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Minnesota Governor's Council on Developmental Disabilities

Business Results

Federal Fiscal Year 2015
October 1, 2014 - September 30, 2015

FFY 2015
Business Results

Customer Focus Results
A. Technical Assistance Contacts
FFYs 2004 - 2014

Technical Assistance Contacts
(includes repeat customers)

year	number
2005	7271
2006	6601
2007	13740
2008	14064
2009	14041
2010	13648
2011	15182
2012	16861
2013	15844
2014	18638
2015	18261

Note: FFY 2008: MNDisability.Gov launched
FFY 2010: E-learning contacts added
July 2011: State government shutdown

FFY 2015
Business Results

Customer Focus Results
B. Total Compliments (mail/email)
Technical assistance; timeliness; and presentations,
products/services, and Partners in Policymaking
FFYs 2004 - 2014

year	number
FFY2005	749
FFY2006	796
FFY2007	973
FFY2008	779
FFY2009	795
FFY2010	821
FFY2011	1063
FFY2012	1131
FFY2013	955
FFY2014	1282
FFY2015	1219

NOTE: Compliments are searched for actionable items
July 2011: State government shutdown

FFY 2015
Business Results

Customer Focus Results
C. Publication Orders
FFYs 2004 - 2014

Number of Orders for Print Publications

FFY2005	410
FFY2006	417
FFY2007	362
FFY2008	221
FFY2009	106
FFY2010	130
FFY2011	202
FFY2012	115
FFY2013	72
FFY2014	42
FFY2015	56

NOTE: July 2011: State government shutdown
Print publications are treated as an alternative to electronic versions and downloads

FFY 2015
Business Results

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

Publication Rating Scores

FFY2005	9.2
FFY2006	9.2
FFY2007	9.2
FFY2008	9.2
FFY2009	10.0
FFY2010	9.0
FFY2011	8.8
FFY2012	9.8

FFY2013 9.4
FFY2014 8.7
FFY2015 8.9

^ = Good

NOTE: July 2011: State government shutdown

FFY 2015
Business Results

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

On Time Delivery of Publications
(Industry standard = 3 days)

^ = Good

FFY2005 100%
FFY2006 98%
FFY2007 99%
FFY2008 99.50%
FFY2009 100%
FFY2010 100%
FFY2011 100%
FFY2012 100%
FFY2013 100%
FFY2014 100%
FFY2015 100%

NOTE: July 2011: State government shutdown

FFY 2015
Business Results

Customer Focus Results
F. Publication Evaluation
FFYs 2004 - 2014

Publication Evaluation - Usefulness/Helpfulness = Yes

^ = Good

FFY2005 98%
FFY2006 97%
FFY2007 100%
FFY2008 100%
FFY2009 100%
FFY2010 100%
FFY2011 98%
FFY2012 100%
FFY2013 100%
FFY2014 100%
FFY2015 100%

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

FFY 2015
Business Results

Customer Focus Results
G. Print Publications and Downloads
FFYs 2005 - 2014

Publications
Print Publications, Downloads and Video Files (2013-2014)

Publications V = Good
Downloads ^ = Good (Downloads and Video Files)

FFY2006
Publications 21,201
Downloads 147,346
Total equals 168,547

FFY2007
Publications 27,800
Downloads 263,694
Total equals 291,494

FFY2008
Publications 20,402
Downloads 405,670
Total equals 426,072

FFY2009
Publications 8,363
Downloads 8,363
Total equals 461,229

FFY2010
Publications 8,874
Downloads 642,006
Total equals 650,880

FFY2011
Publications 10,686
Downloads 519,161

Total equals 535,521

FFY2012
Publications 18,847
Downloads 1,260,703
Total equals 1,279,550

FFY2013
Publications 12,845
Downloads 1,182,934
Video Files 52765
Total equals 1,248,544

FFY2014
Publications 7291
Downloads 644,895
Video Files 36674
Total equals 688,860

FFY2015
Publications 3373
Downloads 373,778
Video Files 70350
Total equals 447,501

NOTE: July 2011: State government shutdown
July 2012: Software and website data collection methods changed
FFY 2013: Video files added
FFYs 2014 and 2015: Decrease in downloads due to IT infrastructure changes; some IP addresses dropped.

FFY 2015
Business Results

Customer Focus Results
H. Online Visits (Websites and Mobile Browsers)
FFYs 2005 - 2014

Total Number of Visitors (Websites and MNDisability.Gov)
and Visits from Mobile Browsers

^ = Good

Total Number of Visitors
FFY2006 163,604
FFY2007 185,060
FFY2008 202,814
FFY2009 247,111
FFY2010 260,956
FFY2011 247,420
FFY2012 256,768
FFY2013 307,036
FFY2014 344,208
FFY2015 375,553

Visits from Mobile Browsers
FFY2013 28764
FFY2014 45291
FFY2015 61629

NOTE: July 2012: Software and website data collection methods changed
FFY 2013: Mobile browser visits added
FFY 2013: Video files added

FFY 2015
Business Results

Customer Focus Results
I. MNDisability.gov Visitors
FFYs 2010 - 2015

FFY2010 38268
FFY2011 33752
FFY2012 34841
FFY2013 34829
FFY2014 37848
FFY2015 41152

NOTE: July 2011: State government shutdown

FFY 2015
Business Results

Customer Focus Results
J. Facebook Users and Facebook Visits/Views
FFY 2011 - 2015

Facebook Users
2011 998
2012 14791
2013 21023
2014 33582
2015 61843

Facebook Visits/Views
2011 8196
2012 47158
2013 54457
2014 77393
2015 122320

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

K. Tech App Downloads
FFY 2012-2015

Autism 5-Point Scale(released 10/5/11)
2012 14597
2013 24502
2014 28489
2015 32705

Telling Your Story(released 7/13/12)
2012 345
2013 1230
2014 1973
2014 2568

NOTE: Totals are cumulative from release date

FFY 2015
Business Results

Customer Focus Results
L. Online Learning Visits and M. Online Learning IPSII Results
(scale of 1 - 5; 5 = highest)

L. LMS* Online Learning Visits

FFYs 2014 - 2015

FFY2014 12920
FFY2015 7900

M. Online Learning IPSII Results
FFYs 2012 - 2015

I
2012 4.3
2013 4.4
2014 4.2
2015 4.2

P
2012 4.3
2013 4.3
2014 4.1
2015 4.2

S
2012 4.3
2013 4.4
2014 4.3
2015 4.3

II
2012 4.3
2013 4.4
2014 4.0
2015 4.3

*Learning Management System
2014: Learning management system began tracking March 2014

FFY 2015
Business Results

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

^ = Good

Attendees at Cosponsored Training Conferences

FFY2005	3056
FFY2006	2743
FFY2007	2638
FFY2008	2241
FFY2009	1837
FFY2010	1915
FFY2011	2599
FFY2012	1550
FFY2013	3254
FFY2014	2328
FFY2015	1830

FFY 2015
Business Results

Financial and Market Results
A. Matching Funds
FFYs 2007 - 2015

Matching Funds
^ = Good

FFY2007	\$431,324
FFY2008	\$657,435
FFY2009	\$414,607
FFY2010	\$472,722
FFY2011	\$356,708

FFY2012 \$375,184
FFY2013 \$555,426
FFY2014 \$413,109
FFY2015 \$528,050

Goal = 25% Match

\$337,358
FFY2015

\$323,591
FFY2014

\$338,965
FFY2013

\$340,300
FFY2012

\$340,740
FFY2011

\$341,423
FFY2010

\$341,423
FFY2009

\$341,423
FFY2008

\$340,534
FFY2007

NOTE: FFYs 2009 & 2010 includes legislative support for self advocacy totaling over \$100,000 per year

FFY 2015
Business Results

Financial and Market Results
B. Carry Forward Funds
FFYs 2006 - 2015

Carry Forward Funds

^ = Good

FFY2006 \$214,957
FFY2007 \$232,344
FFY2008 \$307,588
FFY2009 \$220,422
FFY2010 \$246,678
FFY2011 \$256,546
FFY2012 \$271,794
FFY2013 \$241,959
FFY2014 \$250,599
FFY2015 \$266,985

FFY 2015
Business Results

Human Resource Results
A. Training Hours â€” Council Members and Staff
FFYs 2005 - 2015

Core Learning and Quality Improvement Training

Person Hours of Training

^ = Good

FFY2005 328
FFY2006 250.5
FFY2007 467.25
FFY2008 512.25
FFY2009 445.75
FFY2010 561.75
FFY2011 540
FFY2012 539
FFY2013 483.25
FFY2014 460
FFY2015 511

FFY 2015
Business Results

Supplier /Partner Results
A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)
Levels and Trends FFYs 2010 - 2015

Independence

FFY2010
Pre 2.5
Post 4.0

FFY2011
Pre 3.6
Post 4.4

FFY2012
Pre 4.0
Post 4.7

FFY2013
Pre 4.0
Post 4.9

FFY2014
Pre 3.5
Post 5.0

FFY2015
Pre 2.4
Post 5.0

Productivity

FFY2010
Pre 2.2
Post 4.8

FFY2011
Pre 2.8
Post 4.1

FFY2012
Pre 3.5
Post 4.6

FFY2013
Pre 3.5
Post 4.8

FFY2014
Pre 3.2
Post 5.0

FFY2015
Pre 2.2
Post 5.0

Self Determination

FFY2010
Pre 2.8
Post 4.7

FFY2011
Pre 3.4
Post 4.1

FFY2012
Pre 3.9
Post 4.6

FFY2013
Pre 3.9
Post 4.9

FFY2014
Pre 3.6
Post 5.0

FFY2015
Pre 2.6
Post 5.0

Integration/Inclusion

FFY2010
Pre 2.4
Post 4.7

FFY2011
Pre 3.5
Post 4.5

FFY2012
Pre 4.0
Post 4.6

FFY2013
Pre 4.0
Post 4.9

FFY2014
Pre 3.3
Post 5.0

FFY2015
Pre 2.6
Post 5.0

FFY 2015 Business Results

Supplier/Partner Results
C. Partners in Policymaking IPSII Results

Longitudinal Study (May 2015)
 Years XXIII to XXVI (Classes 27 - 30)

IPSII Results
 ^ = Good

			XXIII/27	XXIV/28	XXV/29	XXVI/30
Independence	100%		100%	100%	95%	
Productivity	100%		67%	38%		84%
Self Determination	100%		83%	88%		95%
Integration/Inclusion	100%	83%		95%	68%	

FFY 2015
 Business Results

Supplier/Partner Results
 B. Partners in Policymaking Pre-Post IPSII (scale of 1 - 5; 5 = highest)
 Levels and Trends (Classes 26 - 32) FFYs 2008-2015

Independence

Class 26
 Pre 3.8
 Post 4.4

Class 27
 Pre 4.0
 Post 4.5

Class 28
 Pre 4.4
 Post 4.6

Class 29
 Pre 4.0
 Post 4.6

Class 30
 Pre 4.3
 Post 4.6

Class 31
 Pre 4.2
 Post 4.7

Class 32
 Pre 4.4
 Post 4.6

Productivity

Class 26
 Pre 3.8
 Post 4.5

Class 27
 Pre 4.0
 Post 4.7

Class 28
 Pre 4.4
 Post 4.6

Class 29
 Pre 3.6
 Post 4.8

Class 30
 Pre 3.9
 Post 4.5

Class 31
 Pre 3.9
 Post 4.4

Class 32
 Pre 4.1
 Post 4.6

Self Determination

Class 26
 Pre 3.6
 Post 4.4

Class 27
 Pre 3.8
 Post 4.7

Class 28
 Pre 4.1
 Post 4.5

Class 29
 Pre 4.0
 Post 4.8

Class 30
 Pre 3.9
 Post 4.4

Class 31
Pre 4.0
Post 4.6

Class 32
Pre 4.2
Post 4.7

Integration/Inclusion

Class 26
Pre 3.4
Post 4.0

Class 27
Pre 3.4
Post 4.4

Class 28
Pre 3.9
Post 4.2

Class 29
Pre 3.8
Post 4.8

Class 30
Pre 3.5
Post 4.5

Class 31
Pre 3.4
Post 4.6

Class 32
Pre 3.3
Post 4.4

FFY 2015
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 2010 - 2015

Number of Training Sessions

Central
FFY2010 30
FFY2011 18
FFY2012 22
FFY2013 27
FFY2014 21
FFY2015 21

Northwest
FFY2010 33
FFY2011 17
FFY2012 19
FFY2013 27
FFY2014 17
FFY2015 25

Self Advocates Attending Training Sessions

Central
FFY2010 804
FFY2011 283
FFY2012 252
FFY2013 640
FFY2014 136
FFY2015 312

Northwest
FFY2010 407
FFY2011 158
FFY2012 212
FFY2013 577
FFY2014 192
FFY2015 483

Self Advocates as Trainers/Teachers

Central
FFY2010 29
FFY2011 29
FFY2012 25
FFY2013 60
FFY2014 20
FFY2015 46

Northwest
FFY2010 14
FFY2011 6
FFY2011 24
FFY2013 53
FFY2014 23
FFY2015 46

Training Session Evaluation Results FFY2015

Central
Knowledge 4.3

Usefulness 4.4
Quality 4.5

Northwest
Knowledge 4.6
Usefulness 4.5
Quality 4.2

FFY 2015
Business Results

Supplier/Partner Results
D. Self Advocacy - SAM Central and NW Regions
IPSII Results (% = Yes) FFYs 2010 - 2015

Independence

Central
FFY2010 87%
FFY2011 98%
FFY2012 97%
FFY2013 100%
FFY2014 98%

Northwest
FFY2010 85%
FFY2011 94%
FFY2012 99%
FFY2013 100%
FFY2014 95%
FFY2015 98%

Productivity

Central
FFY2010 70%
FFY2011 90%
FFY2012 81%
FFY2013 100%
FFY2014 87%
FFY2015 96%

Northwest
FFY2010 71%
FFY2011 63%
FFY2013 100%
FFY2014 77%
FFY2015 100%

Self Determination

Central
FFY2010 90%
FFY2011 99%
FFY2012 97%
FFY2013 100%
FFY2014 94%
FFY2015 100%

Northwest
FFY2010 95%
FFY2011 94%
FFY2012 99%
FFY2013 100%
FFY2014 91%
FFY2015 100%

Integration/Inclusion

Central
FFY2010 86%
FFY2011 97%
FFY2012 94%
FFY2013 100%
FFY2014 98%
FFY2015 100%

Northwest
FFY2010 89%
FFY2011 88%
FFY2012 94%
FFY2013 100%
FFY2014 92%
FFY2015 100%

FFY 2015
Business Results

Supplier/Partner Results
E. Self Advocacy - Anti-Bullying Campaign
Training Sessions, Attendees, Evaluation Results (scale of 1-5, 5-highest) FFY 2013-2015

Number of Training Sessions FFY2013	11
Number of Training Sessions FFY2014	17
Number of Training Sessions FFY2014	24

Training Session Attendees FFY2013-2015

2013 Teachers	23
2014 Teachers	24
2015 Teachers	32

2013 Students	330
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2014 Students 468
2015 Students 596

Training Session Evaluation Results FFY2013-2015

2013 Knowledge 4.6
2014 Knowledge 4.8
2015 Knowledge 4.7

2013 Usefulness 4.5
2014 Usefulness 4.6
2015 Usefulness 4.6

2013 Quality 4.6
2014 Quality 4.7
2015 Quality 4.7

FFY 2015
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)
FFY2013-2015

Number of Self Advocates as Trainers/Teachers

2013 4
2014 6
2015 9

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

2013 I 4.8
2014 I 4.9
2015 I 5.0

2013 P 4.8
2014 P 4.8
2015 P 5.0

2013 S 4.7
2014 S 4.9
2015 S 5.0

2013 II 4.9
2014 II 4.8
2015 II 4.9

FFY 2015
Business Results

Supplier/Partner Results

G. Individuals Employed, and IPSII Results (% = Yes)
FFY 2013-2015

Individuals Employed

2013 Transition Students 6
2014 Transition Students 7
2015 Transition Students 6

2013 Adults with DD 6
2014 Adults with DD 9
2015 Adults with DD 9

IPSII Results (% = Yes)

2013 I 5.0
2014 I 4.3
2015 I 4.1

2013 P 5.0
2014 P 4.6
2015 P 4.8

2013 S 5.0
2014 S 4.4
2015 S 4.5

2013 II 5.0
2014 II 4.6
2015 II 4.5

FFY 2015
Business Results

Supplier/Partner Results

H. Employment
Training Sessions Attendees and Evaluation Results FFY 2013-2015

Training Session Attendees

2013 Individuals/Families 68
2014 Individuals/Families 21
2015 Individuals/Families 114

2013 Businesses/Service Providers 39
2014 Businesses/Service Providers 11
2015 Businesses/Service Providers 354

Training Session Evaluation Results FFY 2013-2015

Individuals/Families and/or Businesses

2013 Knowledge 4.2

2014 Knowledge	4.3
2015 Knowledge	4.5
2013 Usefulness	4.7
2014 Usefulness	4.5
2015 Usefulness	4.9
2013 Quality	4.4
2014 Quality	4.4
2014 Quality	4.7

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Reduce, Reuse, Recycle