

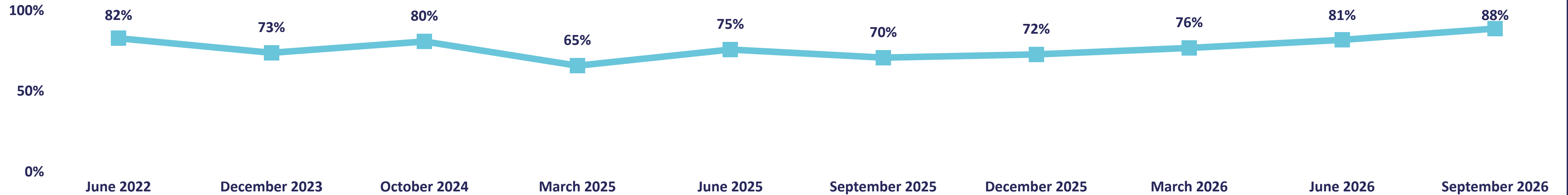
Quarterly Trend Report

Updated: October 2026

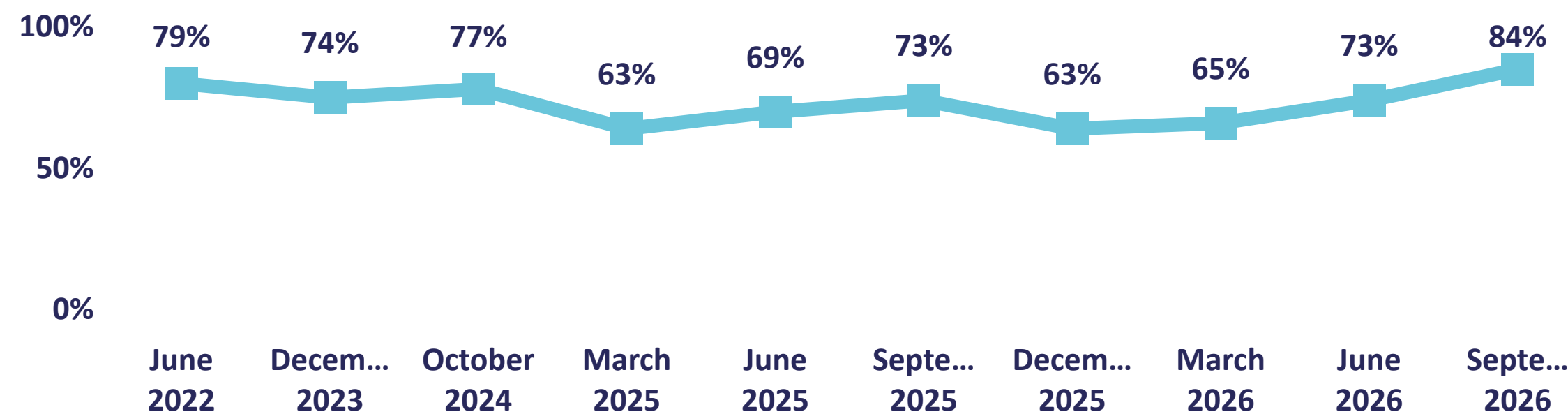


Employee Engagement

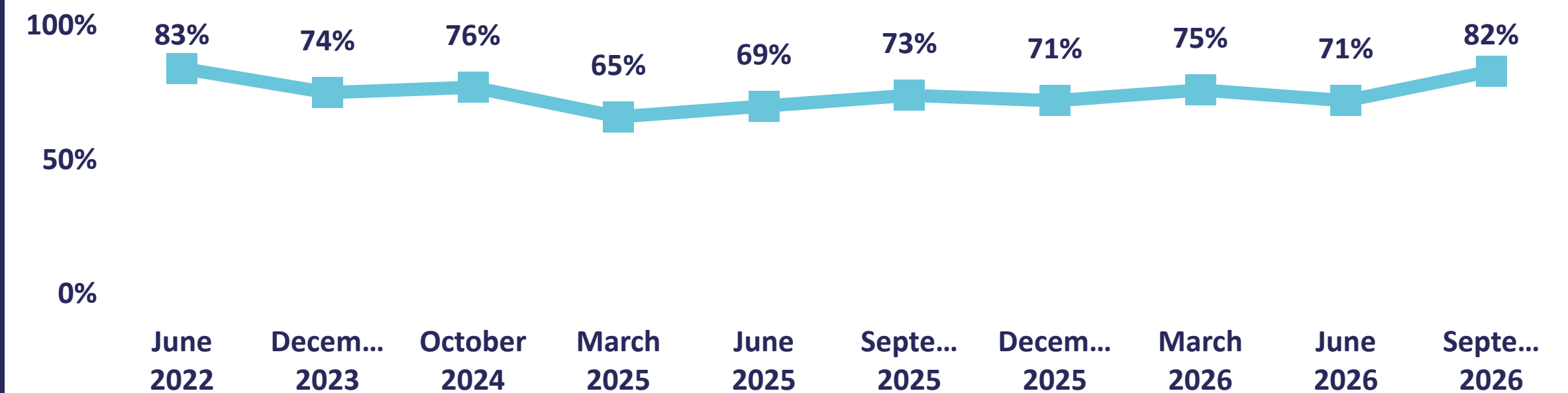
% of staff who feel morale is positive most of the time



% of staff who feel a sense of belonging at HHS



% of staff who feel adequately supported to manage work stress

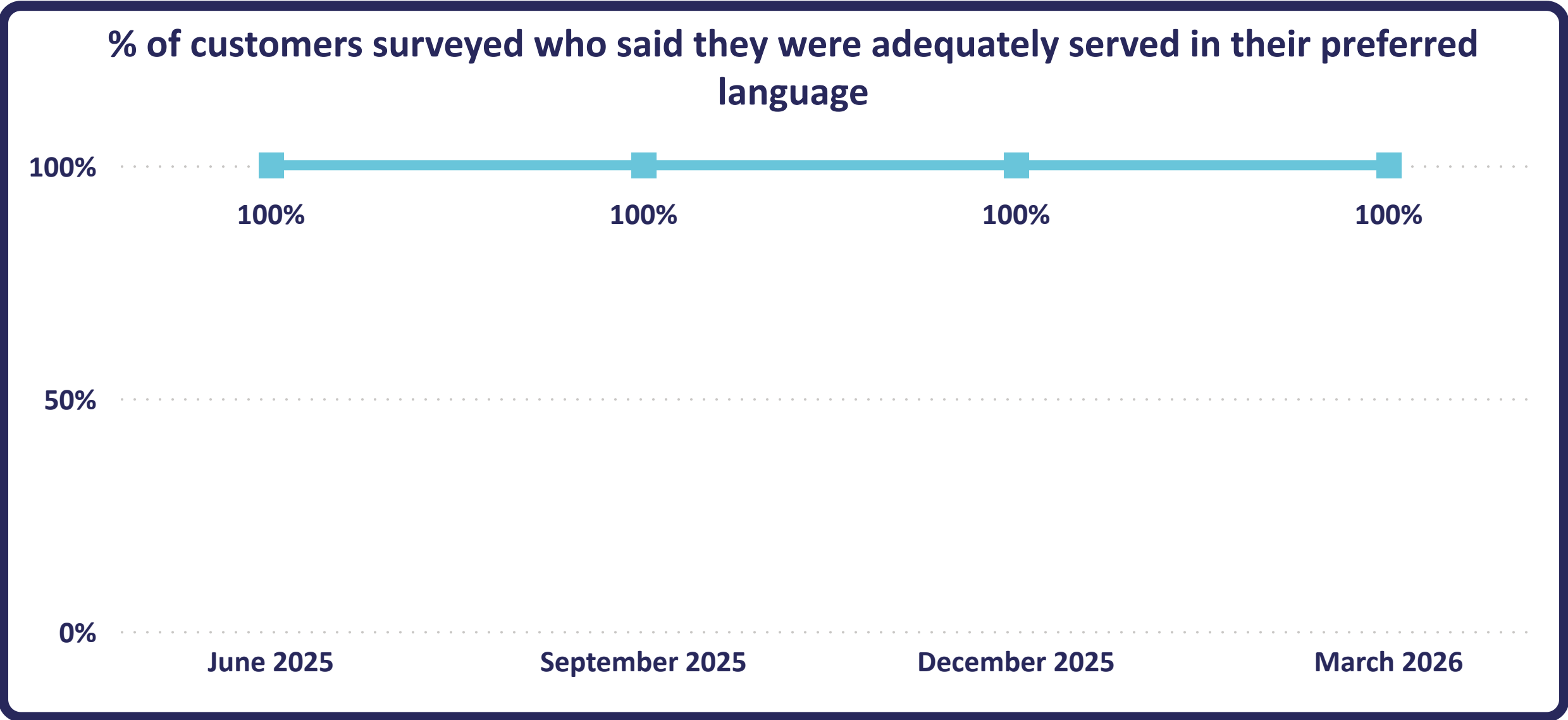


What does this tell us?

The data this quarter showed a rise in all three measures. Morale increased to 88% (up from 81% last quarter), marking the highest score since we began asking this question in 2022. Belonging rose to 84% (up from 73%), also reaching its highest level ever. Stress improved to 82% (up from 71%).

Compared to last quarter's mixed movement, this quarter reflects strong, across-the-board gains. We're especially encouraged by the progress in belonging and hope that ongoing work in our strategic plan continues to support this momentum.

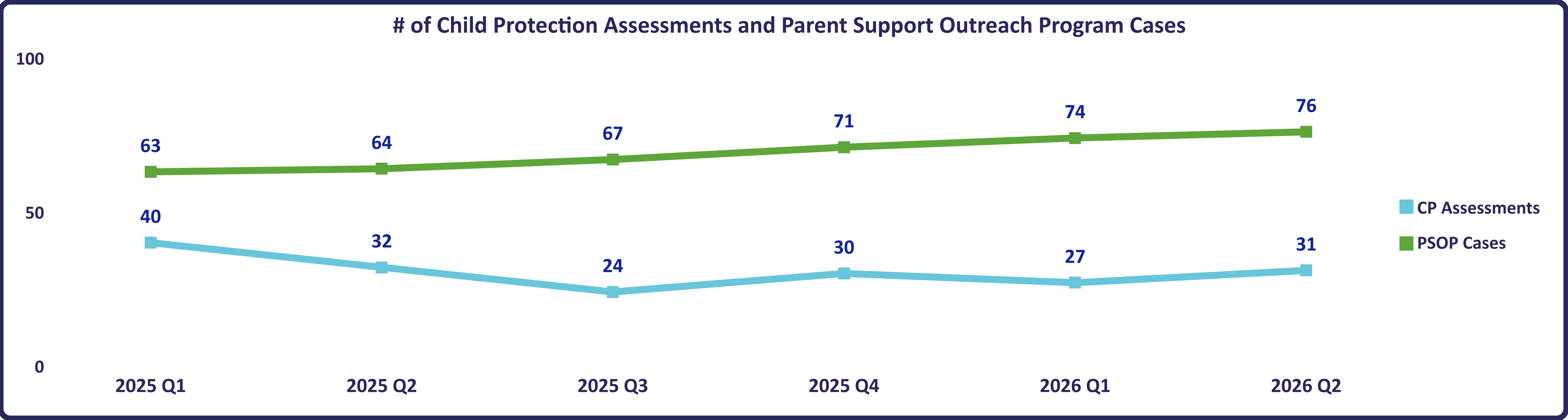
Customer Satisfaction



What does this tell us?

This measure is currently suspended as we continue to redesign and implement a new customer satisfaction survey.

Child Protection & Parent Support and Outreach



What does this tell us?

Goodhue County saw slight increases in both Child Protection (CP) assessments and PSOP cases in the second quarter of 2026. PSOP cases rose to 76, and CP assessments increased to 31. Despite these quarterly shifts, overall trends continue to show long-term declines in CP reports and steady growth in PSOP participation.