



**Goodhue
County**
Health & Human
Services

2025



Report to the Community

Message from the Director



Nina Arneson, MS
Health and Human
Services Director

Greetings!

Some things change, and often times changes help us to improve things, and serve the public even better! There are things also that do remain constant. One constant I want to begin with is gratitude. Thank you to all Goodhue County residents and communities - we are most honored to serve you each and every day. Thank you to our dedicated HHS professionals for your unwavering commitment to carrying forward our mission to promote, strengthen, and protect the health of individuals, families, and communities in Goodhue County. And thank you to the Goodhue County HHS Board for your strong leadership and governance.

2025 brought many challenges. We experienced increased demand for services, greater intensity and complexity of needs, and ongoing uncertainties at the state and federal levels, including changes in funding, policies, and periods of shutdown. Through it all, our HHS professionals and partners continued to serve with resilience and excellence.

This year, we were proud to be recognized again by the National Public Health Accreditation Board (PHAB) with reaccreditation. This achievement reflects our agency's commitment to meeting and exceeding national public health standards. In partnership with the community, we also completed the 2025 Goodhue County Community Health Needs Assessment (CHNA) and developed the priorities for the 2026 - 2028 Community Health Improvement Plan (CHIP). The CHIP outlines a shared vision and coordinated strategies to address priority health areas identified by the community.

Thank you once again to our HHS professionals and to our community, regional, state, and federal partners. Together, we support the health and well-being of all individuals, families, and communities in Goodhue County.

Thank you for the opportunity to serve you!

A handwritten signature in black ink, appearing to read 'Nina Arneson'.

2025 Highlight of the Year

In 2025, Goodhue County Health and Human Services (GCHHS) announced it has completed a review process to maintain national accreditation status through the Public Health Accreditation Board (PHAB). In maintaining its accreditation status for another five years, GHHS has demonstrated that it meets PHAB's quality standards and measures and has the capacity to continue to evolve, improve, and advance to continue improving the health of the residents of Goodhue County.

Our Mission

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

Our Vision

A safe and healthy Goodhue
County, built on trusted service
and strong community
partnerships.

Our Values

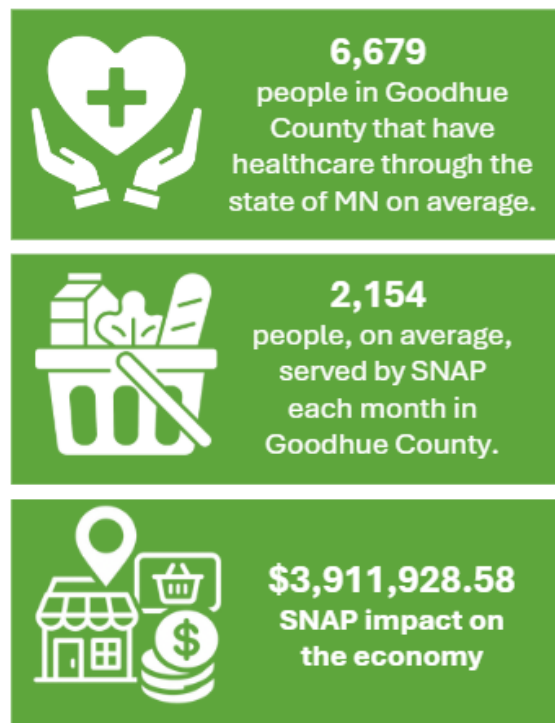
- Compassion
- Collaboration
 - Tribal Sovereignty
- Prevention
- Excellence

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, the 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 continues to work on health care eligibility and renewals. Regular renewal operations resumed in June 2025 following the post-COVID transition period. In 2025, the team completed 95% of SNAP applications within 30 days of the processing window, meeting the State of Minnesota's goal of 95%. The SNAP Payment Error Rate for Goodhue County is 0%, with no payment errors found in the last 2 quarterly reports. Also in 2025, Income Maintenance processed 85% of Expedited Supplemental Nutrition Assistance Program (SNAP) 5-Day applications on time, compared to the State's goal of 95%. In response, the team has implemented process improvements to ensure we meet all goals and expectations going forward.



Child Support Program



PUBLIC HEALTH

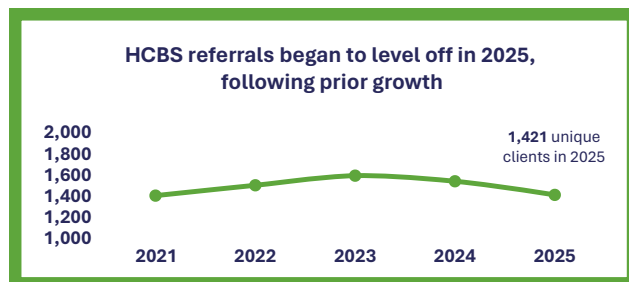
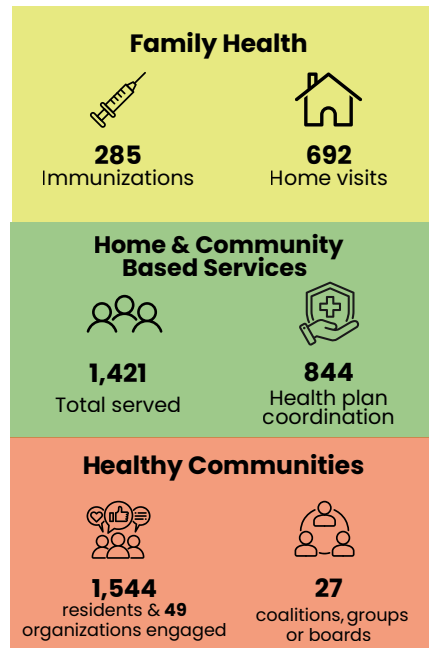
Public Health provides services to promote healthier and safer living for Goodhue County residents. In collaboration with the Minnesota Department of Health and community partners, the Public Health Division is responsible for identifying and addressing local public health needs and community health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

Highlights

Family Health collaborated with Hispanic Outreach to provide public health education to several groups of children during their summer program. This included children from Kindergarten to 6th grade. They were very interactive and asked a lot of great questions.

The Speaking of Cannabis campaign reached Southeast Minnesota through a collaborative effort by public health staff. In 2025, Goodhue County coordinated plans for regional cooperation and agreed to serve as fiscal host, with staff from Fillmore, Goodhue, Olmsted, and Winona forming a subgroup to lead the effort. The campaign is in partnership with Dodge, Freeborn, Houston, Mower, Rice, Steele, and Wabasha Counties.

The supervisor from Home and Community Based Services began participating in a subcommittee with other county and DHS partners to develop ideas for our state legislature to review on how to save money on services and supports through current programs. This group wants to ensure services for those in need are financially stable and available for years to come.



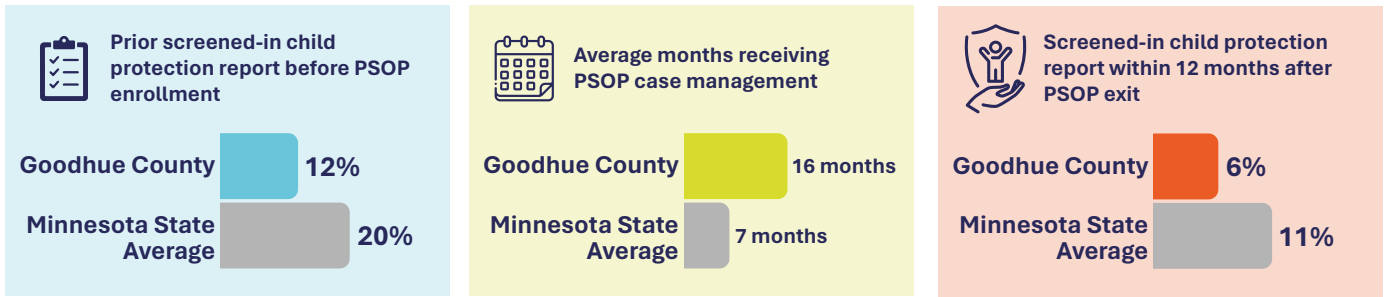
SOCIAL SERVICES

Goodhue County Social Services provides services that support and promote well-being and safety for children, youth, adults, and families. Social Services teams work collaboratively to connect individuals and families to resources, provide case management, and ensure access to supports that strengthen safety, stability, independence, and overall quality of life.

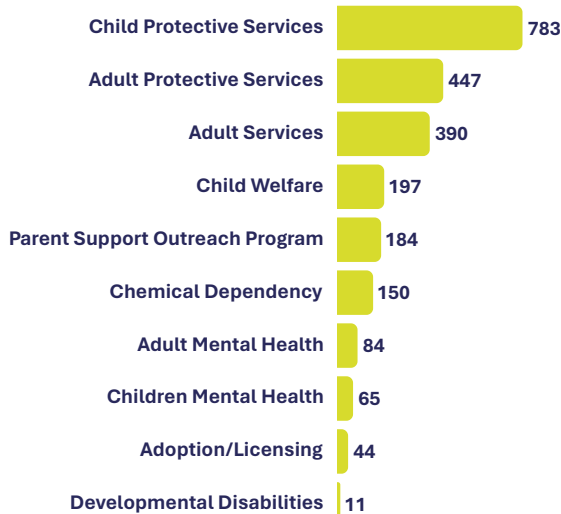
Highlights

In 2025, the Adult Social Services team continued to grow into a redesigned two-unit structure, creating a smoother and more accessible path for adults seeking support. The Mental Health Outreach Services unit served as an essential first step for many people, offering short-term support and connecting them to resources and services that best fit their needs. When longer-term support was appropriate, Outreach staff coordinated closely with Adult Mental Health Targeted Case Management staff to ensure a consistent and well-supported transition. Together, the two units strengthened early intervention and continuity of care, reinforcing our ongoing commitment to delivering responsive, person-centered services for adults in our community.

Positive Family Outcomes Through PSOP in Goodhue County

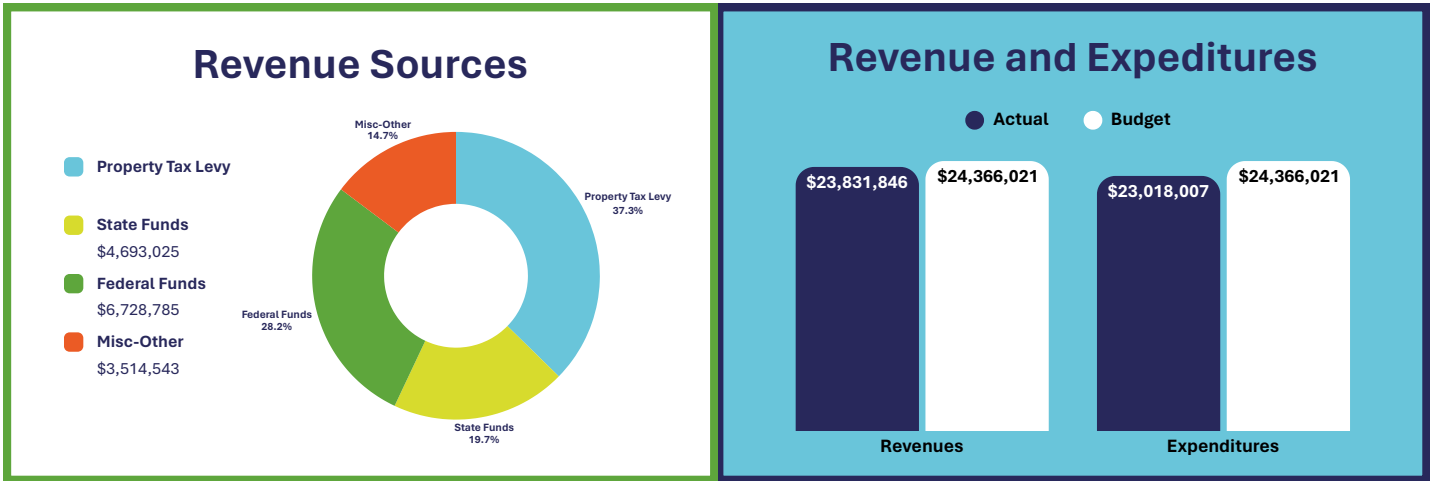


2025 Intakes



In 2025, the Child Social Services team continued to expand the Parent Support and Outreach Program (PSOP), providing case management services to 117 families. PSOP supports families in navigating parenting challenges, housing stability, access to food, school readiness, and other stressors. Statewide, 11% of families who received PSOP services had a screened-in child protection report within 12 months of their case closing. In Goodhue County, that rate is only 6%. This lower rate reflects Goodhue County’s commitment to prevention services through the social services redesign, and we added a third full-time PSOP Social Worker for 2026.

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)
Facebook: www.facebook.com/gchhs/

For Employment Opportunities

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



HEALTH & HUMAN SERVICES BOARD



Back: Commissioner Susan Betcher, Lay Board Member Susan Johnson – Vice Chair, Lay Board Member Nina Pagel, and Commissioner Linda Flanders – Chair. **Front:** Commissioner Brad Anderson, Commissioner Todd Greseth – Secretary, and Commissioner Jason Majerus

SNAPSHOTS



Top: Heather Arndt speaks to staff during an emergency preparedness training at an HHS All Staff meeting in September 2025; May 2025 Mental and Chemical Health Coalition meeting—substance use provider introductions; Papusa making with Hispanic Outreach of Goodhue County. **Bottom:** Honoring Dakota Project (HDP) Team with partners from GCHHS and Red Wing Arts share the impact that HDP has had on the community as well as upcoming opportunities with the GCHHS Board; Red Wing School District Staff and Pine Island District staff attended the MN Tobacco Prevention Conference in St. Paul; Payton, Tessa, Nathaly and Zach STAR team presentation to HHS board in May 2025.

