



Goodhue County
Health and Human Services

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April 9, 2025

TO: Goodhue County HHS Board
FROM: Maggie Cichosz, Planner- Data Analyst
RE: HHS Trend Report - Update

BACKGROUND:

GCHHS department has been communicating our performance with Quarterly Trend Reports since integration in 2010. Initially, measures were mostly of service volume that existed in Excel tables and charts. In 2016 we made change to a storyboard format that was created in PowerPoint with embedded charts. During this time, we added additional measures that also told how well we were doing and if anyone was better off. An explanation of trend, or “story behind the curve”, was also added to this new report in 2016. We made these changes around the same time we applied for the national public health accreditation. Having and implementing a performance management system is an accreditation requirement. Our agency achieved the National Public Health Accreditation in 2019.

CHANGE:

Since 2016, we have learned much more about performance management and have realized that the single most important use of performance management data is for supervisors and staff to use it to make informed decisions. In reviewing the report with staff in 2023, we decided that the measures we had chosen in almost every case were not measures that staff, supervisors, and directors would consider as key measures when making performance related decisions - and in that case, our 40-slide PowerPoint had lived its useful course, and it was time for a change, and create an improved way for our agency to utilize data, and make decisions. It is important to note that in this report, several measures did not change from quarter to quarter and only have annual data available, making them better suited for an annual report than a quarterly one. Additionally, the data report system file from 2016 kept crashing when it was updated, which would have meant recreating it if we wanted to keep using it, and it was time to move on.

WHERE WE ARE HEADED:

As an HHS agency, we are reimagining how we do performance management by creating a new internal process. We are aiming that any data we invest resources in collecting, will be used to shape program implementation and to improve services. Information about programs will continue to come before the HHS Board in program presentations and updates. We will also resume compiling an HHS Annual Report, last completed in 2019. Some measures will come to the HHS Board as a new quarterly trend report. Our goal is to bring selected key measures that Promote, Strengthen and Protect the Health of Individuals, Families and Communities!

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have quarterly data to the HHS Board. While agency staff and supervisors will be using many more measures in their work, the new HHS Board Quarterly Trend Report will contain a limited number of key measures, each of which will communicate something of importance about the agency. This is still very much a work in progress, and new measures will be added as we go.

THE NEW REPORT:

This new report was created using Microsoft Power BI, which will allow us to have a more streamlined data collection, analysis, and visualization process.

This first version of the new report includes measures related to employee engagement. We know that measuring employee engagement is crucial and employee satisfaction directly impacts our ability to be successful and provide a high level of service to the residents of Goodhue County.

We have been measuring employee engagement since June 2022 through an annual survey to GCHHS staff. For this new trend report we pulled out three measures from our longer survey to ask quarterly:

- % of staff who feel that morale is positive most of the time
- % of staff who feel a sense of belonging at GCHHS
- % of staff who feel adequately supported to manage work stress.

These are measures that speak to the overall satisfaction of our staff and align with the strategy in our strategic plan of being a trauma-informed and culturally responsive agency. We have also started collecting data on customer satisfaction and will have that ready to include in next quarter's trend report.