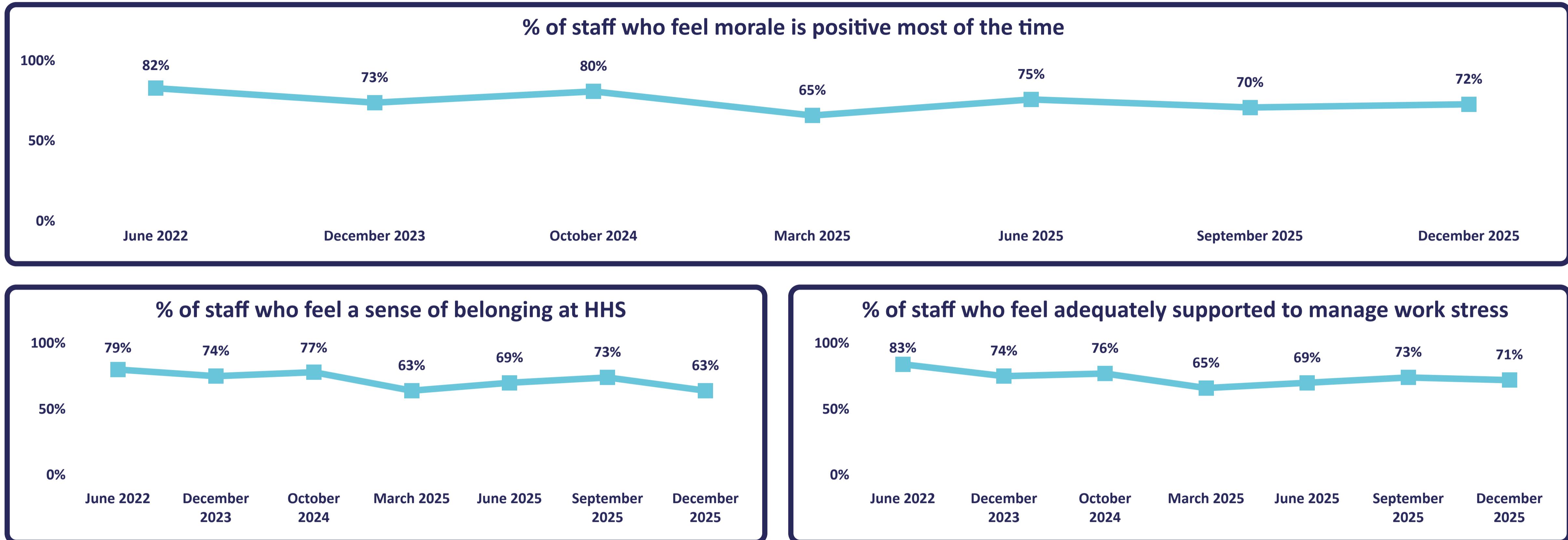


Quarterly Trend Report

Updated: January 2026



Employee Engagement

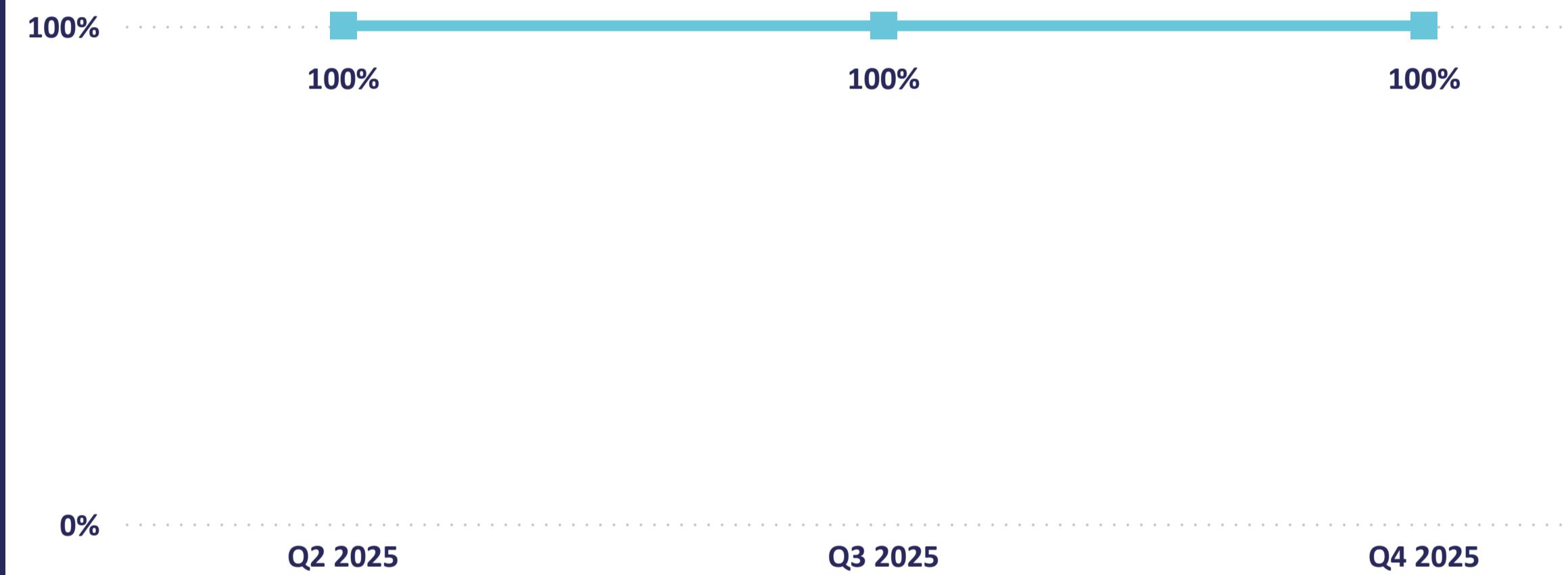


What does this tell us?

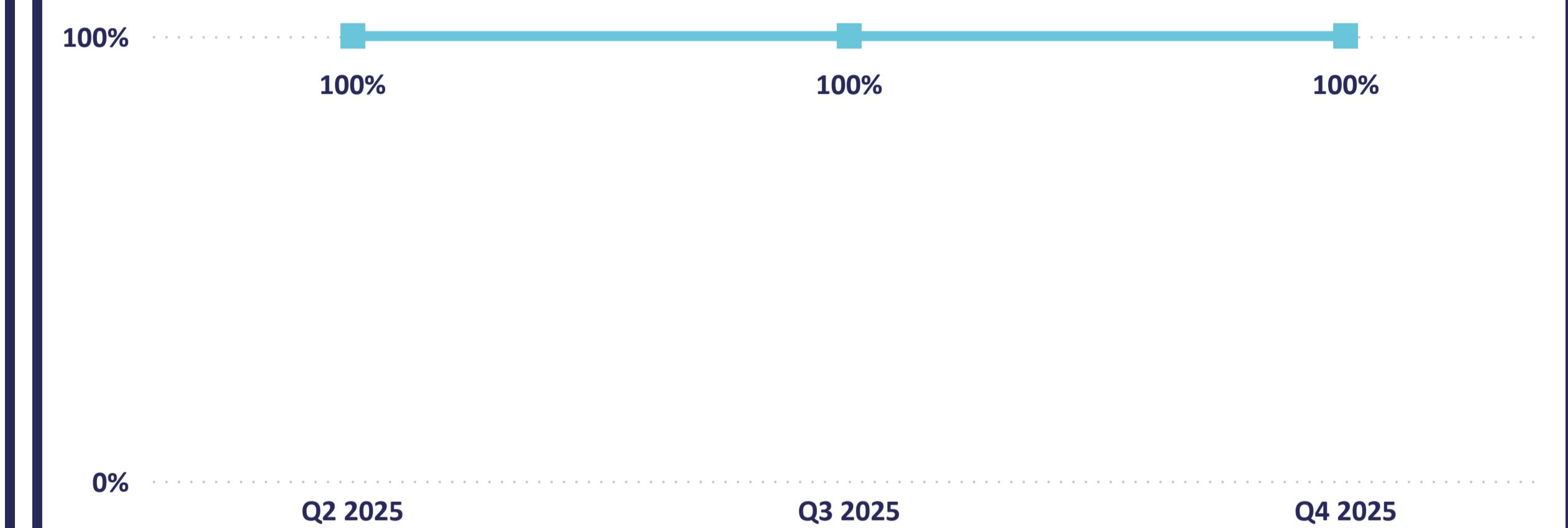
- Our key engagement measures showed mixed results this quarter. While morale and stress management remained stable, we saw a decline in belonging. It is difficult to determine if this dip is temporary or not. We will continue to monitor and are having internal conversations on why this dip may have occurred.

Customer Satisfaction

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



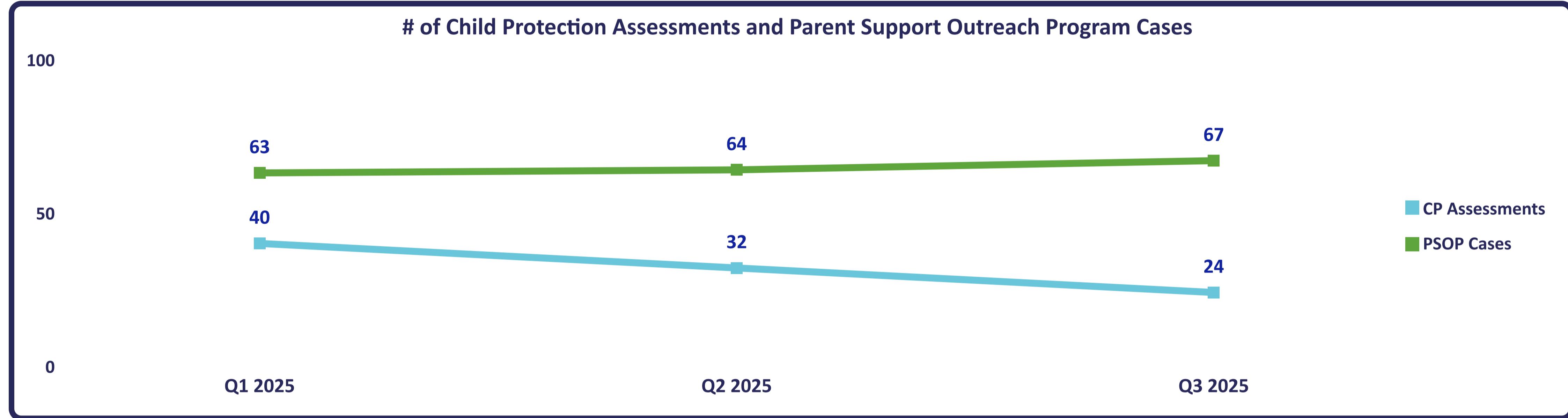
% of customers surveyed who said they were at least satisfied with their experience with HHS staff



What does this tell us?

- Customer satisfaction scores remained at 100% this quarter. While these results are positive, we do not feel we are capturing the comprehensive data necessary for a clear evaluation. Participation remains low, and the survey is not yet being widely utilized. To address this, we are considering revising the survey questions and the distribution process to ensure we gather more actionable insights and increase engagement from a broader customer base.

Child Protection & Parent Support and Outreach



What does this tell us?

- Goodhue County is seeing a decrease in child protection reports, which is consistent with statewide data. The increase in PSOP referrals has continued. Only 3% of families who received PSOP services in 2025 had a new child protection report within 12 months of completing services.