



Child and Family Unit 2025 Year End Report

Kara Harbaugh & Katie Quinn
Social Services Supervisors



About Kara Harbaugh

- Social Services Supervisor on the Child and Family Team
 - Oversees Child Protection Case Management, Permanency, and Adoption; as well as Children's Mental Health
- With Goodhue County since 2024
- Bachelor of Science in Community Psychology with a Minor in Child and Family Studies
- Master of Arts in Marriage and Family Therapy
- Licensed Marriage and Family Therapist
- Outside of work I enjoy camping, fishing, reading, starting home projects I don't intend to complete timely

About Katie Quinn

- Social Services Supervisor on the Child and Family Team
 - Oversees Intake, Assessment, PSOP, Child Welfare, Truancy, Licensing
- 28 years with Goodhue County
- Bachelor of Science in Psychology from the University of Chicago
- Previous Goodhue County Positions:
 - KIDS: Handle With Care Coordinator
 - Child Protection Assessor
- Outside of work, I enjoy spending time with my family and friends. Although I no longer coach, I am happy to be the most enthusiastic cheerleader for my three granddaughters.

Social Services

- Social Services includes programs to help vulnerable people be safe and successful in the community.
- Some programs are voluntary and some are involuntary.
- MN statutes, MN Department of Children, Youth, and Families as well as the MN Department of Human Services rules guide our work.
- While Social Services is split into four teams, we collaborate within GCHHS and with community partners to meet the needs of community members.
- We also manage contracts with community agencies to assure access to services.

Child and Family Services

Child and Family Services

Voluntary Services	Involuntary Services
<ul style="list-style-type: none">▪ Parent Support Outreach Program▪ Child Welfare- including truancy intervention▪ Family Child Care Licensing▪ Child Foster Care Licensing▪ Children’s Mental Health Case Management (both internal and contracted services with Fernbrook Family Center)▪ Extended Foster Care/ Successful Transition to Adulthood for Youth	<ul style="list-style-type: none">▪ Child Protection<ul style="list-style-type: none">▪ Intake▪ Assessment▪ Investigation▪ Case Management▪ Out of Home Placement <p>Minor Parent Case Management is required when a minor is parenting and receives support through MN Family Investment Programs, including child care assistance.</p>

Child and Family Services- Intake, Outreach, Assessment, and Licensing

Supervisor

2 Case Aides

4 Assessors

1 Intake

3.5 PSOP

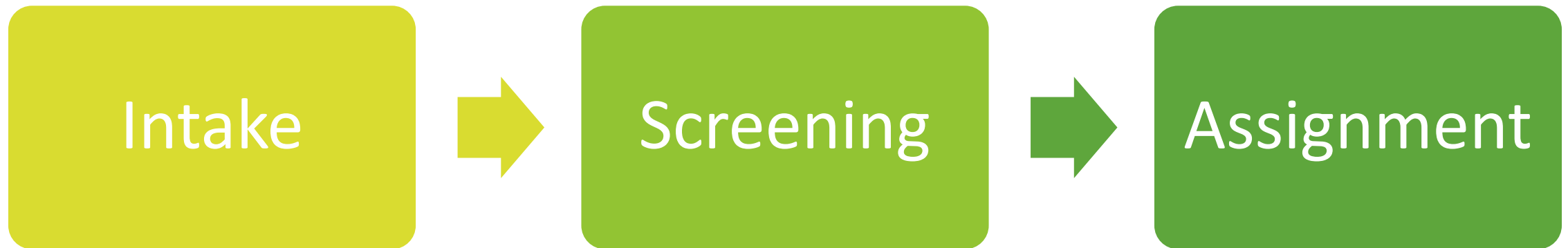
1 Truancy

2 Licensors

Staffing Updates

- In December, 2025, we celebrated the careers of two workers and their more than 60 years of combined knowledge.
- Our primary intake position was filled at the end of 2025.
- The Case Aide position was filled in 2026.
- Two of the remaining Social Services Redesign positions- Licensing and Parent Support Outreach Program- were posted in 2025.

Intake and Assessment Process

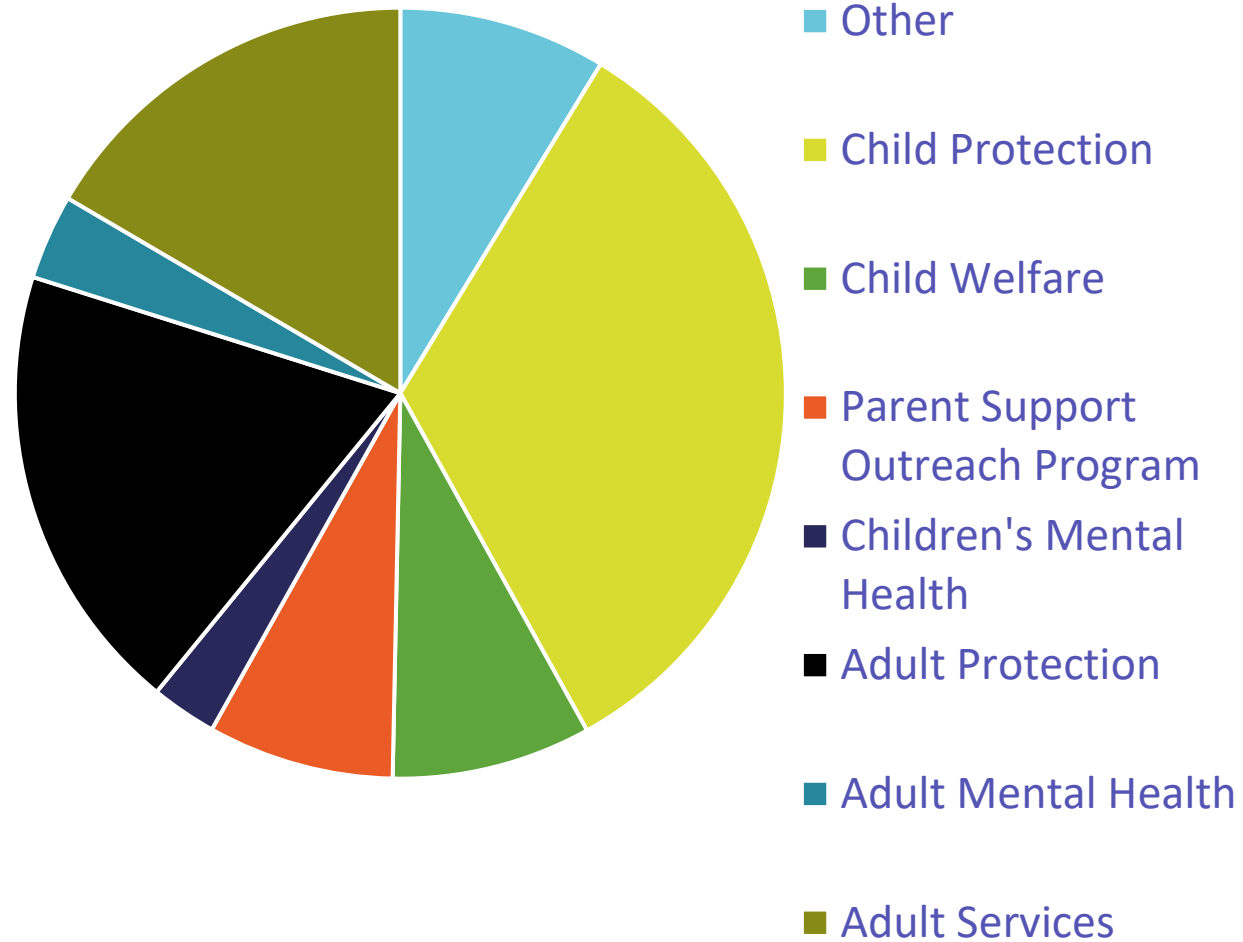


Intake

Intake is the first point of contact between the community and Goodhue County Social Services. Our agency values of Excellence, Collaboration, Respect, Safety, and Compassion are evident from this initial contact.

Intake workers must have knowledge of community resources and use excellent engagement skills to gather information from the caller.

Intake Statistics 2025



Intake Statistics 2025

Program	Total Intakes
Adoption/Licensing requests or complaints	44
Adult Mental Health	84
Adult Protective Services	447
Adult Services (General)	390
Chemical Dependency (report/service request)	150
Child Protective Services	783
Child Welfare	197
Children’s Mental Health (report/service request)	65*
Developmental Disabilities	11
Parent Support Outreach Program	184
TOTAL	2355

Intake Service Delivery

- Social Services Lead Workers have managed the majority of intake responsibilities since 2017.
- In 2025, the job description for Lead Social Worker was revised. Back up intake responsibilities were managed by a smaller group of social workers who provide non-mandated services. This allowed us to increase consistency and allowed ongoing workers more opportunities to provide care and oversight to the families receiving case management services and allows our assessment/investigation social workers the flexibility to respond to urgent needs.
- We monitored data regarding the number of intakes received, the division of intakes among service areas, and the division of intakes received by primary compared to back up workers.
- **Using this information, we learned and took the following steps:**
 - Back up intake responsibilities were more clearly defined.
 - Primary intake responsibilities and lead worker responsibilities were reviewed.
 - We learned that primary intake responsibilities are not compatible with the flexibility and availability that is required of a lead worker.
 - In the spring of 2025, the lead workers for the Social Services Intake, Assessment, and Outreach teams are no longer tied to primary intake.
 - The lead workers will have duties consistent with other HHS Team Leads to provide support in training, program compliance, and implementation of agency projects.

Screening

Reports are reviewed by the screening team within 24 hours. The screening team includes the supervisor, lead worker, and the assessment social workers.

The screening team may consult with the Goodhue County Attorney's Office, tribes, law enforcement agencies, and the Department of Children, Youth and Families when we review reports.

All child protection reports are cross reported to law enforcement.

Employee Engagement and Satisfaction

- In 2024, screening required more than eight hours of each staff member's time every week.
- Staff members who provide voluntary services shared that reading and reviewing maltreatment reports added to their work stress and took away from their work satisfaction.
- Creating Team Agreements has allowed us to define the minimum number of people required to screen reports, define expectations of the screening team members, decreased the amount of time required to screen and has increased work satisfaction for team members.

Assignment- Accepted for Child Protection Response

If the reported information meets criteria for a child protection response, the screening team determines if a family assessment or a family investigation response is appropriate. Regardless, the report is sent to the proper law enforcement agency for review, to collect records, and determine if a law enforcement investigator will join child protection in the response.

Child Protection Response

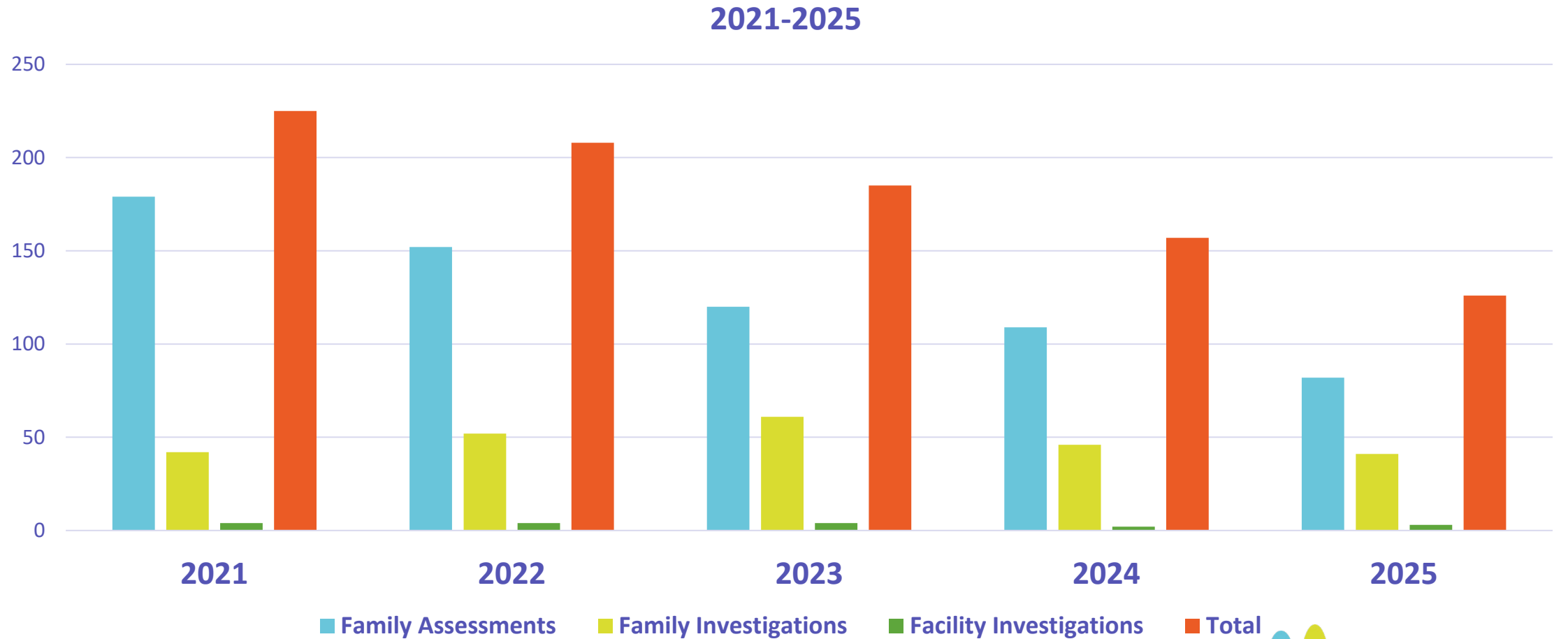
Family Assessment

- Primary response to child protection concerns.
- Law enforcement is notified but may choose not to participate if the allegation does not meet criteria for criminal charges.
- Interviews are conducted with caregivers, children, and other important people to assess the family's strengths and needs in order to address the reported concern.
- The only findings are related to services that may be helpful.

Family Investigation

- Required in situations of serious endangerment, egregious harm, and sexual abuse.
- Law enforcement typically works with child protection to complete the investigation, as criminal charges may be filed.
- All interviews are audio recorded.
- The information collected is reviewed to determine if there is a preponderance of evidence that maltreatment occurred and to determine if services are required.

Assessments/ Investigations by Year



Performance Measure- Timeliness

For all screened in child maltreatment reports closed during the year, what percentage of alleged victims were seen in face-to-face visits within the time frame specified by MN State Statute.

- **Performance Standard: 100%**
- **Observed Performance: 91% (152/167)**

Unfortunately, this was a drop from 2024. Of the 15 contacts that did not meet timeliness measures, two large sibling groups accounted for seven of those delayed contacts. All 15 of the children were seen and assessed for safety. Managing two leaves within the assessment team contributed to the challenge of meeting this 100% standard in the performance measure.

Our team continues to utilize tools to focus on the goal of reaching 100% such as declaring the timeline when the case is assigned, communicating that expectation with the worker and our multi-disciplinary partners, and monitoring reports in SSIS to review our performance.

Assignment-

Screened out for Child Protection Assessment or Investigation

If the reported information does not meet criteria for a child protection response, the screening team determines if the family may benefit from an offer of services through our voluntary Parent Support Outreach Program (PSOP).

If the reported information does not qualify for any additional services, the report is “screened out” and the record is maintained in our Social Services Information System.

Voluntary Services Offered

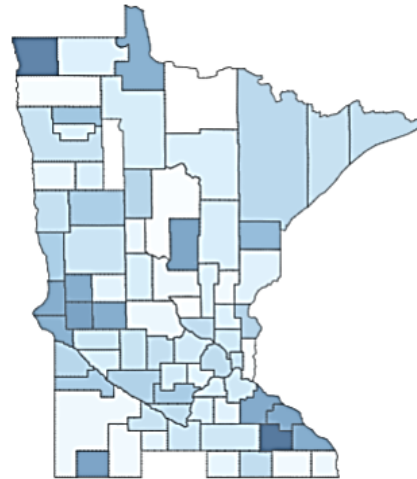
	Child Welfare	Parent Support Outreach Program
2021	63	110
2022	80	111
2023	80	119
2024	42	115
2025	35*	91*

*2025 data shows only new assessments for each program. Historical data captured cases that were opened during previous years but remained open during reporting year to help us understand how many new families are being reached within each calendar year.

Parent Support Outreach Program

Source: SSIS Research and Evaluation Unit, Child Safety and Permanency Administration, MN DCYF

Per 1,000 rate of children by agency

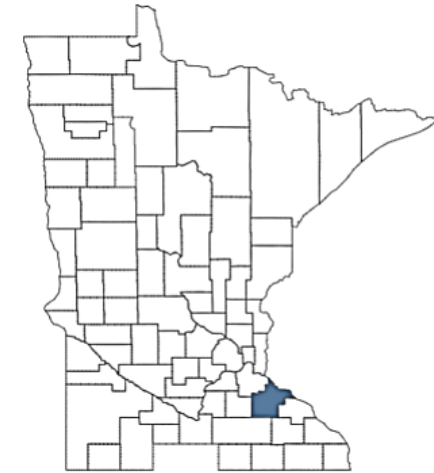


20% of families had a screened in child protection report prior to their enrollment into PSOP services

The typical family received ongoing PSOP case management services for **7.0** months

11% of families had a screened-in child protection report within the 12 months following their disenrollment

Per 1,000 rate of children by agency
Goodhue: 13.7



11% of families had a screened in child protection report prior to their enrollment into PSOP services

The typical family received ongoing PSOP case management services for **16.0** months

6% of families had a screened-in child protection report within the 12 months following their disenrollment

Child Protection On-Call

2025 On-Call Statistics

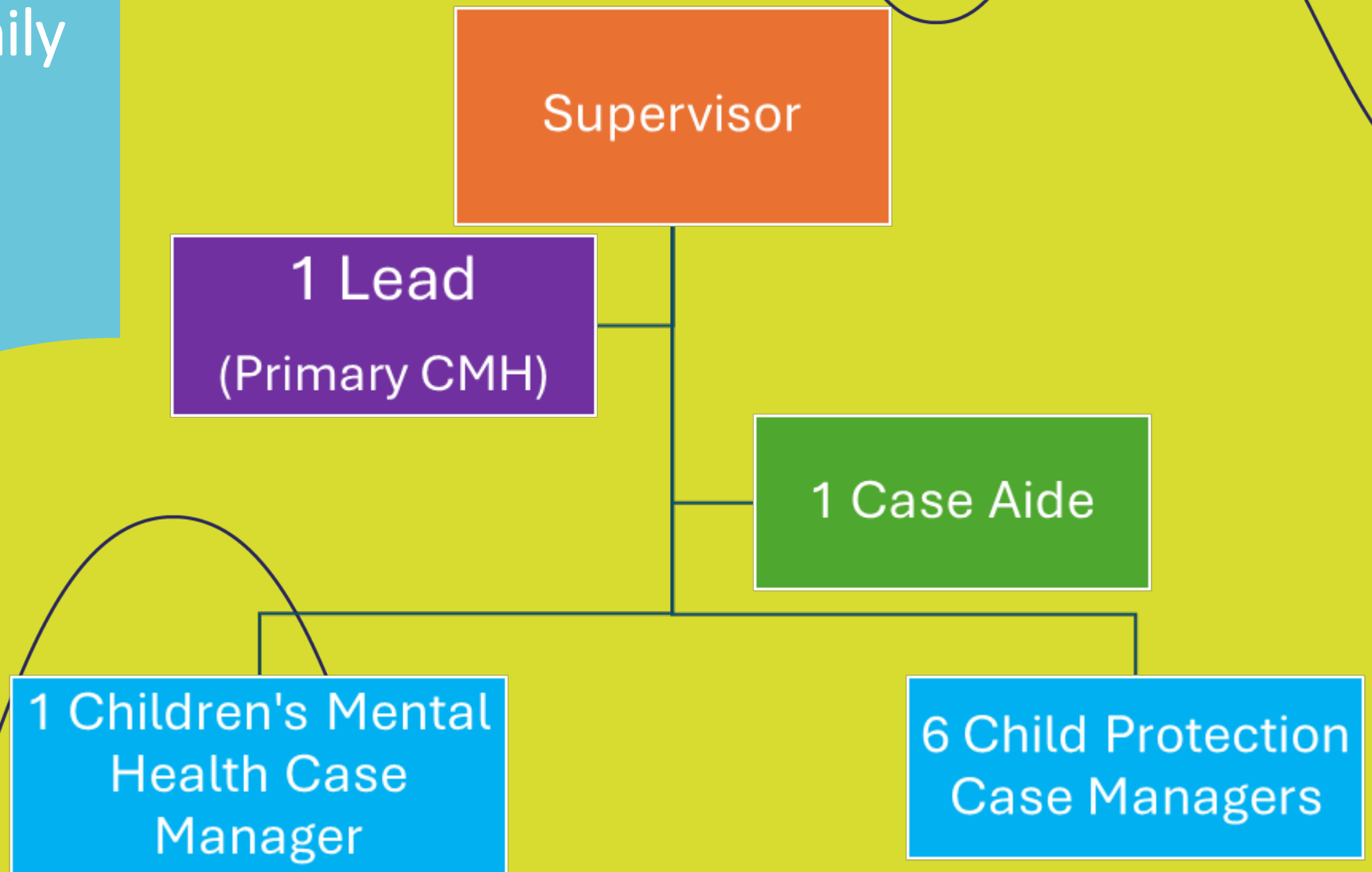
Since 2017, Minnesota Statute requires all child protection agencies to have a mechanism to receive child protection reports from law enforcement and respond to child protection concerns alleging imminent danger 24 hours each day, 7 days per week.

New Child Protection Report	Existing Child Protection Case	Other	Total
95	32	2	129

- Number of calls per week ranged from 0-7
- 1 call required staff to respond with law enforcement (over 8 hours)
- 12 Child Protection staff provided on-call coverage, averaging 4.3 weeks/year per staff
 - Staff are employed at least 6 months prior to entering the on-call rotation
 - Staff are allowed to trade or find coverage for their weeks, resulting in some staff covering more or fewer weeks
- Leads covered 7 weeks of supervisory on-call

Child Protection Case Management, Permanency, and Adoption

Child and Family
Services-
Ongoing

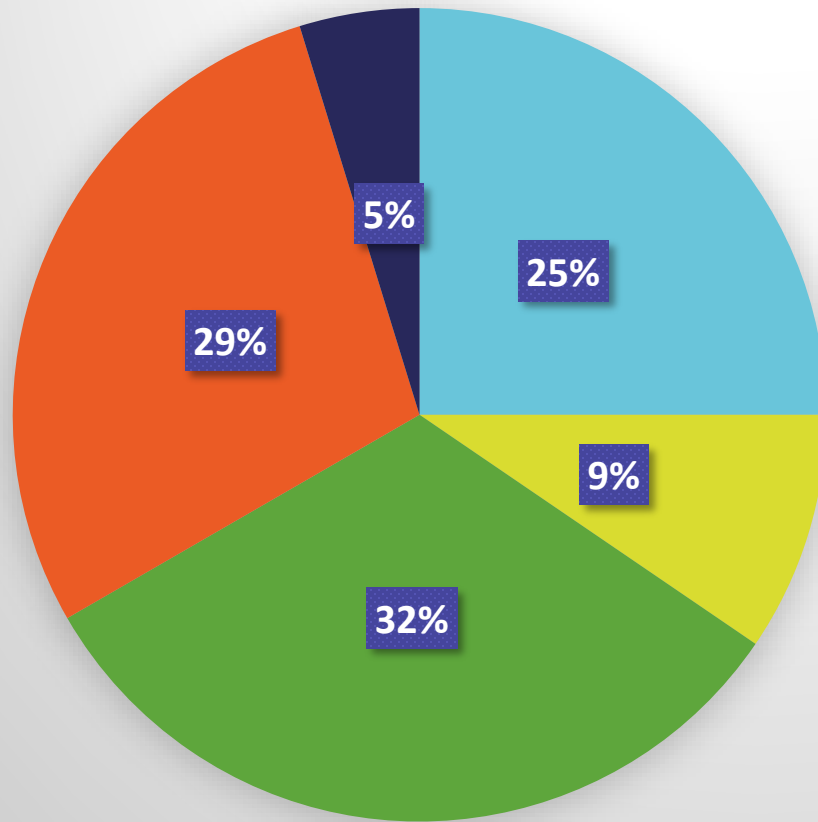


2025 Child Protection Case Management

- 12 families were referred to case management for ongoing child protection services from the assessment team
- Case management cases do not always result in children entering placement
- Case management services closed for 20 families in 2025. Case closure is the result of hard work by staff, partners, and families. Outcomes include services completed, adoption or permanency, and youth reaching the age of majority.

Children in Placement 2025

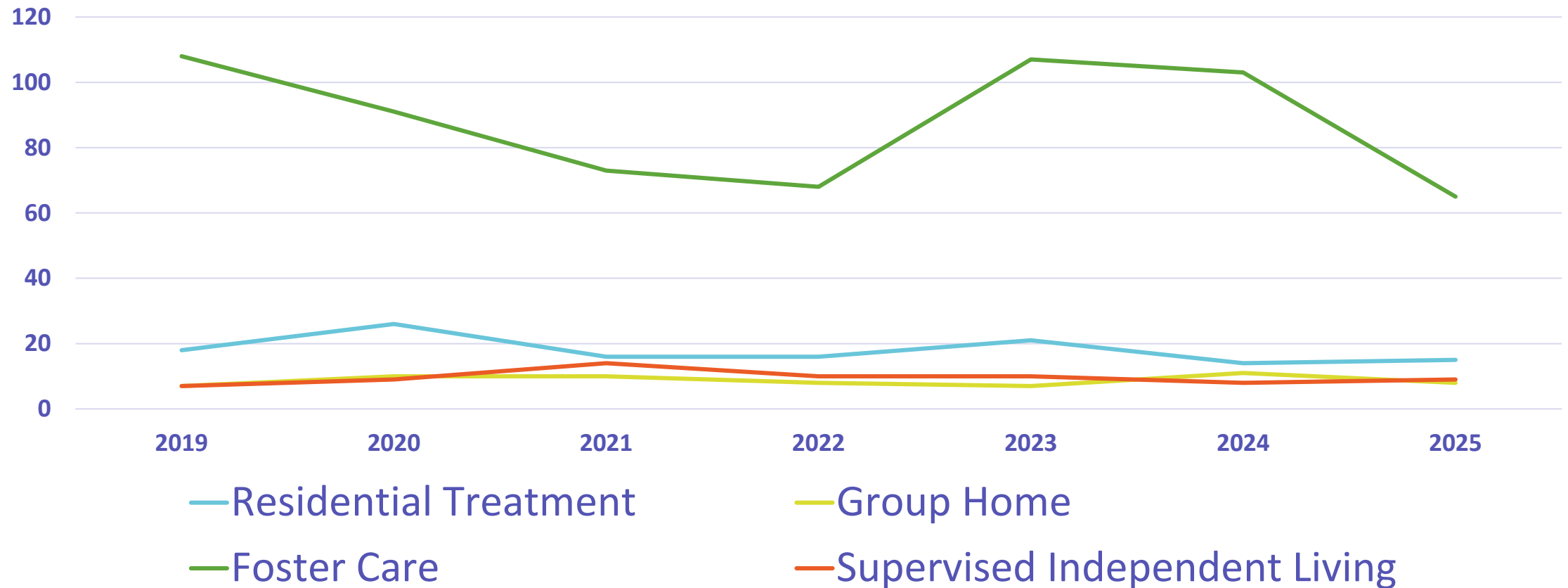
74 Unduplicated Children



- substance use by parent
- child behavior/ treatment needs
- other neglect
- physical abuse
- sexual abuse*includes threatened sexual abuse

Placement by Setting 2019-2025

Duplicated Count– 1 child may have several placement settings



Performance Measure – Relative Care

The percentage of all days that children were in a family foster care setting that were spent with a relative during a given period.

➔ *MN Statute requires that relatives are not only given consideration for placement, but that the agency will work to assist relatives and kin to become eligible, licensed placement options.*

- **Performance Standard: 35.7%**
- **Observed Performance: 55.4% - up 15% from last year!**

Performance Measure – Case Worker Visits

For all children in out of home care during the given period, a face-to-face contact is required between the social worker and child when the child is in care for the full month.

- **Performance Standard: 95%**
- **Observed Performance: 97%**

This observed performance includes children placed out of state, where local agencies made the face-to-face while Goodhue County case manager was virtual

Performance Measure- Permanency

- MN Department of Human Services measures the amount of time that is required to achieve permanency for children in out of home placement.*

	Permanency achieved within 12 months	Permanency achieved 12-23 months	Permanency achieved within 24 months
Performance Standard	40.5%	43.6%	30.3%
Goodhue County	33.3%	33.3%	36.8%

Permanency Outcomes in 2025

Permanency Outcome	Percentage of Children in Placement (rounded to the nearest whole number)
Reunification with primary parent n= 14	19%*
Adoption n= 4	5%*
Transfer of Legal Custody to agency or relative n= 1	1%*
Working toward permanency as of 12/31/25 -Trial Home Visit Status n=0 -Pre-adoptive n=11	15%*

CP Case Management Summary

- Staffing Child Protection Case Management continues to be a challenge
- Caseloads continue to be lower. However, case complexities have increased, including:
 - Mental health needs
 - Cognitive abilities
- This year was the first full year there was a dedicated permanency case manager
 - This case manager is able to dedicate their time to completing the extensive documentation that comes with adoptions

Children's Mental Health Services

Collaborative Intensive Bridging Services (CIBS)

Collaborative Intensive Bridging Services (CIBS)

- Mental health program for families with children ages 8 to 17 where traditional community-based services have not been sufficient to meet the child's mental health needs
 - Intensive in-home therapy services with a short-term residential component, if needed
- Typical length of service is 6-9 months
 - Therapist meets with the family on average 3 times/week
- Goodhue collaborates with Dakota County, Nexus, & Mosaic
 - Currently 1 CIBS therapist serving Goodhue County
- Goal is to strengthen family systems and reduce out-of-home placement



2025 CIBS Statistics

- 11 CIBS Referrals
 - Referrals are received through children's mental health case managers and juvenile probation
- 6 families participated in services

Children's Mental Health Case Management

Eligibility

Diagnostic Assessment in last 180 days determining Serious Mental Illness (SMI):

- Hospitalization/Residential treatment in last 3 years or at risk
- Is a Minnesota resident
- Child has one of the following as determined by a Mental Health Professional (MHP):
 - Psychosis or clinical depression
 - Risk of harming self or others as a result of mental illness (MI)
 - Psychopathological symptoms as a result of being victim to physical or sexual abuse or psychic trauma in the last year
- The child has significantly impaired functioning at home, school, or community as a result of the MI for at least 1 year, or there is substantial risk to last that long as determined by a MHP

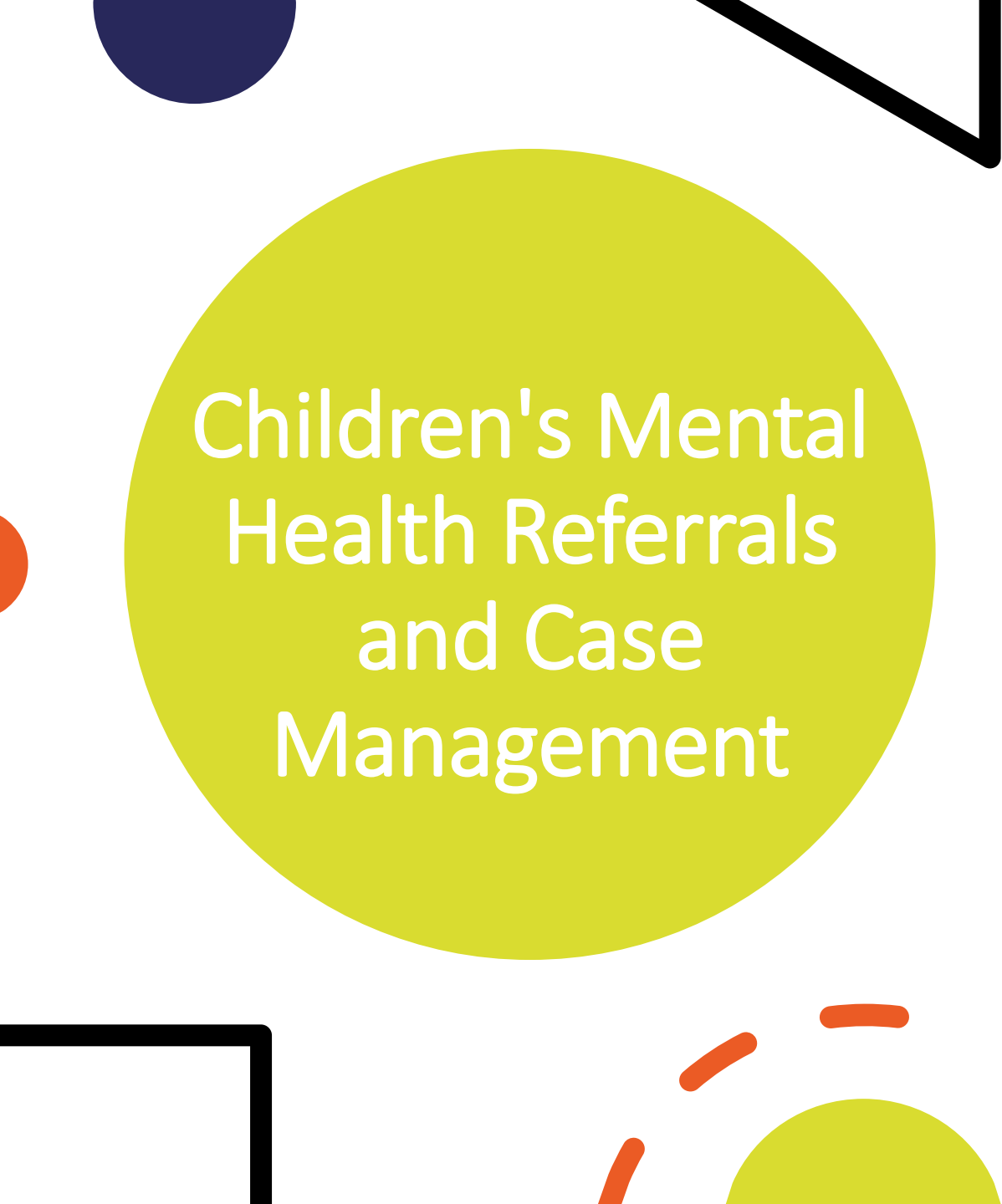


Children's Mental Health Collaboration

Hired a second internal CMH Case Manager alongside the unit's lead to provide services in collaboration with case managers from Fernbrook Family Services

Fernbrook continues to serve as intake for new referrals and completing Diagnostic Assessments

GCHHS case managers prioritize cases with a high level of care and/or nonbillable insurance



Children's Mental Health Referrals and Case Management

Goodhue County received 65 new CMH referrals

- 39 of these resulted in CMH Case Management opening with either Fernbrook or Goodhue County
- 8 are still in the Assessment Process*

Case Management

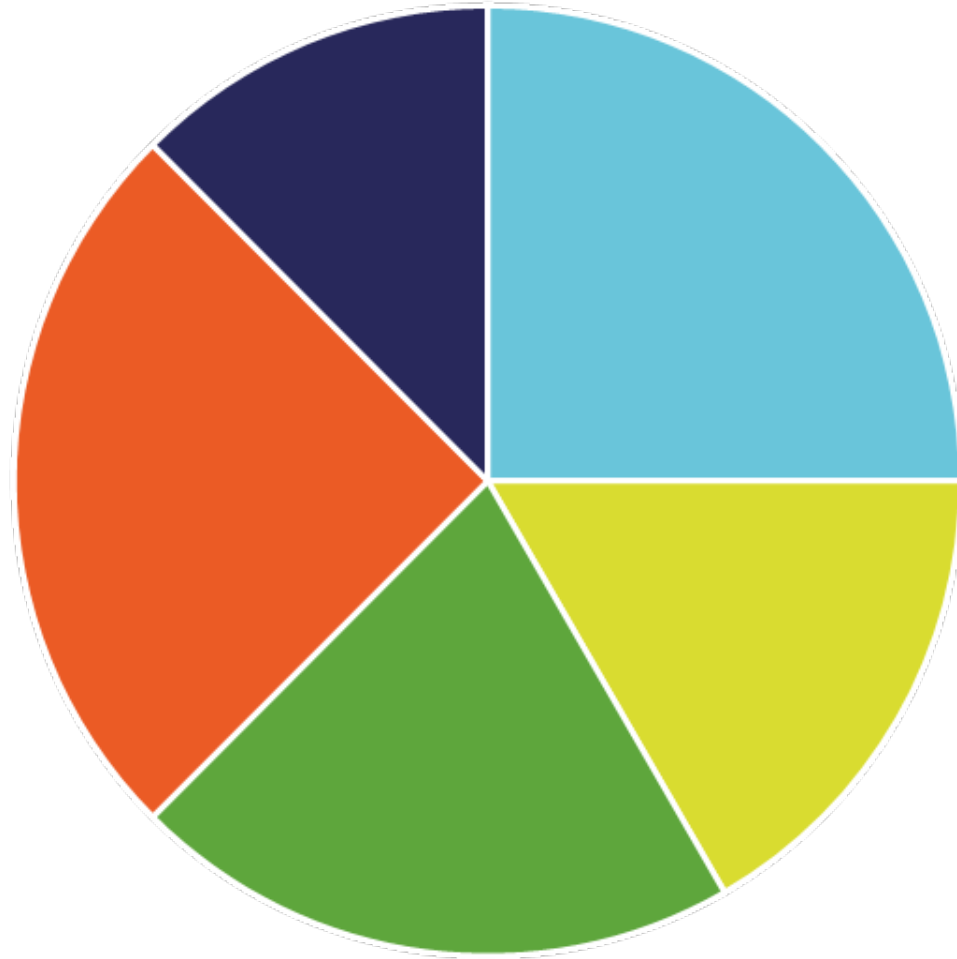
- Averaged 78 CMH Case Management Cases between GCHHS and Fernbrook
 - GCHHS ended the year with 20

Looking Ahead

- 19 Referrals so far for 2026*

*As of February 28, 2026

Closure Reason (24)



CMH Case Management Closures

Services No Longer Needed (6)

Lack of Cooperation - No Contact (4)

Moved or Transferred Counties (5)

Parent Discontinued Services (6)

Age of Majority - Client Discontinued (3)

CMH Summary

- We welcomed a second CMH case manager internally in May 2025
- 2025 was the first full year of having a CIBS therapist serving Goodhue County since 2022
 - This service has helped prevent children from entering residential treatment
- We continued to increase our collaboration with internal and external partners to ensure we are supporting the families we serve

Licensing

Licensing - Family Child Care

- One licensing social worker manages all family child care licensing duties- processing new applications, providing orientation, compliance with licensing regulations, annual home visits, and responding to reports of concern.
- The Family Child Care Provider Hub launch has been delayed and there is hope that launch will occur in 2026. This Hub will allow providers to apply for or maintain a license or certification, submit required reporting and register with the state's Child Care Assistance Program.
- Continuous licensing allows moved all license renewals to the beginning of the year and removed the license "renewal".
- As of 2025, all counties are required to have a concrete plan for coverage for the family child care licenser in case of an extended absence or vacancy.
- We are working to build cross training among our licensing staff and supervisors.

Licensing - Foster Care

State administration of licensing programs shifted in 2025.

- Child foster care licensing is under the supervision of the Department of Children, Youth, and Families.
- Adult foster care licensing including Community Residential Services and Children's Foster Residence Settings is under the supervision of the Department of Human Services.
- This change led to internal discussions about how to deliver the best services for Goodhue County providers and service recipients.
- GCHHS made the decision to separate the licensing positions consistent with the state's separation and posted for the third licensing position that is housed in Home and Community Based Services.
- All Goodhue County foster care licensing programs completed a state audit at the end of 2025.

2025 Summary

- The Child and Family Team maintained its two specialized units, Intake/Assessment and Case Management/Adoption and Permanency with Adult Foster Care Licensing moving to the Home and Community-Based Services unit
- The Incredible Years Parent Education program continued to be a useful resource for families in 2025 using internal staff time and expertise.
- Family Advocacy in Recovery and Restoration (FARR) continued to support moms who have been impacted by substance use.
- Our team increased usage of the Family Group Decision Making grant and partnership with Family Service-Rochester.
- While navigating leaves is always a unique challenge in our work, we are happy to celebrate the next generation with our team members and their families.
- Our staff remain passionate and dedicating to supporting families in the community!
- Questions? Thank you!