

FAMILY PEACE CENTER KEY PERFORMANCE INDICATORS

QUARTER 1 2020 HIGHLIGHTED FINDINGS

The Family Peace Center (FPC) Outcomes & Evaluation (O&E) Committee is chaired by Dr. Erin Schubert (Sojourner), Dr. Hillary Petska (Children's WI & Medical College of WI), and Dr. Lynn Sheets (Children's WI & Medical College of WI) and comprised of representatives from the FPC partner agencies and key community partners. The O&E Committee collects information from all partner agencies in the building as well as some community partners. With that information, we compile quarterly Key Performance Indicator (KPI) reports that are intended to give a snapshot of how the center is doing in some key areas. We report on how things are going within the center (in **purple sections** on the report). We also report on community trends related to our work (e.g., DV homicides, child maltreatment reports, etc., in **green section** on the report). Favorable changes are in **green** and unfavorable changes are in **red**. Definitions for indicators on the second page of the report.

Highlighted findings from Quarter 1 2020 include:

1. Despite the COVID-19 pandemic impacting the FPC services starting in mid-March 2020, we see an **increase in the total number of FPC clients served, with FPC partner agencies serving 6,935 clients in Q1 2020, up 58 from the average number served the past 4 quarters**. It is worth noting that the total number of clients served is a duplicated count across agencies. For instance, if a single client received services at 3 separate FPC agencies in the quarter, they would be counted 3 times in this total. As we continue to navigate the impact of COVID-19, we expect to see decreased number of clients served in Q2 2020 and possibly beyond.
2. The homicide data from the City of Milwaukee show a **troubling rise in both domestic violence homicides as well as homicides as a whole**. Interestingly, the increase in homicides began *before* the onset of the pandemic in our area. A multi-disciplinary group of Outcomes & Evaluation committee members as well as members of the Domestic Violence High Risk Team will be convening to examine these trends in depth and craft responses to help curb this disturbing trend.
3. Another community trend worth noting is the **decrease in child abuse and neglect reports to the Division of Milwaukee Child Protective Services**. While at first glance, this appears positive, this trend may hide a more troubling reality. Because schools, daycares, and extracurricular activities have closed in response to the pandemic, professionals in these settings who have a mandated reporting responsibility are no longer seeing children and therefore no longer able to report suspected cases of abuse and neglect. A big thank you to our partners at United Way who are spreading awareness among youth serving agencies in Milwaukee that will be operational this summer. It is imperative that the few service providers in operation and seeing youth are aware of the warning signs of child abuse and how to make a report.

Family Peace Center Key Performance Indicators

As of March 31st, 2020

Q1 2020

Transformative Model of Care: The Stories

	Quarter 1 2020	Q1 2020 vs. Past 4 Quarter Average
Partner Relationships	Referrals Received From Family Peace Center Partners [^]	3,755 -176
	Number of Co-located Partner Agencies	14 0
	Partnership Functioning (PAT Score)	3.45 of 5 same data
Community Impact	Family Peace Center Tour Groups [^]	18 -15
	Community Presentation & Reports [^]	71 +37
	Consultations Provided To Other Communities	1 -4.5
Client Well-Being	Client Satisfaction Score ^{**}	5.7 of 7 -0.2
	Clients Served ^{^*}	6,935 +58
	Number of Agencies Client Accesses ^{**}	4.5 +0.1
	Change in Client Hope Score ^{**}	-4.1% -9.3%
Employee Well-Being	Wellness Events & Initiatives [^]	27 -8.0
	Job Satisfaction (ProQOL Score)	39.5 of 50 same data
	Job Fatigue (ProQOL Score)	23.0 of 50 same data
Community Trends	Domestic Violence Homicides / Total Homicides ‡	17/37 +12/+13
	Calls to Sojourner Domestic Violence Hotline	3,720 -324
	Severe Child Physical Abuse Cases / Deaths †	82/5 -61/+1.5
	Child Abuse & Neglect Reports / Screened In †	4,030/1,774 -148/-82
	Sexual Assault / Abuse Victims Accessing Medical Care	193 -36
	Human Trafficking Investigations ‡	10 -11
	Milwaukee Residents Living in Poverty ‡	28.4% no change

Mental and behavioral health challenges are common and normal responses to trauma and violence. This is why we offer traditional and non-traditional mental health and healing services at the Family Peace Center. In one recent example, a Milwaukee Public School (MPS) elementary school student came to the attention of his school social worker because of his behavioral challenges. After connecting with the family, the social worker learned that these behaviors were in response to the child witnessing violence in his home. As part of her role at the Family Peace Center, our MPS social worker educates and raises awareness among others in her field of where to turn for issues of family violence. The local school social worker remembered this content and contacted our MPS social worker who was able to provide DV-specific advocacy to the family. Our MPS social worker also recognized the child's need for psychiatric support. She worked collaboratively with our on-site partner Children's WI Behavioral Health Clinic to secure an immediate appointment with the on-site psychiatrist, a service that has a many month wait for an appointment without this type of cross-agency collaboration and advocacy.

* Includes duplicated reporting
 ** Collected from a subsample of clients (n=14)
 † Milwaukee County
 ‡ City of Milwaukee
[^]Legal Action data for this indicator missing this quarter



KEY DEFINITIONS

This document represents the ongoing work of the Outcomes & Evaluation Committee. For questions or clarification, please contact the Director of Outcomes & Evaluation, Dr. Erin Schubert at erins@familypeacecenter.org.

The Outcomes & Evaluation Committee is comprised of representatives from each partner agency at the Family Peace Center (FPC). Members have been meeting monthly since August 2015 to guide the evaluation work and promote data-driven decision making at the FPC.

Partner Relationships	Referrals Received From Family Peace Center Partners: Number of referrals received from fellow Family Peace Center partner agencies.
	Number of Co-located Partner Agencies: Number of partner agencies co-located at the FPC.
	Partnership Functioning (PAT Score): FPC staff score on the PAT (Partnership Assessment Tool) survey that is administered annually.
Community Impact	Family Peace Center Tour Groups: Number of groups that have toured the Family Peace Center.
	Community Presentation & Reports: Any presentation to a group outside the partnership that discusses an agency's work at the FPC.
	Consultations Provided To Other Communities: Any contact with an external individual or agency seeking advice, input, or discussion of how to facilitate cross-agency partnerships similar to the FPC.
Client Well-Being	Client Satisfaction Score: Average client response to the question "What is your overall satisfaction with the services you have received from the FPC?" rated 1 to 7.
	Clients Served: Total number of clients served across all FPC agencies (duplicated)
	Number of Agencies Client Accesses: Average number of FPC agencies that a single client has received services from.
	Change in Client Hope Score: Average change in a client's score on the Hope Scale from their initial encounter at the FPC to several months later, after continuing to receive services.
Employee Well-Being	Wellness Events & Initiatives: Any event (e.g. social gathering, massage, day event) or new agency policy that works to improve the resilience of the workforce.
	Job Satisfaction (ProQOL Score): FPC staff score on Job Satisfaction subscale on the ProQOL (Professional Quality of Life) survey that is implemented annually.
	Job Fatigue (ProQOL Score): FPC staff score on Job Fatigue subscale on the ProQOL (Professional Quality of Life) survey that is implemented annually.
Community Trends	Domestic Violence Homicides / Total Homicides: Total number of DV-related and all total homicides reported by the Milwaukee Police Department.
	Calls to Sojourner Domestic Violence Hotline: Total number of calls made to the 24/7 Sojourner Domestic Violence Hotline.
	Severe Child Physical Abuse Cases / Deaths: Number of child physical abuse cases hospitalized at Children's Wisconsin / Number of child physical abuse-related deaths reported by the Division of Milwaukee Child Protective Services.
	Child Abuse & Neglect Reports / Screened In: The number of total child abuse and neglect reports made to the Division of Milwaukee Child Protective Services / number of abuse and neglect course screened in by the Division of Milwaukee Child Protective Services.
	Sexual Assault / Abuse Victims Accessing Medical Care: Total number of adult and pediatric patients seeking care for sexual assault or abuse at Aurora Health Care and the Children's Wisconsin Milwaukee Child Advocacy Center.
	Human Trafficking Investigations: Total number of human trafficking investigations conducted by the Milwaukee Police Department Sensitive Crimes Unit.
Milwaukee Residents Living in Poverty: Percentage of residents of the City of Milwaukee living at or below the poverty line.	

