

# Minnesota Governor's Council on Developmental Disabilities Business Results

Federal Fiscal Year 2022  
(October 1, 2021 - September 30, 2022)

# FFY 2022

## Business Results

### Executive Summary

As part of its focus on continuous quality improvement, the Governor's Council on Developmental Disabilities (GCDD) uses data to assess progress on its Five-Year Plan and Annual Work Plan. Data are analyzed and compiled into a Business Results report and organized into four results areas: Customer Focus, Financial and Market, Human Resource, and Supplier and Partner.

The Council began publishing the Business Results report more than 20 years ago. During that time, results were presented in terms of levels and trends.

While many results continued to be favorable, it is important to note there were two key events that negatively impacted some results during Federal Fiscal Year 2022 (October 1, 2021 – September 30, 2022).

- The Covid-19 pandemic continued throughout most of FFY 2022 with the surge of the Delta and Omicron variants which resulted in a decrease in the number of attendees at training conferences, at self-advocacy training sessions, and at Partners in Policymaking sessions.
- Two months of Customer Focus results for websites and social media visits were not reported due to a loss of data from the Minnesota IT Department (MNIT).

(Continued)

# FFY 2022

## Business Results

### Executive Summary (Continued)

Key observations for each of the four results areas follow:

#### **Customer Focus:**

- Total compliments for GCDD products and services continued to trend up for FFY 2022.
- Social media reach and technical app downloads for the *Emergency Planning App* and *Telling Your Story App* increased from FFY 2021.
- While trending downward over the past 10 years, the number of print items distributed increased in FFY 2022 because of requests for both 'Treat People Like People' campaign buttons and posters.
- The number of visitors to the Council's websites and the number of PDF downloads decreased.

#### **Financial and Market:**

- The 25% matching fund goal has been exceeded every year in the financial and market results area.
- Human Resource:
- Training hours for Council members and staff increased because of regularly scheduled webinars by the Administration for Community Living and the White House Public Engagement Office.

#### **Supplier/Partner:**

- The pre and post IPSII scores increased for individuals attending the Somali and Latinx training sessions, and the Partners in Policymaking sessions.
- The number of students in transition and the number of adults who were employed also increased.

# FFY 2022

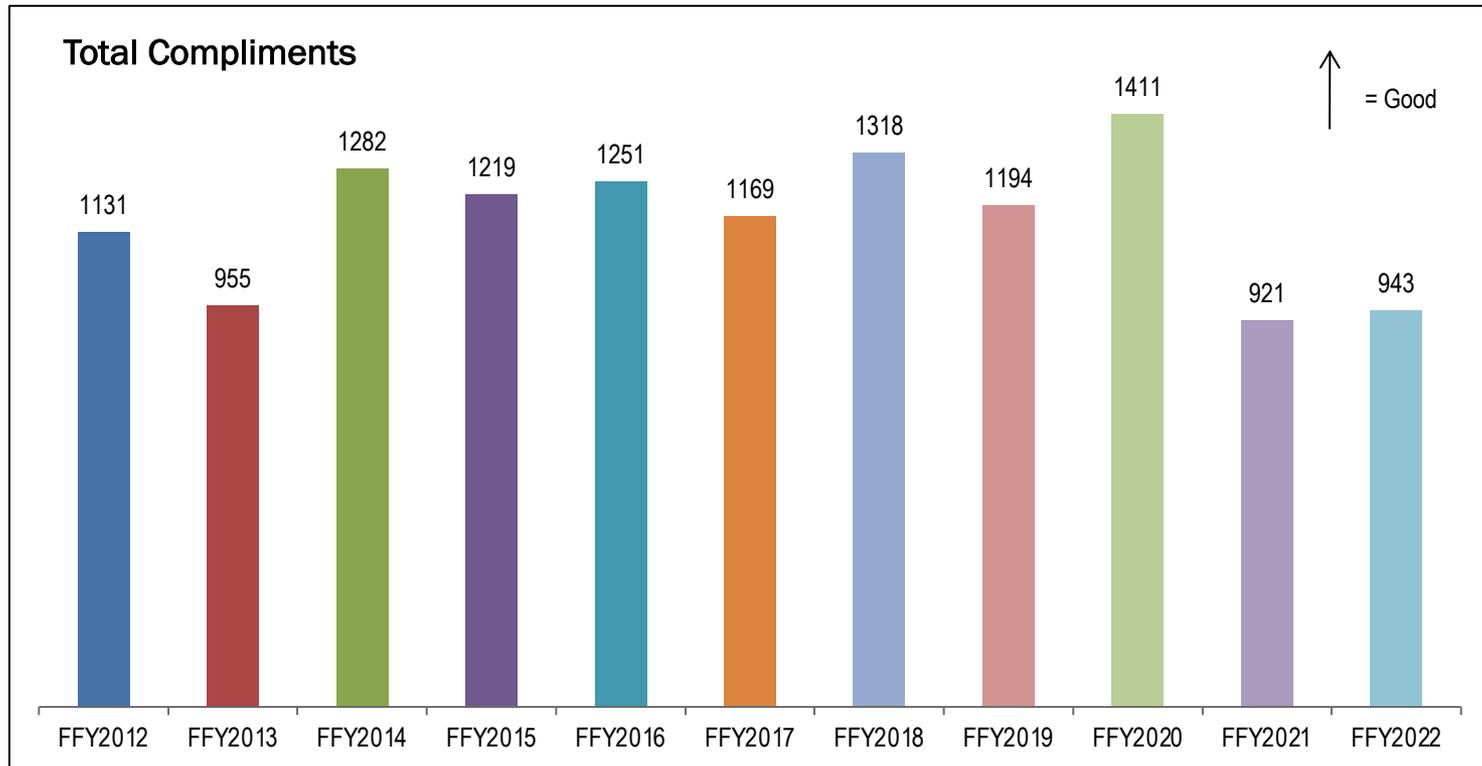
## Business Results

### Customer Focus Results

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

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

FFYs 2012 - 2022

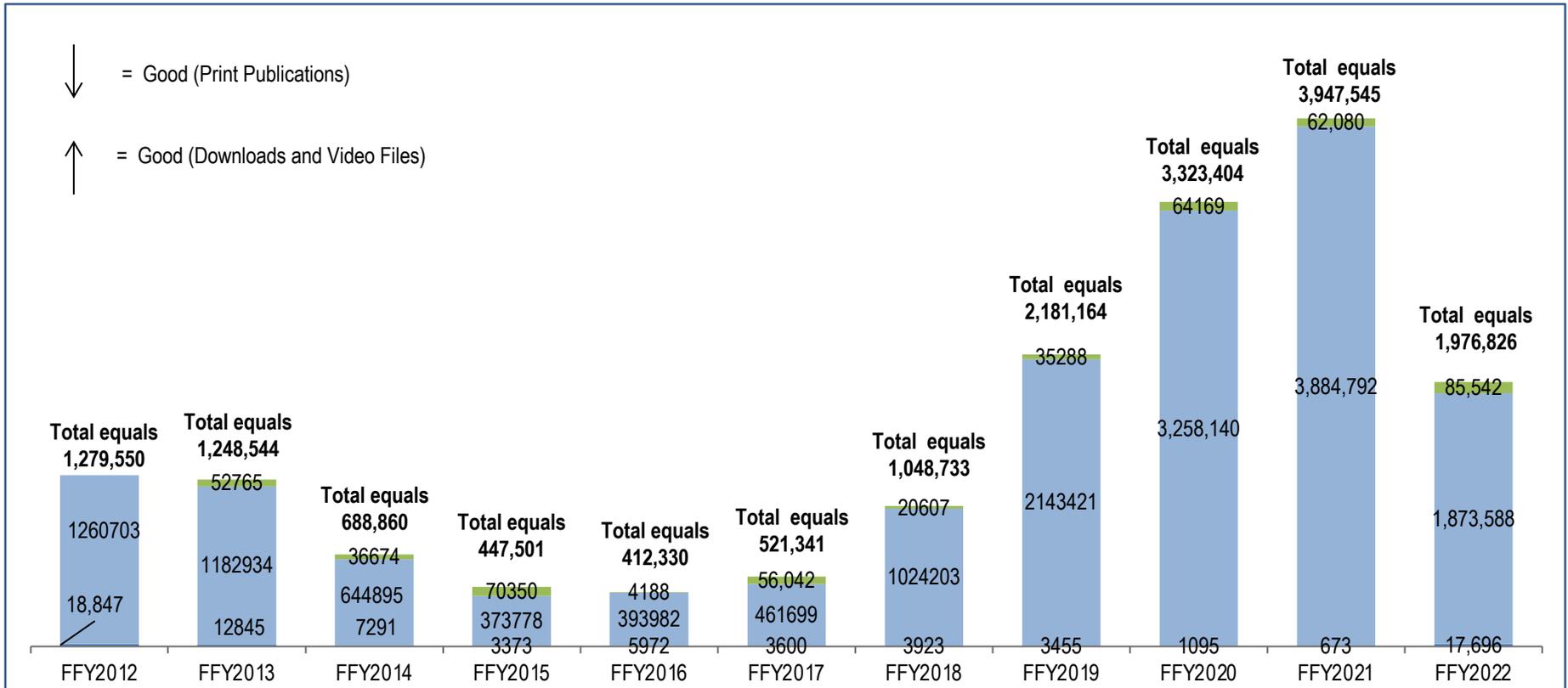


# FFY 2022

## Business Results

### Customer Focus Results

#### G. Print Publications, Downloads, and Video Views FFYs 2012 - 2022



■ Print Publications   ■ Downloads   ■ Video Files

FFY 2013: Video files added

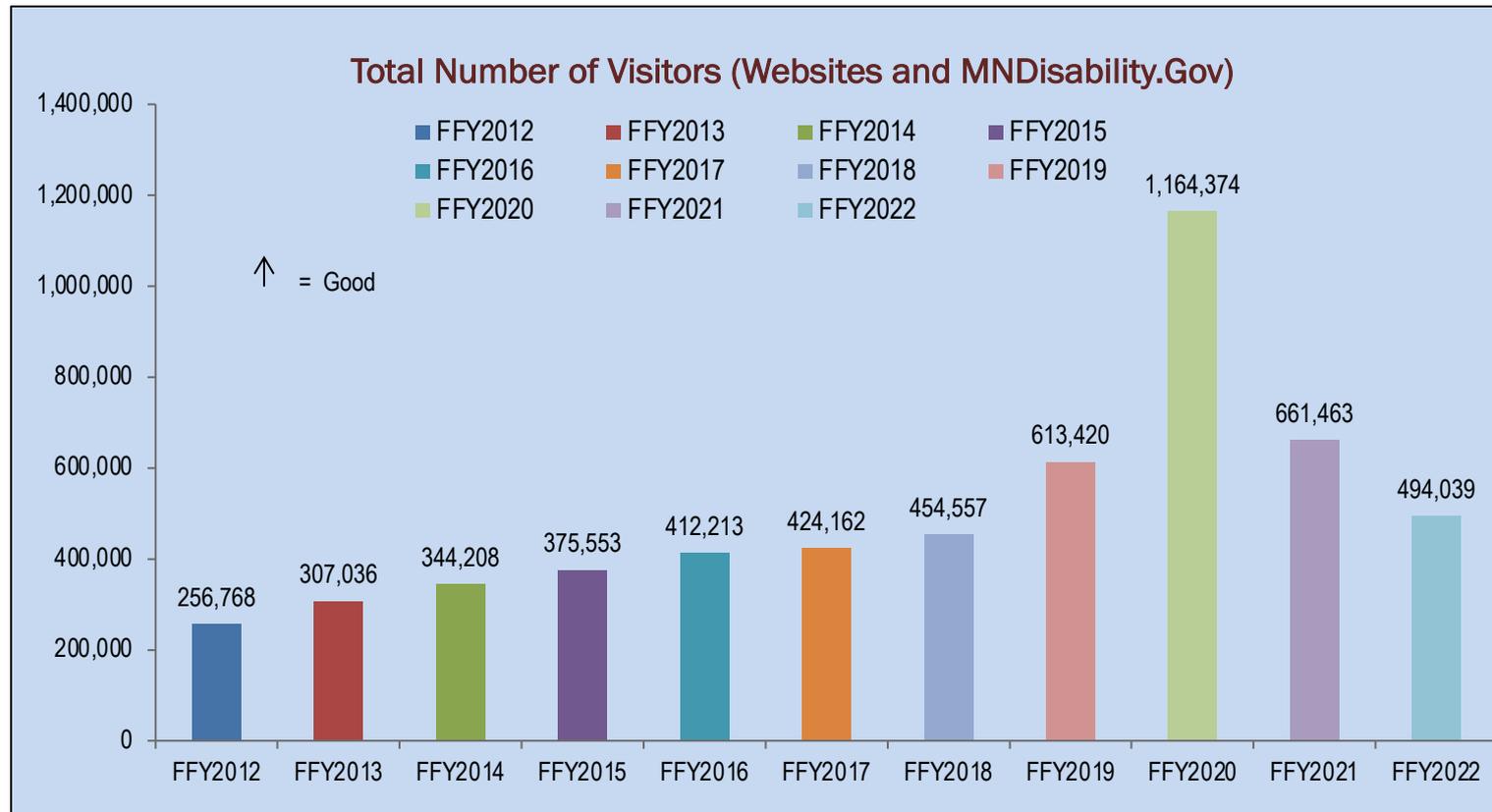
FFYs 2014 and 2015: Decrease in downloads due to IT infrastructure changes; some IP addresses dropped.

FFY 2022: MN.IT did not report data for two months

# FFY 2022

## Business Results

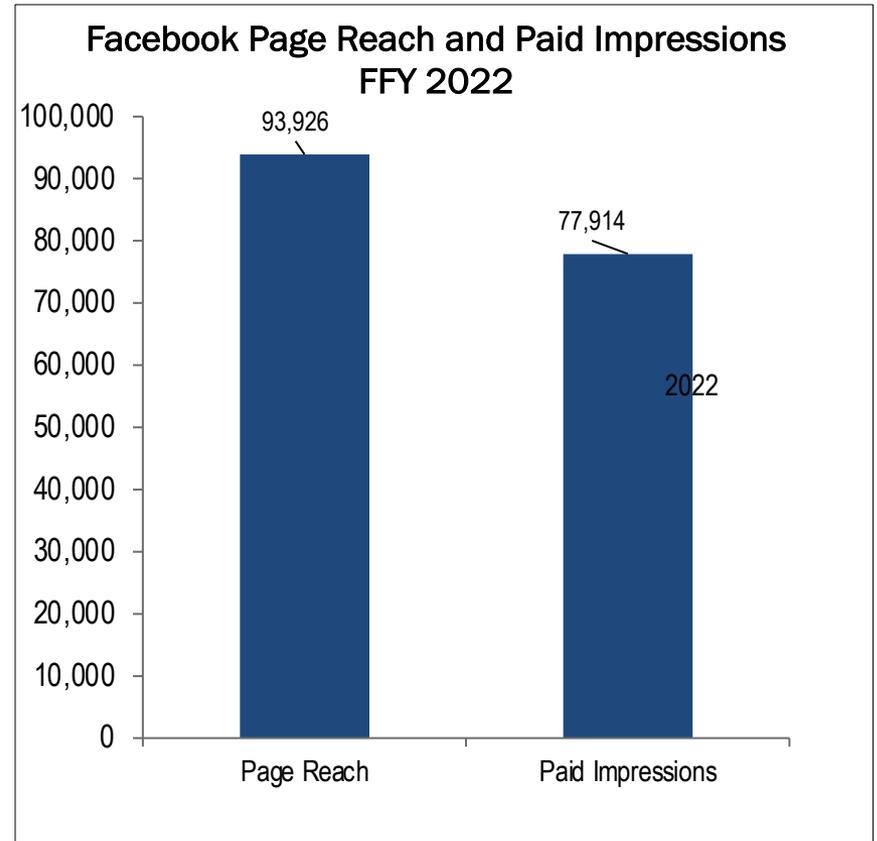
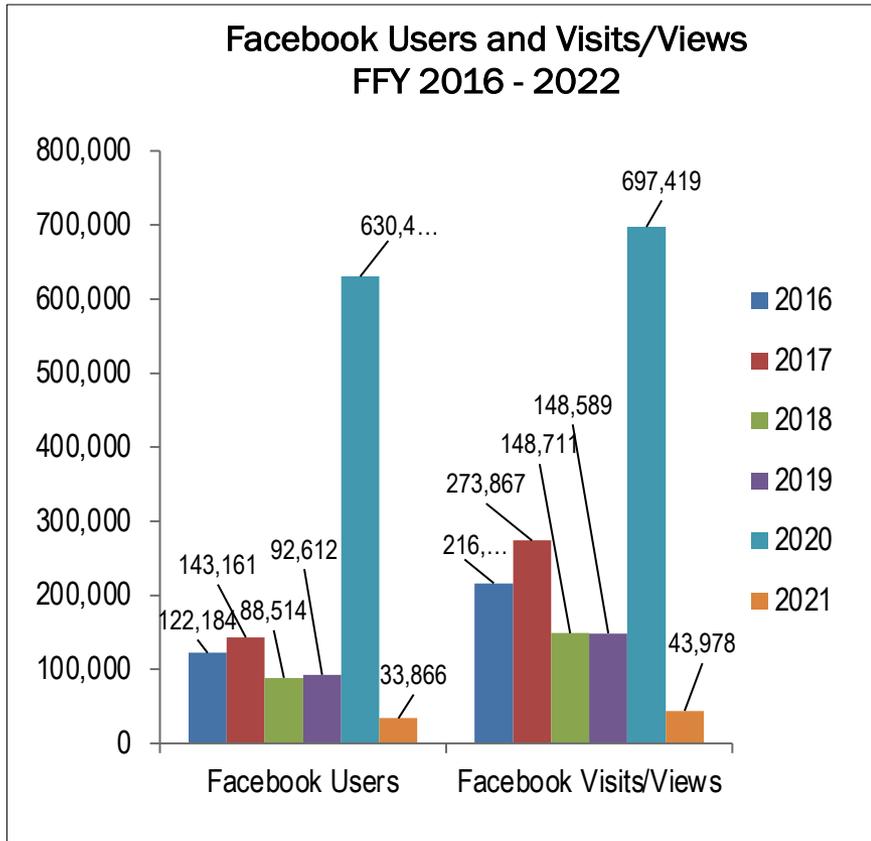
Customer Focus Results  
H. Online Visitors (Websites)  
FFYs 2012 – 2022



# FFY 2022

## Business Results

Customer Focus Results  
J. Facebook Data



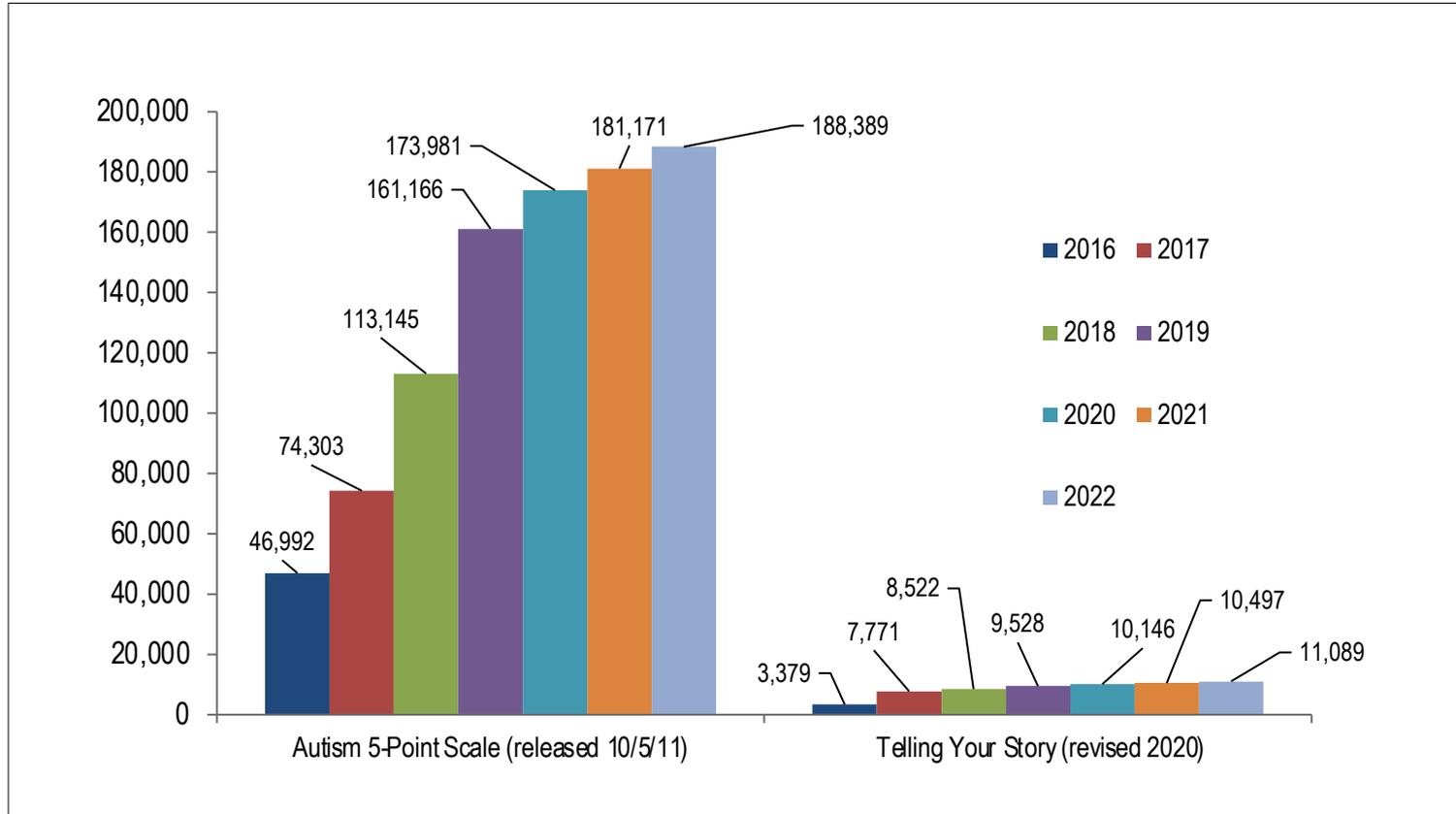
**NOTE:** Facebook data categories changed FFY2022

# FFY 2022

## Business Results

### Customer Focus Results

#### K. Mobile App Downloads FFY 2016-2022

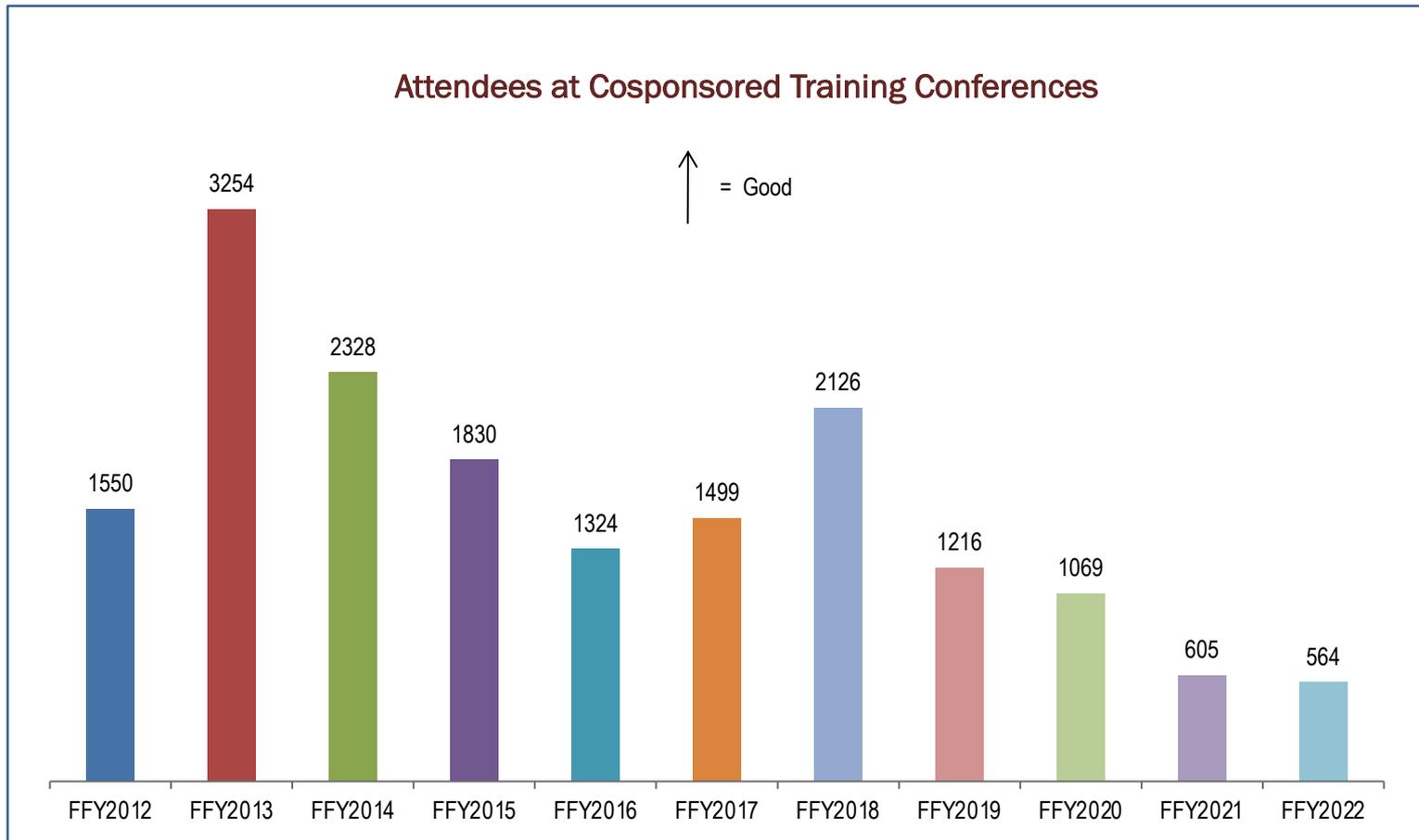


**NOTE:** Totals are cumulative from release date

# FFY 2022

## Business Results

Customer Focus Results  
N. Cosponsored Training Conferences - Attendees  
FFYs 2012 - 2022



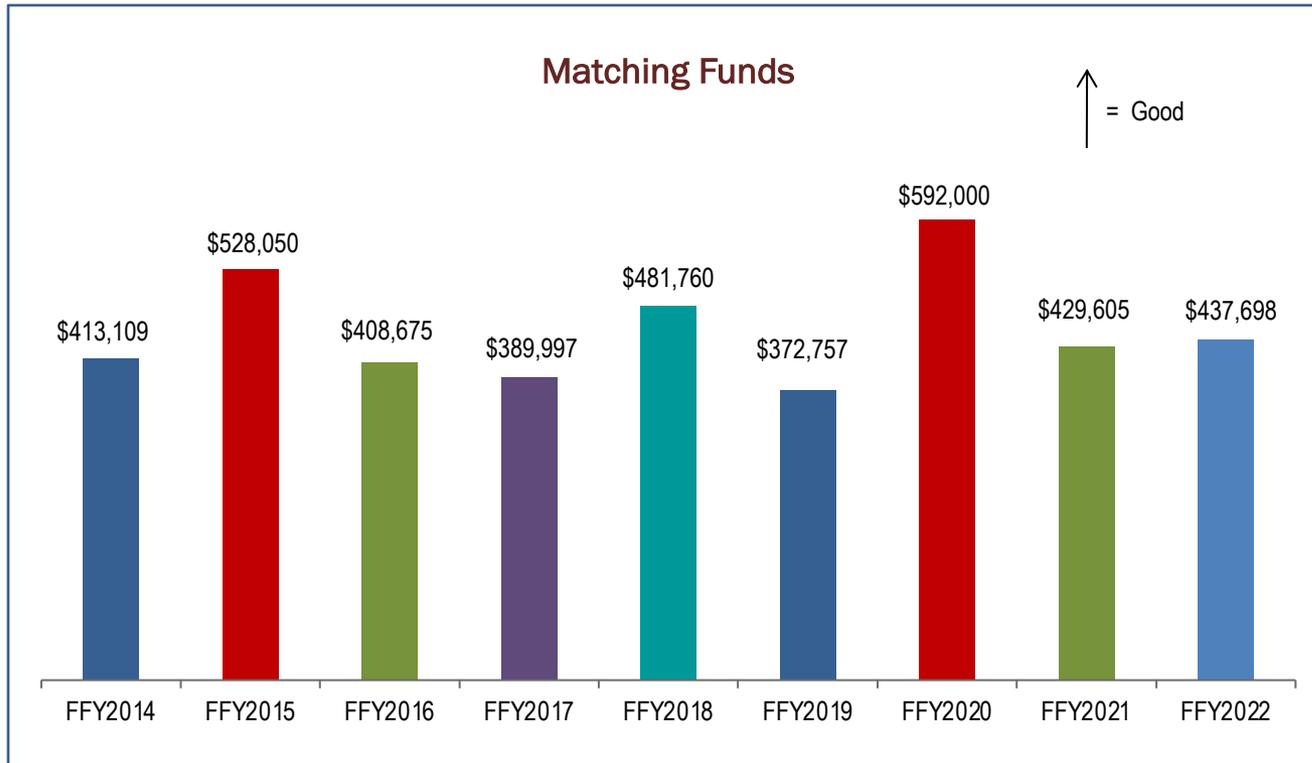
# FFY 2022

## Business Results

### Financial and Market Results

#### A. Matching Funds FFYs 2014 - 2022

Goal = 25% Match



**FFY2022**  
\$369,645

**FFY2021**  
\$350,475

**FFY2020**  
\$516,524

**FFY2019**  
\$347,922

**FFY2018**  
\$343,490

**FFY2017**  
\$341,603

**FFY2016**  
\$338,347

**FFY2015**  
\$337,358

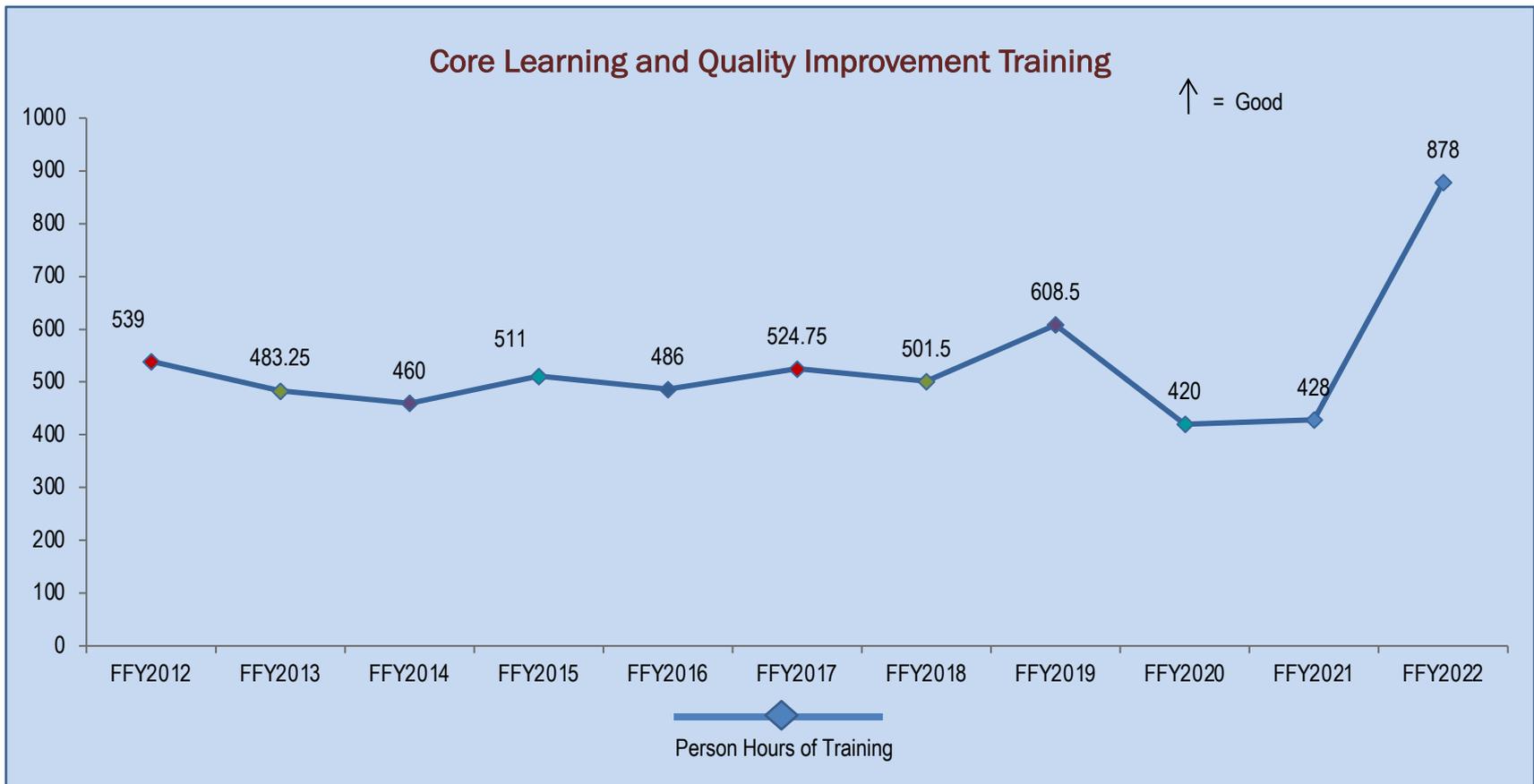
**FFY2014**  
\$323,591

# FFY 2022

## Business Results

### Human Resource Results

#### A. Training Hours – Council Members and Staff FFYs 2012 - 2022

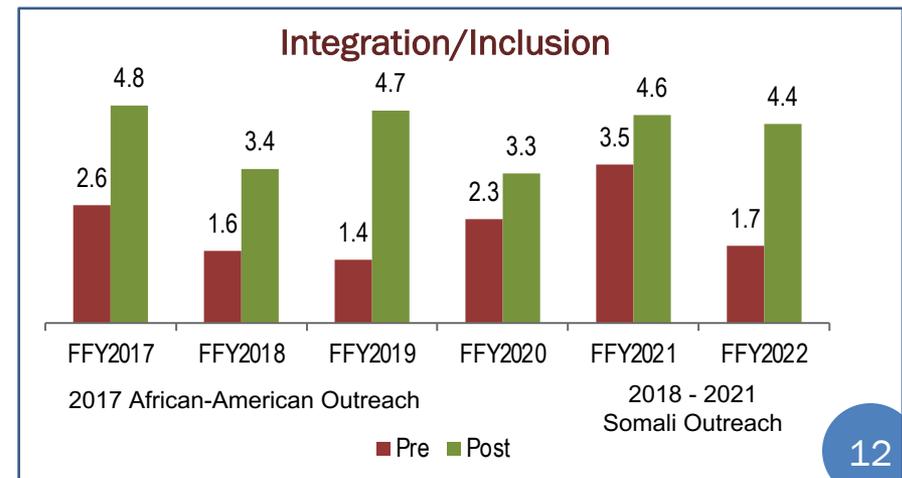
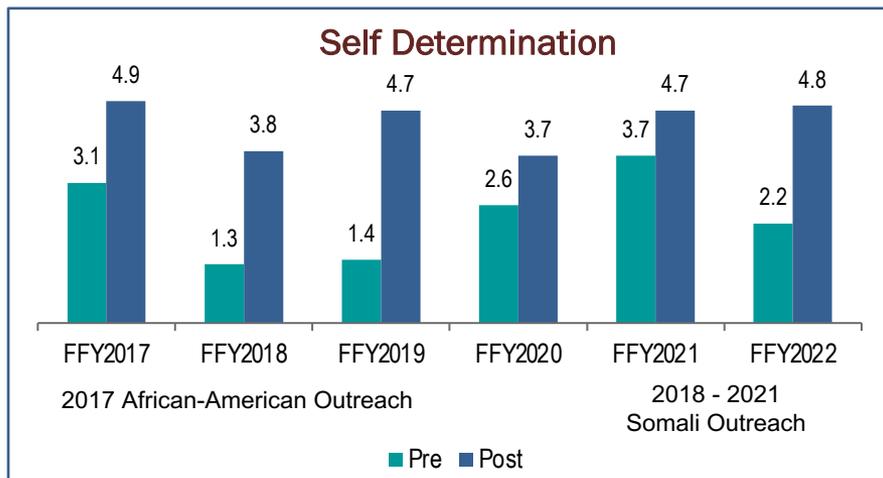
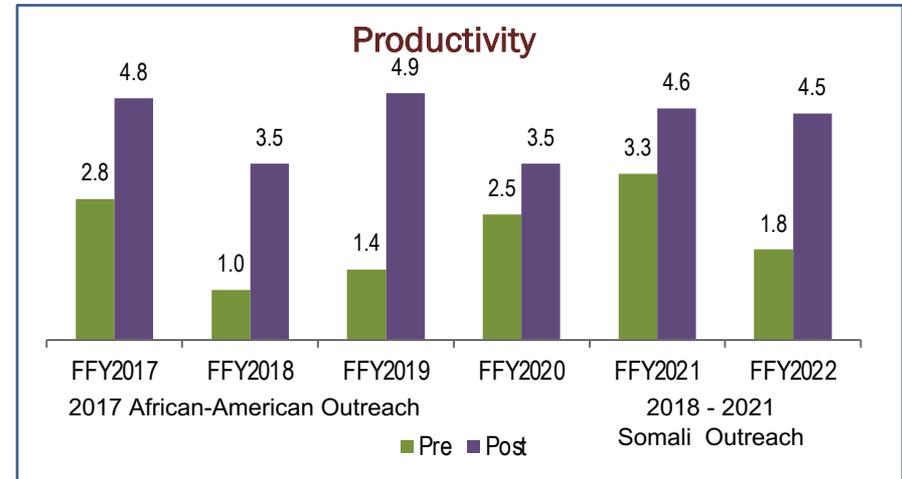
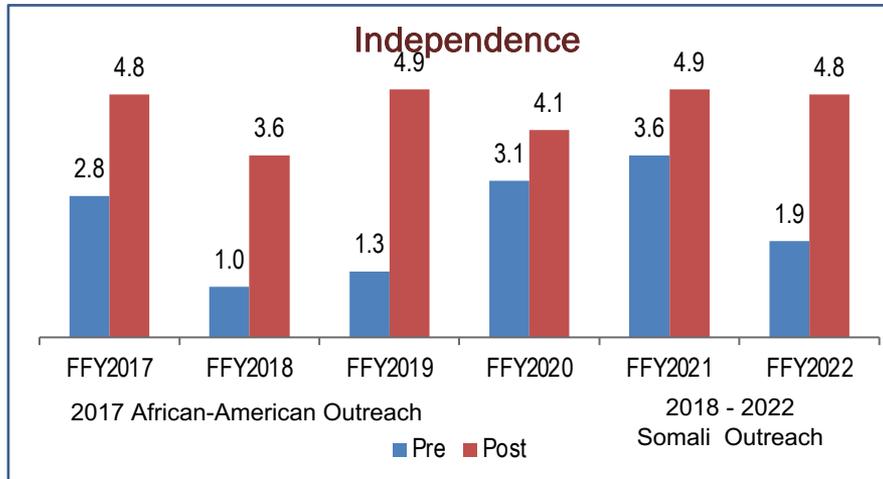


# FFY 2022

## Business Results

### Supplier / Partner Results

#### A. African American and Somali Outreach Pre-Post IPSII (scale of 1 - 5; 5 = highest) Levels and Trends FFYs 2017 – 2022

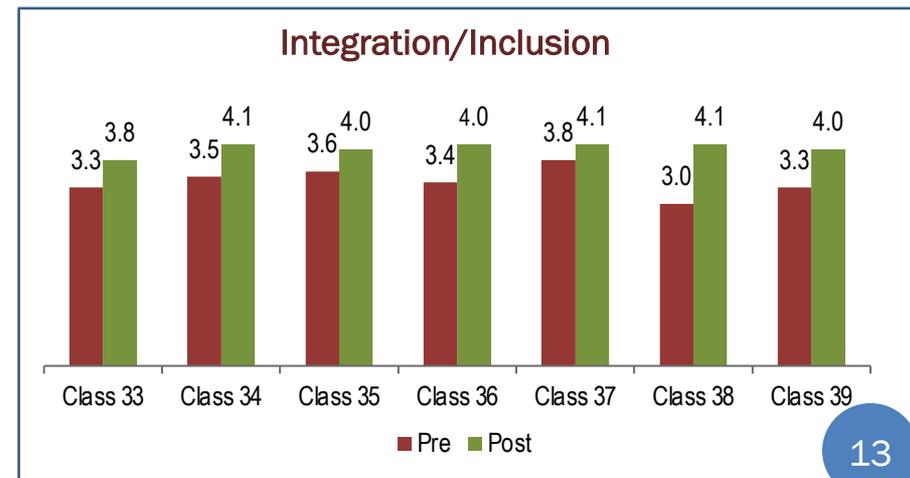
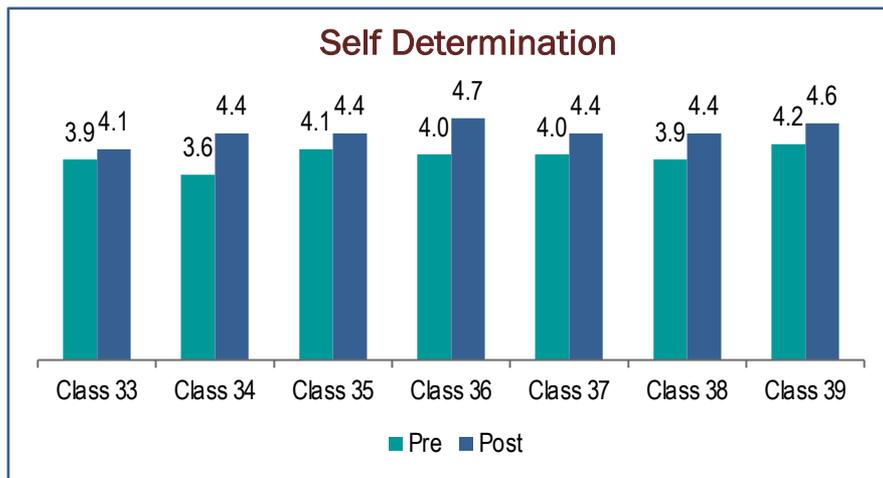
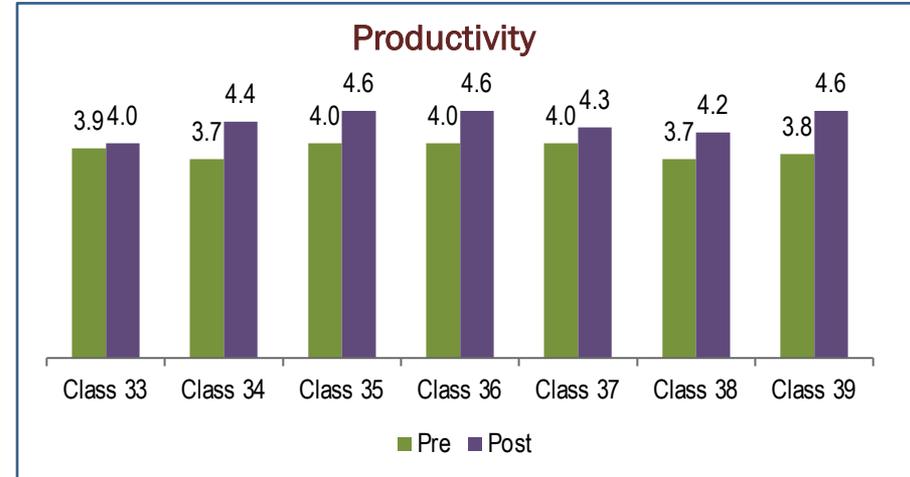
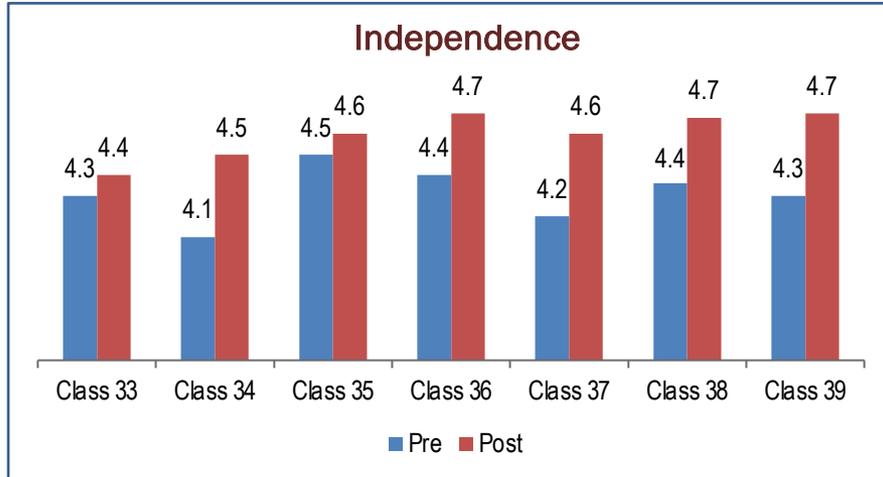


# FFY 2022

## Business Results

### Supplier / Partner Results

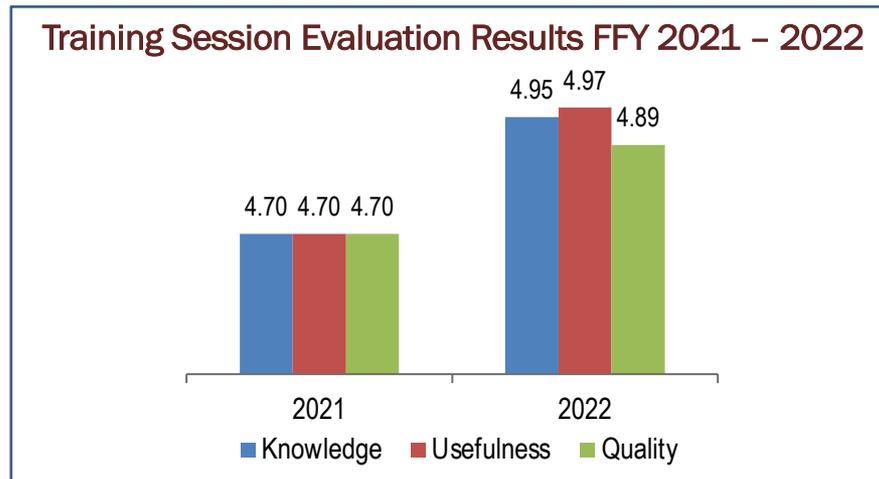
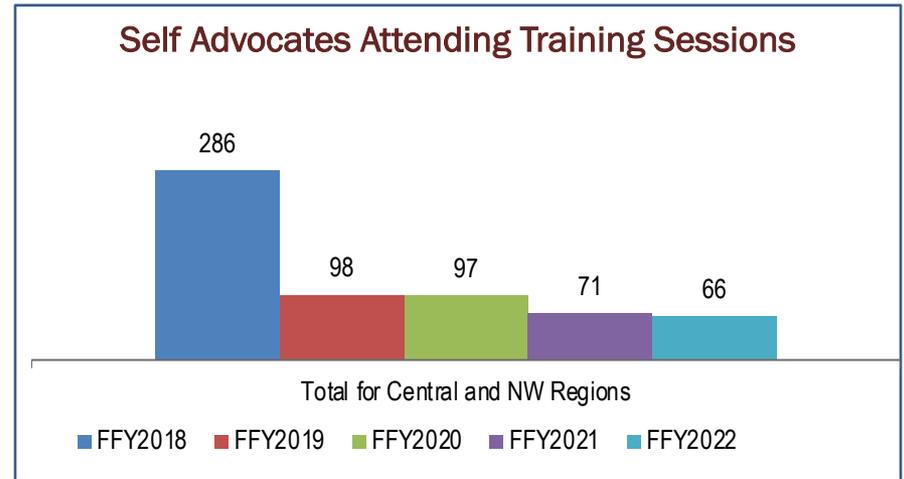
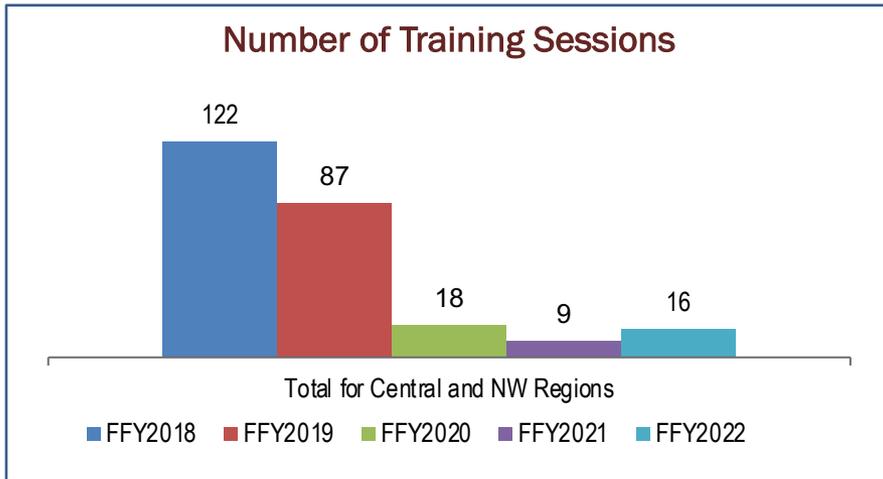
B. Partners in Policymaking® Pre-Post IPSII (scale of 1 – 5; 5 = highest)  
Levels and Trends (Classes 33 – 39) FFYs 2015-2022



# FFY 2022

## 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 2018 - 2022

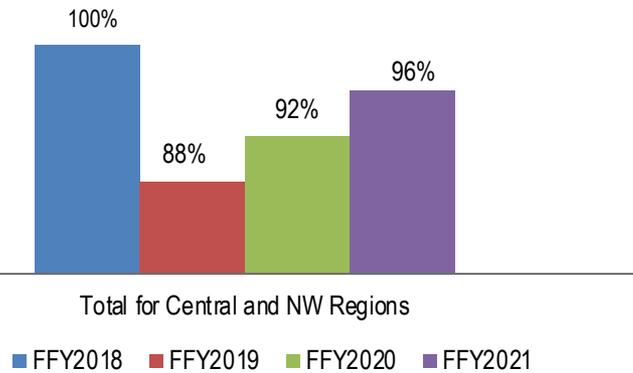


# FFY 2022

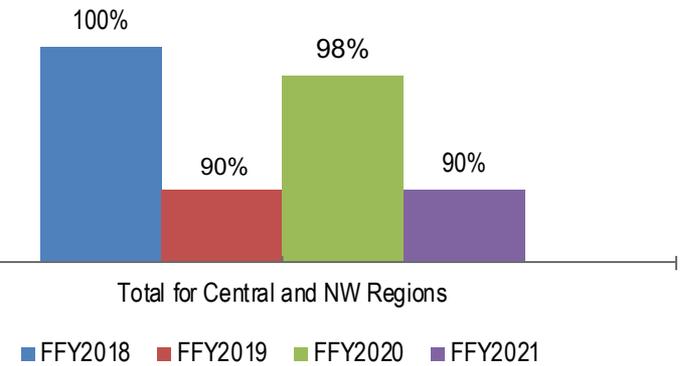
## Business Results

Supplier/Partner Results  
D. Self Advocacy – SAM Central and NW Regions  
IPSII Results (% = Yes) FFYs 2018 - 2022

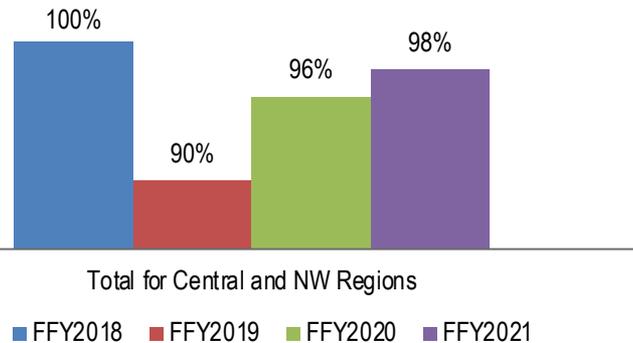
### Independence



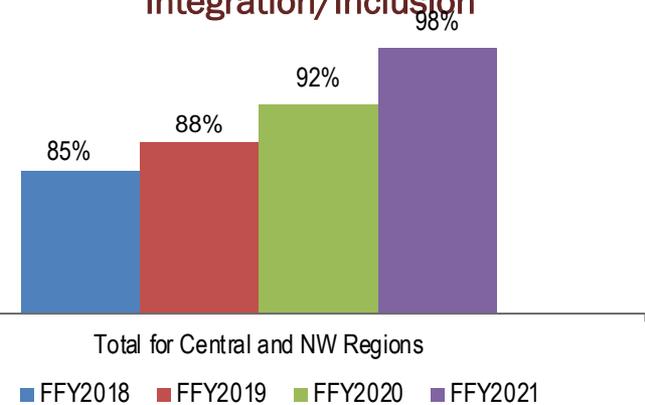
### Productivity



### Self Determination



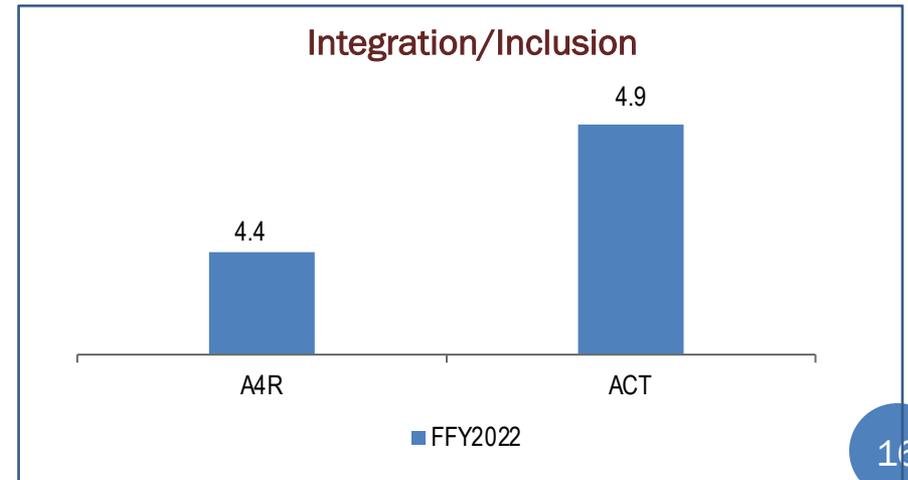
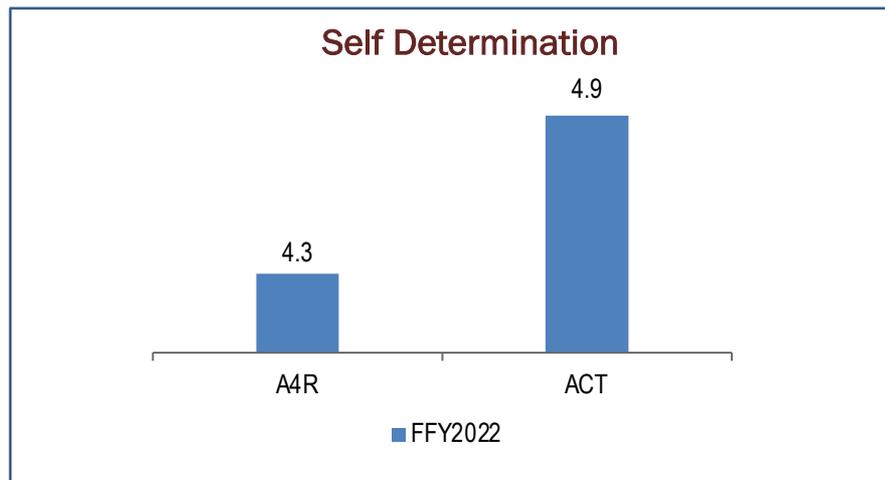
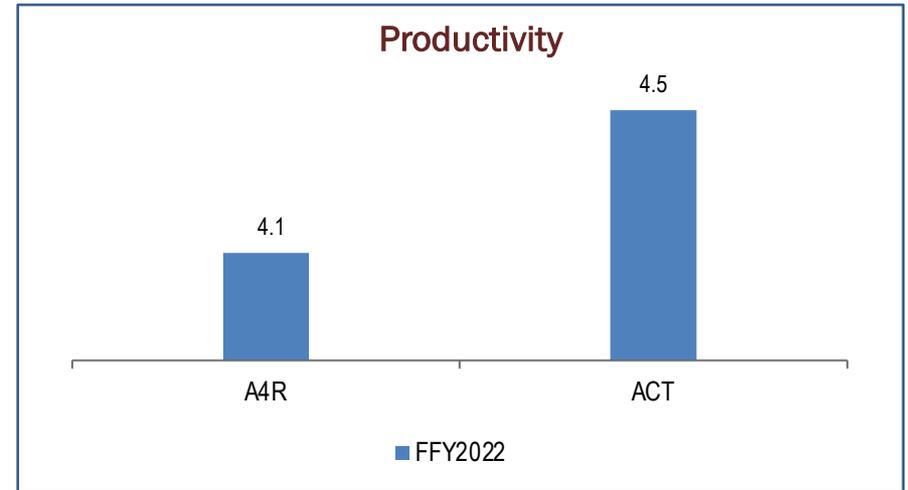
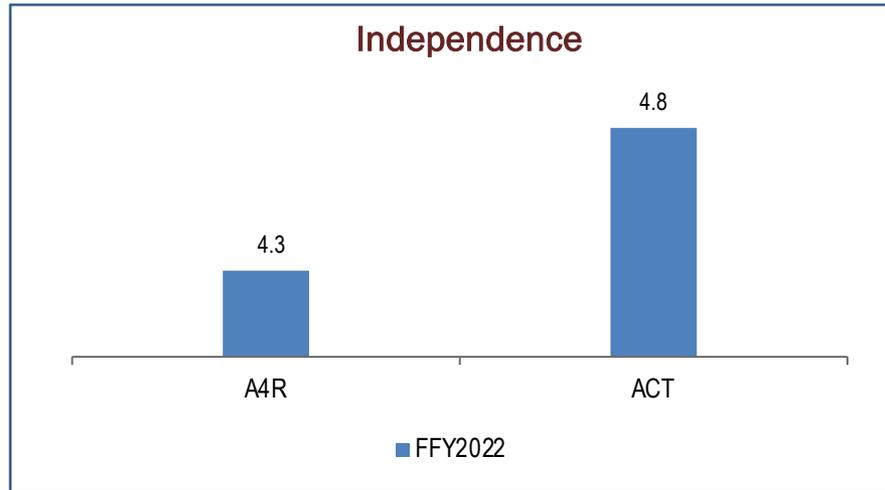
### Integration/Inclusion



# FFY 2022

## Business Results

Supplier/Partner Results  
E. Self Advocacy – Ambassadors for Respect and ACT  
IPSII (scale of 1 – 5; 5 = highest) FFY 2022

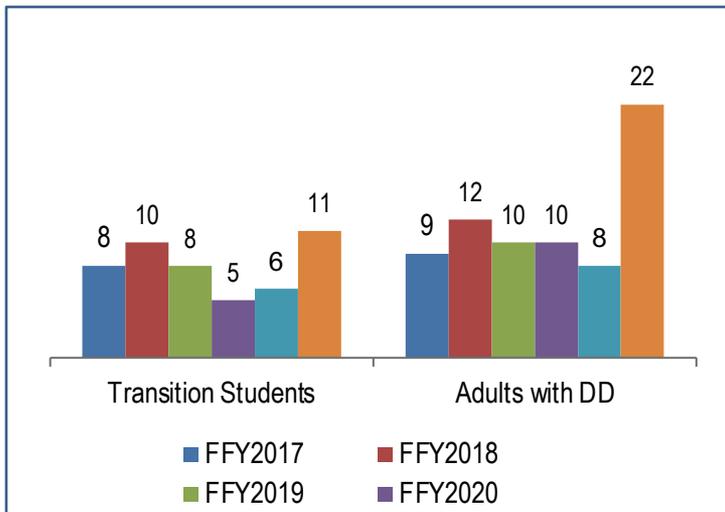


# FFY 2022

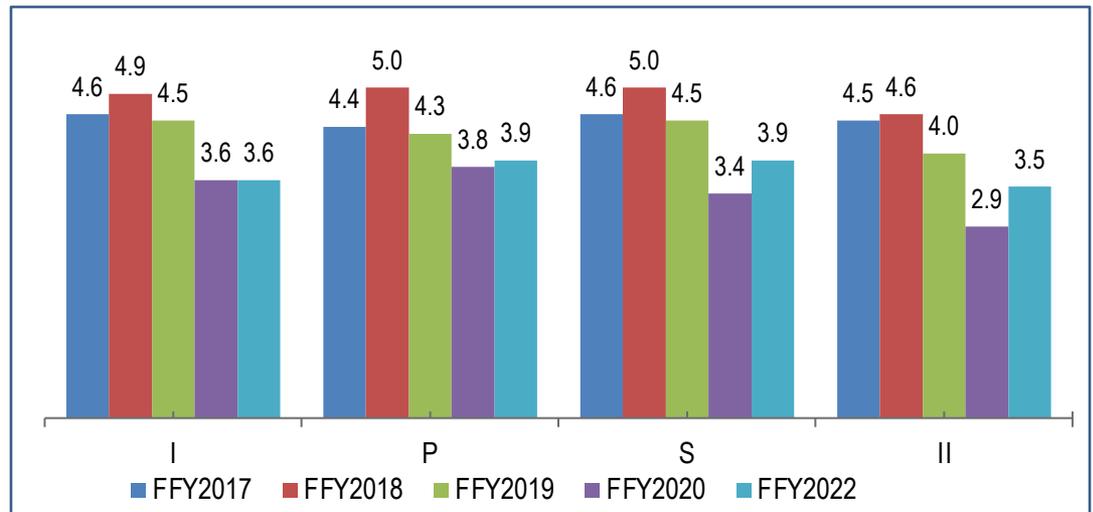
## Business Results

Supplier/Partner Results  
 G. Individuals Employed, and IPSII Results (scale of 1 - 5, 5 = highest)  
 FFY 2017-2022

Individuals Employed



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



IPSII scores not collected for 2021

# 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](http://www.mn.gov/mnddc)  
[www.mn.gov/mnddc/pipm](http://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.info@state.mn.us](mailto:admin.dd.info@state.mn.us)

Reduce, Reuse, Recycle