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Minnesota Governor's Council on Developmental Disabilities

Business Results

Federal Fiscal Year 2017
October 1, 2016 - September 30, 2017

FFY 2017
Business Results

Customer Focus Results
A. Technical Assistance Contacts
FFYs 2007 - 2017

Technical Assistance Contacts
(includes repeat customers)

year	number
2007	13740
2008	14064
2009	14041
2010	13648
2011	15182
2012	16861
2013	15844
2014	18638
2015	18261
2016	20397
2017	20038

Note: FFY 2008: mn.gov/disability-mn launched
FFY 2010: E-learning contacts added
July 2011: State government shutdown

FFY 2017
Business Results

Customer Focus Results
B. Total Compliments (mail/email)
Technical assistance; timeliness; and presentations,
products/services, and Partners in Policymaking
FFYs 2007 - 2017

year	number
FFY2007	973
FFY2008	779
FFY2009	795
FFY2010	821
FFY2011	1063
FFY2012	1131
FFY2013	955
FFY2014	1282
FFY2015	1219
FFY2016	1251
FFY2017	1169

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

FFY 2017
Business Results

Customer Focus Results
C. Publication Orders
FFYs 2007 - 2017

Number of Orders for Print Publications

FFY2007	362
FFY2008	221
FFY2009	106
FFY2010	130
FFY2011	202
FFY2012	115
FFY2013	72
FFY2014	42
FFY2015	56
FFY2016	175
FFY2017	75

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

FFY 2017
Business Results

Customer Focus Results
D. Publications Rating (scale of 1 - 10; 10 = highest)
FFYs 2007 - 2017

Publication Rating Scores

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
FFY2016	9.5
FFY2017	10.0

^ = Good

NOTE: July 2011: State government shutdown

FFY 2017
Business Results

Customer Focus Results
E. Publication Delivery Time
FFYs 2007 - 2017

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

^ = Good

FFY2007 99%
FFY2008 99.50%
FFY2009 100%
FFY2010 100%
FFY2011 100%
FFY2012 100%
FFY2013 100%
FFY2014 100%
FFY2015 100%
FFY2016 100%
FFY2017 100%

NOTE: July 2011: State government shutdown

FFY 2017
Business Results

Customer Focus Results
F. Publication Evaluation
FFYs 2007 - 2017

Publication Evaluation - Usefulness/Helpfulness = Yes

^ = Good

FFY2007 100%
FFY2008 100%
FFY2009 100%
FFY2010 100%
FFY2011 98%
FFY2012 100%
FFY2013 100%
FFY2014 100%
FFY2015 100%
FFY2016 100%
FFY2017 100%

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

FFY 2017
Business Results

Customer Focus Results
G. Print Publications and Downloads
FFYs 2007 - 2017

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

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

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

FFY2016
Publications 5972
Downloads 393,982
Video Files 4,188
Total equals 447,501

FFY2017
Publications 3600
Downloads 461,699
Video Files 56,042
Total equals 521,341

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 2017
Business Results

Customer Focus Results
H. Online Visits (Websites and Mobile Browsers)
FFYs 2007 - 2017

Total Number of Visitors (Websites and mn.gov/disability-mn)
and Visits from Mobile Browsers

^ = Good

Total Number of Visitors

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
FFY2016 412,330
FFY2017 424,162

Visits from Mobile Browsers

FFY2013 28,764
FFY2014 45,291
FFY2015 61,629
FFY2016 75,012
FFY2017 83,749

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

FFY 2017
Business Results

Customer Focus Results
I. mn.gov/disability-mn Visitors
FFYs 2011 - 2017

FFY2011 33752
FFY2012 34841
FFY2013 34829
FFY2014 37848
FFY2015 41152
FFY2016 43961
FFY2017 64391

NOTE: July 2011: State government shutdown

FFY 2017
Business Results

Customer Focus Results

J. Facebook Users and Facebook Visits/Views
FFY 2012 - 2017

Facebook Users

2012 14791
2013 21023
2014 33582
2015 61843
2016 122184
2017 143161

Facebook Visits/Views

2012 47158
2013 54457
2014 77393
2015 122320
2016 216279
2016 237867

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

K. Tech App Downloads
FFY 2013-2017

Autism 5-Point Scale(released 10/5/11)

2013 24502
2014 28489
2015 32705
2016 46992
2016 74303

Telling Your Story(released 7/13/12)

2013 1230
2014 1973
2015 2568
2016 3379
2017 7771

NOTE: Totals are cumulative from release date

FFY 2017
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 - 2017

FFY2014 12920
FFY2015 7900
FFY2016 6967
FFY2017 8002

M. Online Learning IPSII Results
FFYs 2013 - 2017

I
2013 4.4

2014 4.2
2015 4.2
2016 4.2
2017 4.4

P
2013 4.3
2014 4.1
2015 4.2
2016 4.2
2017 4.3

S
2013 4.2
2014 4.1
2015 4.3
2016 4.3
2017 4.4

II
2013 4.1
2014 4.2
2015 4.3
2016 4.9
2017 4.4

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

FFY 2017
Business Results

Customer Focus Results
N. Cosponsored Training Conferences - Attendees
FFYs 2007 - 2017

^ = Good

Attendees at Cosponsored Training Conferences

FFY2007	2638
FFY2008	2241
FFY2009	1837
FFY2010	1915
FFY2011	2599
FFY2012	1550
FFY2013	3254
FFY2014	2328
FFY2015	1830
FFY2016	1324
FFY2017	1499

FFY 2017
Business Results

Financial and Market Results
A. Matching Funds
FFYs 2009 - 2017

Matching Funds
^ = Good

FFY2009	\$414,607
FFY2010	\$472,722
FFY2011	\$356,708
FFY2012	\$375,184
FFY2013	\$555,426
FFY2014	\$413,109
FFY2015	\$528,050
FFY2016	\$408,675
FFY2017	\$389,997

Goal = 25% Match

\$341,603
FFY2017

\$338,347
FFY2016

\$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 2017
Business Results

Financial and Market Results
B. Carry Forward Funds
FFYs 2009 - 2017

Carry Forward Funds

^ = Good

FFY2009 \$220,422
FFY2010 \$246,678
FFY2011 \$256,546
FFY2012 \$271,794
FFY2013 \$241,959
FFY2014 \$250,599
FFY2015 \$266,985
FFY2016 \$310,928
FFY2017 \$294,221

FFY 2017
Business Results

Human Resource Results
A. Training Hours for Council Members and Staff
FFYs 2008 - 2017

Core Learning and Quality Improvement Training

Person Hours of Training

^ = Good

FFY2008 512.25
FFY2009 445.75
FFY2010 561.75
FFY2011 540
FFY2012 539
FFY2013 483.25
FFY2014 460
FFY2015 511
FFY2016 486
FFY2017 524.75

FFY 2017
Business Results

Supplier /Partner Results
A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)
Levels and Trends FFYs 2012 - 2017

Independence

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

FFY2016
Pre 3.0
Post 5.0

FFY2017
Pre 2.8
Post 4.8

Productivity

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

FFY2016
Pre 2.3
Post 5.0

FFY2017
Pre 2.8
Post 4.8

Self Determination

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

FFY2016
Pre 3.5
Post 5.0

FFY2017
Pre 3.1

Post 4.9

Integration/Inclusion

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

FFY2016
Pre 2.4
Post 5.0

FFY2017
Pre 2.6
Post 4.8

FFY 2017
Business Results

Supplier/Partner Results
C. Partners in Policymaking IPSII Results
Longitudinal Study (May 2017)
Years XXVI to XXVIII (Classes 30 - 32)

IPSII Results		XXVI/30	XXVII/31	XXVIII/32
^ = Good				
Independence	95%	70%		83%
Productivity	38%	30%		75%
Self Determinaton	95%	70%		92%
Integration/Inclusion	68%	40%	75%	

FFY 2017
Business Results

Supplier/Partner Results
B. Partners in Policymaking Pre-Post IPSII (scale of 1 - 5; 5 = highest)
Levels and Trends (Classes 28 - 34) FFYs 2010-2017

Independence

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

Class 33
Pre 4.3
Post 4.4

Class 34
Pre 4.1
Post 4.5

Productivity

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

Class 33
Pre 3.9
Post 4.0

Class 34
Pre 3.9
Post 4.0

Self Determination

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

Class 33
Pre 3.9
Post 4.1

Class 34
Pre 3.6
Post 4.4

Integration/Inclusion

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

Class 33
Pre 3.3
Post 3.8

Class 34
Pre 3.5
Post 4.1

FFY 2017 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 2013 - 2017

Number of Training Sessions

Central
FFY2013 27
FFY2014 21
FFY2015 21
FFY2016 20
FFY2017 28

Northwest
FFY2013 27
FFY2014 17
FFY2015 25
FFY2016 14
FFY2017 13

Self Advocates Attending Training Sessions

Central
FFY2013 640
FFY2014 136
FFY2015 312
FFY2016 353
FFY2017 497

Northwest
FFY2013 577
FFY2014 192
FFY2015 483
FFY2016 262
FFY2017 252

Self Advocates as Trainers/Teachers

Central
FFY2013 60
FFY2014 20
FFY2015 46
FFY2016 21
FFY2017 30

Northwest
FFY2013 53
FFY2014 23
FFY2015 46
FFY2016 11
FFY2017 25

Training Session Evaluation Results FFY2017

Central
Knowledge 4.3
Usefulness 4.0
Quality 4.4

Northwest
Knowledge 4.3
Usefulness 4.0
Quality 4.4

FFY 2017
Business Results

Supplier/Partner Results
D. Self Advocacy - SAM Central and NW Regions
IPSI Results (% = Yes) FFYs 2012 - 2017

Independence
Central
FFY2012 97%
FFY2013 100%
FFY2014 98%
FFY2015 93%
FFY2016 100%
FFY2017 98%

Northwest
FFY2012 99%
FFY2013 100%
FFY2014 95%
FFY2015 98%
FFY2016 100%
FFY2017 91%

Productivity
Central
FFY2012 81%
FFY2013 100%
FFY2014 87%
FFY2015 96%
FFY2016 95%
FFY2017 77%

Northwest
FFY2012 62%
FFY2013 100%
FFY2014 77%
FFY2015 100%
FFY2016 100%
FFY2017 74%

Self Determination
Central
FFY2012 97%
FFY2013 100%
FFY2014 94%
FFY2015 100%
FFY2016 100%
FFY2017 100%

Northwest
FFY2012 99%
FFY2013 100%
FFY2014 91%
FFY2015 100%
FFY2016 100%
FFY2017 98%

Integration/Inclusion
Central
FFY2012 94%
FFY2013 100%
FFY2014 98%
FFY2015 100%
FFY2016 94%
FFY2017 98%

Northwest
FFY2012 94%
FFY2013 100%
FFY2014 92%
FFY2015 100%
FFY2016 100%
FFY2017 98%

FFY 2017
Business Results

Supplier/Partner Results
E. Self Advocacy - Anti-Bullying Campaign
Training Sessions, Attendees, Evaluation Results (scale of 1-5, 5-highest) FFY 2013-2017

Number of Training Sessions FFY2013	11
Number of Training Sessions FFY2014	17
Number of Training Sessions FFY2015	24
Number of Training Sessions FFY2016	37
Number of Training Sessions FFY2017	38

Training Session Attendees FFY2013-2017	
2013 Teachers	23
2014 Teachers	24
2015 Teachers	32
2016 Teachers	59
2017 Teachers	45

2013 Students	330
2014 Students	468
2015 Students	596
2016 Students	1009
2017 Students	1010

Training Session Evaluation Results FFY2013-2017	
2013 Knowledge	4.6
2014 Knowledge	4.8
2015 Knowledge	4.7
2016 Knowledge	4.6
2017 Knowledge	4.6

2013 Usefulness	4.5
2014 Usefulness	4.6
2015 Usefulness	4.6
2016 Usefulness	4.6
2017 Usefulness	4.6

2013 Quality	4.6
2014 Quality	4.7
2015 Quality	4.7

2016 Quality 4.7
2016 Quality 4.6

FFY 2017
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)
FFY 2013-2017

Number of Self Advocates as Trainers/Teachers
2013 4
2014 6
2015 9
2016 10
2017 6

IPSII Results (Scale of 1-5, 5 = highest)
2013 I 4.8
2014 I 4.9
2015 I 5.0
2016 I 5.0

2013 P 4.8
2014 P 4.8
2015 P 5.0
2016 P 5.0
2017 P 5.0

2013 S 4.7
2014 S 4.9
2015 S 5.0
2016 S 5.0
2017 S 5.0

2013 II 4.9
2014 II 4.8
2015 II 4.9
2016 II 4.9
2017 II 5.0

FFY 2017
Business Results

Supplier/Partner Results
G. Individuals Employed, and IPSII Results (% = Yes)
FFY 2013-2017

Individuals Employed
2013 Transition Students 6
2014 Transition Students 7
2015 Transition Students 6
2016 Transition Students 4
2017 Transition Students 8

2013 Adults with DD 6
2014 Adults with DD 9
2015 Adults with DD 9
2016 Adults with DD 9
2017 Adults with DD 9

IPSII Results (% = Yes)
2013 I 5.0
2014 I 4.3
2015 I 4.1
2016 I 4.5
2017 I 4.6

2013 P 5.0
2014 P 4.6
2015 P 4.8
2016 P 4.8
2017 P 4.4

2013 S 5.0
2014 S 4.4
2015 S 4.5
2016 S 4.5
2017 S 4.6

2013 II 5.0
2014 II 4.6
2015 II 4.5
2016 II 4.8
2017 II 4.5

FFY 2017
Business Results

Supplier/Partner Results
H. Employment
Training Sessions Attendees and Evaluation Results FFY 2013-2017

Training Session Attendees
2013 Individuals/Families 68
2014 Individuals/Families 21
2015 Individuals/Families 114
2016 Individuals/Families 121
2017 Individuals/Families 98

2013 Businesses/Service Providers 39
2014 Businesses/Service Providers 11
2015 Businesses/Service Providers 354
2016 Businesses/Service Providers 98
2017 Businesses/Service Providers 25

Training Session Evaluation Results FFY 2013-2017

Individuals/Families and/or Businesses
2013 Knowledge 4.2
2014 Knowledge 4.3
2015 Knowledge 4.5
2017 Knowledge 4.3

2013 Usefulness 4.3
2014 Usefulness 4.5
2015 Usefulness 4.3

2017 Usefulness	4.3
2013 Quality	4.4
2014 Quality	4.9
2015 Quality	4.7
2017 Quality	4.3

In 2016, 4 sessions were rated in terms of useful/helpful = 82% yes
Ration (1 - 10 scale; 10 = highest): 8.1

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Reduce, Reuse, Recycle