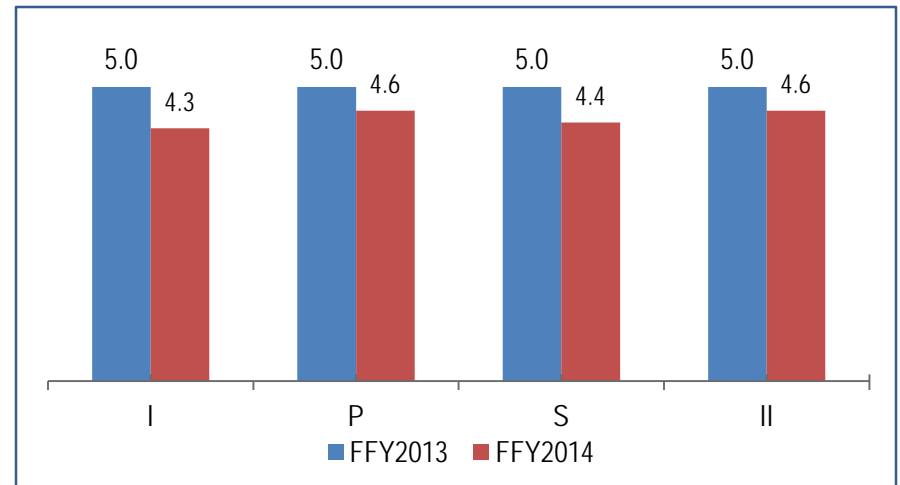
## Business Results

Supplier/Partner Results  
G. Individuals Employed, and IPSII Results (scale of 1 - 5, 5 = highest)  
FFY 2013-2014

Individuals Employed



IPSII Results (scale of 1-5, 5=highest)





# FFY 2014

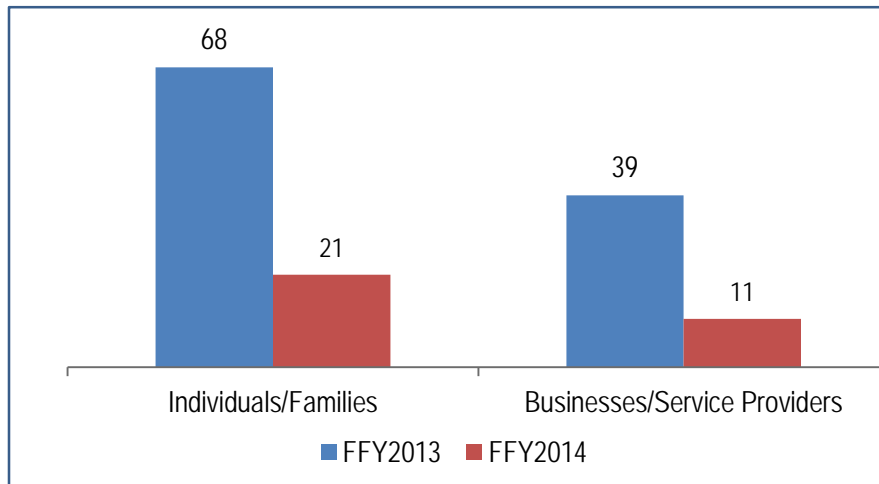
## Business Results

Supplier/Partner Results

H. Employment

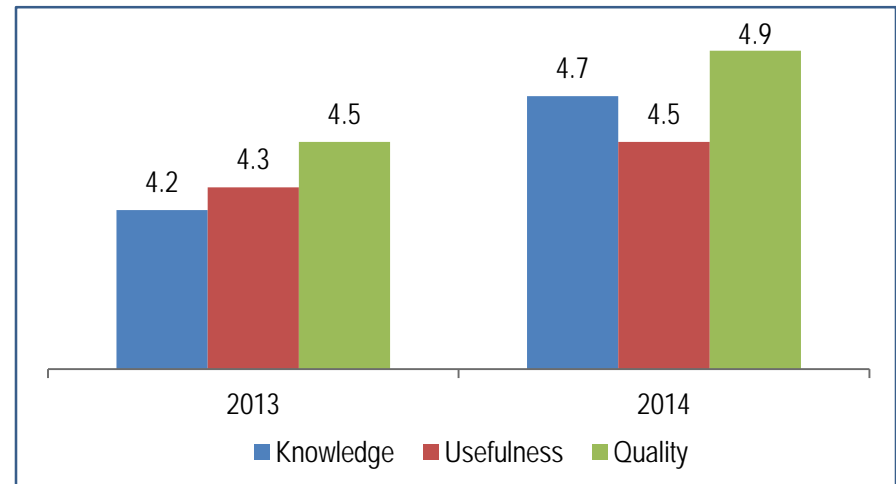
Training Sessions Attendees and Evaluation Results FFY 2013-2014

### Training Session Attendees



### Training Session Evaluation Results FFY 2013-2014

Individuals/Families and/or Businesses



# Governor's Council on Developmental Disabilities

## Minnesota Department of Administration

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Saint Paul, Minnesota 55155

[www.mn.gov/mnddc](http://www.mn.gov/mnddc)  
[www.mn.gov/mnddc/pipm](http://www.mn.gov/mnddc/pipm)

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- Fax: 651.297.7200

Toll Free: 877.348.0505

Email: [admin.dd@state.mn.us](mailto:admin.dd@state.mn.us)

Reduce, Reuse, Recycle