



# Goodhue County Health and Human Services

Public Health Division

**TO:** Goodhue County Health and Human Services (GCHHS) Board  
**FROM:** Maggie Cichosz, Planner- Data Analyst / Healthy Communities Team Lead  
**DATE:** August 14, 2025  
**Subject:** Customer Satisfaction Measures in HHS Trend Report

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## Background

Since 2016, GCHHS has participated in the Cultural and Linguistic Competence Policy Assessment (CLCPA) every four years. The CLCPA was developed to assist community health centers in advancing and sustaining cultural and linguistic competence. After analyzing the assessment results there was an identified need to establish a process that collected data and feedback from our clients on a continuous basis. The Customer Input Committee was developed as a subcommittee of HHS Equity Team to address this need by creating the GCHHS Customer Satisfaction Survey. The intention of the survey is to better understand any gaps in serving our clients the best we can and has a focus on ensuring we are receiving feedback from our clients whose first language is not English.

## Customer Satisfaction Data

In March 2025 we piloted the first version of the Customer Satisfaction Survey, focusing on in-person interactions. This new quarter's trend report included the results of the initial survey responses. We are looking at two measures for this survey:

- % of customers that said they were adequately served in their preferred language
- % of customers that said they were at least satisfied with their experience with HHS staff

This initial data represents 37 responses to our survey and 3 of those responses were from non-English speakers. We look at this limited data set as a baseline and will now focus on refining our survey process and providing a broader roll-out of the survey to our customers.

# Quarterly Trend Report

Updated: July 2025

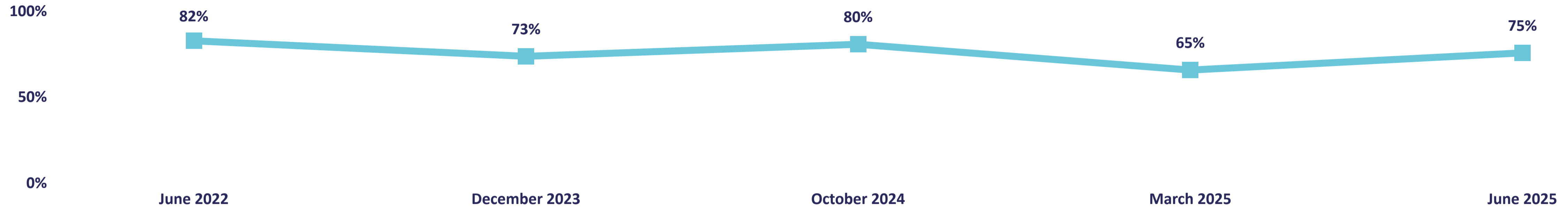


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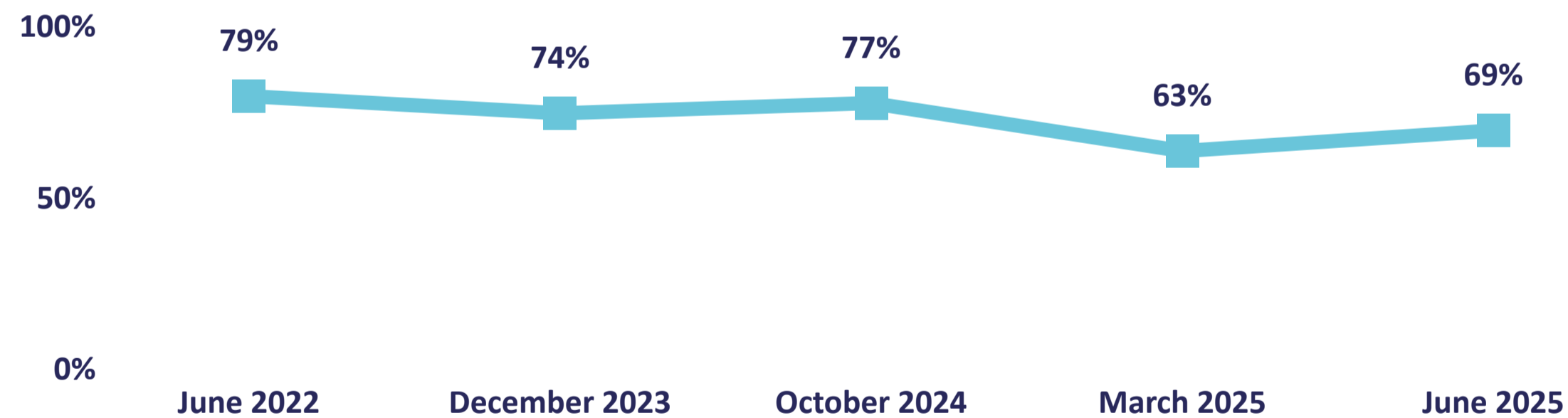
Health & Human  
Services

# Employee Engagement

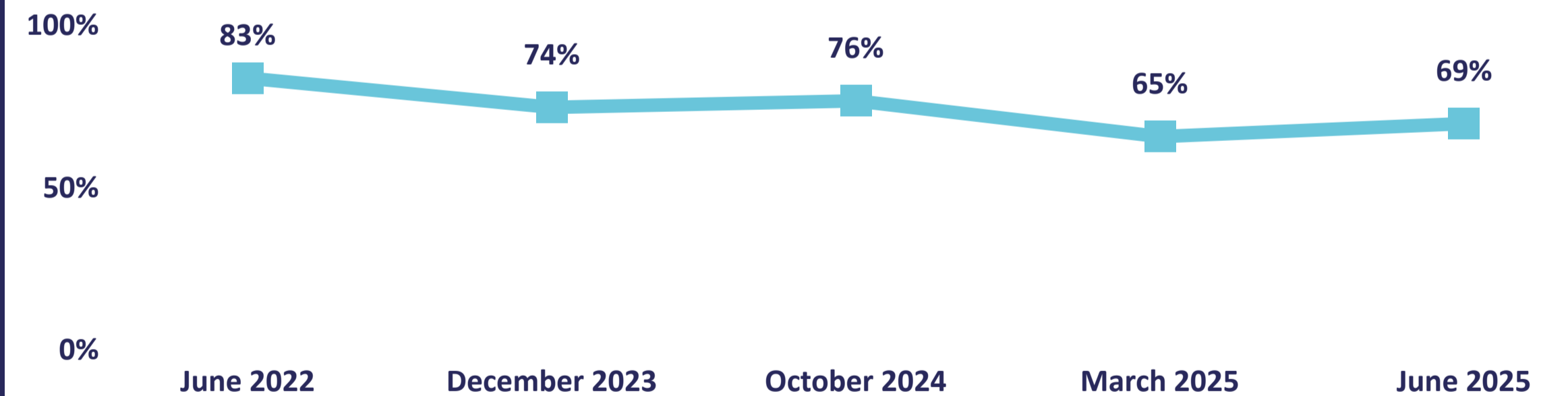
% of staff who feel morale is positive most of the time



% 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?

- All three of our key employee engagement measures increased this quarter. At this early stage, it's difficult to draw firm conclusions about what this data signifies. We'll need more time and continued observation to establish a baseline and understand the typical fluctuations for these quarterly measures. For example, we'll be watching to see if there's a seasonal pattern, such as morale naturally dipping in the winter and rising in the summer.

# Customer Satisfaction

100%

of customers surveyed said they were adequately served in their preferred language

100%

of customers surveyed said they were at least satisfied with their experience with HHS staff

## What does this tell us?

- We began rolling out a customer satisfaction survey in March, focusing on face-to-face interactions. Our overarching goal with the survey is to ensure we are serving our clients to the best of our ability.
- This pilot project, representing 37 customer responses, provides an exciting first look into our customer service performance. While we are very happy with these initial results, it's crucial to remember that we are still in the early phase of fine-tuning our survey questions and distribution methods. Therefore, **we cannot draw any definitive conclusions** from this limited dataset. The insights gained here will primarily inform our ongoing refinement process as we prepare for a broader, more comprehensive rollout.