

Minnesota Governor's Council on Developmental Disabilities Business Results

Federal Fiscal Year 2020
(October 1, 2019 - September 30, 2020)

FFY 2020

Business Results

EXECUTIVE SUMMARY

As part of its focus on continuous quality improvement and alignment to the Baldrige Criteria, the Minnesota Governor's Council on Developmental Disabilities has produced a set of Business Results since the early 2000s. It should be noted that the pandemic did affect some performance results.

1. Most customer focus results continue to be moving in a favorable direction:

- Customer contacts increased during FFY 2020.
- Compliments also increased and primarily centered around the Partners in Policymaking program.
- The greatest customer reach is through online products and services. Over 3 million documents were downloaded in FFY 2020 and over 64,000 videos were viewed. Dissemination of print publications continues to decline to approximately 1,100.
- Social media users also increased to over 630,000 while the two Apps had over 13,000 combined downloads.
- Training conference attendance was down to 1069 during this past year.

2. The 25% matching funds goal has been exceeded every year in the financial and market results area.

3. Human resource results focus on council member and staff training, which has successfully averaged over 500 hours annually for the past 10 years. The number of training hours declined to 420 in 2020 due to the pandemic and cancellation of meetings.

4. The federal outcomes of independence, productivity, self-determination, integration and inclusion were measured pre and post training activities. The gain ranged from 0.3 to 1.1 (on a 5- point scale) while knowledge, usefulness and quality of training averaged 4.7 on a 5-point scale.

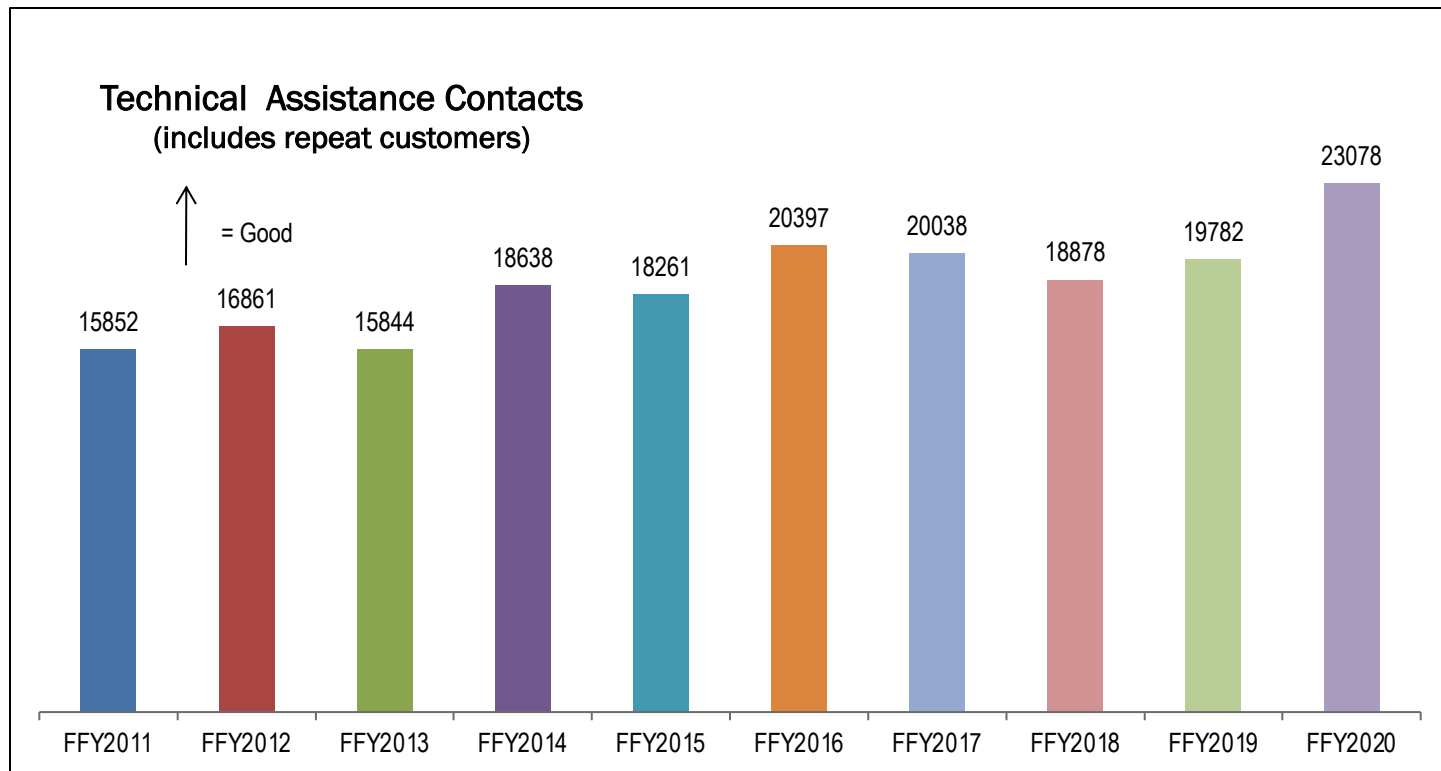
FFY 2020

Business Results

Customer Focus Results

A. Technical Assistance Contacts

FFYs 2011 - 2020



FFY 2020

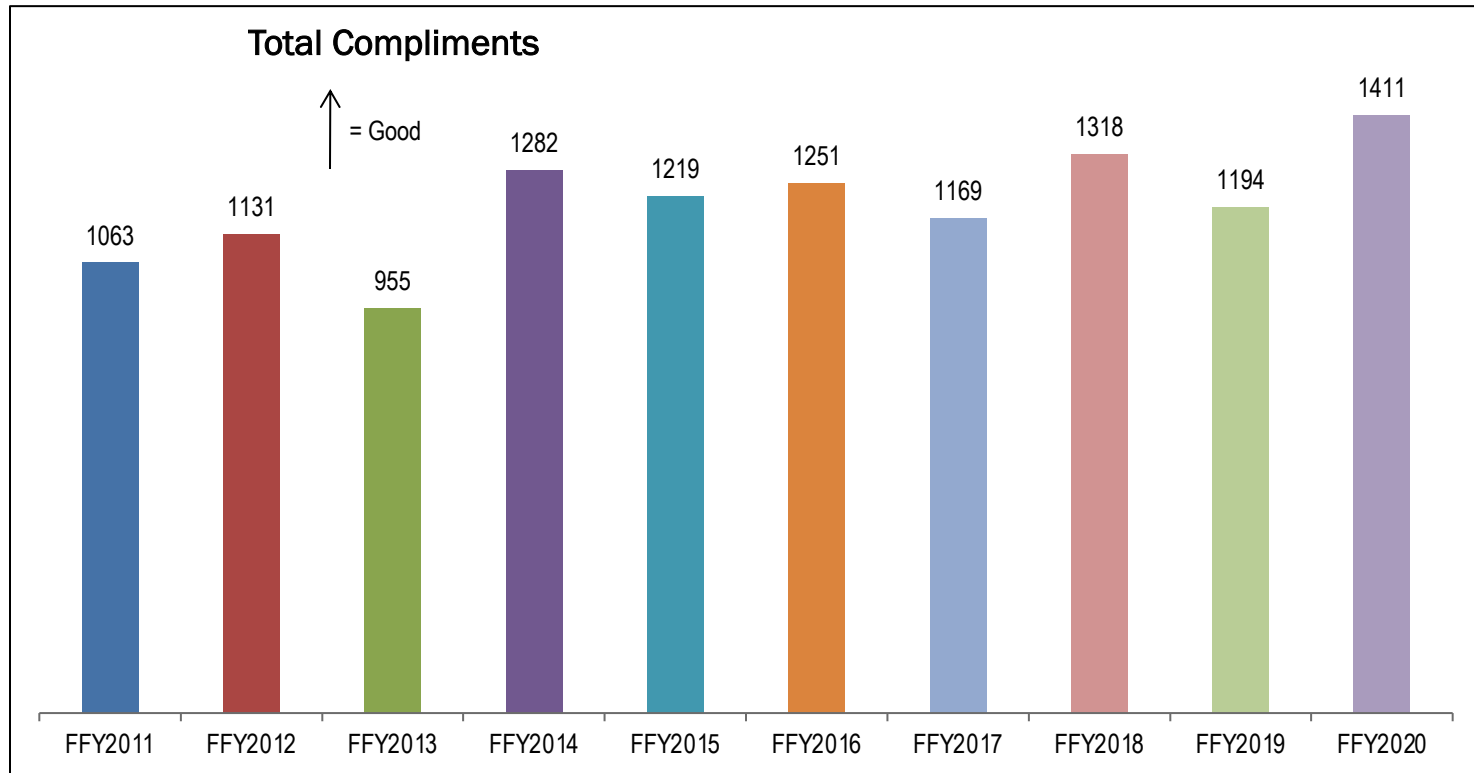
Business Results

Customer Focus Results

B. Total Compliments (mail/email)

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

FFYs 2011 - 2020

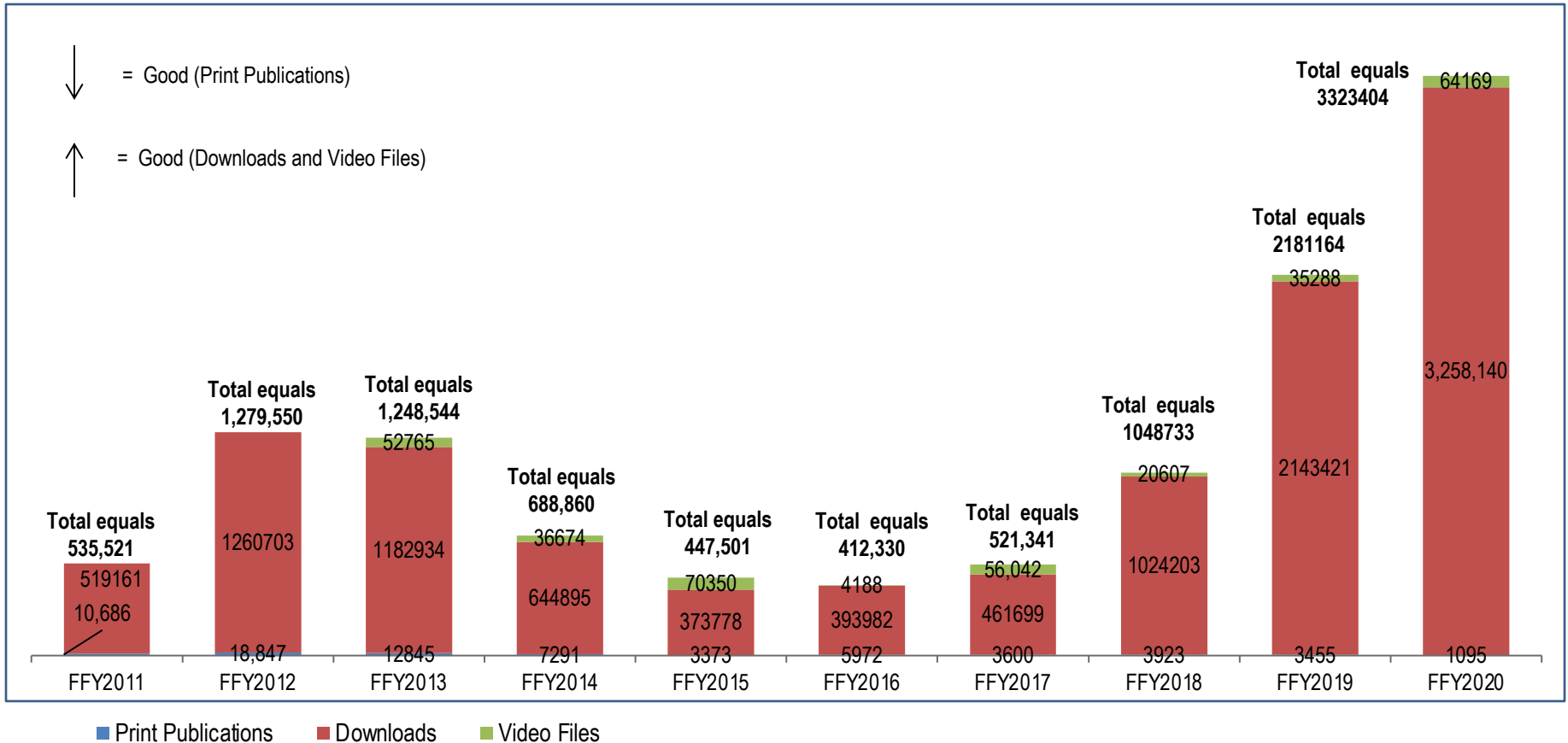


FFY 2020

Business Results

Customer Focus Results

G. Print Publications, Downloads, and Video Files FFYs 2011 - 2020

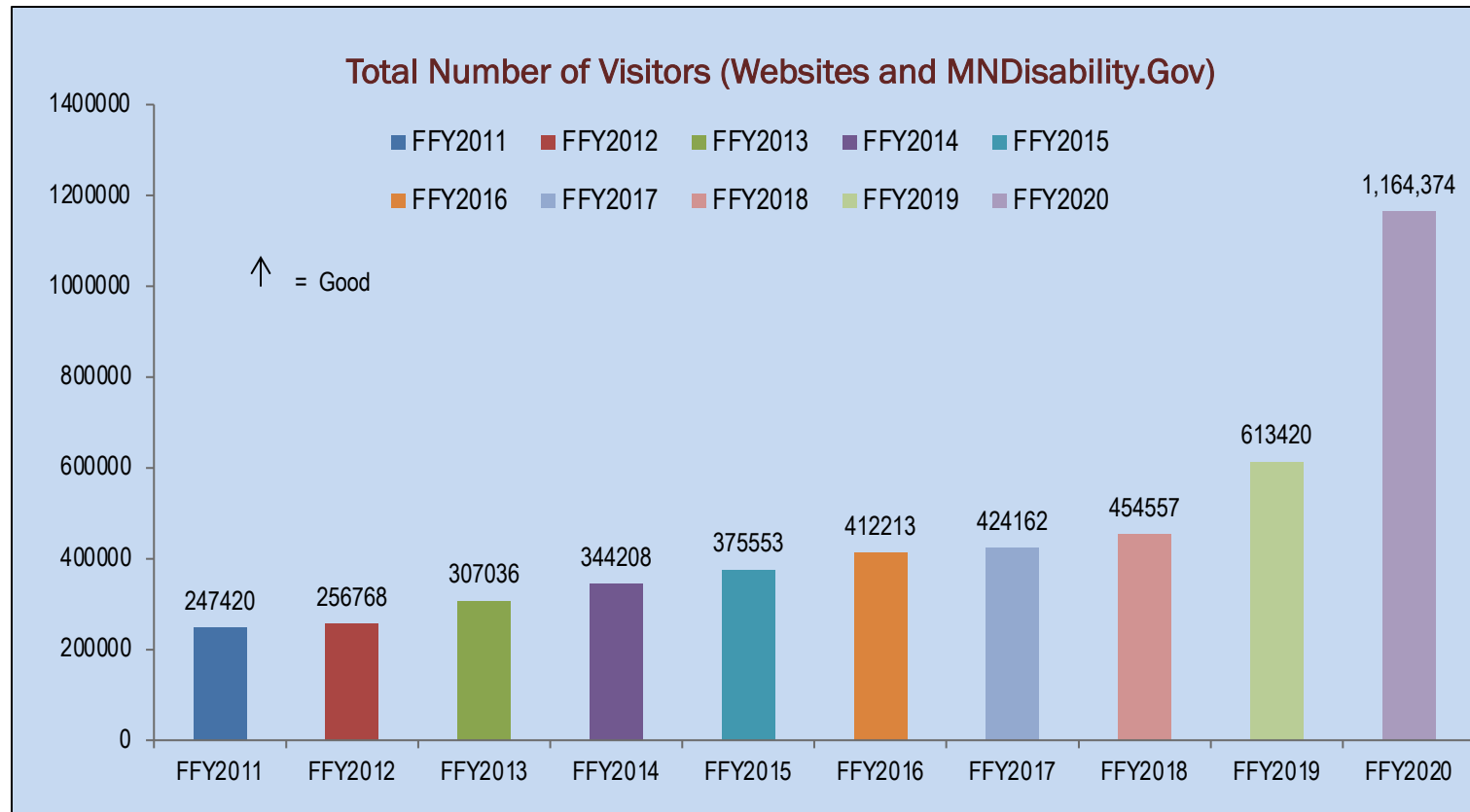


FFY 2013: Video files added FFYs 2014 and 2015: Decrease in downloads due to IT infrastructure changes; some IP addresses dropped.

FFY 2020

Business Results

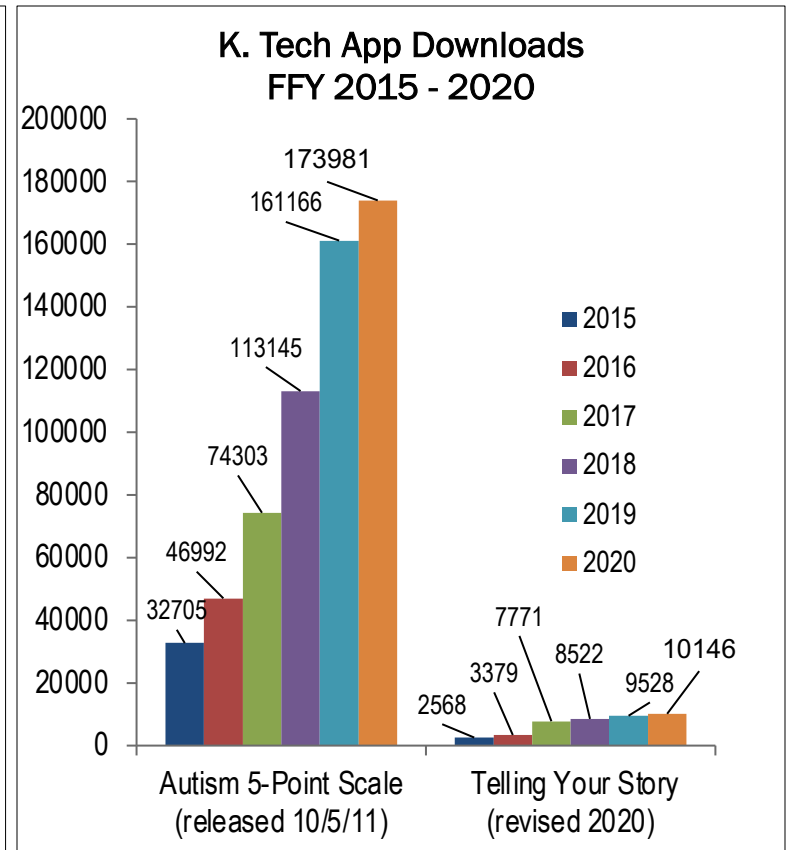
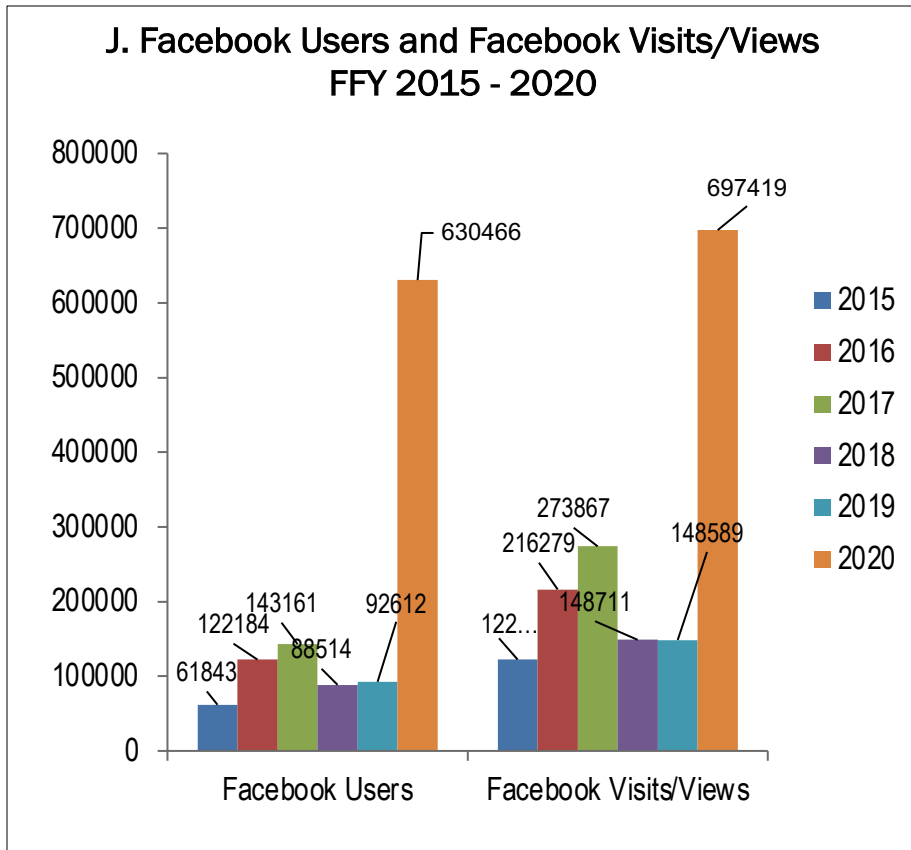
Customer Focus Results
H. Online Visits (Websites)
FFYs 2011 – 2020



FFY 2020

Business Results

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

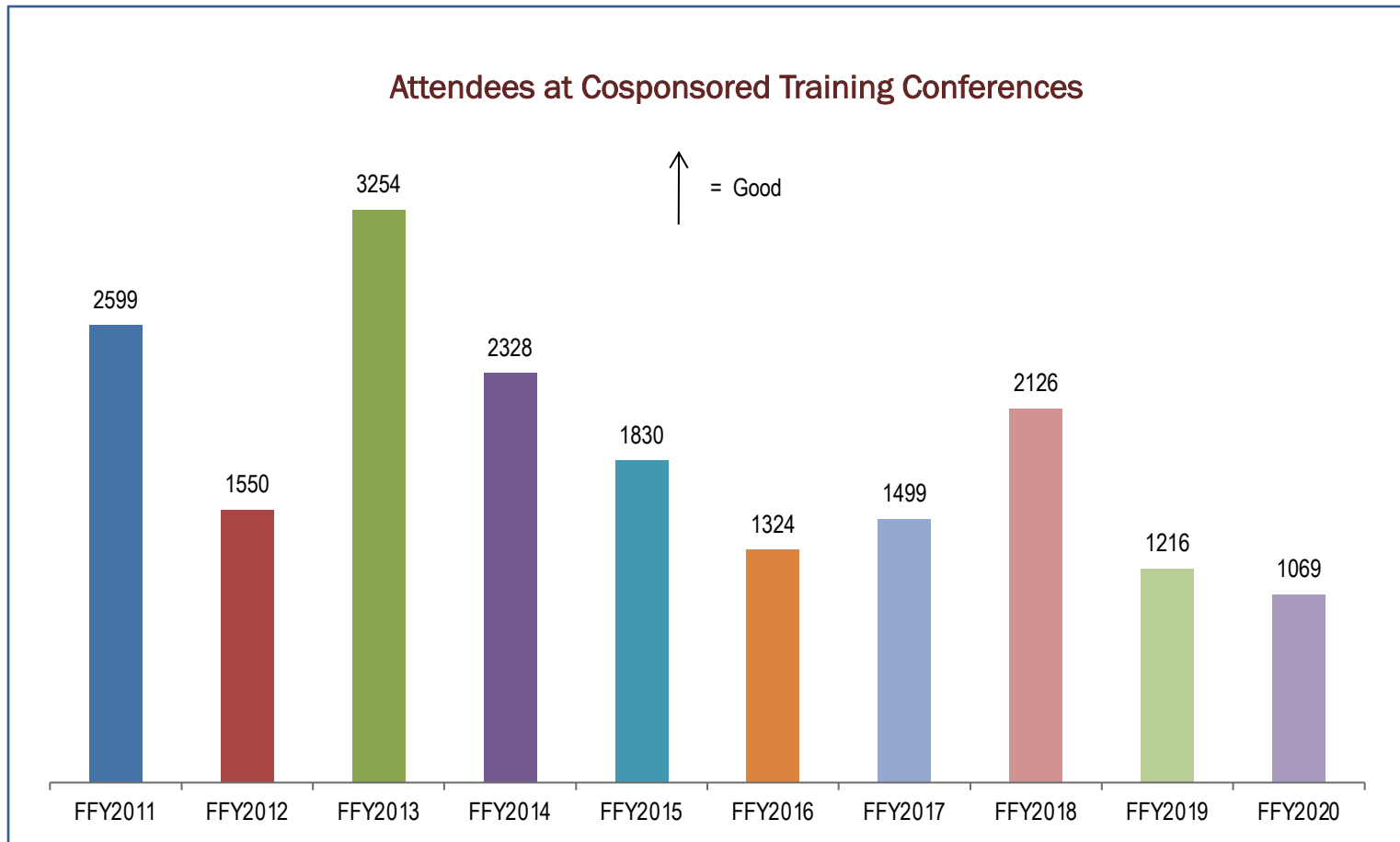


NOTE: Totals are cumulative from release date

FFY 2020

Business Results

Customer Focus Results
N. Cosponsored Training Conferences - Attendees
FFYs 2011 - 2020



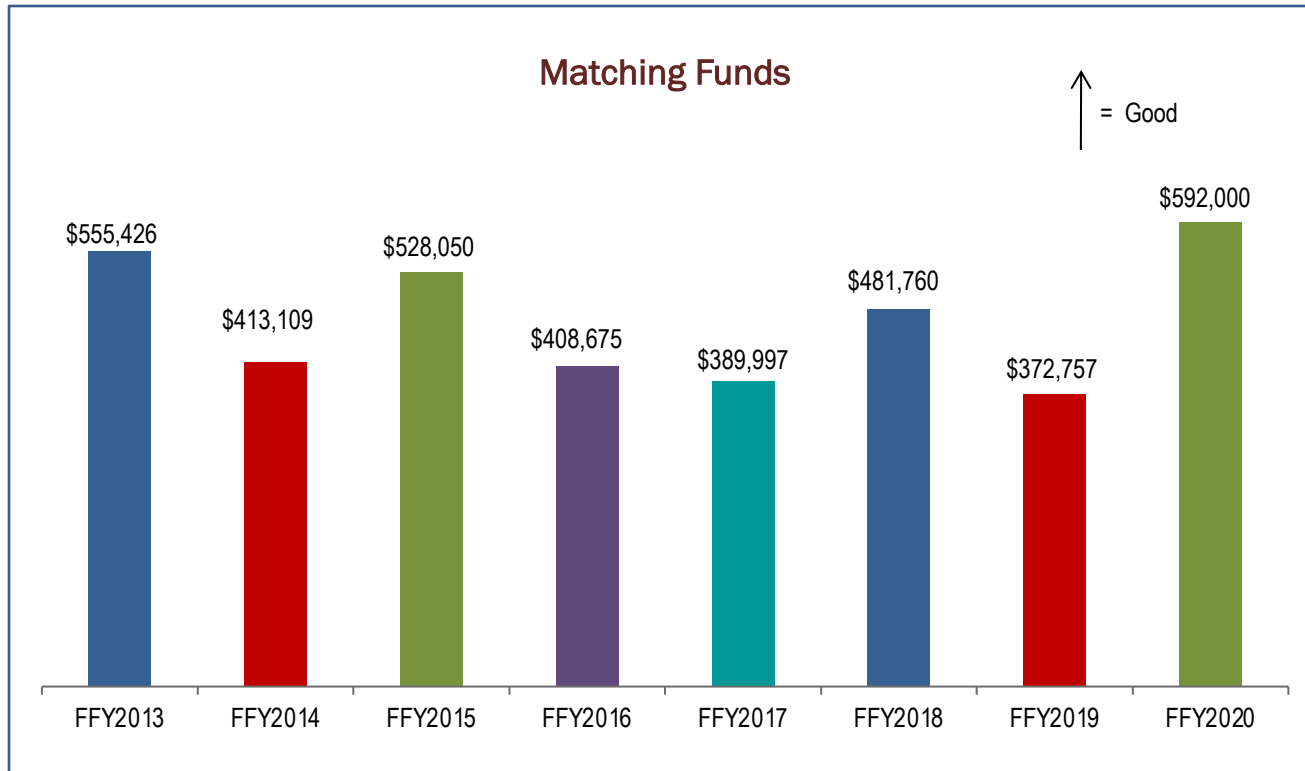
FFY 2020

Business Results

Financial and Market Results

A. Matching Funds FFYs 2013 - 2020

Goal = 25% Match



FFY2020
\$516,524

FFY2019
\$347,922

FFY2018
\$343,490

FFY2017
\$341,603

FFY2016
\$338,347

FFY2015
\$337,358

FFY2014
\$323,591

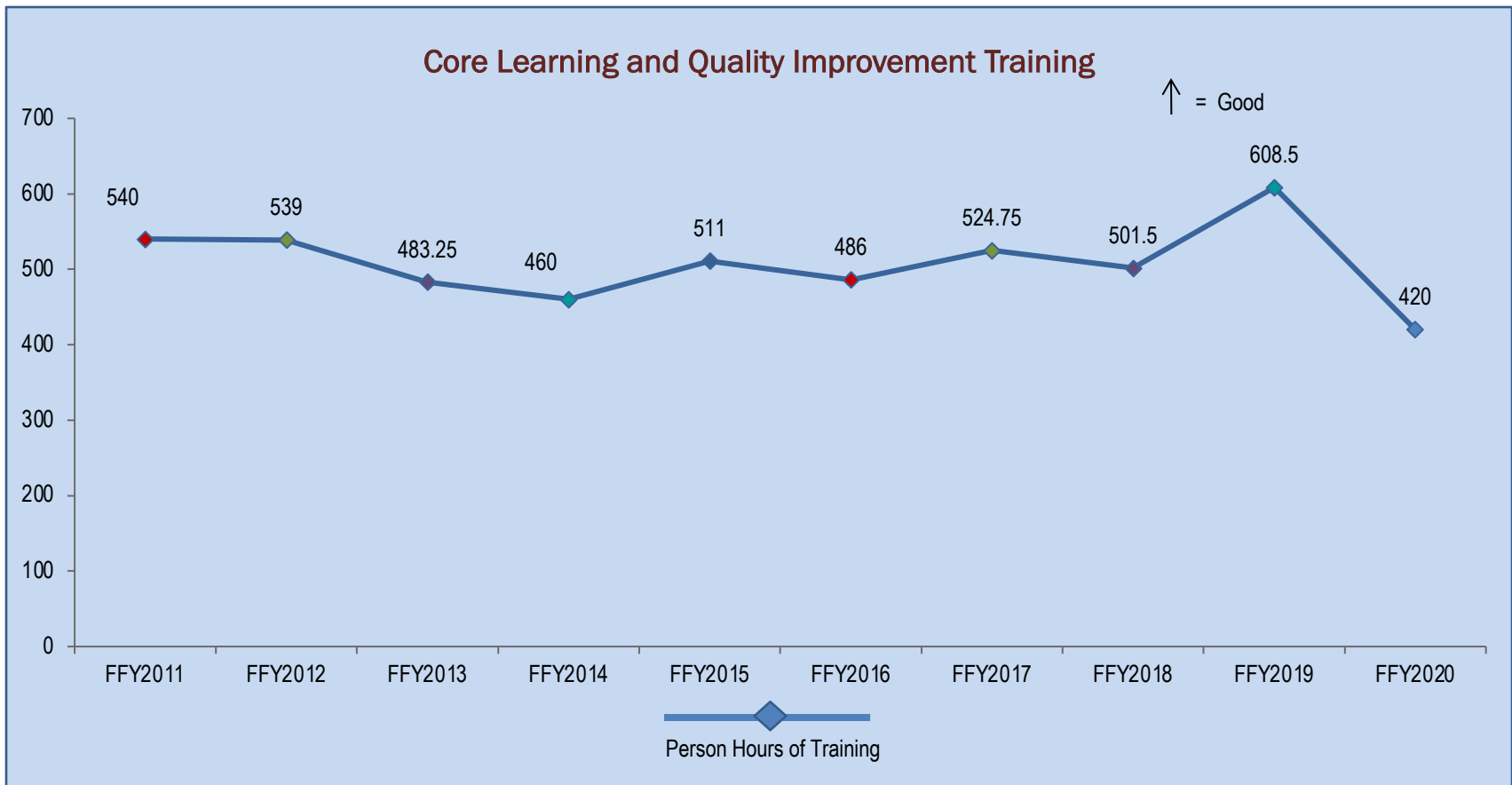
FFY2013
\$338,965

FFY 2020

Business Results

Human Resource Results

A. Training Hours – Council Members and Staff FFYs 2011 - 2020

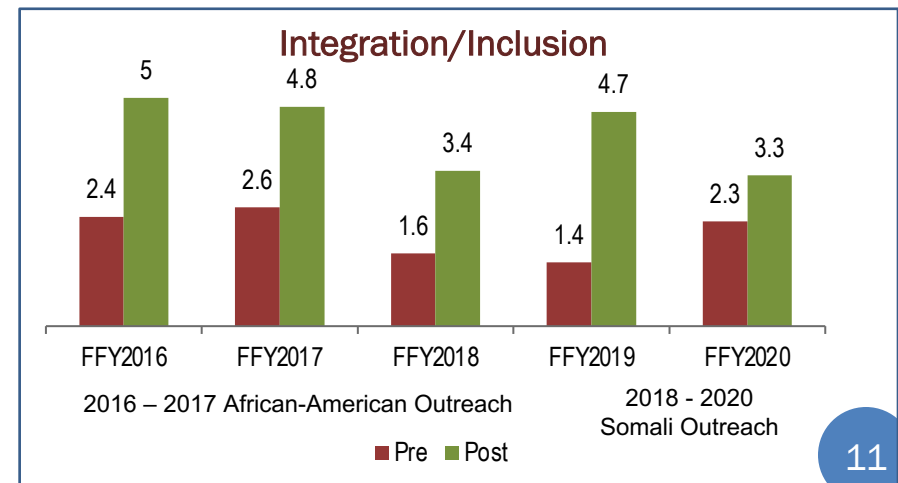
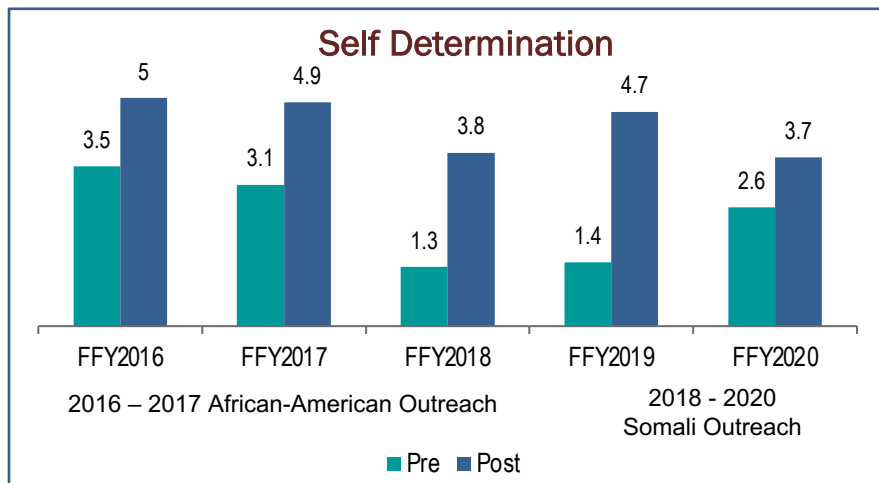
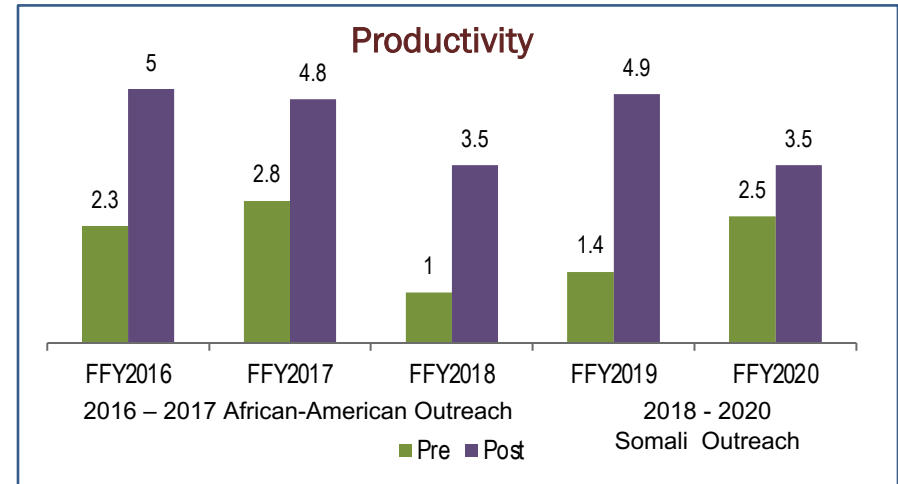
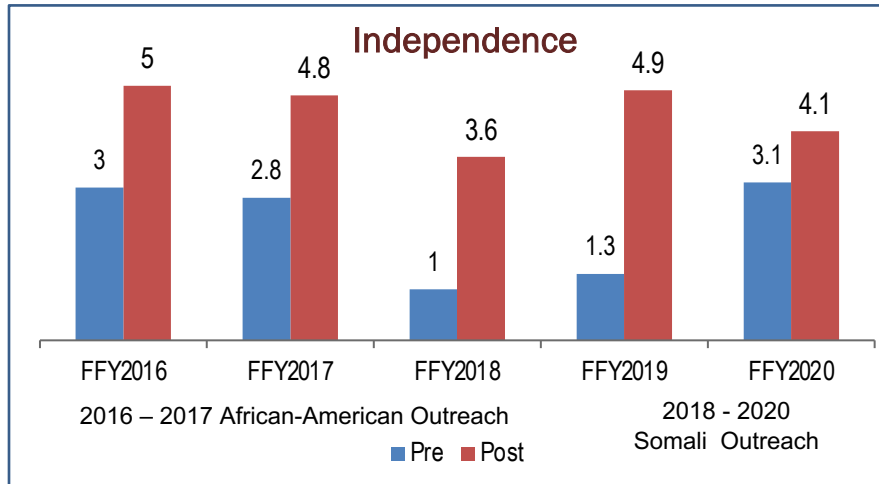


FFY 2020

Business Results

Supplier / Partner Results

A. African American and Somali Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest) Levels and Trends FFYs 2016 – 2020

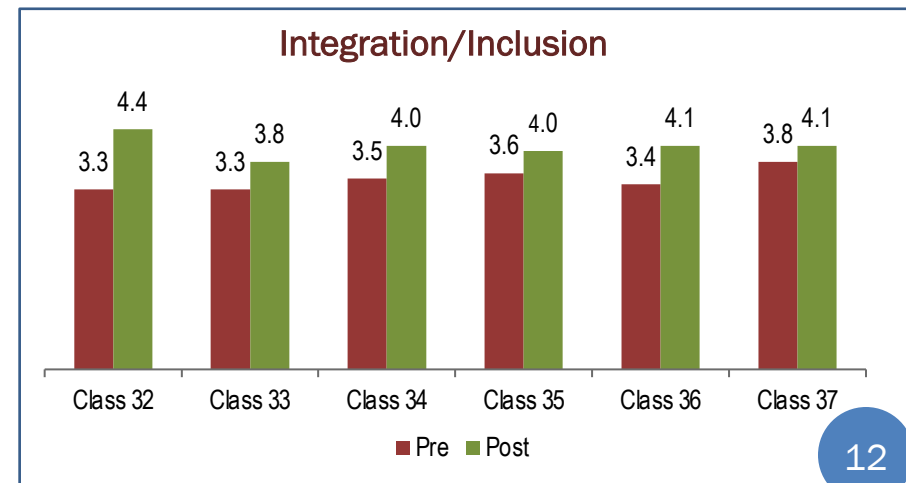
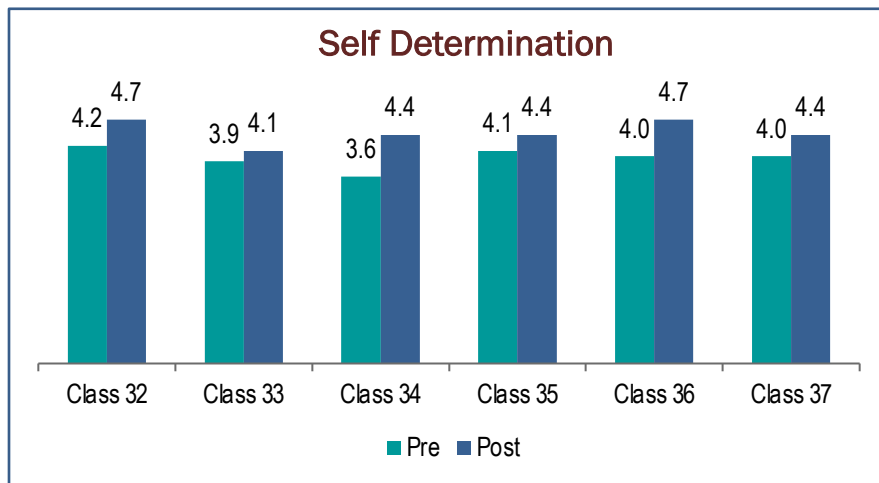
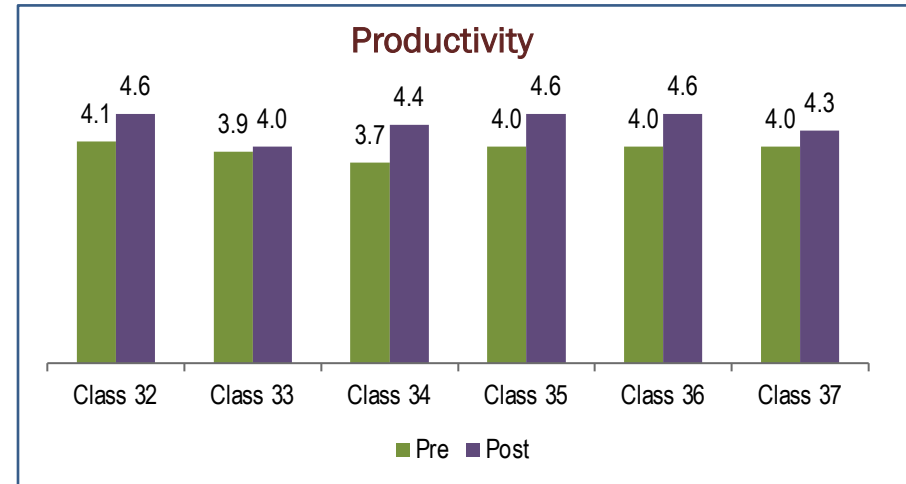
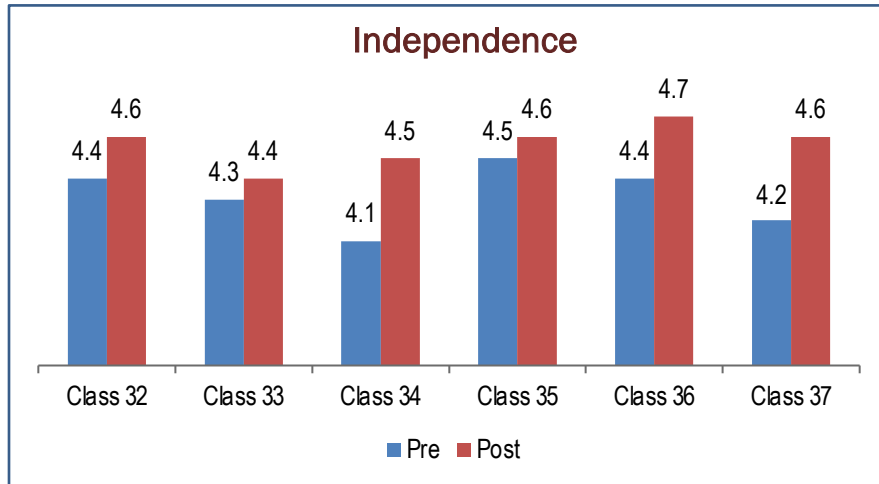


FFY 2020

Business Results

Supplier / Partner Results

B. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)
Levels and Trends (Classes 32 – 37) FFYs 2014-2020

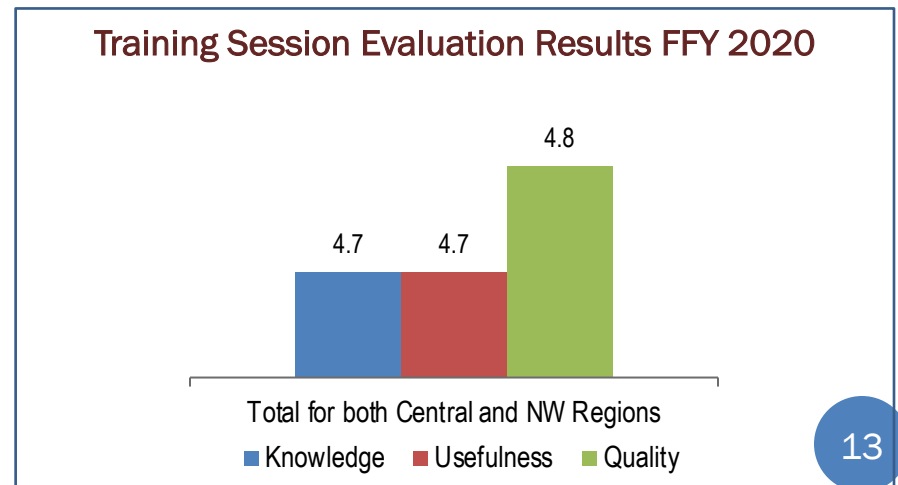
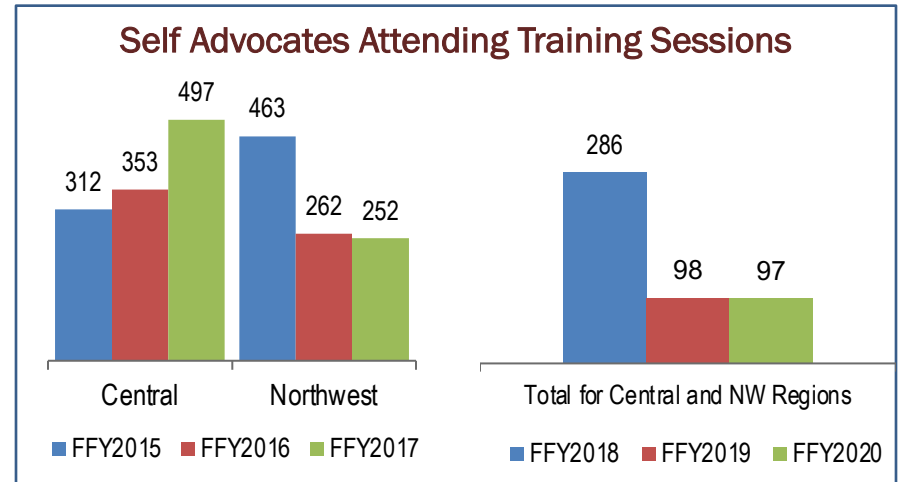
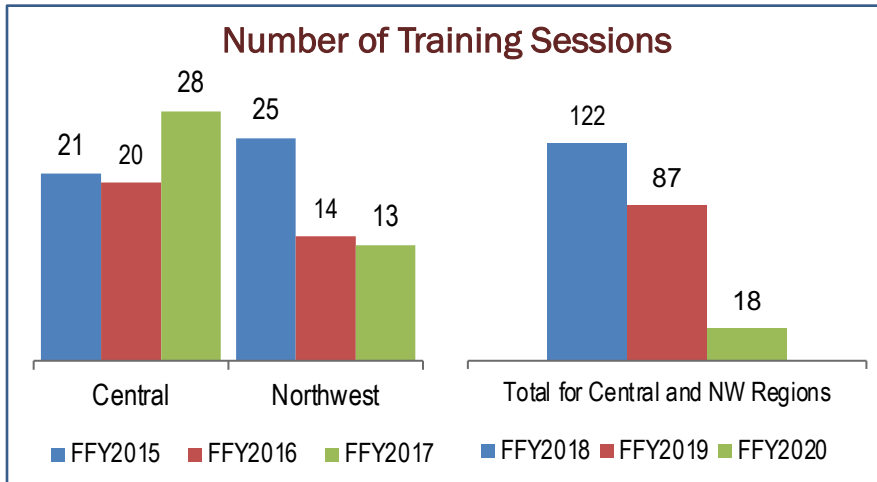


FFY 2019

Business Results

Supplier/Partner Results

C. Self Advocacy – SAM Central and NW Regions
 Training Sessions and Attendees, Evaluation Results
 (scale of 1 – 5; 5 = highest) FFYs 2015 - 2020

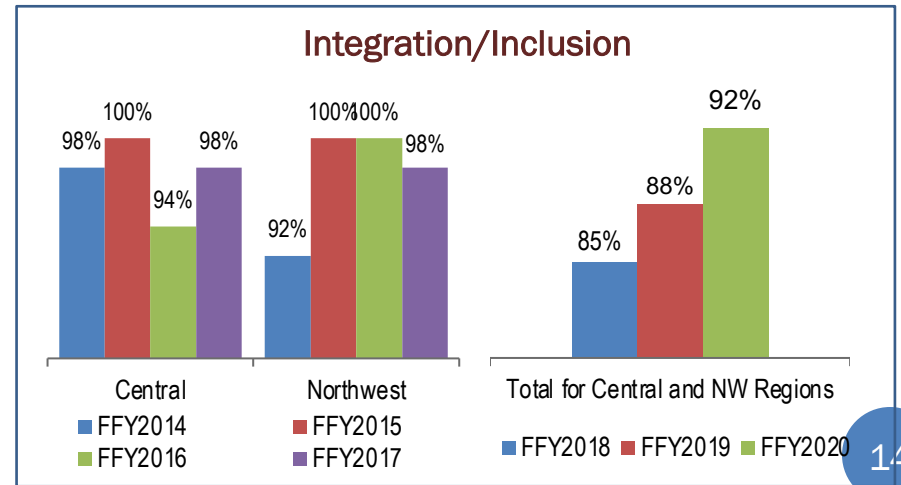
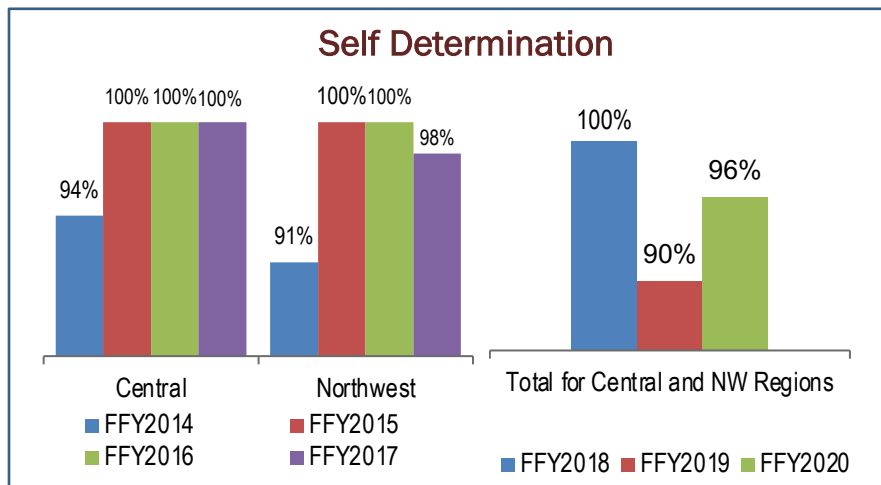
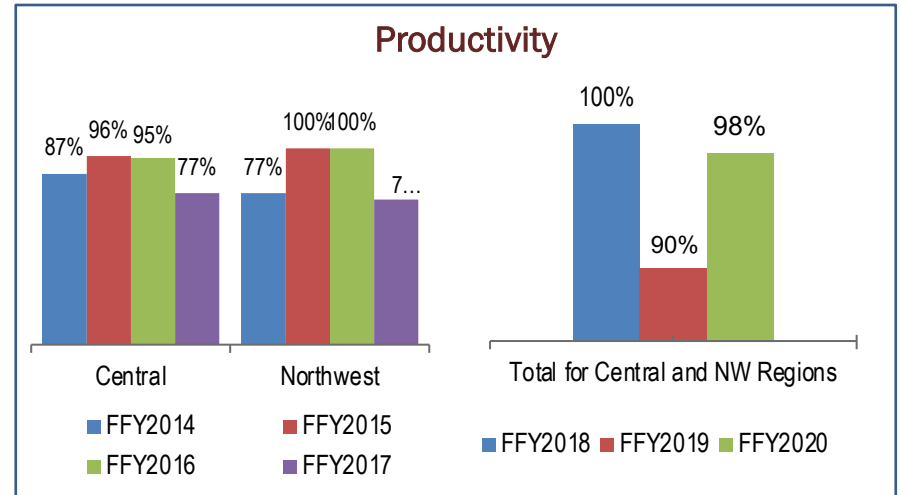
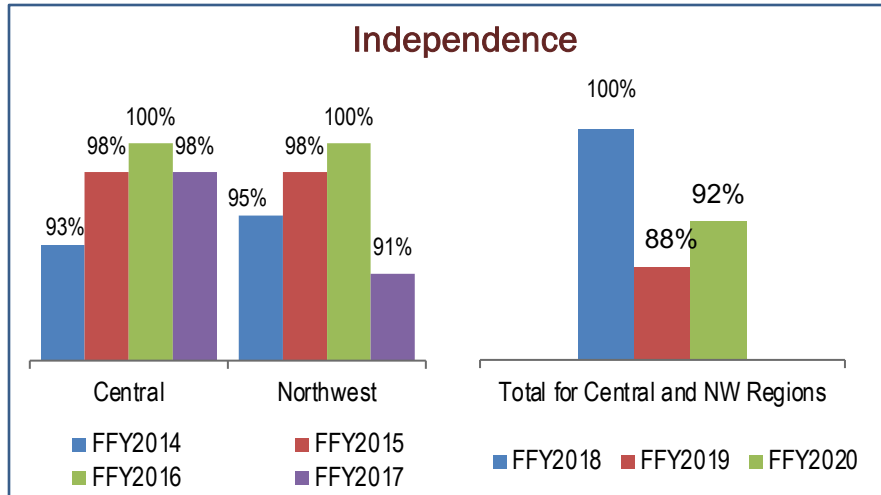


FFY 2020

Business Results

Supplier/Partner Results

D. Self Advocacy – SAM Central and NW Regions IPSII Results (% = Yes) FFYs 2014 - 2020

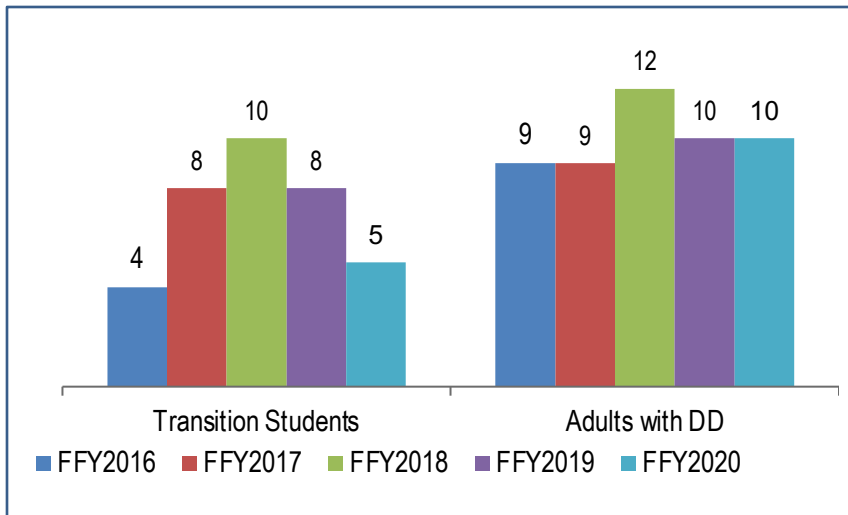


FFY 2020

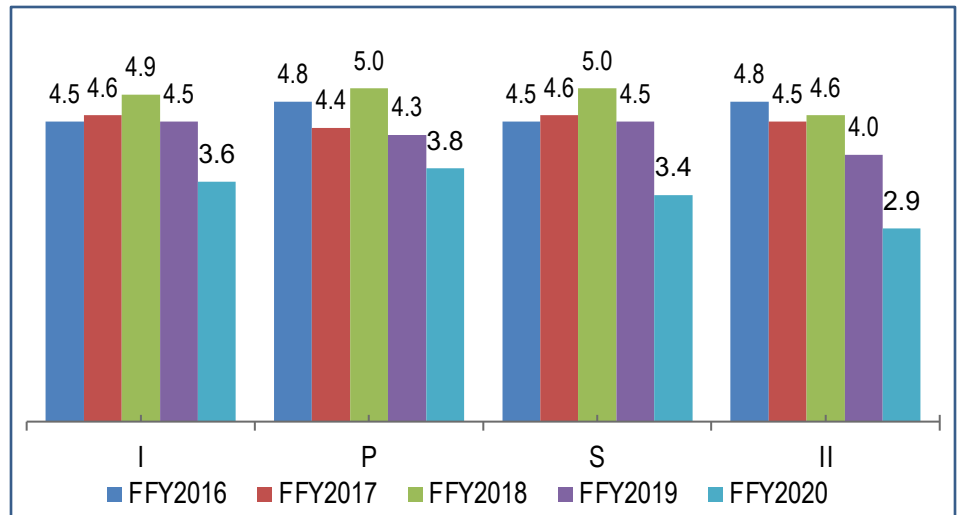
Business Results

Supplier/Partner Results
 G. Individuals Employed, and IPSII Results (scale of 1 - 5, 5 = highest)
 FFY 2016-2020

Individuals Employed



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



Governor's Council on Developmental Disabilities

Minnesota Department of Administration

370 Centennial Office Building
658 Cedar Street
Saint Paul, Minnesota 55155

www.mn.gov/mnddc
www.mn.gov/mnddc/pipm

Alternative formats are available upon request.

Please contact the Council office:

- Call: 651.296.4018
- MN Relay Service: 800.627.3529 or 711
- Fax: 651.297.7200

Toll Free: 877.348.0505

Email: admin.dd@state.mn.us

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