



**Goodhue
County**

Health & Human
Services

2024



Burnside Elementary School
Bus Stop & Walk Program

REPORT TO THE COMMUNITY

For the public good.



Message from the Director



Nina Arneson, MS

Health and Human Services Director

Dear Community of Goodhue County,

As we reflect on the past year, I am extremely proud to share the continued progress and resilience demonstrated by our Health and Human Services (HHS) professionals and the communities we have the honor and privilege of serving in Goodhue County. In the face of evolving health and human services challenges, our HHS professionals have remained dedicated to delivering public services that focus on the health and well-being of every resident. In a rural setting, where resources are limited, the strength of our partnerships, dedication, and skills of our HHS professionals have made all the difference in ensuring continued excellence in public service to Goodhue County residents.

As we look ahead, we remain dedicated to promoting, strengthening, and protecting the health of individuals, families, and communities. Through the GCHHS Board, state, and community partnerships, we will continue our work for a safer and healthier Goodhue County as a trusted, skilled, and innovative agency.

Our Report to the Community offers highlights of our public service, and it also reflects the collaboration and trust we have with our communities and the people we serve. Thank you so much for your continued support and partnerships. With you as our partners, together we will continue to carry our mission forward and adapt in the spirit of continued quality improvement, to improve outcomes.

Thank you for the opportunity to serve you!

Nina Arneson

Expanding Services for Spanish Speakers

In June 2024, GCHHS started a **Bilingual Services Pilot**. During the pilot, bilingual employees were identified and after passing an exam, can now be utilized when Spanish speaking customers are needing a translator on site. People who speak Spanish are more comfortable coming to our office and are very appreciative of having HHS staff available to help navigate our forms and programs without the need to get an interpreter. This type of service is making a difference.

In addition, in August of 2024, GCHHS added a **Spanish Cultural Liaison** to be in person at GCHHS once a week. She has been widely used by staff as an interpreter, translator, Spanish teacher, and advocate for people we serve. This has been a great partnership with many successful collaborations. We are very thankful that we have Adriana at HHS!

Our Mission

Promote, Strengthen, and Protect the Health of Individuals, Families and Communities.

Our Vision

Working for a safer and healthier Goodhue County as a trusted, skilled, and innovative health and human services agency.

Our Values

Excellence, Collaboration, Respect, Safety and Compassion

ECONOMIC ASSISTANCE

This division, in partnership with the Minnesota Department of Human Services and Minnesota Department of Children, Youth and Families, manages programs that provide support for low-income families, adults, elderly, and disabled individuals of Goodhue County. Eligibility is determined according to program requirements set by federal and state laws.

Highlights

The Income Maintenance team continued working on health care eligibility renewals throughout 2024. All enrollees maintained coverage during the COVID public health emergency. The first renewals after the pandemic were processed in June 2023. The full "unwinding" was scheduled to take 24 months with a return to regular operations in June 2025.

In 2024, Income Maintenance completed 87% of Expedited Supplemental Nutrition Assistance Program (SNAP) 5-Day applications timely. The processing goal is 95%. Also in 2024, they completed 95% of SNAP applications within 30 days of processing time. This met the State of Minnesota goal of 95%.



Goodhue County's Child Support team was above statewide average in four of the five federal performance measures:

- Paternities established
- Current collections
- Cost effectiveness
- Orders established

Economic Assistance

- \$4,715,957 collected in child support
- 1,610 children served by GCHHS Child Support Program
- 73.42% of current child support that was distributed on time
- GCHHS Child Support Program averaged 1,515 cases per month
- 7,406 people in Goodhue County that have healthcare through the State of MN on average

PUBLIC HEALTH

Public Health provides services to promote healthier and safer living for Goodhue County residents. In collaboration with community partners, the Public Health Division is responsible for determining and addressing local public health needs as well as community health priorities.

Highlights

In 2024, the Family Health team successfully modernized its vaccination program. The vaccination space was updated with new equipment to provide a more professional and efficient space to provide immunizations for the residents of Goodhue County.

In collaboration with Goodhue County Education District and Common Ground Substance Use Recovery program, GCHHS has developed a youth prevention team at River Bluff Education Center. This grant-funded program provides Licensed Alcohol and Drug Counselors and a Public Health Educator who work with paid youth leaders to provide substance use prevention education.

The Home and Community-Based Services (HCBS) team successfully completed the Minnesota Department of Human Services' five-year audit. 100% of support plans reviewed met requirements such as health and safety needs, risk reduction, service details, informed decision-making, and person-centered goals for work and living.

HCBS referrals have increased steadily from 2016, but slightly decreased in 2024



1,022 clients received care coordination

733 clients received home & community based services to assist in their daily independent living

\$815,327 provided in collaboration with community partners to support local programs

Healthy Communities staff facilitated or participated in **23** community coalitions, groups, or boards

838 Home visits made by a family health nurse

426 immunizations administered

The newly hired GCED youth team and a teacher attended a conference with public health educator Zach Blickenstaff.



Nurse Levi Dahling in the updated immunization room at the HHS building.

SOCIAL SERVICES

Goodhue County Social Services provides services that support and promote well-being and safety for children, youth, adults, and families. In 2023, this division went through a redesign to better serve customers. The Adult Services team now provides short-term Outreach Services for people who are experiencing mental health concerns, while continuing to provide Adult Mental Health Case Management for people with serious and persistent mental illness.

Highlights

South Country Health Alliance awarded GCHHS a grant to provide supportive housing services. In 2024, the adult services team continued to work through how to best serve people through the new Adult Mental Health Case Management and Outreach teams created in the redesign. They had some staffing changes during the year as well.

The Goodhue County Child & Family Collaborative Truancy Workgroup continued to improve our response to attendance concerns by developing an online submission form. The form allows school staff to submit all required documentation at once!

All Child and Family staff completed the Safe Generations training for working with family systems in 2024. Safe Generations focuses on keeping families together by engaging their existing relationships to increase safety.

In May 2024, the Child and Family team hired its first internal Children's Mental Health Case Manager to provide services in addition to contract services with Fernbrook Family Center.



As Parent Support Outreach (PSOP) cases have increased, Child Protection assessments have decreased

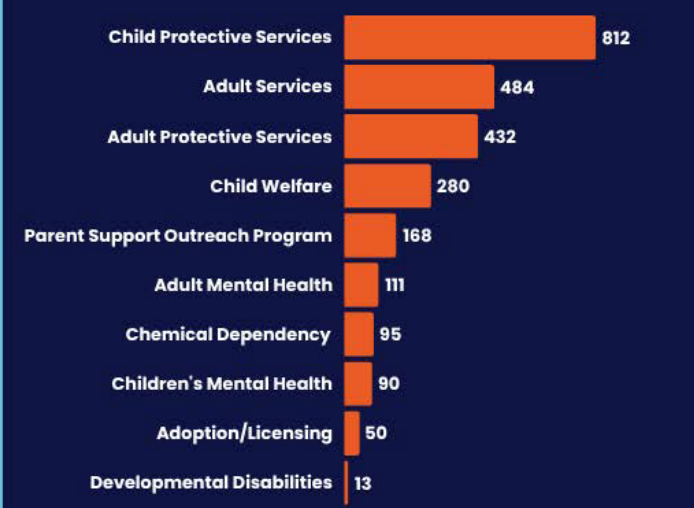


85 Children's mental health cases

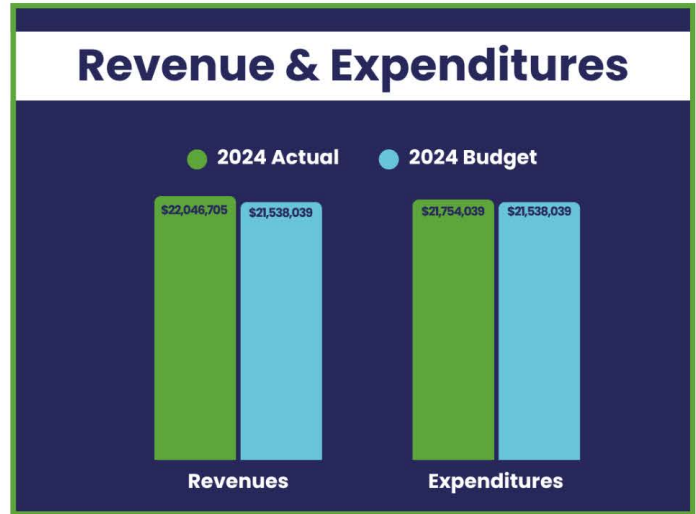
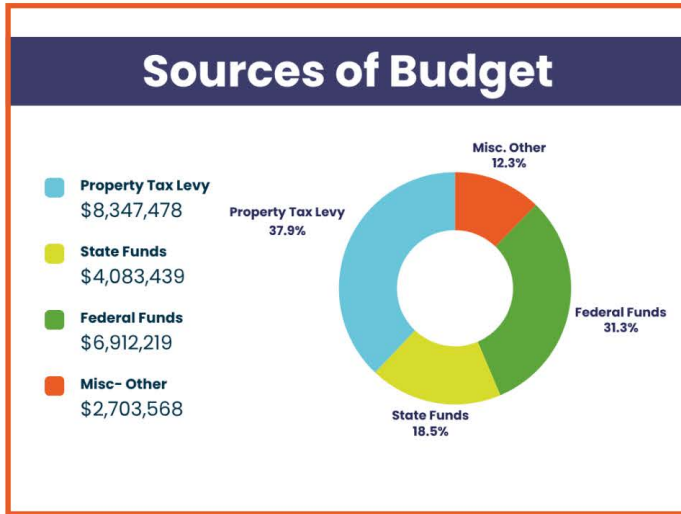
256 Adults Served through mental health case management

103 Adult protection assessments

2024 Intakes



FINANCE



As an integrated agency, we responsibly manage public funds to deliver high-quality, cost-effective services, aligning programs and resources to maximize impact and efficiency. We are committed to being excellent stewards of public funds while ensuring responsiveness to community needs and funding changes.

LEARN MORE ABOUT US

For more information about our programs and services, contact us at:

Location

426 West Avenue
Red Wing, MN 55066

Phone

651-385-3200
800-950-2142

Hours

Monday - Friday
8:00 a.m. - 4:30 p.m.

Webpage

goodhuecountymn.gov/hhs

Social Media

Instagram [@goodhuecountyhhs](https://www.instagram.com/goodhuecountyhhs)
www.facebook.com/gchhs/

For Employment Opportunities

<https://goodhuecountymn.gov/employment/>



HEALTH & HUMAN SERVICES BOARD



Susan Betcher (Chair, District 5), Nina Pagel (Vice Chair, Lay Board Member), Susan Johnson (Board Secretary, Lay Board Member), Brad Anderson (District 2), Linda Flanders (District 1), Todd Greseth (District 3), Jason Majerus (District 4)

SNAPSHOTS



(Left to right) GCHHS was a partner in Honoring Dakota Project. The collaboration included a Wacipi (pow wow) at Red Wing High School. Public health staff helped Burnside School obtain a bike fleet for physical education and field trips, part of the Safe Routes to School initiative. * A new accessible community garden in Red Wing was funded in part by Live Well Goodhue County. * Partnerships with CARE Clinic included promoting a mobile dental unit and supporting community health worker positions. Pine Island School grantees posed with Mental and Chemical Health Coalition conveners, including GCHHS staff. *Supported by the Statewide Health Improvement Partnership, Minnesota Department of Health.



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