

FFY 2004 Work Plan Achievements

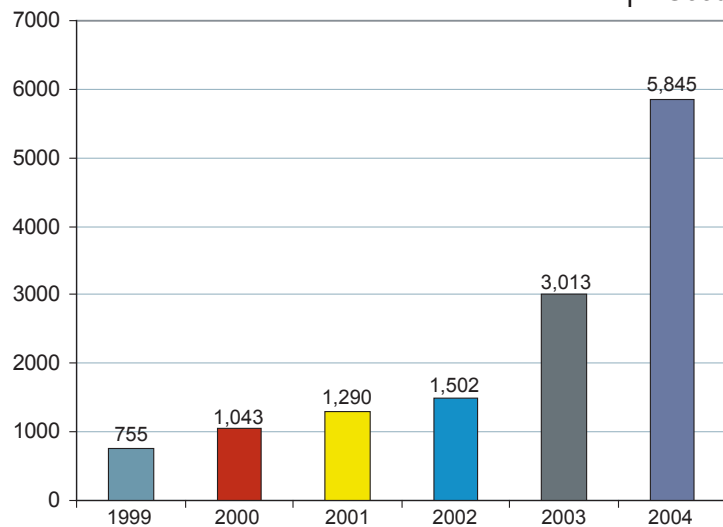
Business Results

Customer Focus Results – Technical Assistance and Compliments

Technical Assistance Requests (Unique)

Goal = 10% Increase

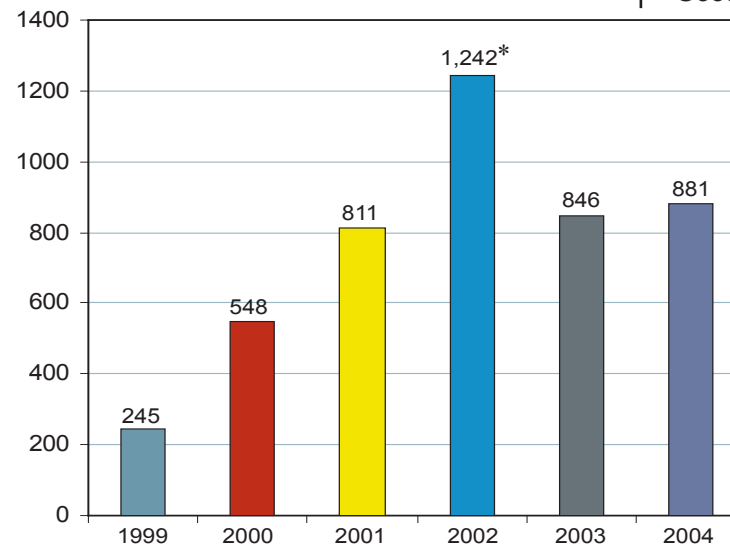
↑ = Good



Total Compliments

(helpful, timely, specific product)

↑ = Good



*MTARS visit June 2002

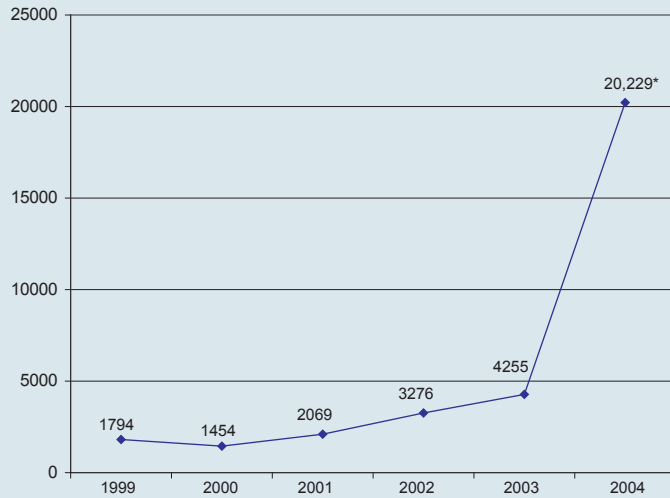
FFY 2004 Work Plan Achievements

Business Results

Customer Focus Results – Publications

Number of Publication Orders
Annualized/FFYs 1999-2004

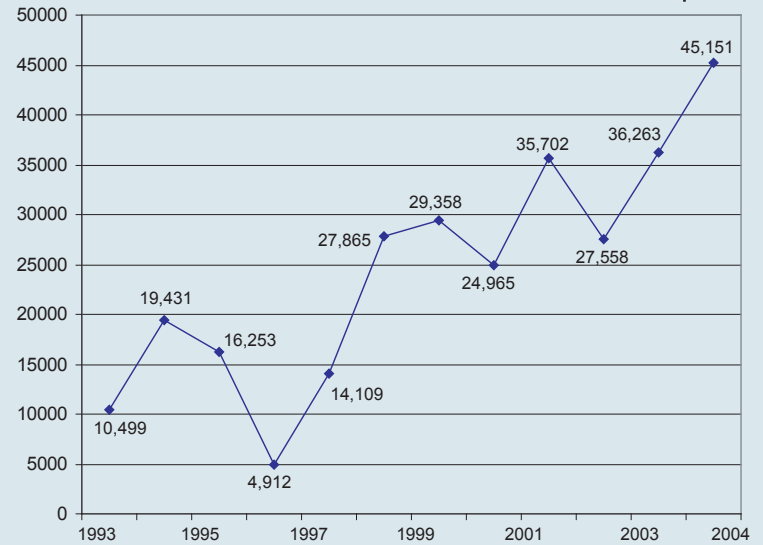
↑ = Good



*Includes Website flyer mailings in January and February.

Annual Number of Publications Disseminated
(1999-2004)

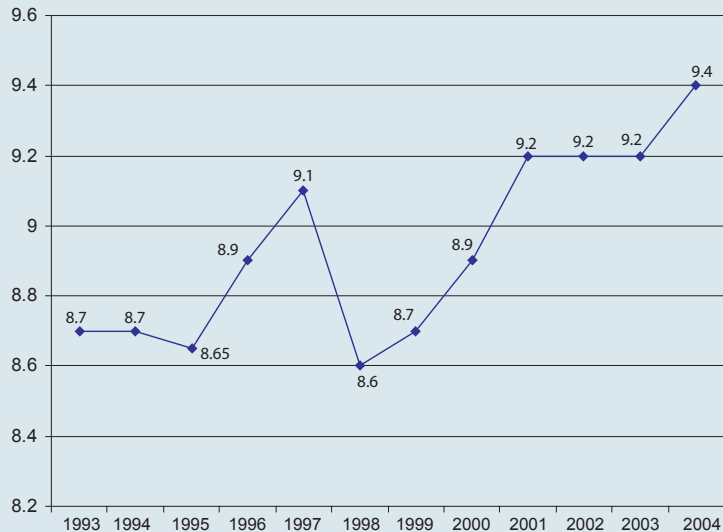
↑ = Good



FFY 1996 figure represents budget cuts

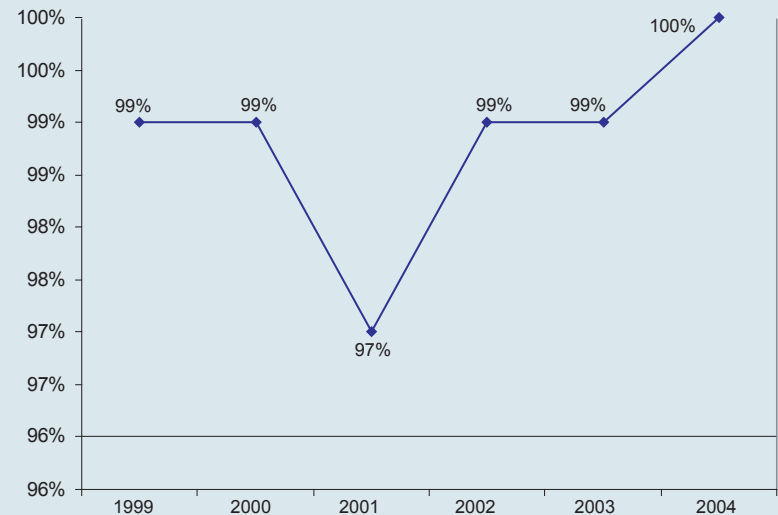
Publications Evaluation Scores
(1999-2004)

↑ = Good



Publication Evaluation – Usefulness/helpfulness=YES
Goal=90% - 95% (1999-2004)

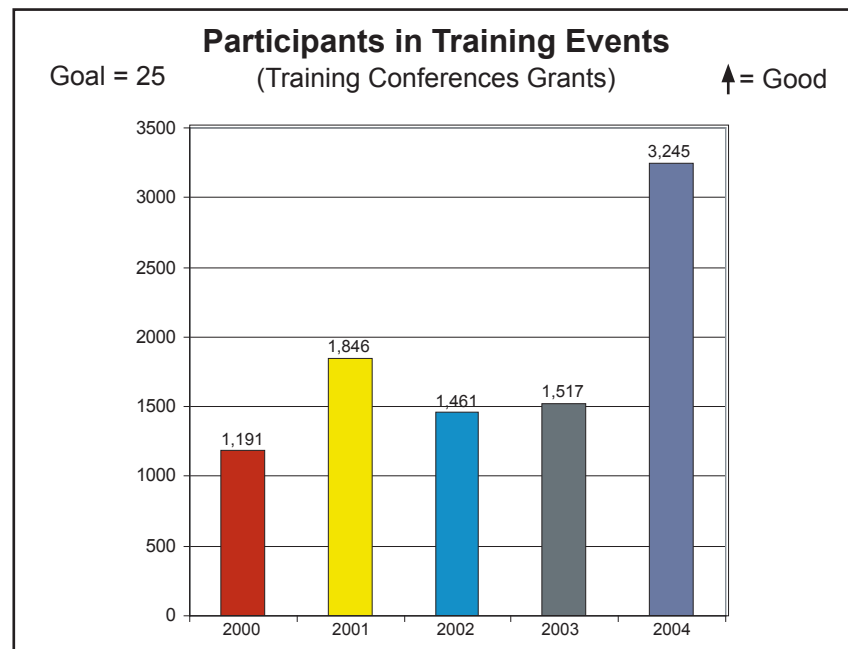
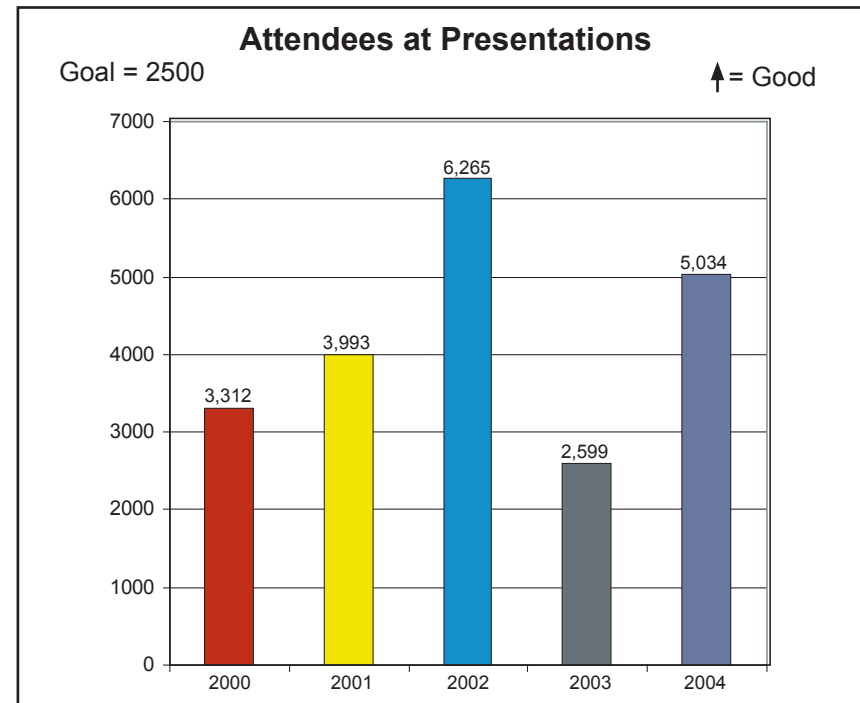
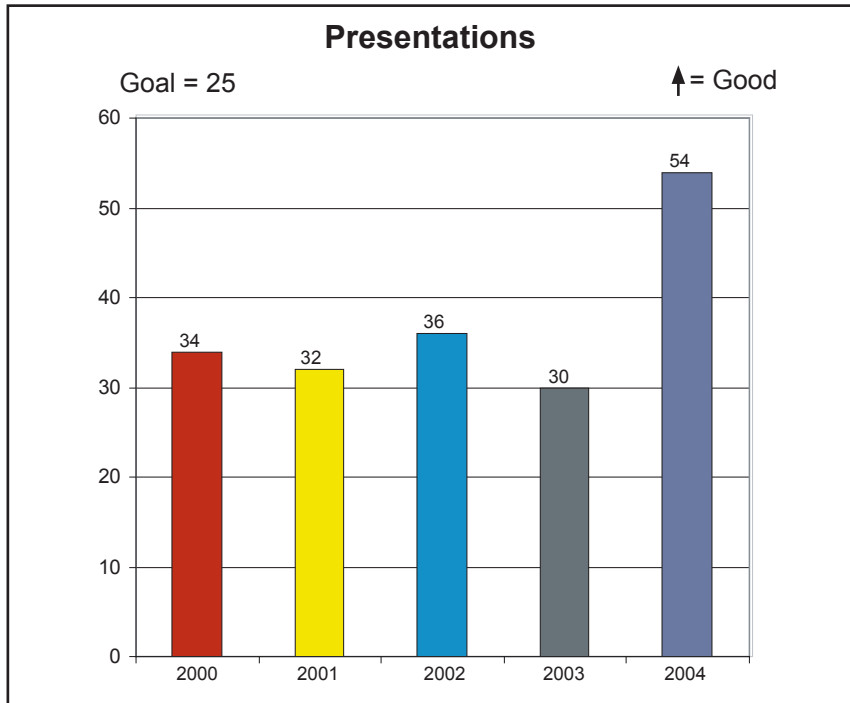
↑ = Good



FFY 2004 Work Plan Achievements

Business Results

Customer Focus Results – Presentations and Training Participation



FFY 2004 Work Plan Achievements

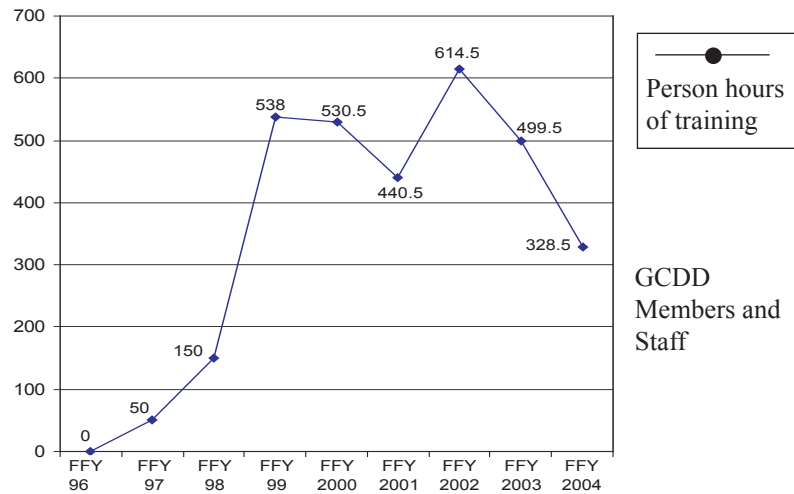
Business Results

Human Resource Results

Minnesota Governor's Council on Developmental Disabilities

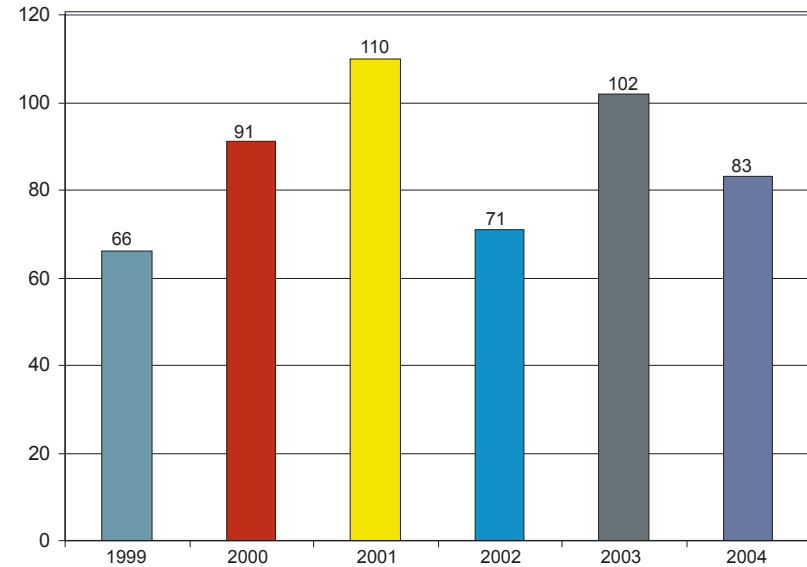
Training and Development on Quality

↑ = Good



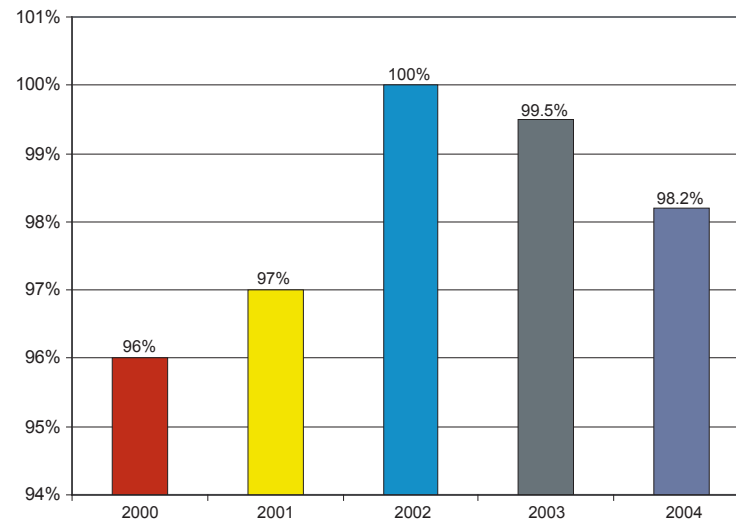
Staff Initiatives

↑ = Good



30-60-90 Day Work Plan (Ahead of Time and On Time)

↑ = Good

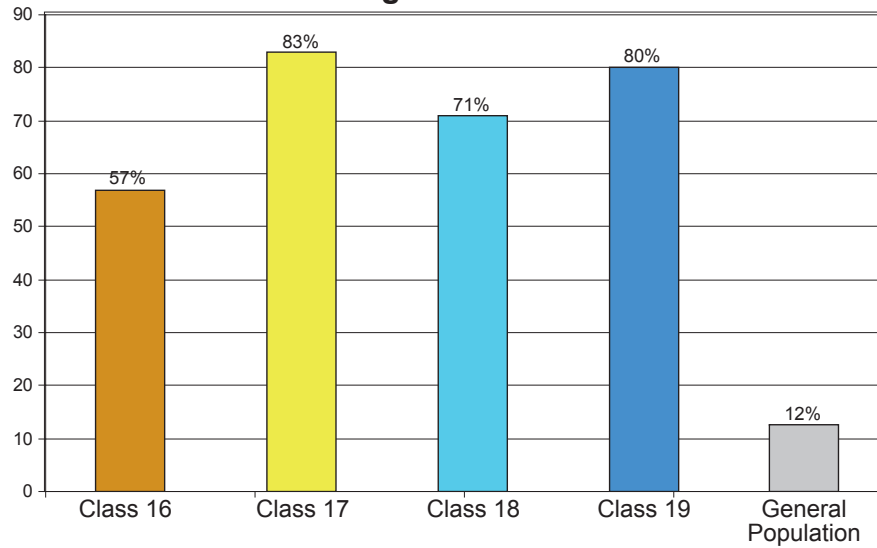


Partners in Policymaking®

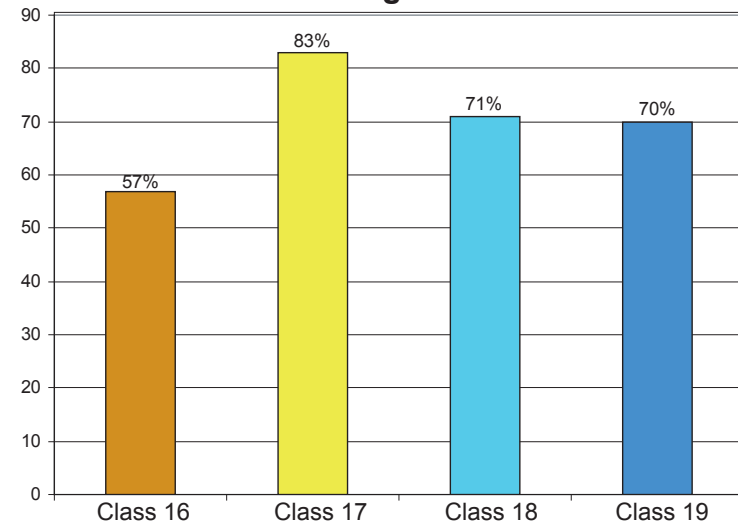
Performance as Advocates

Longitudinal Survey Data Collected February 2004

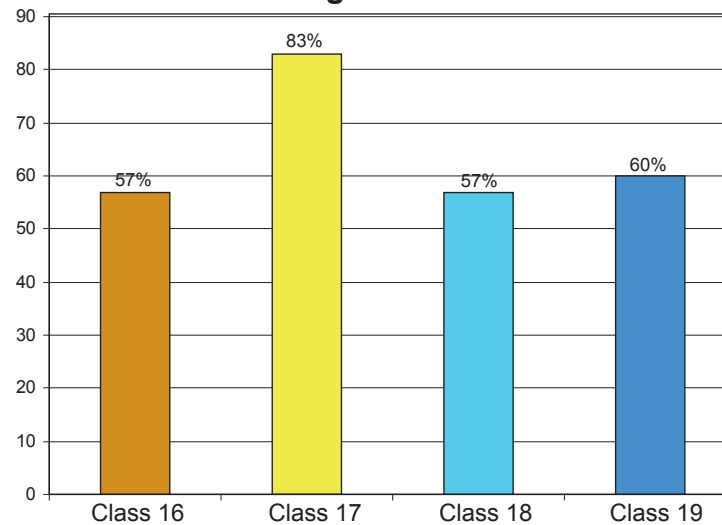
Percentage of Letters/Emails



Percentage of Visits



Percentage of Phone Calls



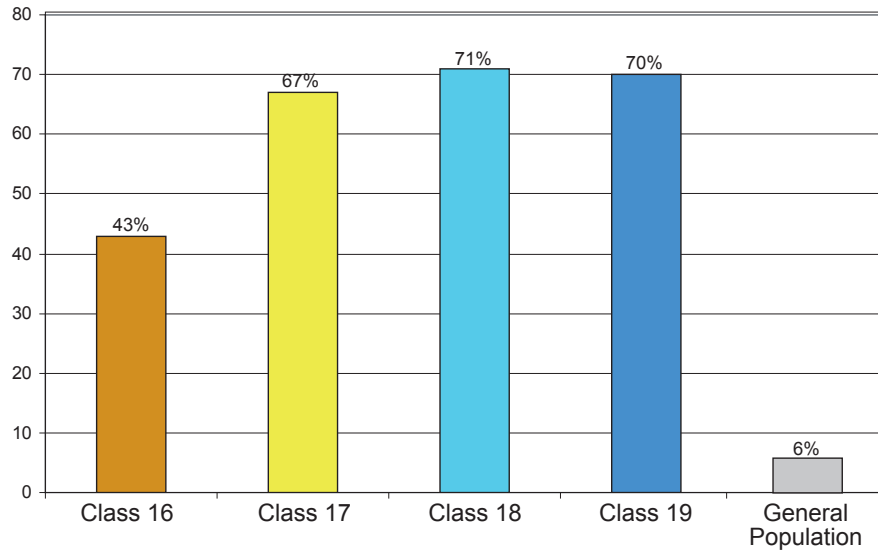
Class 16 Class 17 Class 18 Class 19 General Population

Partners in Policymaking®

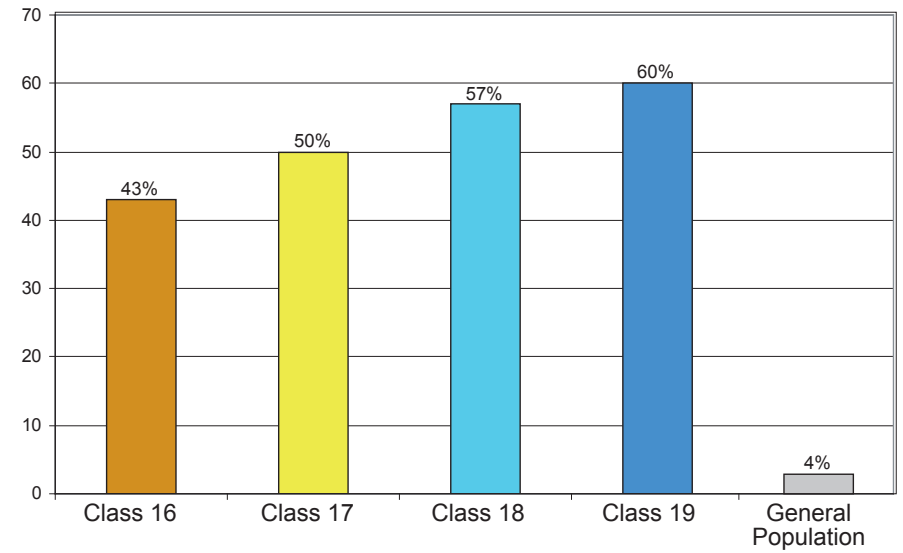
Performance as Advocates

Longitudinal Survey Data Collected February 2004

Percentage of Advocacy Committees

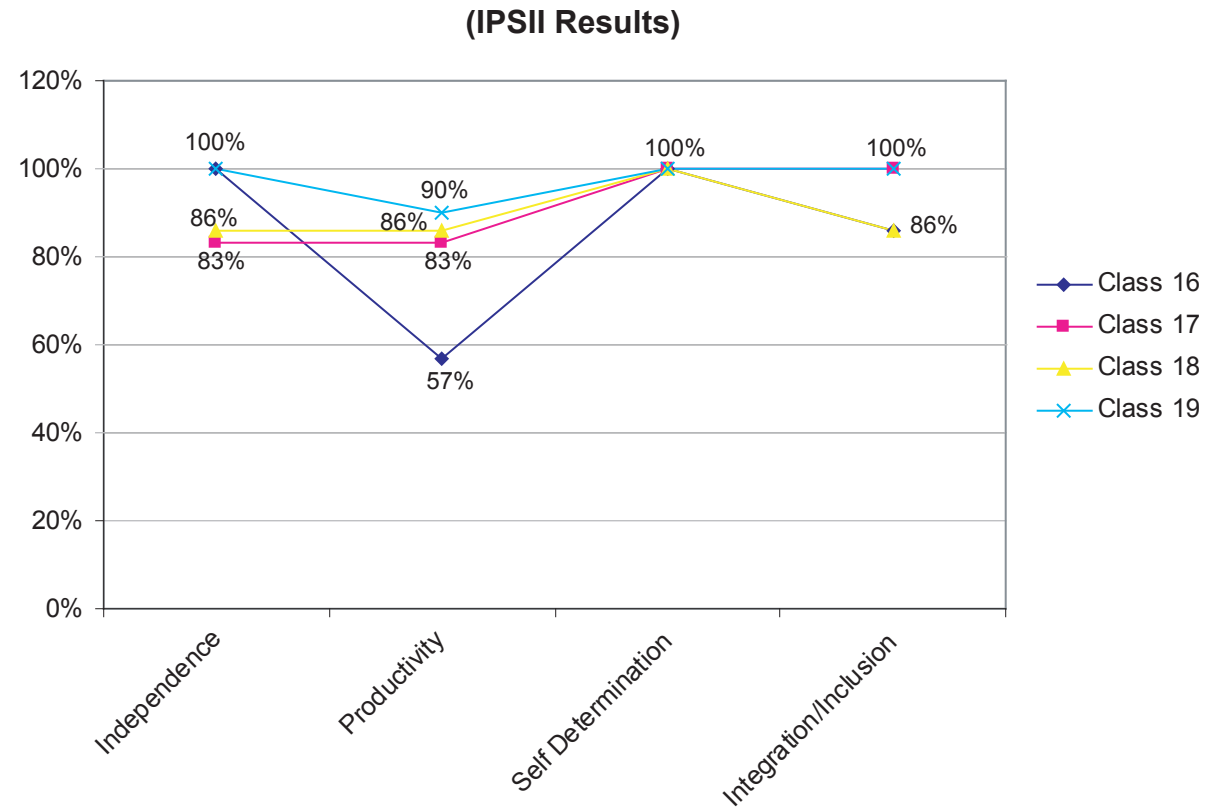


Percentage of Presentations



Class 16 Class 17 Class 18 Class 19 General Population

Partners in Policymaking®
Performance as Advocates
Longitudinal Survey Data Collected February 2004

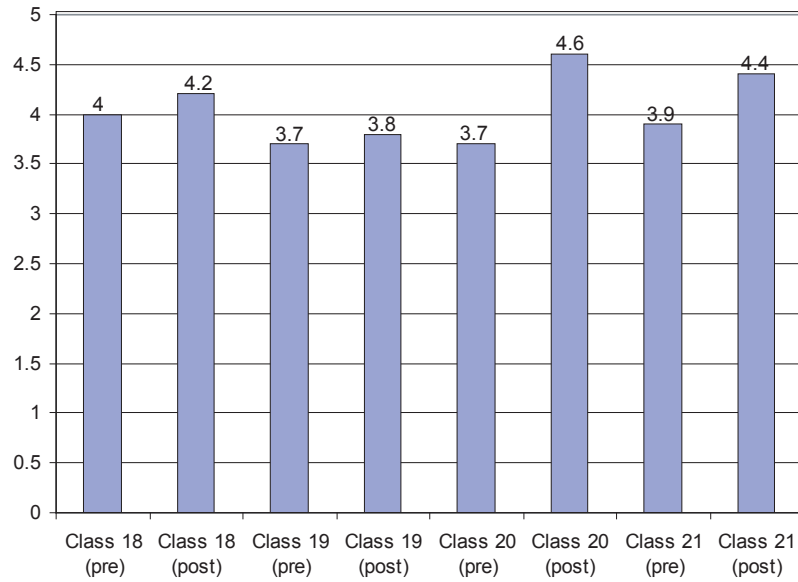


Partners in Policymaking®

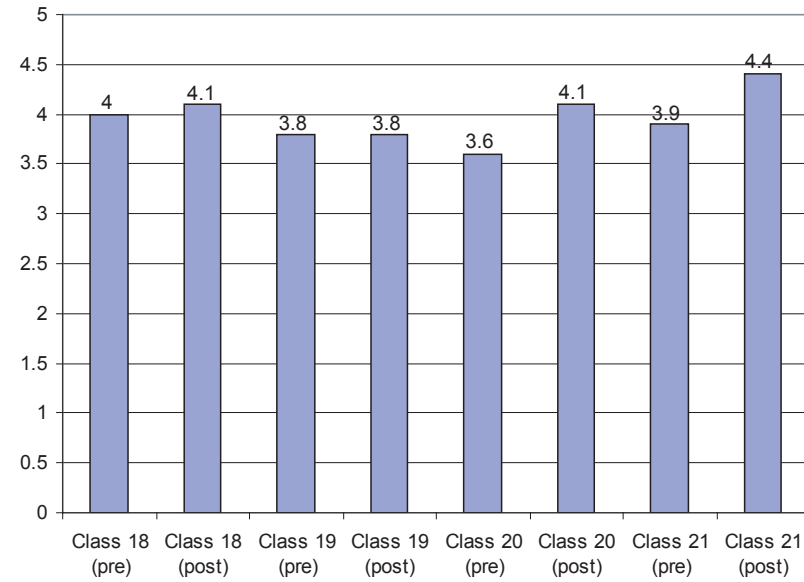
End Results (IPSII) – Levels and Trends

FFY 2001-2004

Independence



Productivity

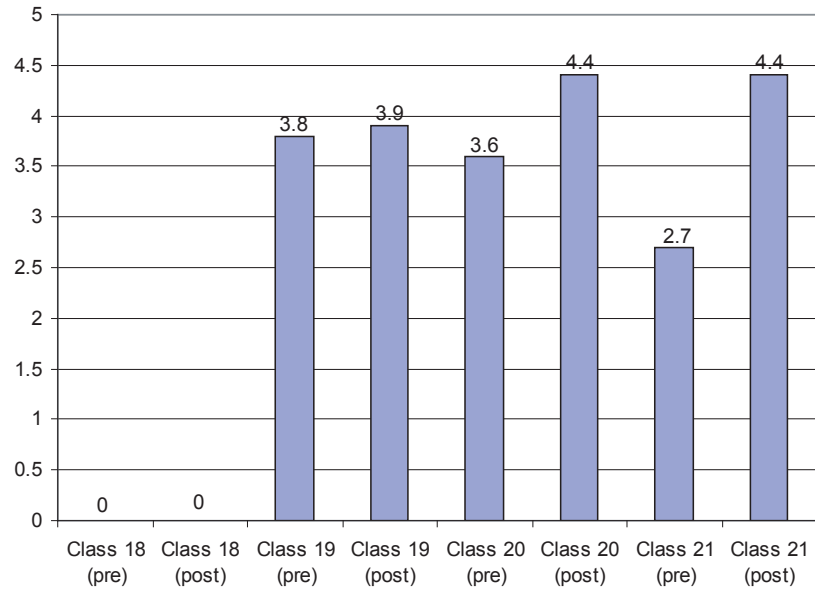


Partners in Policymaking®

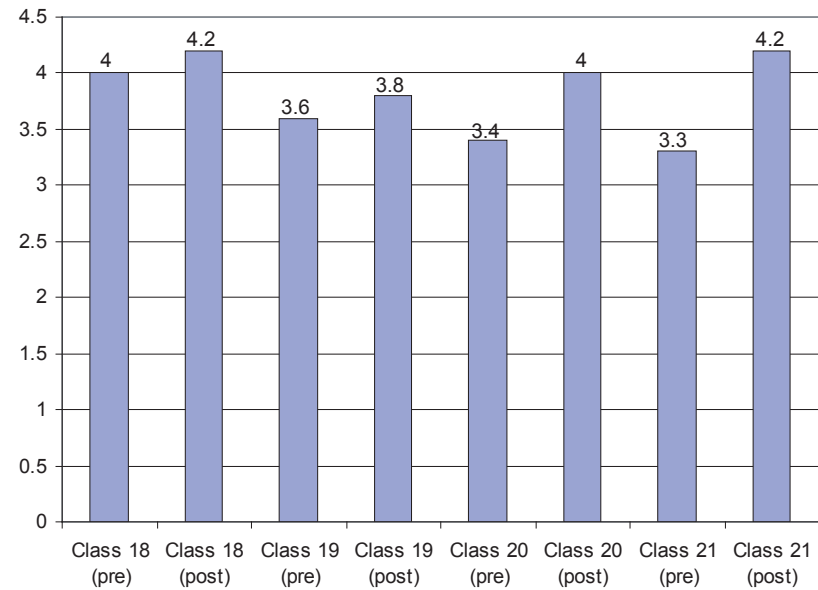
End Results (IPSII) – Levels and Trends

FFY 2001-2004

Self Determination



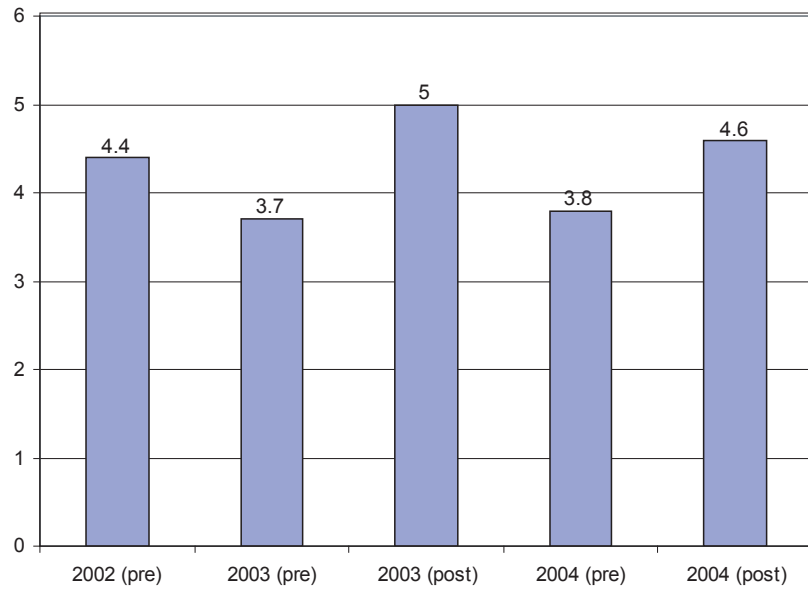
Integration/Inclusion



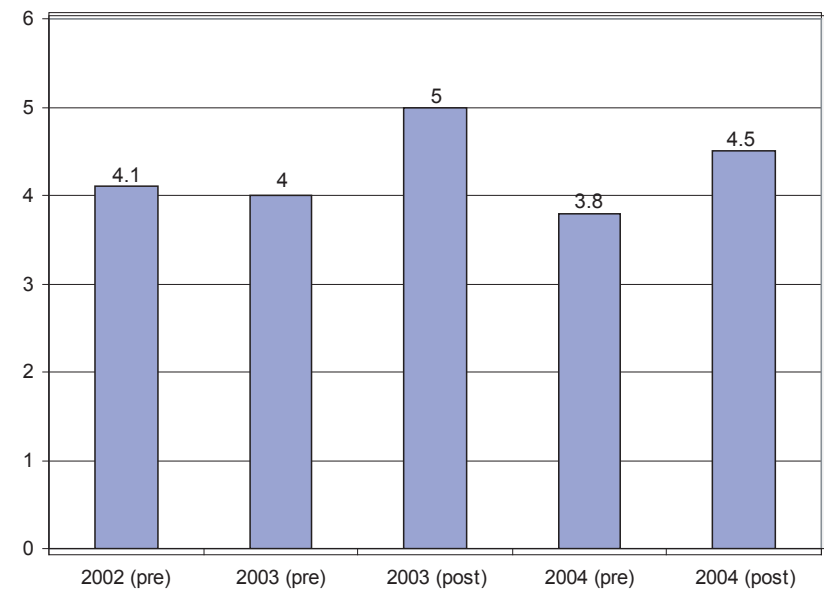
African American Outreach

FFYs 2002-2004

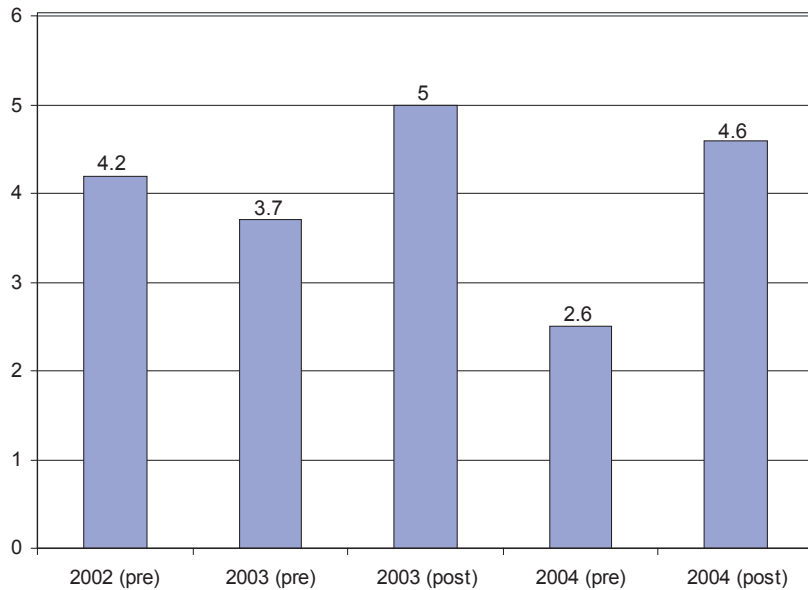
Independence



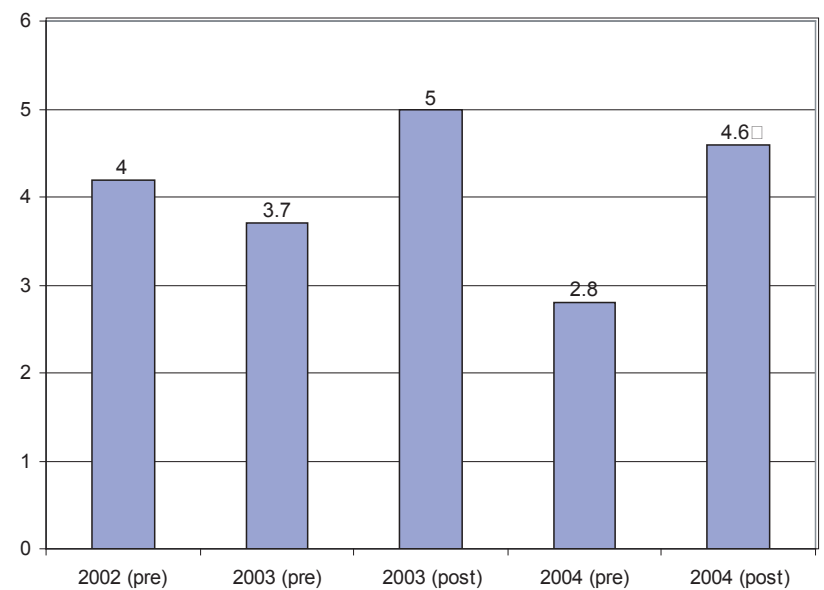
Productivity



Inclusion



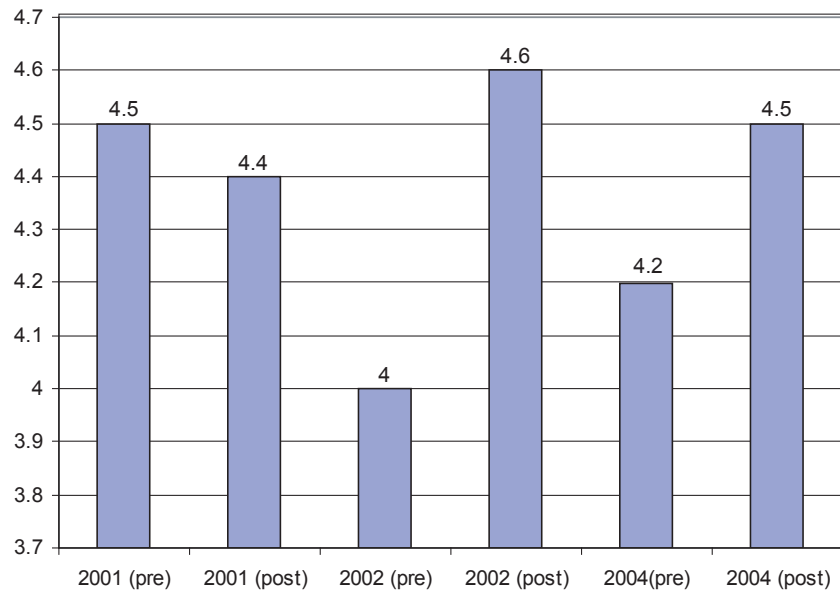
Self-Determination



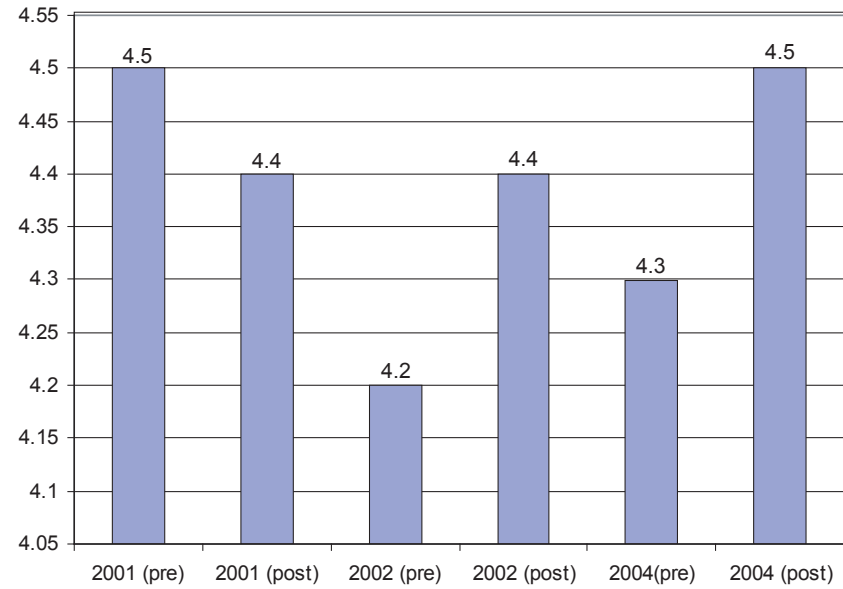
Hispanic Outreach

FFYs 2001-2004

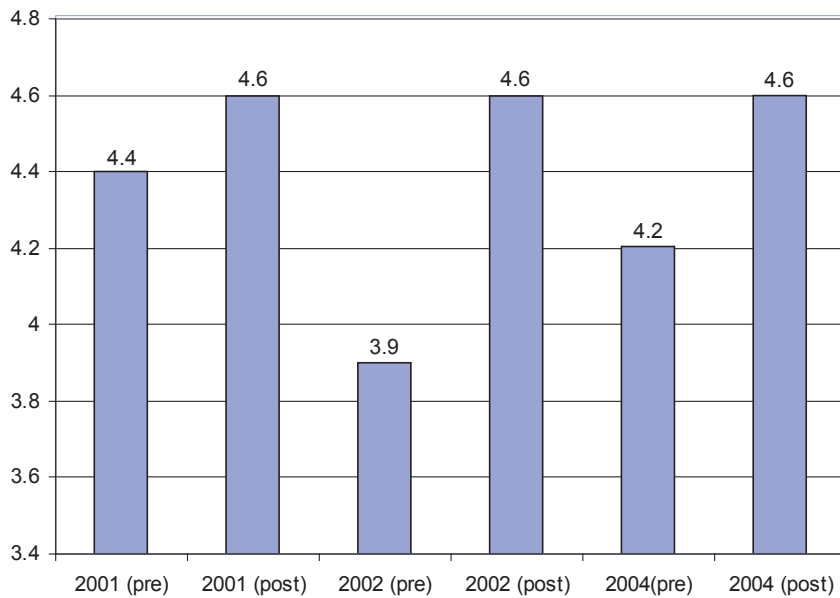
Independence



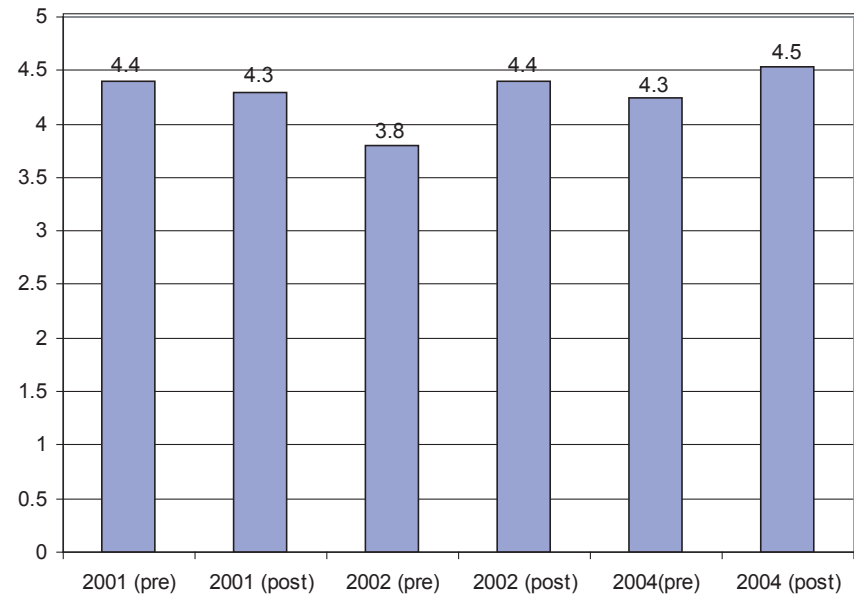
Productivity



Inclusion

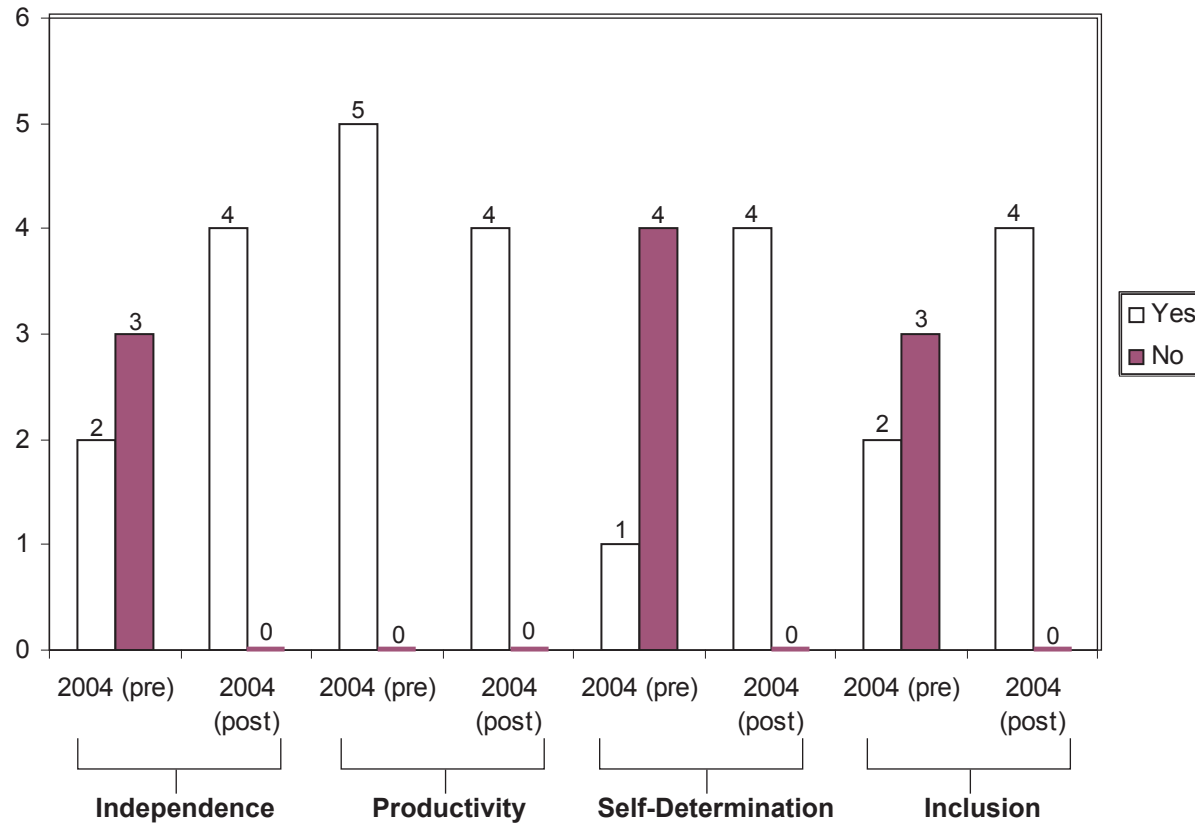


Self-Determination



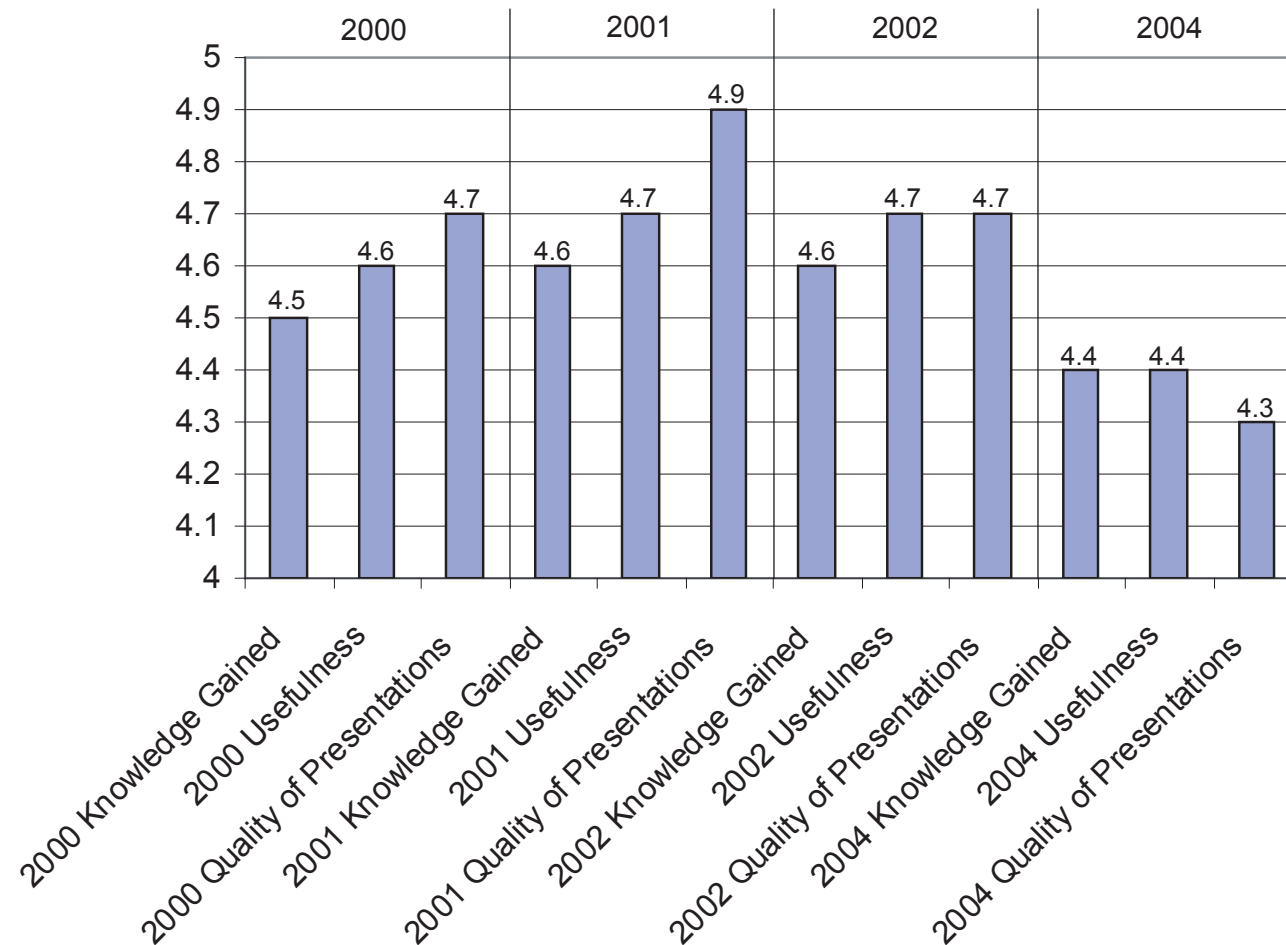
Asian Outreach

FFY 2004



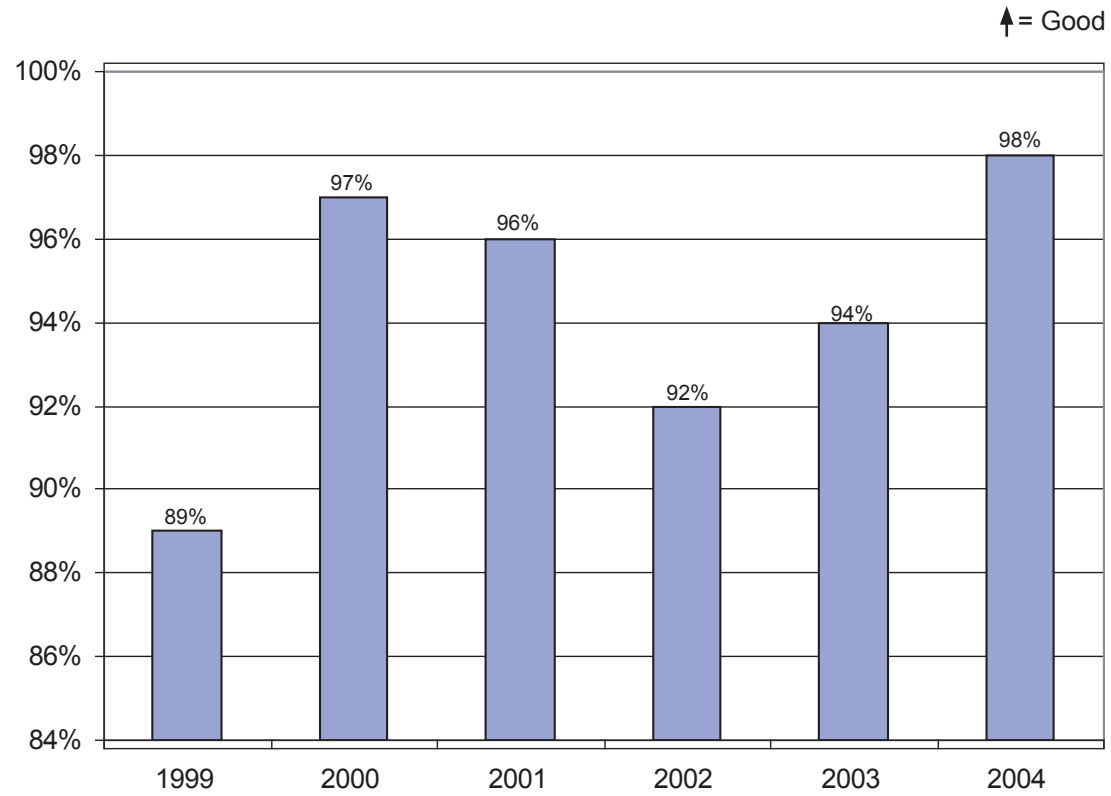
Partners Graduate Workshops

Knowledge Gained, Usefulness, and Quality of Presentations



Publication Delivery Time FFY 2004 – 3 days standard

On Time Delivery of Publications

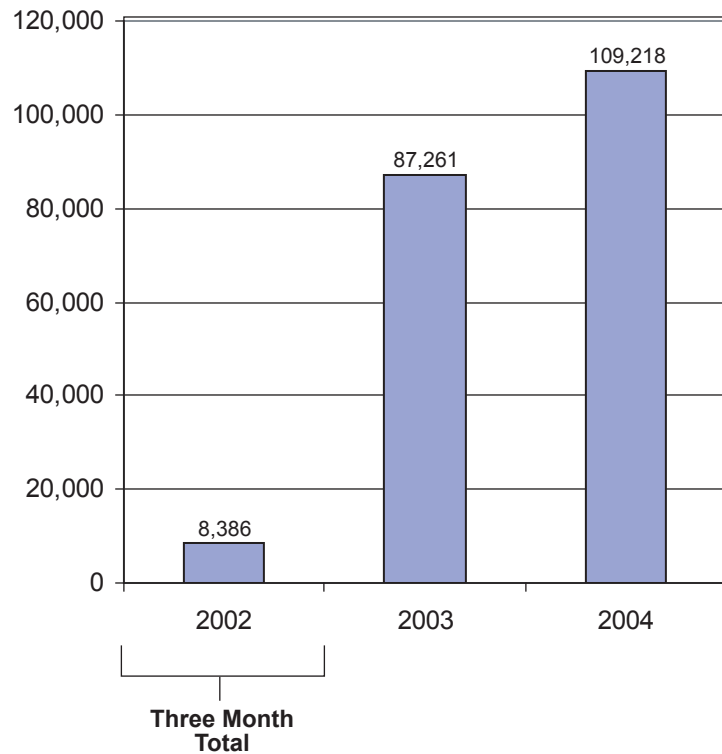


Electronic Government Services

Operational Plan Performance Goals Approved by Commissioner

FFYs 2002-2004

**E-Government
(Unique Visitors)**



**E-Government
Number of Downloads**

