

Goodhue County Performance Report

Adult Protection and Cash Assistance & SNAP Timeliness

April 2026

Reporting Period:
Jan. 1, 2025 – Dec. 31, 2025



For more information contact:
Human Services Performance Management System
HSPM@state.mn.us | (651) 431-5780

Report Overview

This report for the Human Services Performance Management system (referred to as the Performance Management system) compares county performance to the thresholds established for the system. A threshold is defined as the minimum level of acceptable performance, below which counties will need to complete a Performance Improvement Plan (PIP) as part of the remedies process defined in statute. For counties below the threshold, an official PIP notification—with instructions for accessing PIP forms, PIP completion directions, and available technical assistance—will be provided with the report.

This report contains data on the cash assistance and SNAP application timeliness and Adult Protection timeliness of initial disposition measures including:

- The county's Jan. 1, 2025 – Dec. 31, 2025 performance
- Performance data trends for recent years
- A performance comparison to other counties in the same Minnesota Association of County Social Services Administrators (MACSSA) region

Supplemental information about the Performance Management system can be found on Partnerlink, including:

- A description of how performance is assessed for counties with 20 or fewer people or events in a measure
- A description of how race and ethnicity data are reported
- Information about the Performance Management system's history, outcomes, mission, vision, and Council

Visit PartnerLink:

https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_191396

Cash and SNAP Threshold Suspension

In 2025, the Council voted to temporarily suspend the Timely SNAP and Cash Assistance measure threshold for the 2026 reporting cycle (which is based on calendar year 2025 data) due to the impacts of federal government shutdown and recent policy changes. Annual performance is being reported, but Performance Improvement Plans for this measure will not be required in 2026.



Changes to Initial Disposition Reporting Timing

During the September 2025 Performance Council meeting, Council members voted to update the timeframe of reporting for the Adult Protection (APS) Timeliness of Initial Disposition measure from the current reporting period, the state fiscal year, to using the calendar year, January 1-December 31. The adjustment of reporting using the calendar year aligns the Performance Management measure with other APS measures at the Department of Human Services.

A baseline calendar year report was included in the November 2025 report. This report includes full 2025 calendar year data and will be used to evaluate performance. Any counties who need to develop a plan to improve timeliness in initial disposition will receive a notification of the PIP requirement in this report.

The Human Services Performance Management system is a joint effort between the Department of Human Services and the Department of Children, Youth, and Families. Per Minn. Stat. 402A, the Commissioners of DHS and DCYF each administer components of the Human Services Performance Management system that are under the purview of their respective agencies.



About the Performance Data by Race and Ethnicity

Overview of Performance Data by Race and Ethnicity

This report provides performance data for counties grouped by race and ethnicity where there were 30 or more people of a group included in the denominator. The data is that of the case applicant; other household members may have a different race and/or ethnicity that is not reported here.

Hispanic or Latino ethnicity is reported separately from race. People are counted once by Hispanic ethnicity and again with their reported race so groups added together exceed the total number of applications.

MAXIS data includes immigrant subgroups, but this report does not include these metrics. Instead, the major racial and ethnic groups are included to reduce the occurrence of small number exclusions. More detailed data about performance by immigrant subgroups may be available upon request. If you would like to request a more detailed report on your county's performance by race and ethnicity, please submit a request to HSPM@state.mn.us.

Purpose

The racial and ethnic data is included in this report for informational and planning purposes. We encourage you to review this data to identify opportunities for improvement. As the Performance Management reports evolve, we intend to add additional demographic data to help counties better understand their performance and improve outcomes for all Minnesotans. The racial and ethnic group data included in this report does not give a complete picture of county performance, the communities being served, nor systemic inequities. The Performance Management system is not currently using this data to assess a county's need for PIPs.

No Data Available

Counties with low numbers (fewer than 30) for all but one racial and ethnic group do not have a graph of performance for these groups available in this report.

Economic Supports

- Economic Supports initiatives and reports:
<https://dcyf.mn.gov/research-reports-and-evaluation>
- Economic Supports policies and procedures:
<https://dcyf.mn.gov/cash-food-policies-and-procedures>
- Economic Supports training:
<https://dcyf.mn.gov/partners-and-providers/cash-food-and-employment/training-cash-food-child-care-and-employment>

SNAP

- Supplemental Nutrition Assistance Program (SNAP) Resources:
<https://www.dhssir.cty.dhs.state.mn.us/MAXIS/Pages/SNAP-Resource-Page.aspx>

Economic Supports and SNAP Contacts

- **Emily Spicer**, Minnesota's SNAP payment accuracy coordinator, 651-539-8377, Emily.Spicer@state.mn.us
- **Melissa Miller**, SNAP quality assurance specialist, 651-431-4538, Melissa.Miller@state.mn.us
- **Kristen Boelcke-Stennes**, research and evaluation supervisor, 651-539-7854, Kristen.Boelcke-Stennes@state.mn.us

Adult Protection

- Adult protection: program overview
<https://mn.gov/dhs/partners-and-providers/program-overviews/adult-protection/>
- Adult protection: policies and procedures
<https://mn.gov/dhs/partners-and-providers/policies-procedures/adult-protection/>
- Adult Protection: news, initiatives, reports, work groups
<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/adult-protection/>
- Adult Protection email inbox: dhs.adultprotection@state.mn.us

Measure Details

- Human Services Performance Management Measure Overview: Timeliness of Initial Disposition
<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-8685-ENG>
- Human Services Performance Management Measure Overview: Timely SNAP and Cash Assistance
https://www.dhs.state.mn.us/main/idcplg/mn-dhs1.co.dhs/main/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&Renderition=Primary&allowInterrupt=1&noSaveAs=1&dDocName=mndhs-072837



About the Measure

Outcome: People are Economically Secure

Percent of SNAP and Cash Assistance Applications Processed Timely

What is this measure?

This measure looks at the percentage of approved applications for which benefits were issued within mandated timelines. The included programs are regular SNAP, MFIP, DWP, Refugee Cash Assistance, Minnesota Supplemental Aid, General Assistance, and Group Residential Housing. The measure uses the difference between the application date and the date of the first issuance made for each program approved on the application.

Why is this measure important?

Cash and food assistance are a way to help people meet their basic needs. Timely processing of applications is one measure of how well counties are able to help people meet their basic needs.

What affects performance on this measure?

- Service factors that may influence this measure include the complexity of program rules and eligibility requirements, agency case management models, aging technology and systems that are not integrated (MAXIS, MMIS, etc.), the quality and timeliness of information sharing between service areas, such as employment services, child care assistance, child support and child welfare services, location of offices and number of offices
- Staff factors that may influence this measure include staff training, the number of staff, agency culture, staffing structure, availability of translators, and staff to participant ratios
- Participant factors that may influence this measure include literacy levels, availability to participate in an interview, access to a telephone, housing stability, ability to provide documentation, access to transportation, and complicated reporting requirements
- Environmental or external factors that may influence this measure include the local economy and increased applications during economic downturns



Goodhue County

Outcome: People are Economically Secure

Percent of SNAP and Cash Assistance Applications Processed Timely

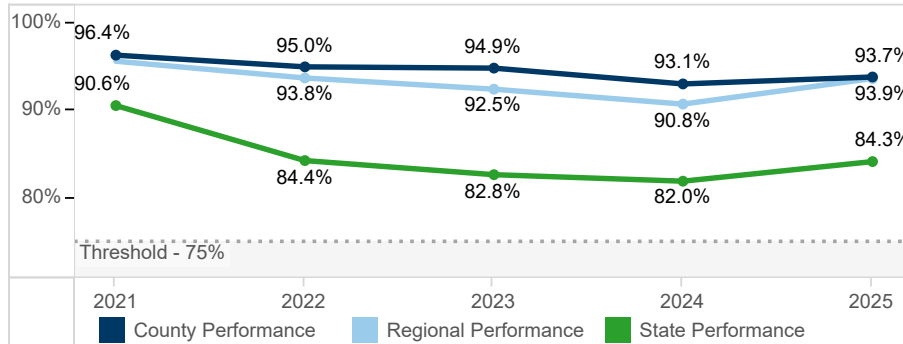
Goodhue County Performance by Year

	2021	2022	2023	2024	2025
County Performance	96.4%	95.0%	94.9%	93.1%	93.9%
Denominator	494	563	508	535	457

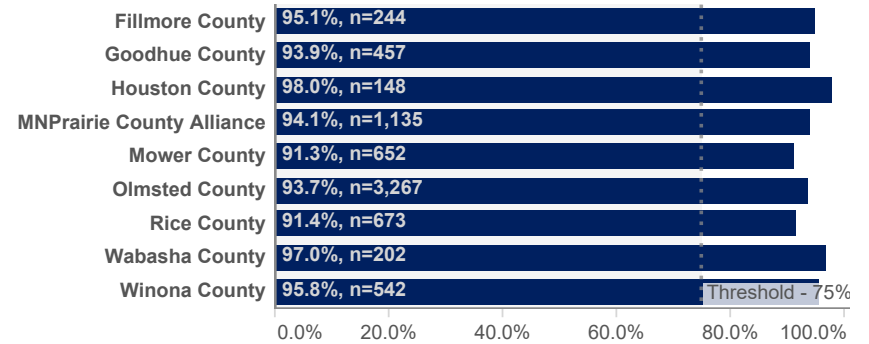
**Goodhue County
PIP Decision**

No PIP Required - Threshold is temporarily suspended.

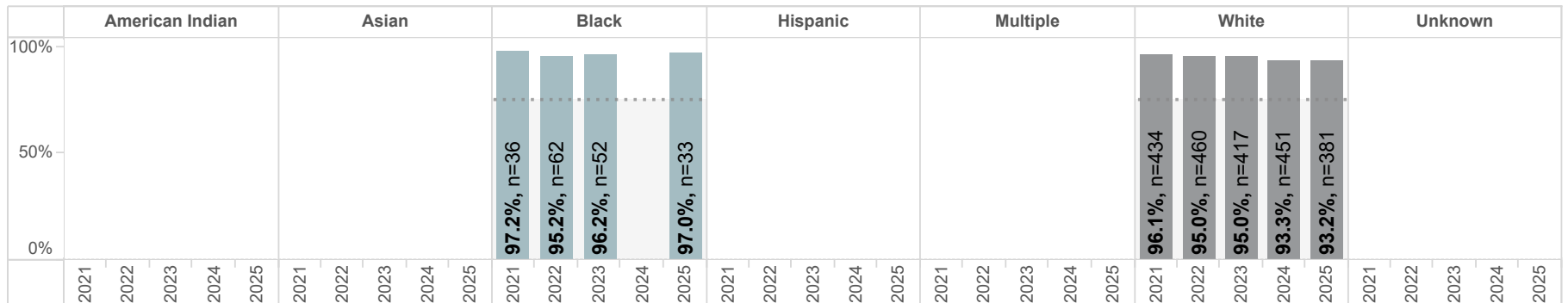
County, State and Regional Performance Trends



2025 Performance for MACSAA Region 10



County Performance by Race and Ethnicity



*The threshold for this measure was temporarily suspended, the dotted line on each graph indicates the historical threshold of 75%.



Goodhue County

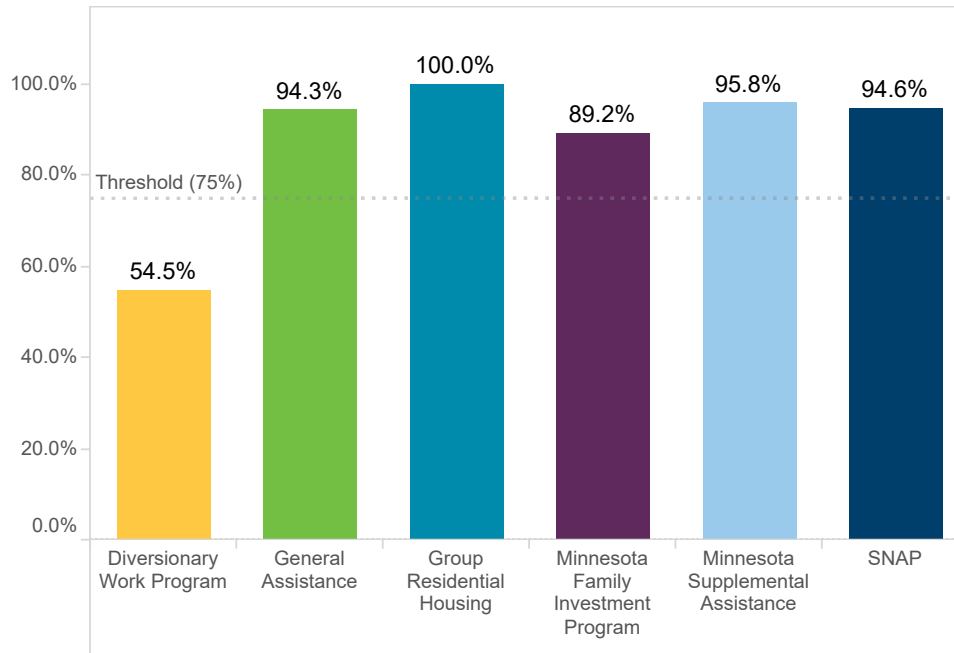
Outcome: People are Economically Secure

County Performance by Program

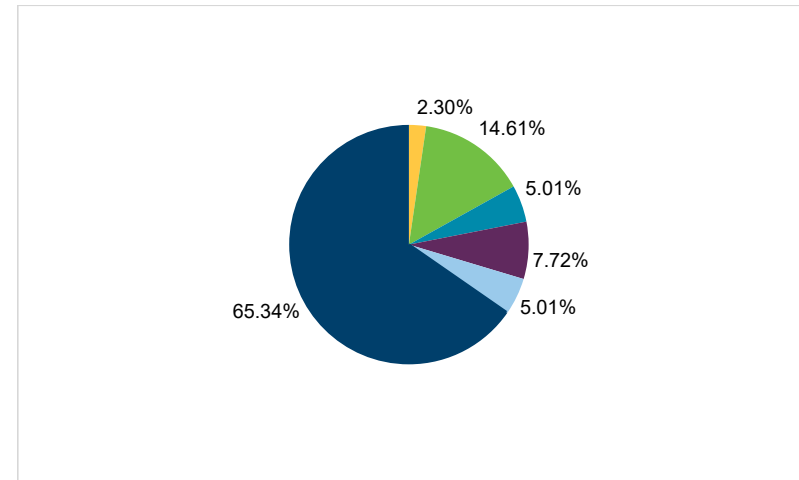
Goodhue County Performance by Year

	2021	2022	2023	2024	2025
County Performance	96.4%	95.0%	94.9%	93.1%	93.9%
Denominator	494	563	508	535	457

2025 Timeliness by Program



Proportion of Each Program in Application Total



Program Name

- Diversionary Work Program
- General Assistance
- Group Residential Housing
- Minnesota Family Investment Program
- Minnesota Supplemental Assistance
- SNAP

This page shows performance by program for the Cash and SNAP timeliness measure. This information is intended to provide additional context about how each program contributes to the overall measure performance.



About the Measure

Outcome: Adults and children are safe and secure.

Percent of vulnerable adults reported as maltreated with initial disposition for response made within five business days.

What is this measure?

The measure is calculated based upon the difference between the date a report was received by a county that a vulnerable adult was suspected of experiencing maltreatment and the date of the county's decision to offer adult protective services to the vulnerable adult. The measure compares the total number of reports received during the calendar year with an initial disposition date within five business days.

Why is this measure important?

This measure supports timely response for vulnerable adults that may be experiencing maltreatment. Additionally, it promotes statutory compliance for initial disposition being made within five business days. A timely response is important to safeguard vulnerable adults.

What affects performance on this measure?

- System factors include the number of reports received.
- Staff factors include: program area understaffing, lack of knowledge or training, staff working in multiple program areas, and inconsistent interpretation of five-day timeline.
- Documentation factors include the accuracy of data and the timeliness of data entry.
- Environmental or external factors include delays in return response from reporter or others.



Goodhue County

Outcome: Adults and children are safe and secure

Percent of vulnerable adults reported as maltreated with initial disposition for response made within five business days. (Calendar Year)

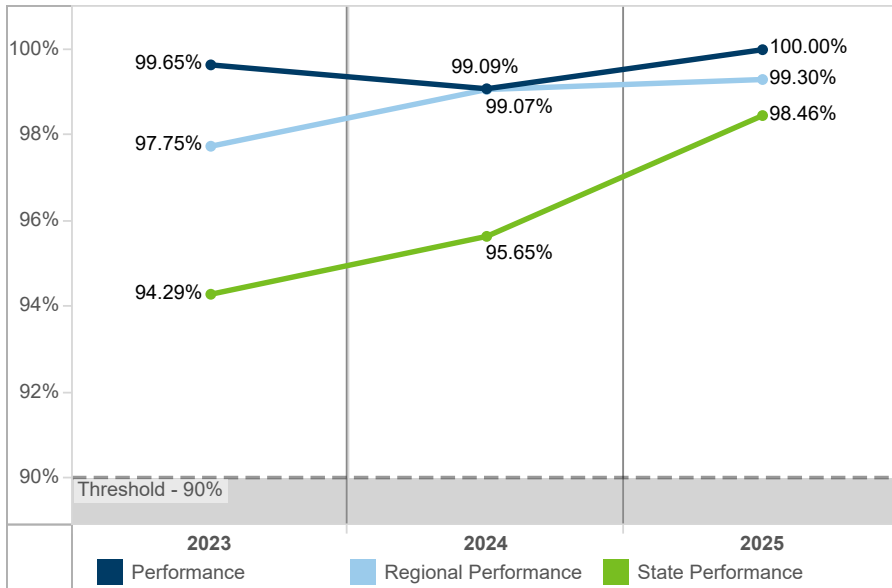
Goodhue County Performance by Year

	2023	2024	2025
Performance	99.65%	99.09%	100.00%
Denominator	282	329	409

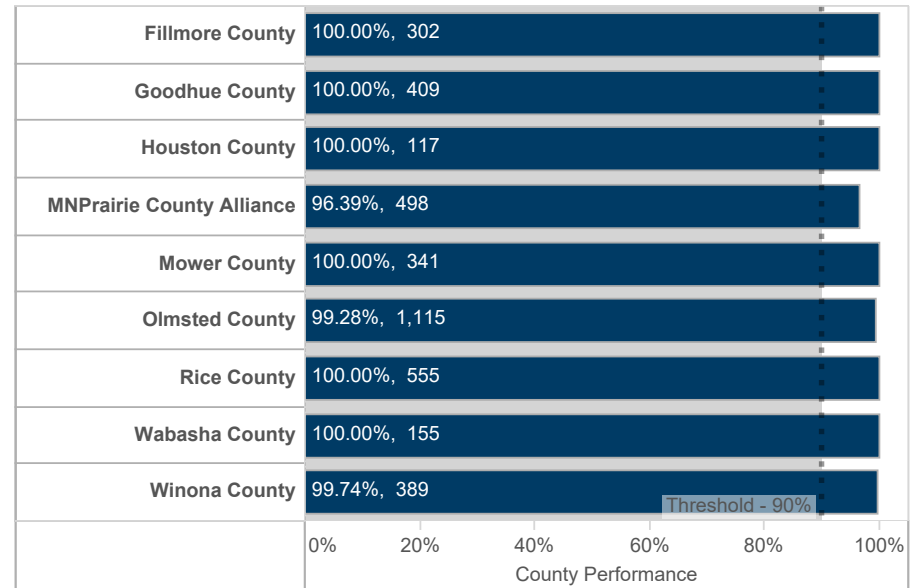
Goodhue County PIP Decision

No PIP Required - Performance is equal to or above the threshold of 90%

County, State and Regional Performance (CY)



2025 Performance for MACSSA Region 10



*Blank values represent no cases for a reporting year.

**The dotted line on each graph indicates 90%, the threshold for this measure.