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Minnesota Governor's Council on Developmental Disabilities

Business Results

Federal Fiscal Year 2016  
October 1, 2015 - September 30, 2016

FFY 2016  
Business Results

Customer Focus Results  
A. Technical Assistance Contacts  
FFYs 2007 - 2016

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

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

FFY 2016  
Business Results

Customer Focus Results  
B. Total Compliments (mail/email)  
Technical assistance; timeliness; and presentations,  
products/services, and Partners in Policymaking  
FFYs 2007 - 2016

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

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

FFY 2016  
Business Results

Customer Focus Results  
C. Publication Orders  
FFYs 2007 - 2016

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

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

FFY 2016  
Business Results

Customer Focus Results  
D. Publications Rating (scale of 1 - 10; 10 = highest)  
FFYs 2007 - 2016

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

^ = Good

NOTE: July 2011: State government shutdown

FFY 2016  
Business Results

Customer Focus Results  
E. Publication Delivery Time  
FFYs 2007 - 2016

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%

NOTE: July 2011: State government shutdown

FFY 2016

Business Results

Customer Focus Results  
F. Publication Evaluation  
FFYs 2007 - 2016

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%

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

FFY 2016  
Business Results

Customer Focus Results  
G. Print Publications and Downloads  
FFYs 2007 - 2016

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

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

FFY2007  
Publications 27,800  
Downloads 263,594  
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 96574  
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

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 2016  
Business Results

Customer Focus Results  
H. Online Visits (Websites and Mobile Browsers)  
FFYs 2007 - 2016

Total Number of Visitors (Websites and MNDisability.Gov)  
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

Visits from Mobile Browsers  
FFY2013 28,764  
FFY2014 45,291  
FFY2015 61,629  
FFY2016 75,012

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

FFY 2016  
Business Results

Customer Focus Results

I. MNDisability.gov Visitors  
FFYs 2011 - 2016

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

NOTE: July 2011: State government shutdown

FFY 2016  
Business Results

Customer Focus Results

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

Facebook Users  
2012 14791  
2013 21023  
2014 33582  
2015 61843  
2016 122184

Facebook Visits/Views  
2012 47158  
2013 54457  
2014 77393  
2015 122320  
2016 216279

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)  
2013 24502  
2014 28489  
2015 32705  
2016 46992

Telling Your Story(released 7/13/12)  
2013 1230  
2014 1973  
2015 3379

NOTE: Totals are cumulative from release date

FFY 2016  
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 - 2016

FFY2014 12920  
FFY2015 7900  
FFY2016 6967

M. Online Learning IPSII Results  
FFYs 2013 - 2016

I  
2013 4.4  
2014 4.2  
2015 4.2  
2016 4.2

P  
2013 4.3  
2014 4.1  
2015 4.2  
2016 4.2

S  
2013 4.4  
2014 4.3  
2015 4.3  
2016 4.1

II  
2013 4.4  
2014 4.0  
2015 4.3  
2016 4.2

\*Learning Management System

2014: Learning management system began tracking March 2014

FFY 2016  
Business Results

Customer Focus Results

N. Cosponsored Training Conferences - Attendees  
FFYs 2007 - 2016

^ = 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

FFY 2016  
Business Results

Financial and Market Results

A. Matching Funds  
FFYs 2009 - 2016

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

Goal = 25% Match

\$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 2016  
Business Results

Financial and Market Results  
B. Carry Forward Funds  
FFYs 2009 - 2016

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

FFY 2016  
Business Results

Human Resource Results  
A. Training Hours æ Council Members and Staff  
FFYs 2005 - 2015

Core Learning and Quality Improvement Training

Person Hours of Training

^ = Good

FFY2007 467.25  
FFY2008 512.25  
FFY2009 445.75  
FFY2010 561.75  
FFY2011 540  
FFY2012 539  
FFY2013 483.25  
FFY2014 460  
FFY2015 511  
FFY2016 486

FFY 2016  
Business Results

Supplier /Partner Results  
A. African American Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest)  
Levels and Trends FFYs 2010 - 2016

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

FFY2016  
Pre 3.0  
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  
 FFY2016  
 Pre 2.3  
 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  
 FFY2016  
 Pre 3.5  
 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  
 FFY2016  
 Pre 2.4  
 Post 5.0

FFY 2016  
 Business Results

Supplier/Partner Results  
 C. Partners in Policymaking IPSII Results  
 Longitudinal Study (February 2016)  
 Years XXIV to XXVII (Classes 28 - 31)

IPSII Results  
 ^ = Good

	100%	XXIV/28	XXV/29	XXVI/30	XXVII/31
Independence	100%	100%	95%	70%	30%
Productivity	100%	67%	38%	95%	70%
Self Determination	83%	88%	68%	95%	40%
Integration/Inclusion	83%	95%	68%	95%	40%

FFY 2016  
 Business Results

Supplier/Partner Results  
 B. Partners in Policymaking Pre-Post IPSII (scale of 1 - 5; 5 = highest)  
 Levels and Trends (Classes 27 - 33) FFYs 2009-2016

Independence

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  
 Class 33  
 Pre 4.3  
 Post 4.4

Productivity

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

Class 33  
Pre 3.9  
Post 4.0

Self Determination

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

Class 33  
Pre 3.9  
Post 4.1

Integration/Inclusion

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

Class 33  
Pre 3.3  
Post 3.8

FFY 2016

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 2012 - 2016

Number of Training Sessions

Central  
FFY2012 22  
FFY2013 27  
FFY2014 21  
FFY2015 21  
FFY2016 20

Northwest  
FFY2012 19  
FFY2013 27  
FFY2014 17  
FFY2015 25  
FFY2016 14

Self Advocates Attending Training Sessions

Central  
FFY2012 252  
FFY2013 640  
FFY2014 136  
FFY2015 312  
FFY2016 353

Northwest  
FFY2012 212  
FFY2013 577  
FFY2014 192  
FFY2015 483  
FFY2016 262

Self Advocates as Trainers/Teachers

Central  
FFY2012 25  
FFY2013 60

FFY2014 20  
FFY2015 46  
FFY2016 21

Northwest  
FFY2011 24  
FFY2013 53  
FFY2014 23  
FFY2015 46  
FFY2016 11

Training Session Evaluation Results FFY2016

Central  
Knowledge 4.3  
Usefulness 4.2  
Quality 4.2

Northwest  
Knowledge 4.2  
Usefulness 4.6  
Quality 4.6

FFY 2016  
Business Results

Supplier/Partner Results

D. Self Advocacy - SAM Central and NW Regions  
IPSI Results (% = Yes) FFYs 2011 - 2016

Independence

Central  
FFY2011 98%  
FFY2012 97%  
FFY2013 100%  
FFY2014 98%  
FFY2015 92%  
FFY2016 100%

Northwest  
FFY2011 94%  
FFY2012 99%  
FFY2013 100%  
FFY2014 95%  
FFY2015 98%  
FFY2016 100%

Productivity

Central  
FFY2011 90%  
FFY2012 81%  
FFY2013 100%  
FFY2014 87%  
FFY2015 96%  
FFY2016 95%

Northwest  
FFY2011 63%  
FFY2012 62%  
FFY2013 100%  
FFY2014 77%  
FFY2015 100%  
FFY2016 100%

Self Determination

Central  
FFY2011 99%  
FFY2012 97%  
FFY2013 100%  
FFY2014 94%  
FFY2015 100%  
FFY2016 100%

Northwest  
FFY2011 94%  
FFY2012 99%  
FFY2013 100%  
FFY2014 91%  
FFY2015 100%  
FFY2016 100%

Integration/Inclusion

Central  
FFY2011 97%  
FFY2012 94%  
FFY2013 100%  
FFY2014 98%  
FFY2015 100%  
FFY2016 94%

Northwest  
FFY2011 88%  
FFY2012 94%  
FFY2013 100%  
FFY2014 92%  
FFY2015 100%  
FFY2016 100%

FFY 2016  
Business Results

Supplier/Partner Results

E. Self Advocacy - Anti-Bullying Campaign  
Training Sessions, Attendees, Evaluation Results (scale of 1-5, 5-highest) FFY 2013-2016

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

Training Session Attendees FFY2013-2016

2013 Teachers	23
2014 Teachers	24
2015 Teachers	32
2016 Teachers	59
2013 Students	330
2014 Students	468
2015 Students	596
2016 Students	1009

Training Session Evaluation Results FFY2013-2016

2013 Knowledge	4.6
2014 Knowledge	4.8
2015 Knowledge	4.7
2016 Knowledge	4.6

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



2013 Quality 4.6  
2014 Quality 4.7  
2015 Quality 4.7  
2016 Quality 4.7

FFY 2016  
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 2013-2016

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

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

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

2013 II 4.9  
2014 II 4.8  
2015 II 4.9  
2016 II 4.9

FFY 2016  
Business Results

Supplier/Partner Results

G. Individuals Employed, and IPSII Results (% = Yes)  
FFY 2013-2016

Individuals Employed

2013 Transition Students 6  
2014 Transition Students 7  
2015 Transition Students 6  
2016 Transition Students 4

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

IPSII Results (% = Yes)

2013 I 5.0  
2014 I 4.3  
2015 I 4.1  
2016 I 4.5

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

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

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

FFY 2016  
Business Results

Supplier/Partner Results

H. Employment  
Training Sessions Attendees and Evaluation Results FFY 2013-2016

Training Session Attendees

2013 Individuals/Families 68  
2014 Individuals/Families 21  
2015 Individuals/Families 114  
2016 Individuals/Families 121

2013 Businesses/Service Providers 39  
2014 Businesses/Service Providers 11  
2015 Businesses/Service Providers 354  
2016 Businesses/Service Providers 96

Training Session Evaluation Results FFY 2013-2016

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  
2015 Quality 4.7

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

Governor's Council on Developmental Disabilities  
Minnesota Department of Administration

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