

Governor's Council on Developmental Disabilities

Business Results

Fiscal Year 2007

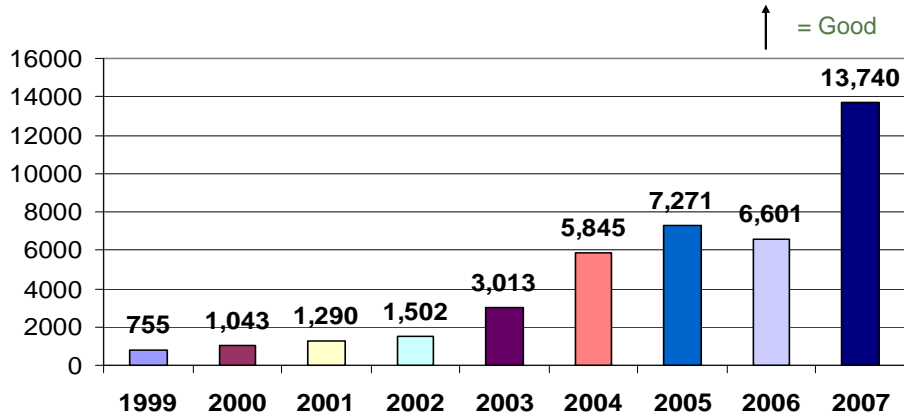
(October 1, 2006 – September 30, 2007)

FFY 2007 Work Plan Achievements

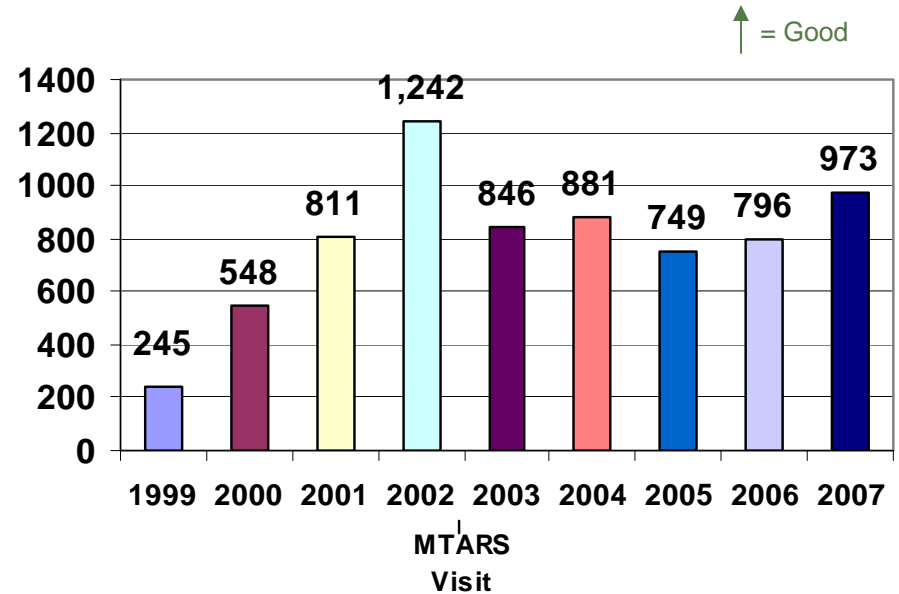
Business Results

A. Customer Focus Results-- Technical Assistance and Compliments FFYs 1999-2007

Technical Assistance Contacts



Total Compliments (Helpful, Timely, Specific Product)

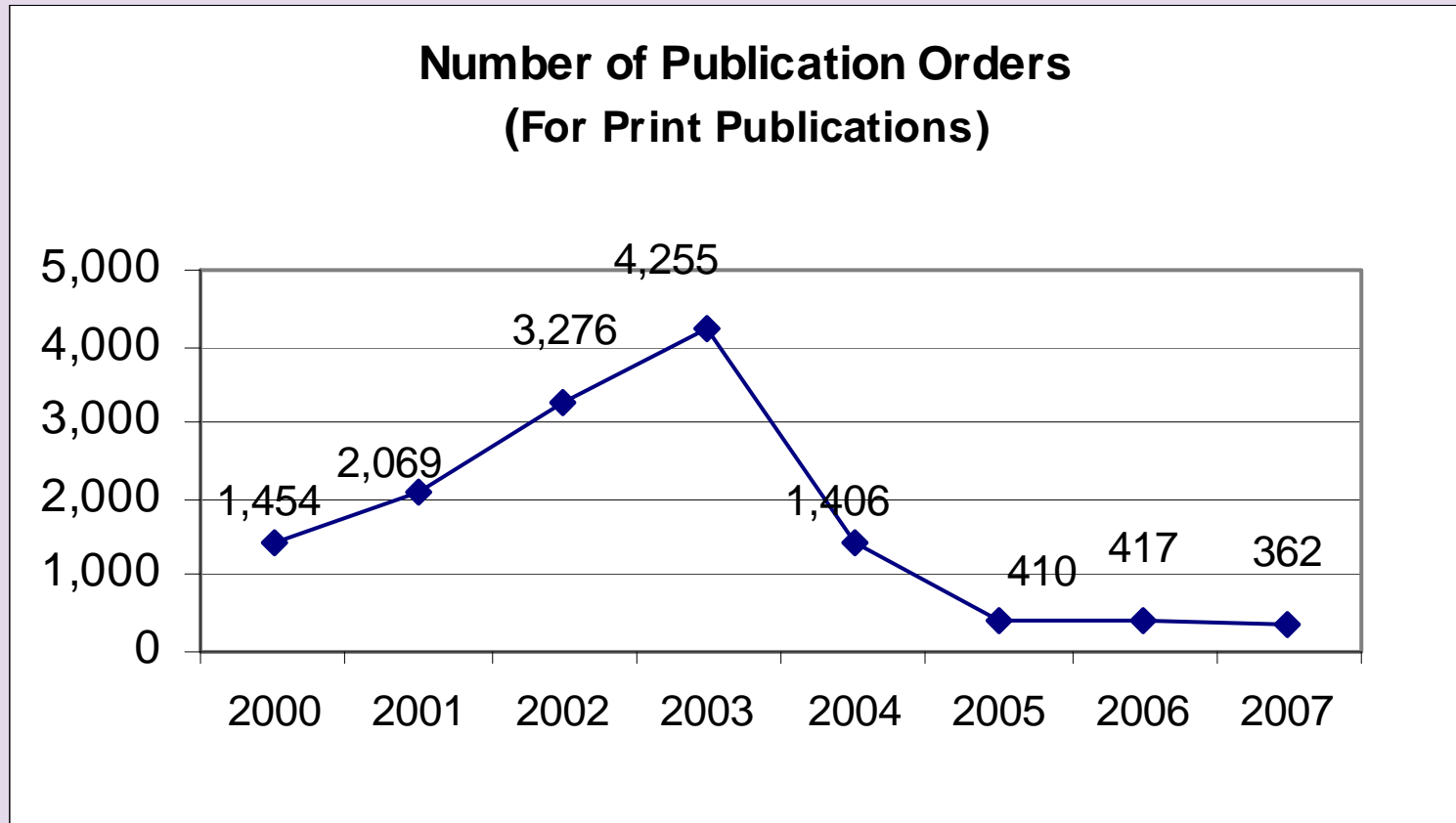


FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

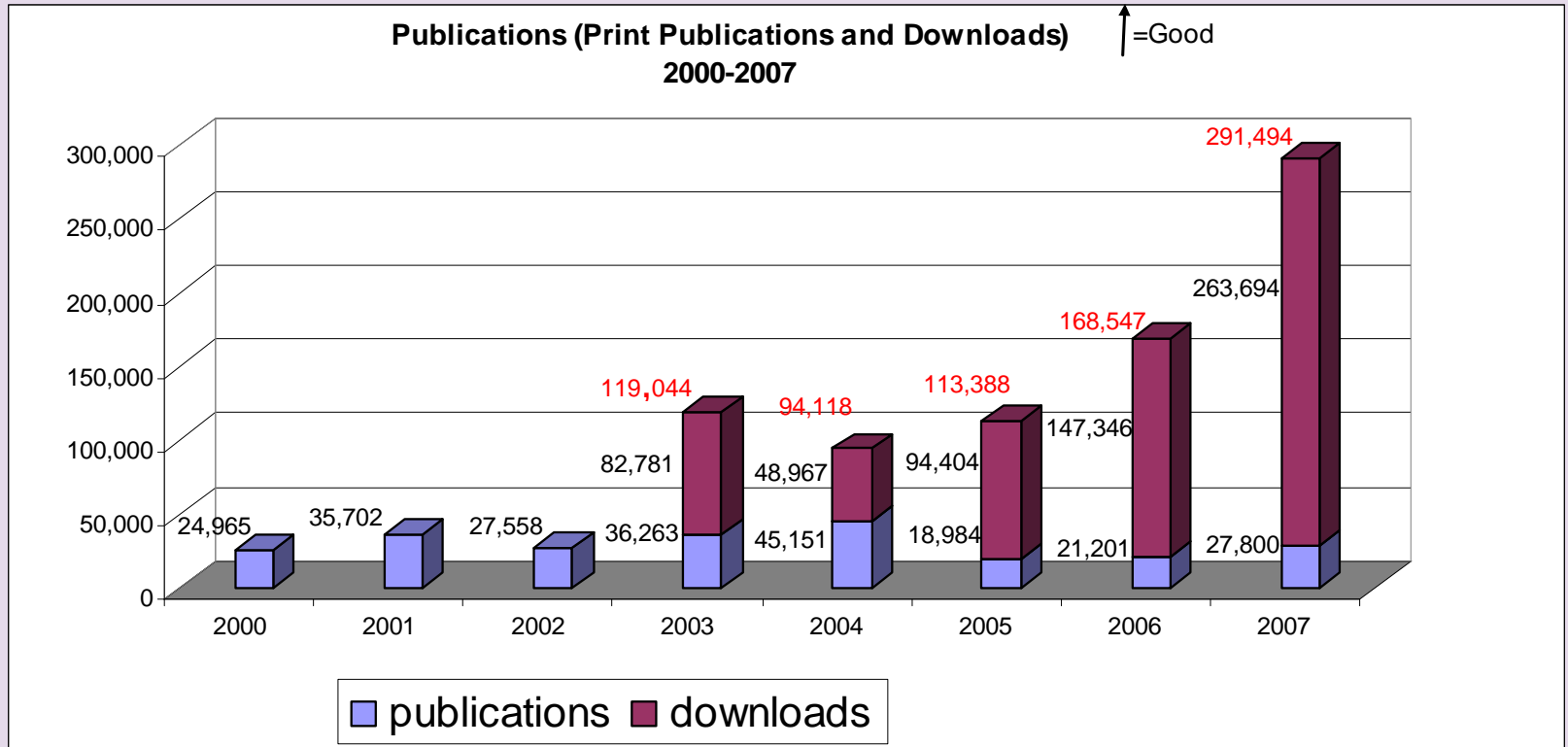
FFYs 2000-2007



FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results — Print Publications and Downloads FFYs 2000-2007



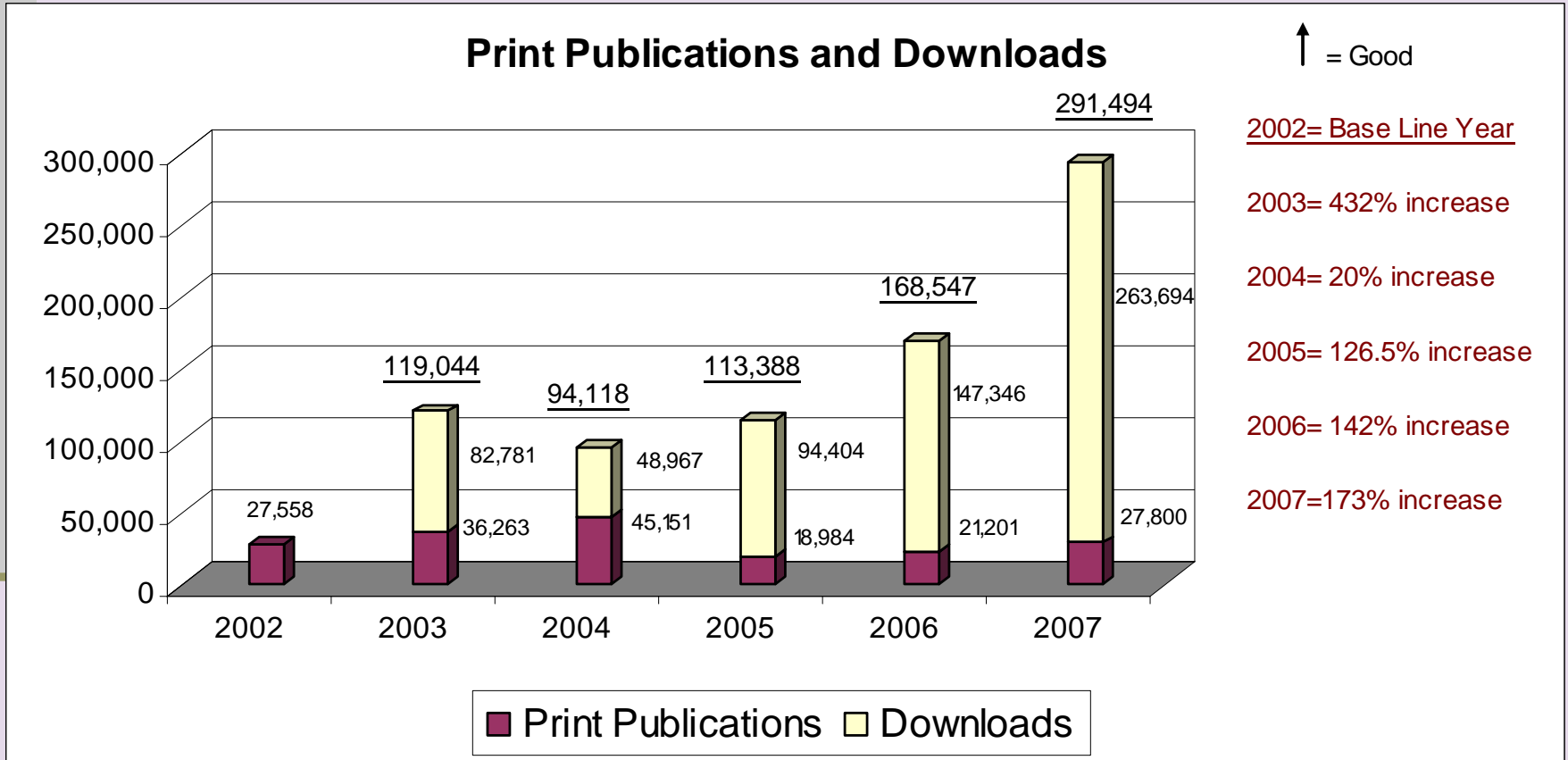
FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results — Print Publications and Downloads

Product Dissemination Growth

FFYs 2002-2007

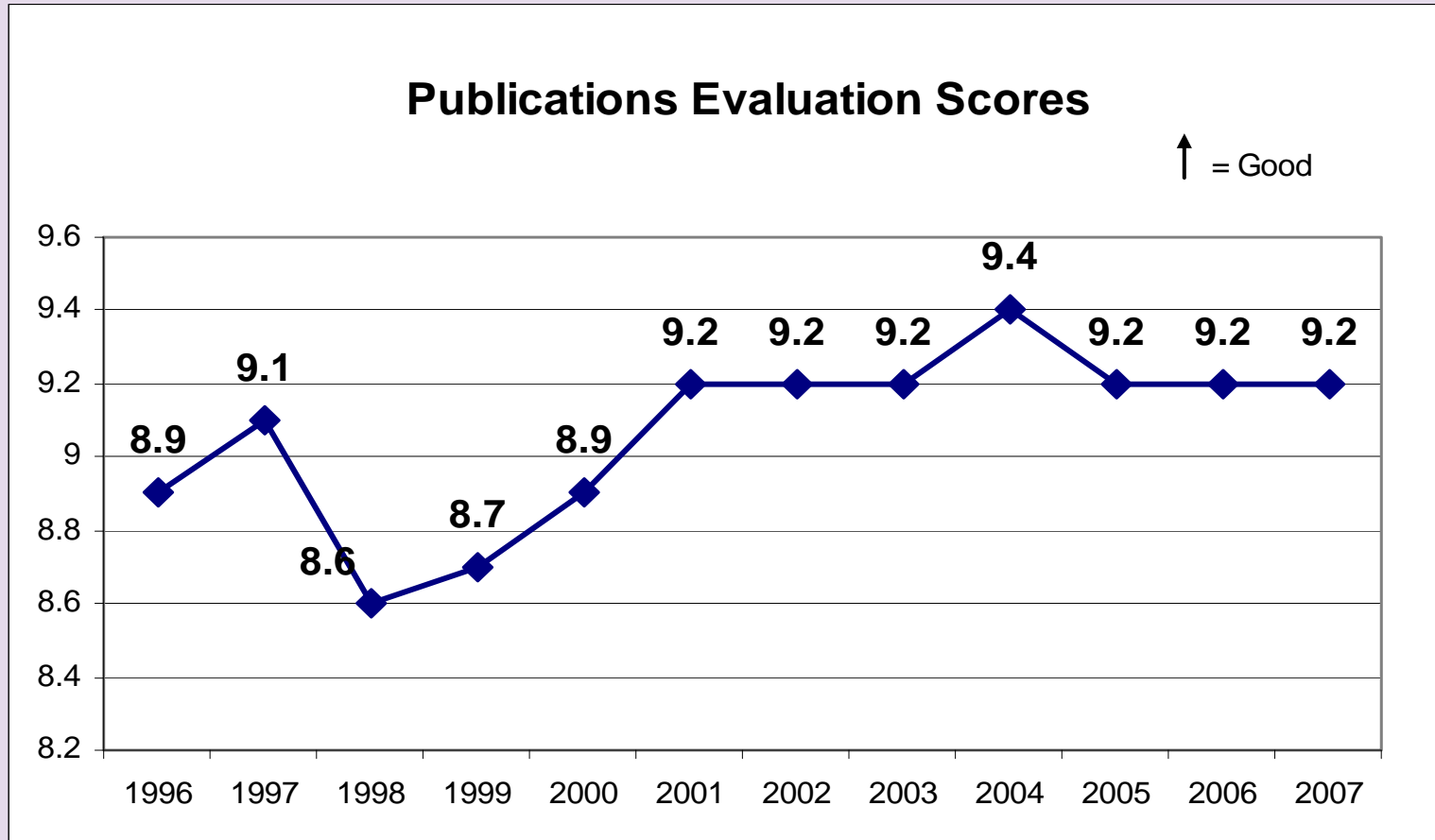


FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

FFYs 1993-2007

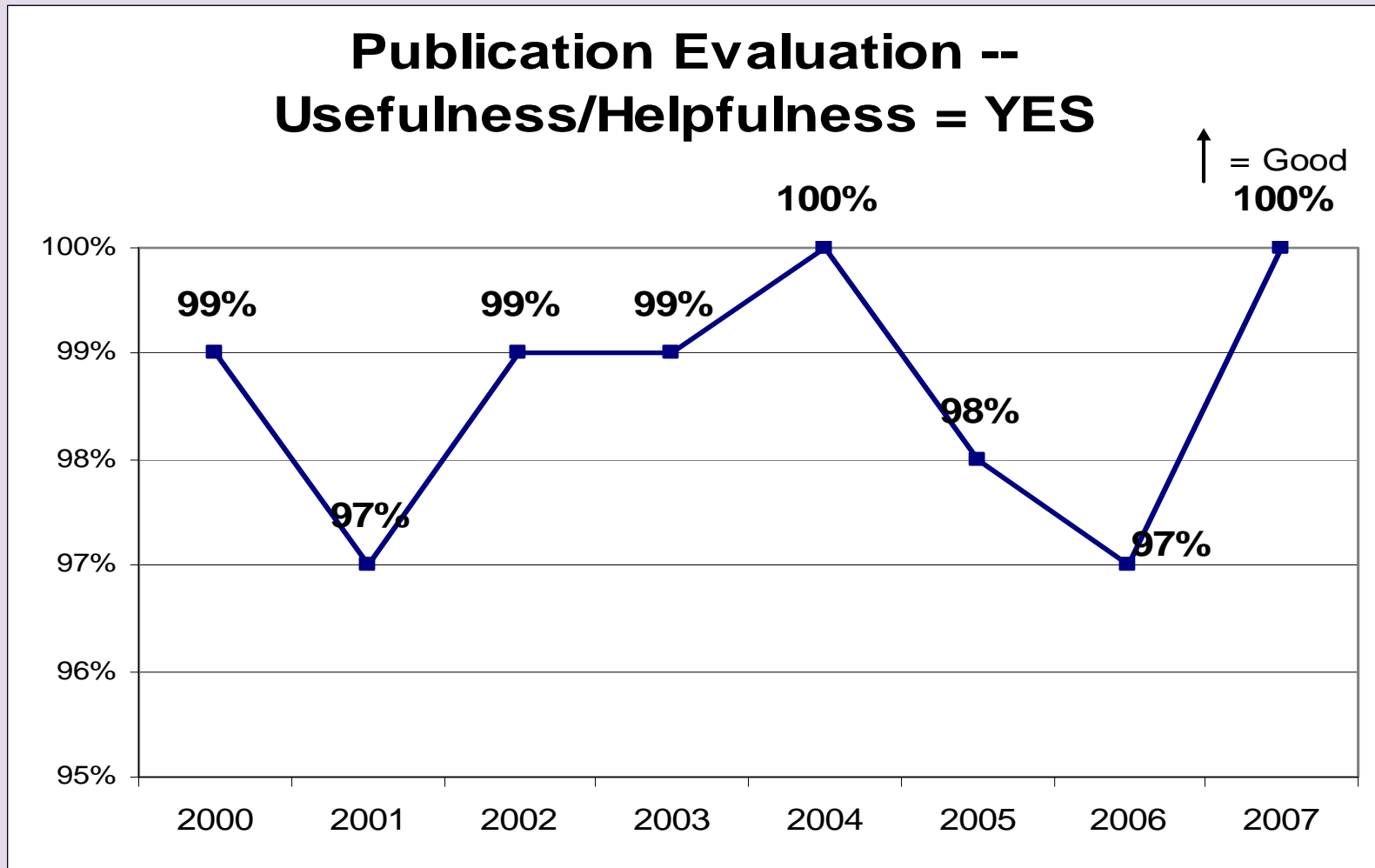


FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results — Publications

FFYs 2000-2007



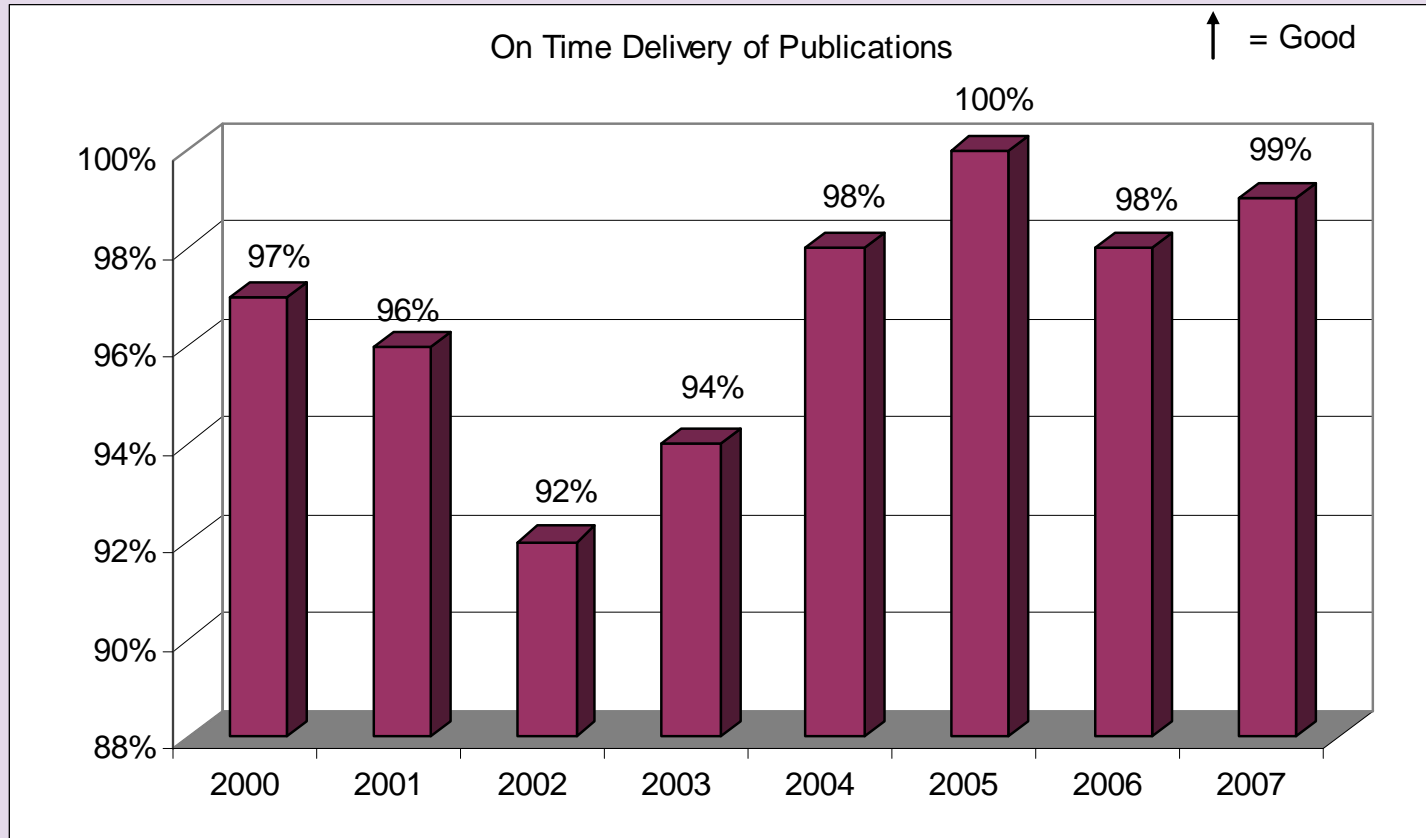
FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results – Publication Delivery Time

3 Days Standard

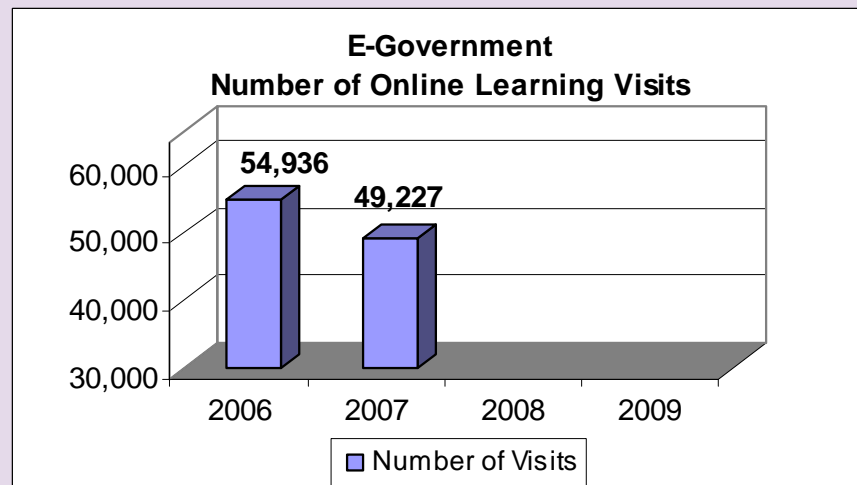
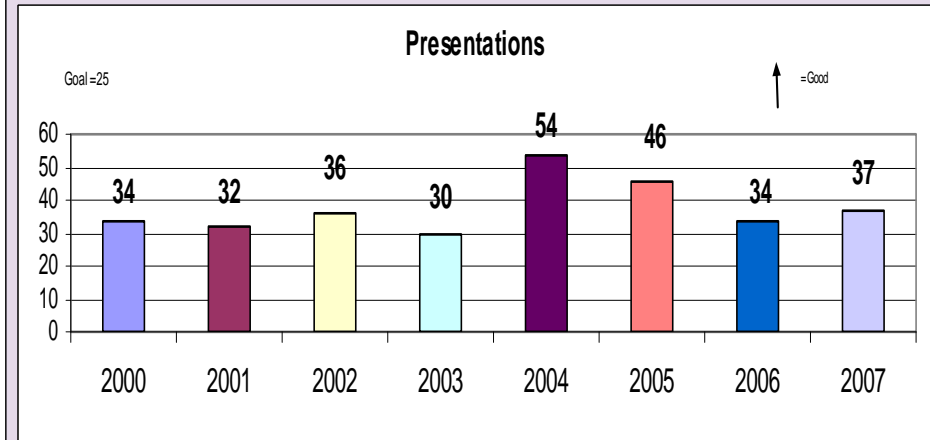
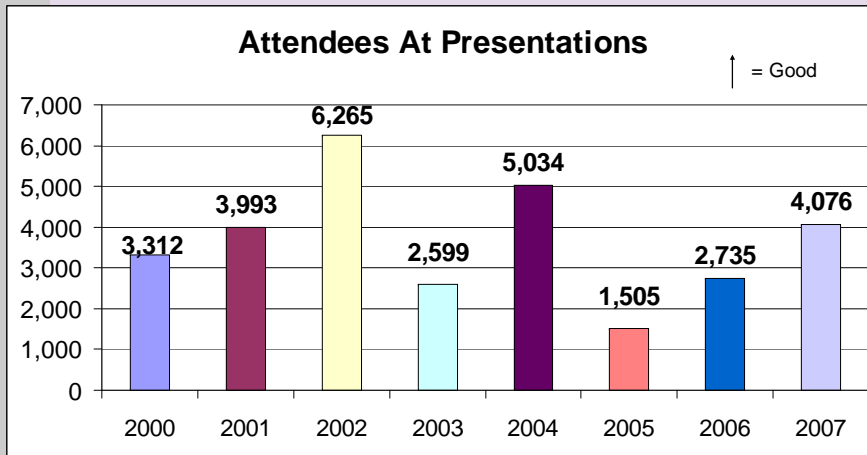
FFYs 2000-2007



FFY 2007 Work Plan Achievements

Business Results

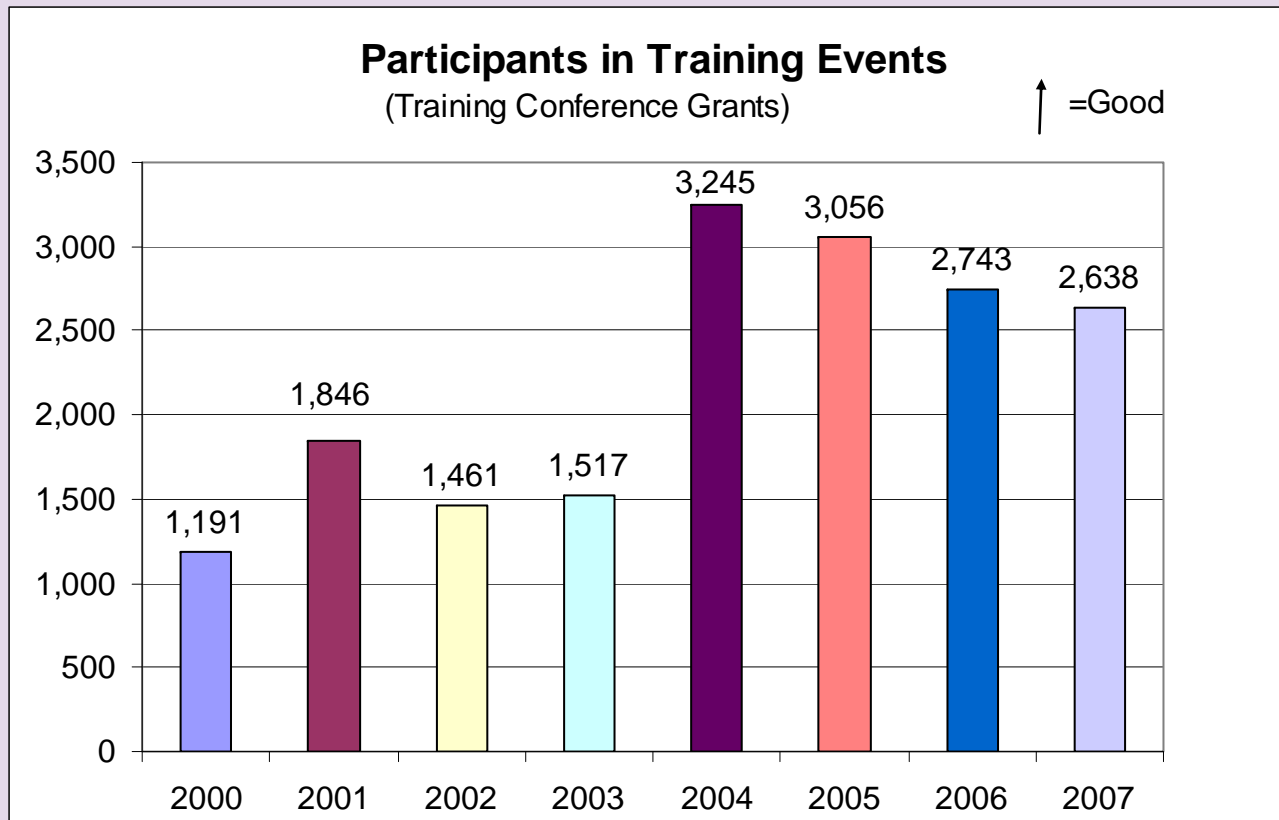
A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2007



FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results — Presentations and Training Participation FFYs 2000-2007

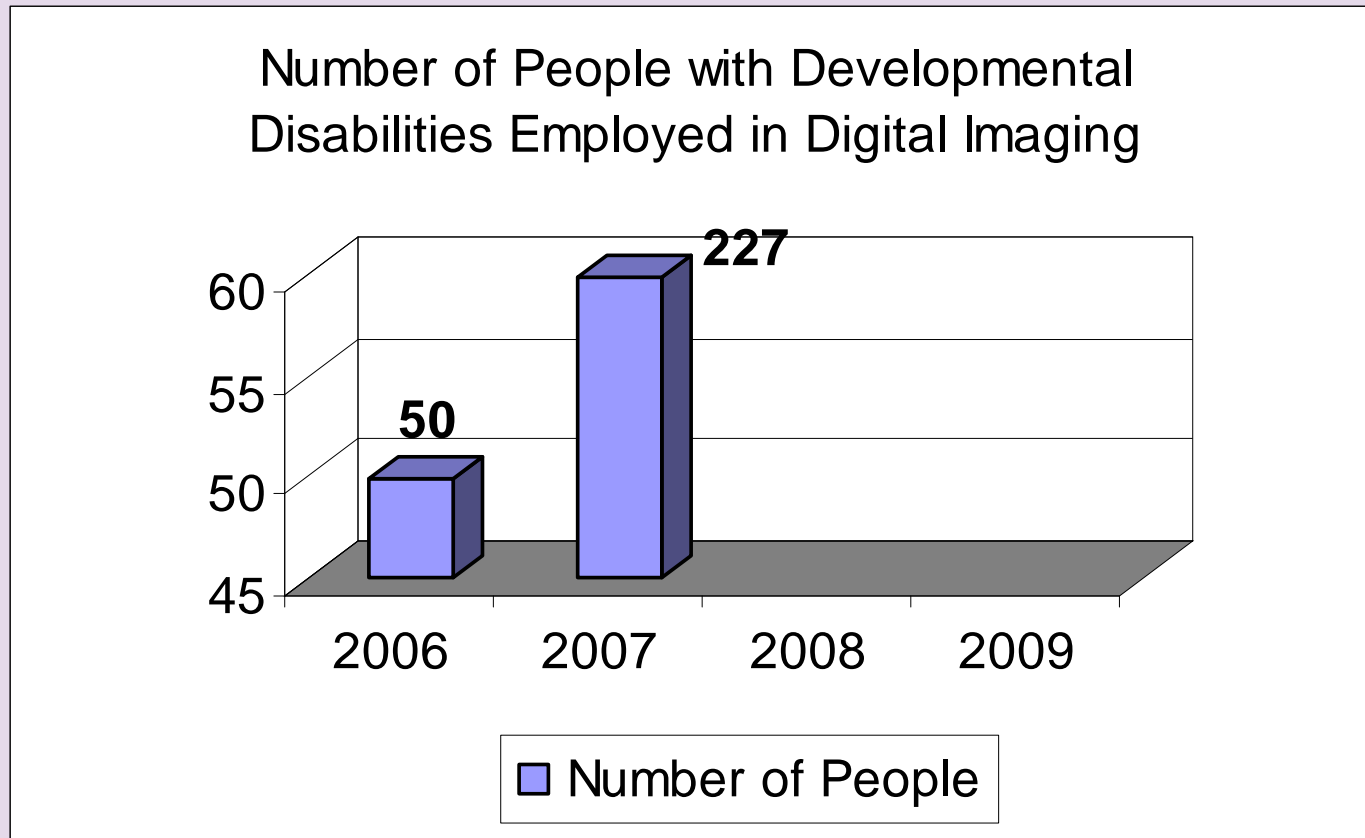


FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results - Electronic Government Services

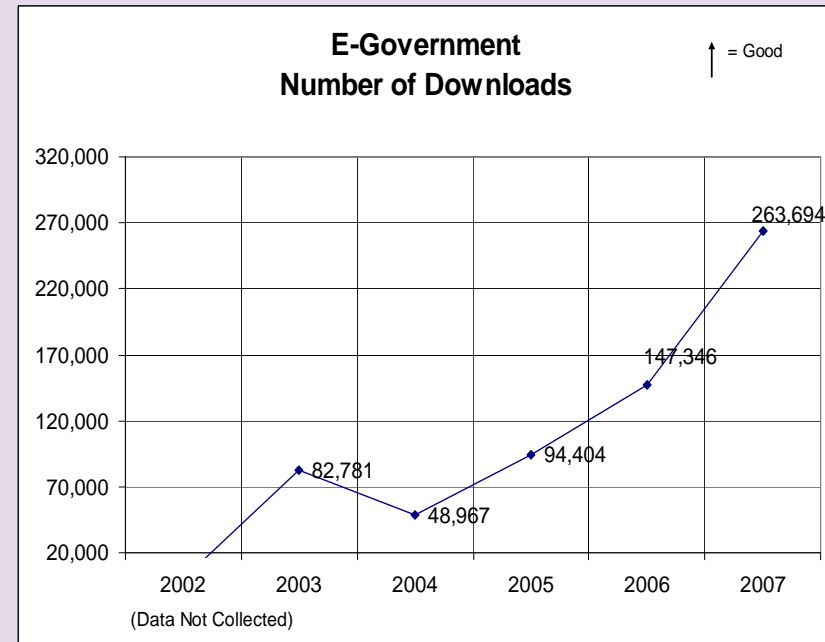
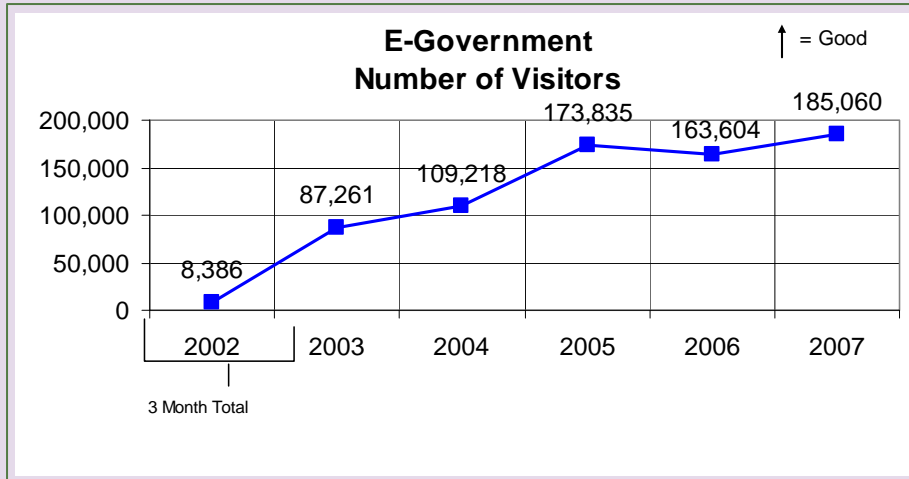
FFY 2007



FFY 2007 Work Plan Achievements

Business Results

A. Customer Focus Results - Electronic Government Services FFYs 2002-2007

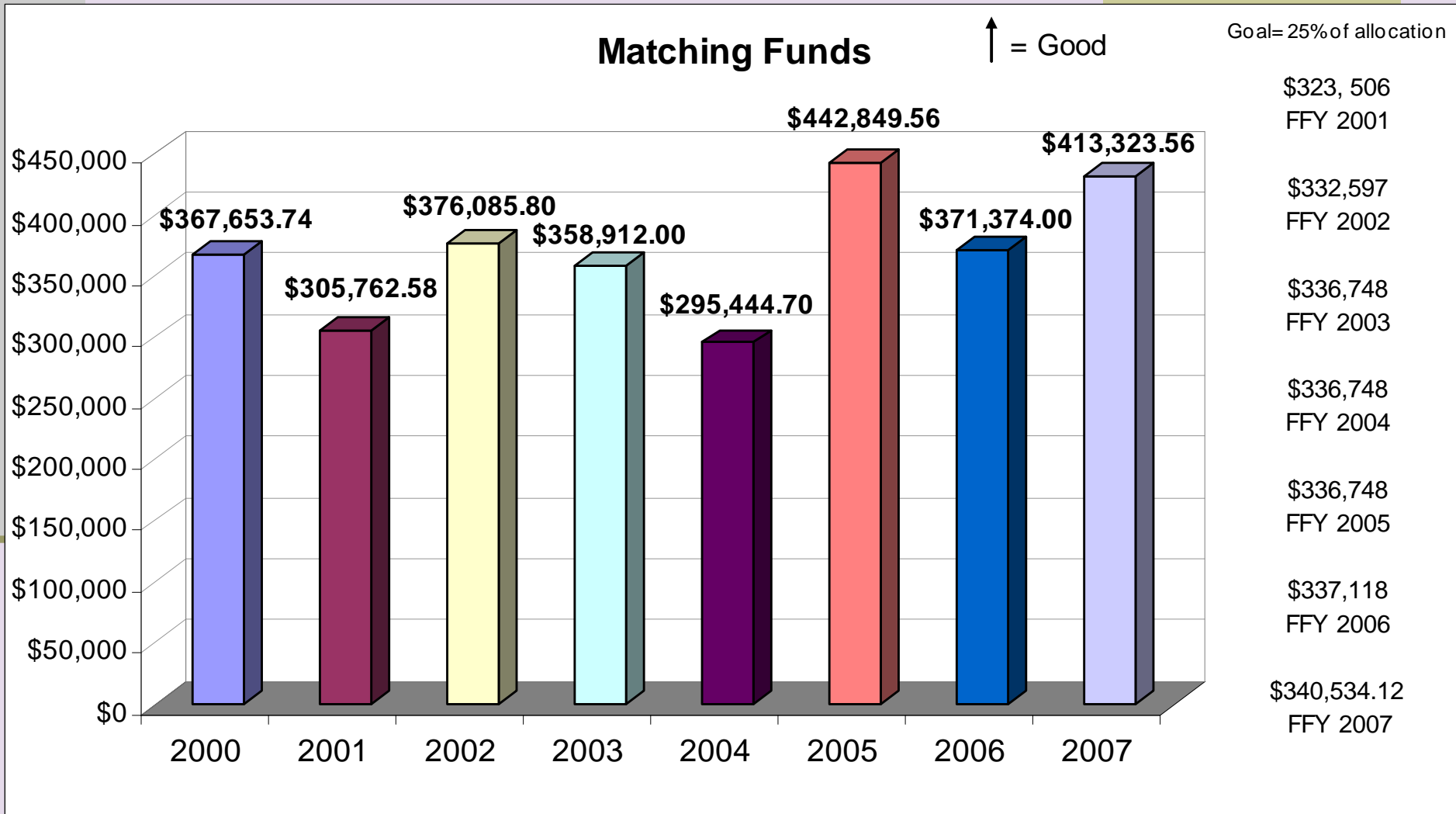


FFY 2007 Work Plan Achievements

Business Results

B. Financial and Market Results

FFYs 2000-2007

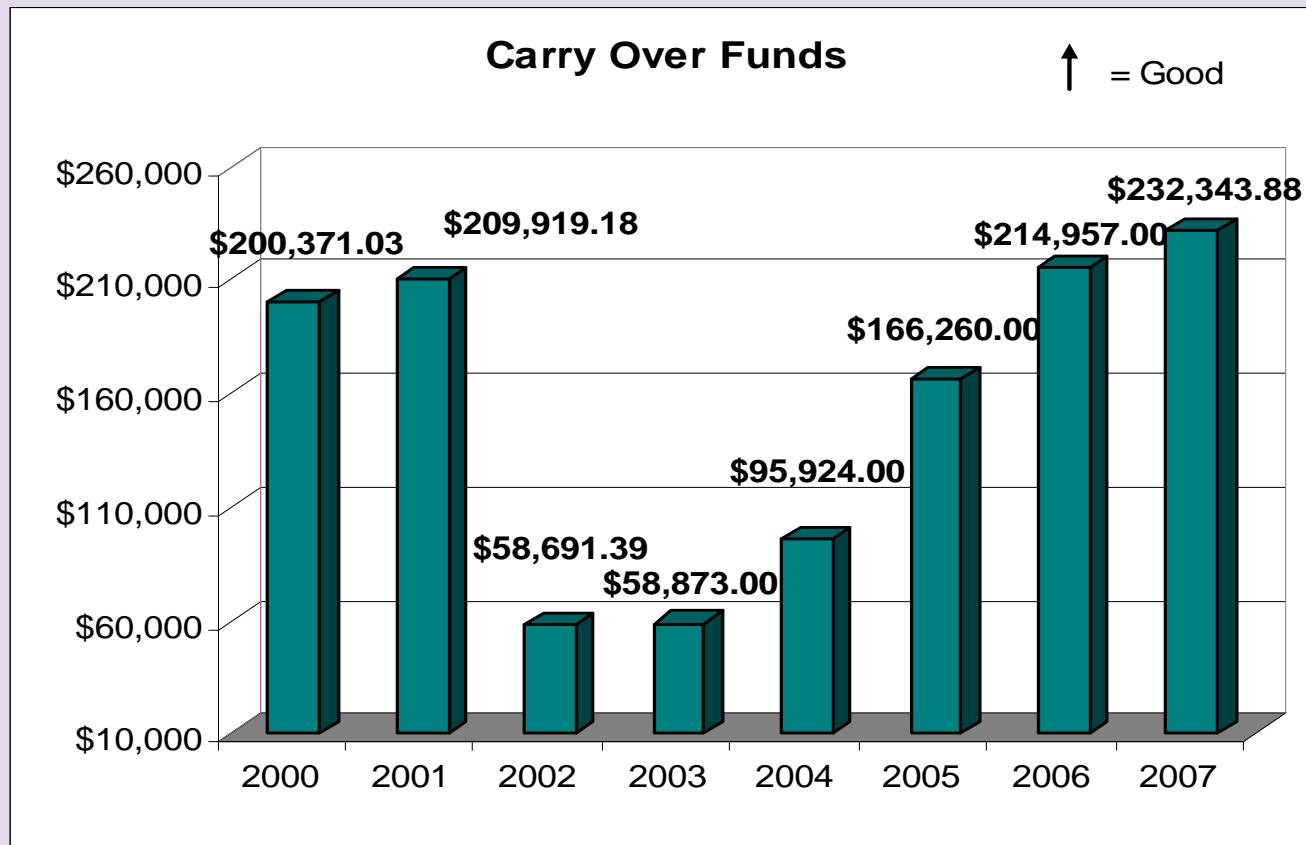


FFY 2006 Work Plan Achievements

Business Results

B. Financial and Market Results

FFYs 2000-2007



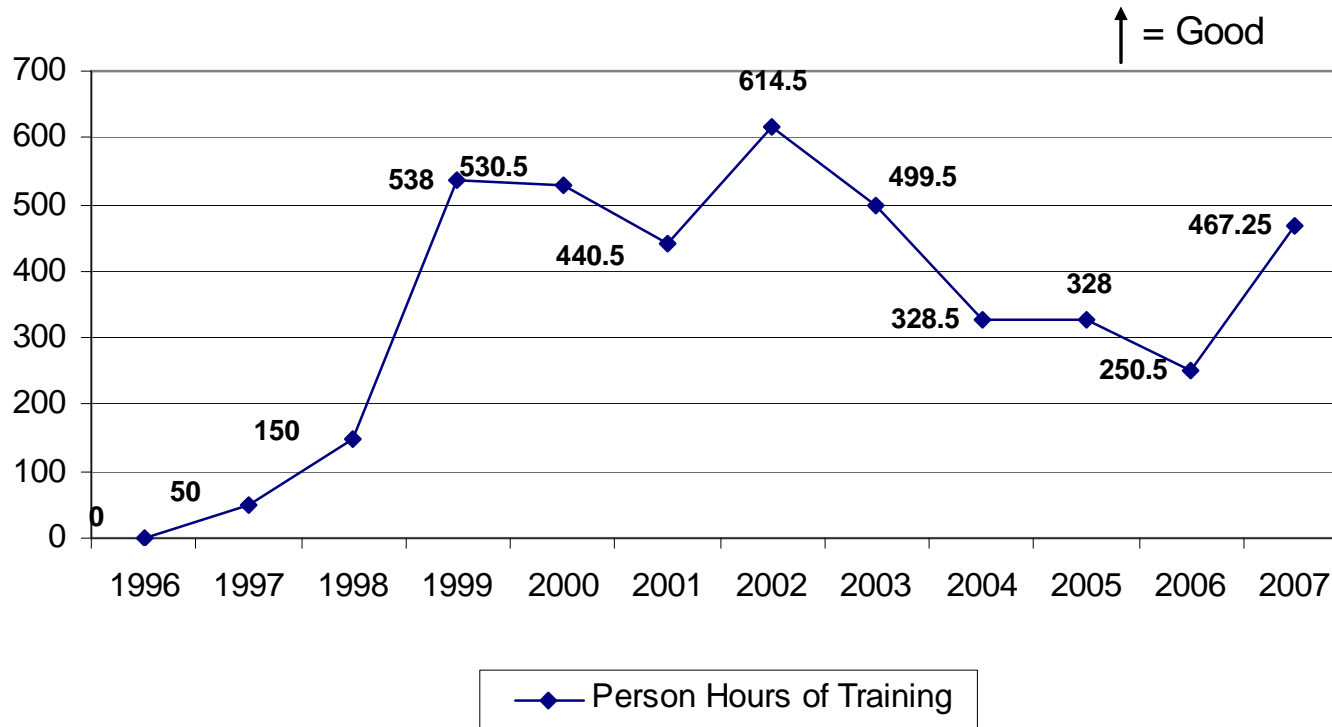
FFY 2007 Work Plan Achievements

Business Results

C. Human Resource Results

FFYs 1996-2007

Training and Development Hours on Quality



FFY 2007 Work Plan Achievements

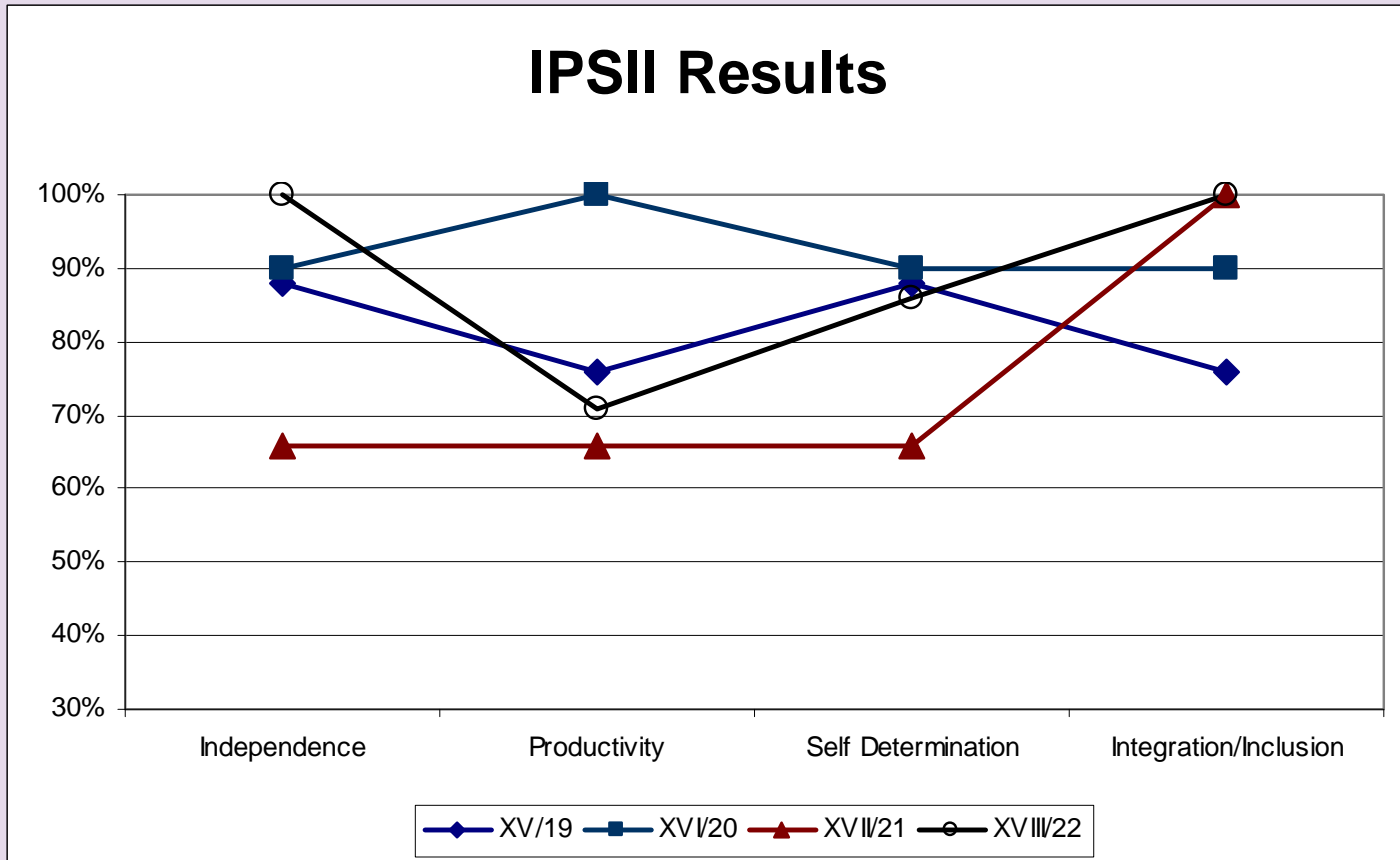
Business Results

D. Supplier Partner Results

Partners in Policymaking®

Years XV-XVIII (Classes 19-22)

Longitudinal Survey Data Collected May 2007



FFY 2007 Work Plan Achievements

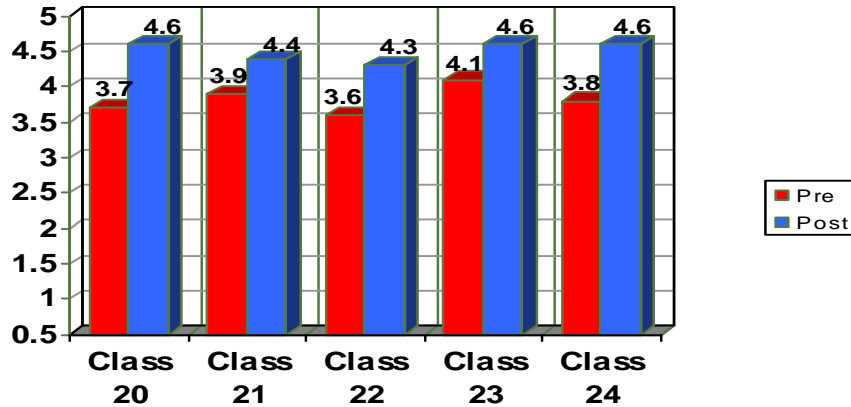
Business Results

D. Supplier Partner Results

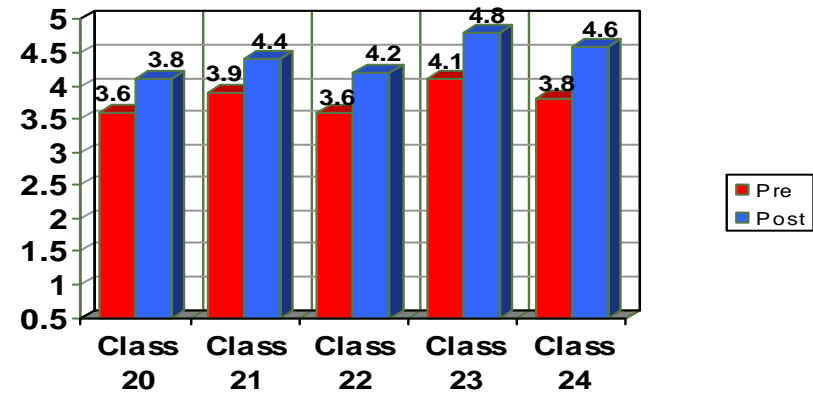
Partners in Policymaking®

End Results (IPSII)—Levels and Trends FFYs 2003-2007 (Classes 20-24)

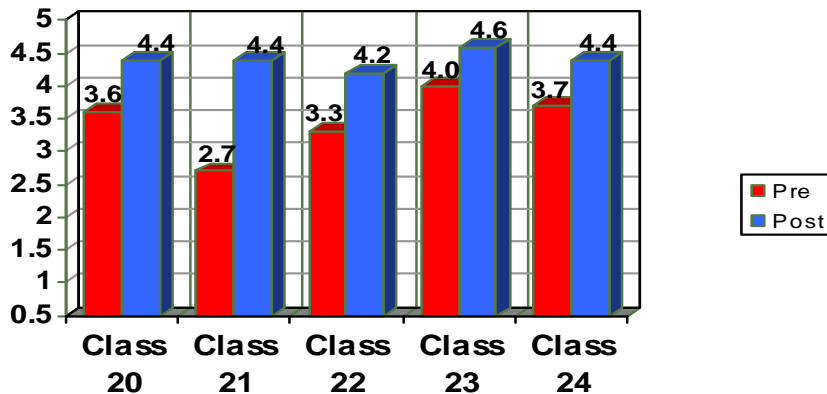
Independence



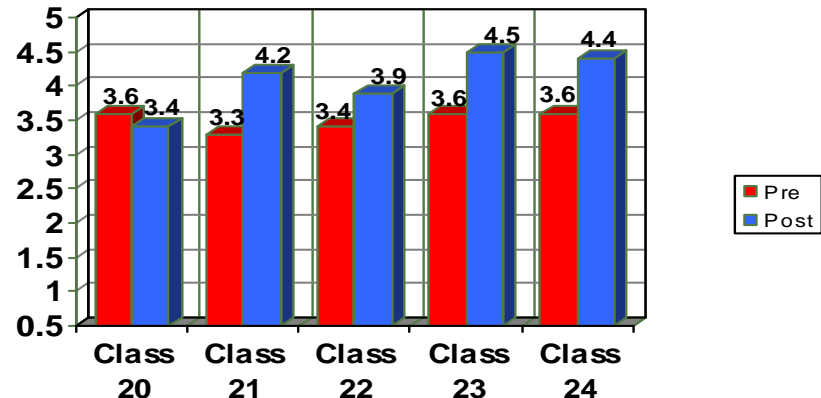
Productivity



Self Determination



Integration/Inclusion



FFY 2007 Work Plan Achievements

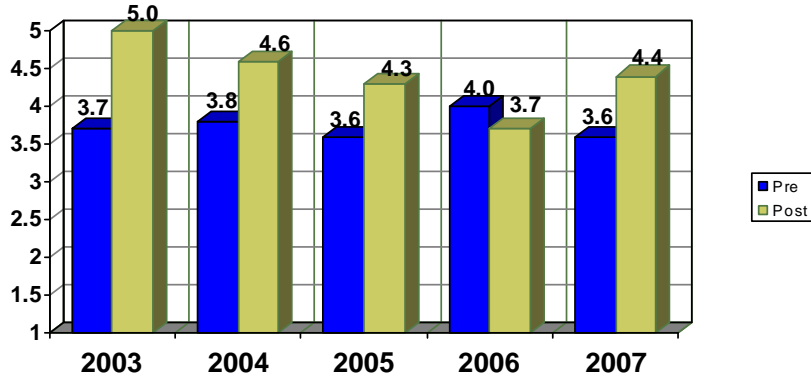
Business Results

D. Supplier Partner Results

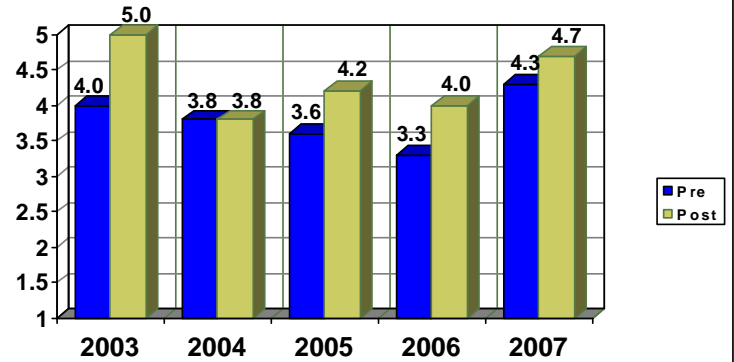
African American Outreach

FFYs 2003-2007

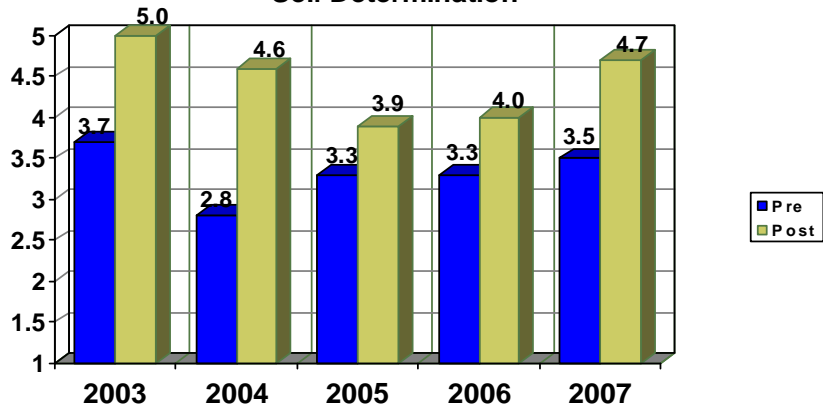
Independence



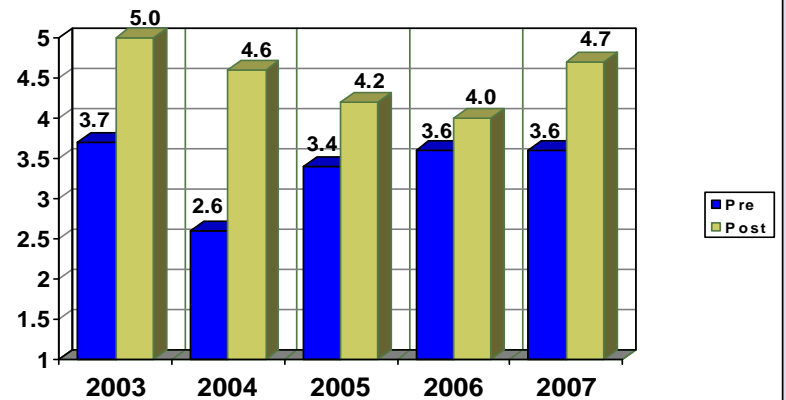
Productivity



Self Determination



Integration/Inclusion



FFY 2007 Work Plan Achievements

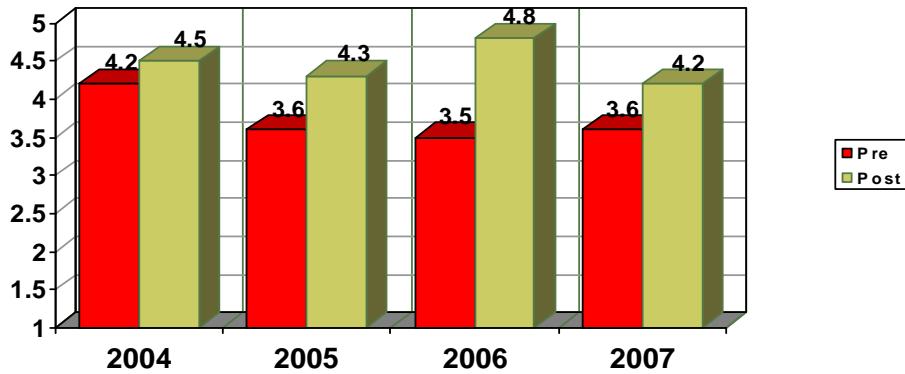
Business Results

D. Supplier Partner Results

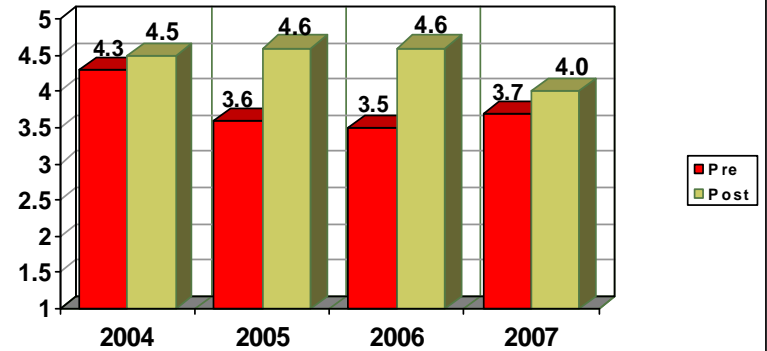
Hispanic Outreach

FFYs 2004-2007

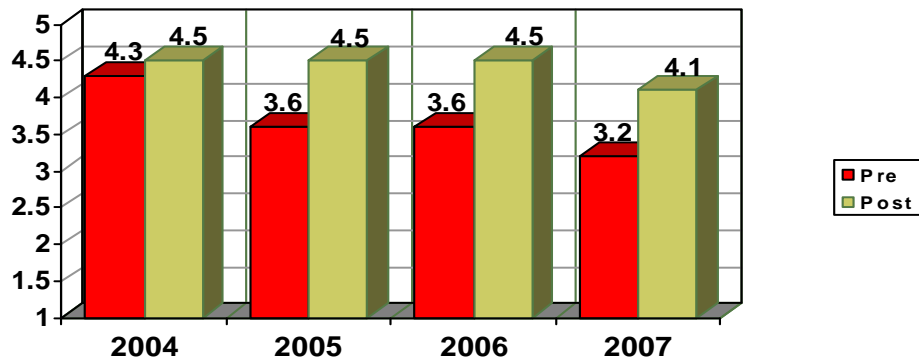
Independence



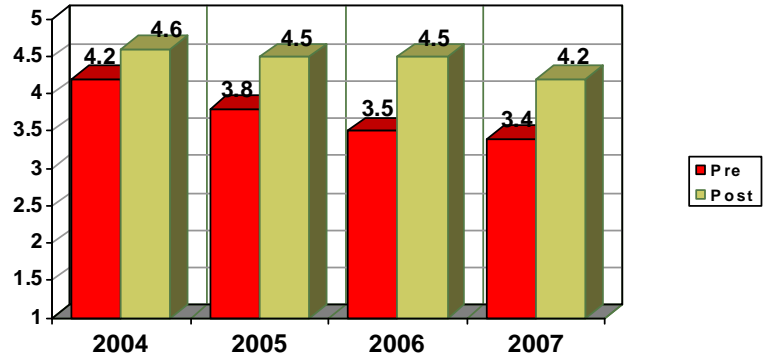
Productivity



Self Determination



Integration/Inclusion



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Reduce, Reuse, Recycle

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