

# Quarterly Trend Report

Updated: April 2026

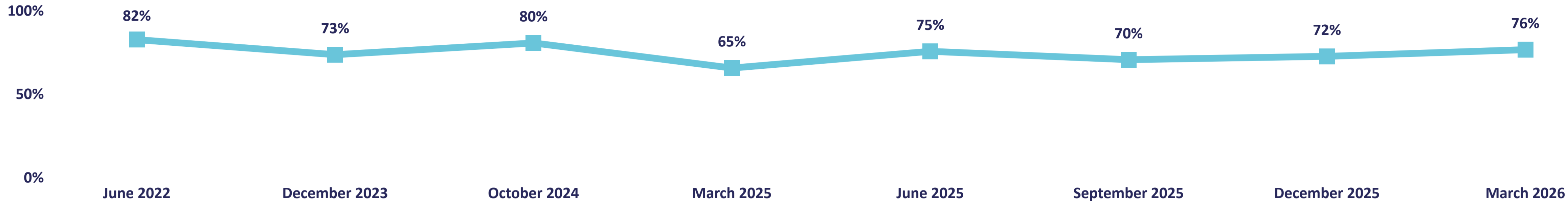


**Goodhue  
County**

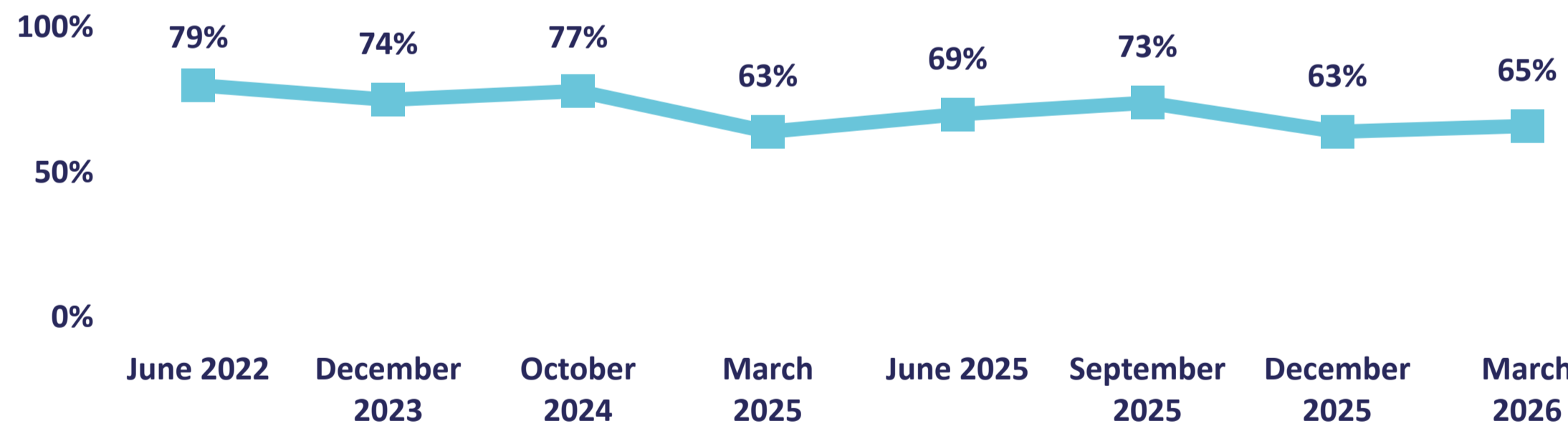
Health & Human  
Services

# Employee Engagement

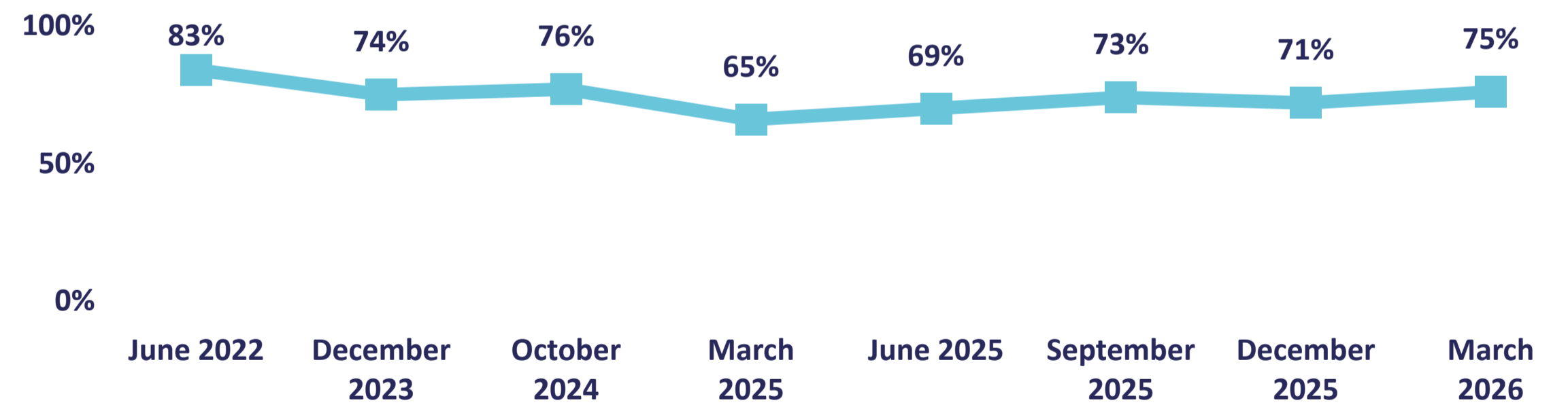
% of staff who feel morale is positive most of the time



% of staff who feel a sense of belonging at HHS



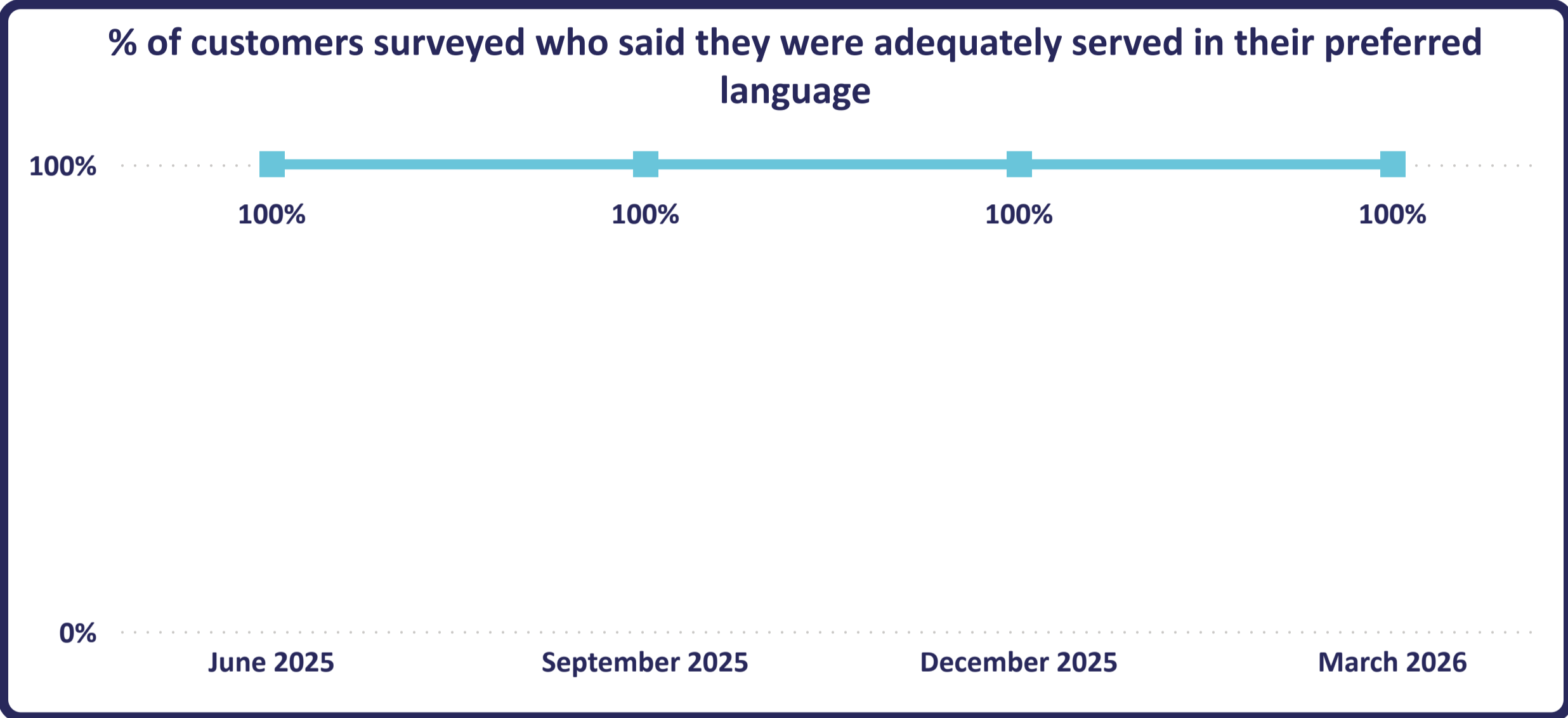
% of staff who feel adequately supported to manage work stress



## What does this tell us?

- Our key engagement measures showed mixed results this quarter. While morale and stress management remained steady, the data continues to show a dip in belonging. Because this decline has now appeared across multiple cycles, we are treating it as a meaningful signal rather than a temporary fluctuation. Addressing belonging is already a focus of our strategic plan, and this trend reinforces the importance of that priority.

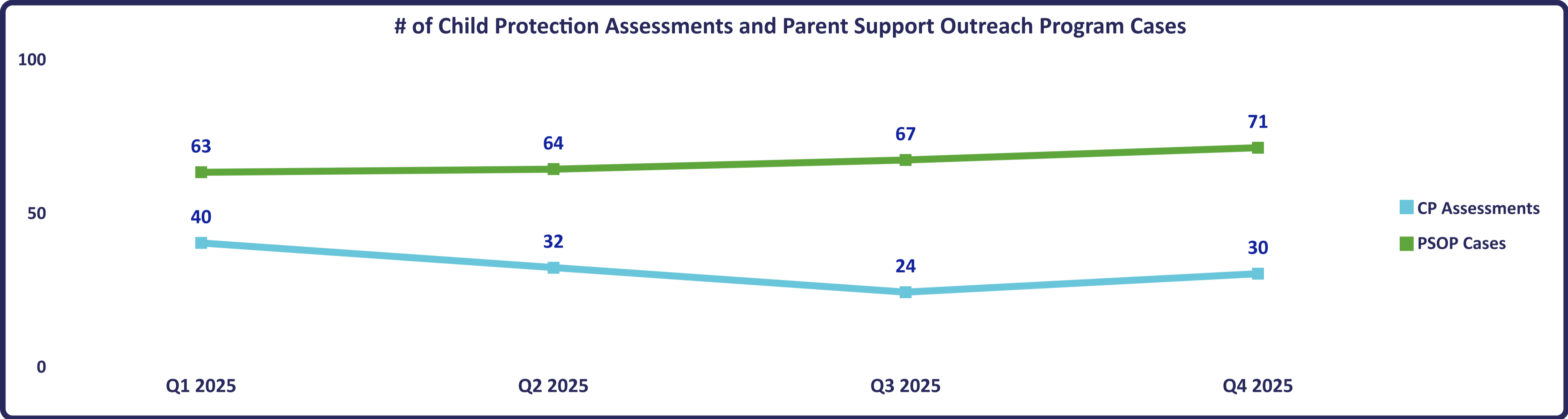
# Customer Satisfaction



### What does this tell us?

- Customer satisfaction remains at 100%, but the current survey isn't giving us the depth or volume of feedback needed to evaluate our customer experience meaningfully. Because participation is low and the tool isn't producing actionable insights, we are suspending this measure until we launch a redesigned survey that will better support reliable, useful data going forward.

# Child Protection & Parent Support and Outreach



### What does this tell us?

- This quarter, both Child Protection (CP) reports and PSOP cases increased slightly. Despite this quarterly uptick, Goodhue County continues to see an overall decline in CP reports, consistent with statewide trends. PSOP referrals remain on a steady upward path. In 2025, 6% of Goodhue County families who completed PSOP services had a new CP report within 12 months, compared to 11% statewide—highlighting the program's strong preventative impact.